

The High Line

By Line

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A Touchstone Energy® Cooperative 

Load Management System – Member Benefits

Arrowhead Cooperative's load management system is our dynamic demand response system that we use to help our members save on their electric heating rates and to control the cost of purchased power for the cooperative.

Load management is one of the key elements that the cooperative uses to help control the cost of purchased power. Arrowhead Cooperative gets electricity from our power supplier, Great River Energy (GRE). GRE both generates power at its plants and purchases power from the energy market, then transmits the electricity to our substations for us to distribute to members' homes and businesses. Throughout the day, as the demand for power across the region goes up and down, the cost of electricity also goes up and down in the energy market. Our load management programs allow Arrowhead Cooperative (through GRE) to minimize the amount of electricity that GRE purchases on our behalf when the costs are highest; instead Arrowhead members shift that usage to a time when the cost of electricity is lower. This is generally overnight hours, which is also when wind energy is most plentiful, allowing us to purchase renewable energy at low cost.

What are the load management programs Arrowhead Cooperative offers? Some Arrowhead Cooperative members may have off peak storage (for hot water or for heat). Others may have an interruptible or dual fuel heating system that can be interrupted during expected periods of high system-wide usage. By allowing the cooperative to curtail the electric usage for your heat or hot water you help us manage our overall system electricity demand.

Control Devices

What is a Load Management Device (LMD) or radio receiver? Presently, Arrowhead Cooperative uses a mix of radio-controlled devices from a variety of manufacturers to serve our subscribed load management members. It is most likely installed on the outside of your home. Arrowhead is beginning to replace our load management equipment with new devices manufactured by Tantalus Systems (Arrowhead's Advanced Metering Infrastructure trade partner). The devices will look like this:



When we are ready to schedule replacement of your device we will contact you to schedule device replacement and associated system maintenance.

We look forward to working with our members to replace this equipment and ensuring that you are enjoying your participation in Arrowhead's load management programs.

Load Management Program Reminders

- 1) Always ensure that the power is in the on position to the load management device (radio receiver).
- 2) As stated in your load management agreement, the Cooperative is allowed to inspect the installation and operation of the radio receiver device at all reasonable hours.
- 3) Arrowhead actively monitors meter data for all load management accounts to ensure that enrolled equipment is responding to load management control signals.

When you join a load management program, your electrician will complete installation of your equipment and work with you and Arrowhead Cooperative to hook up appropriate items like a plenum heater, water heater, or storage heater – to name a few. Arrowhead Cooperative will complete a final inspection and enable the load management device.

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Load Management Metering

All equipment controlled by load management is connected to a separate sub-meter – sometimes called your heat meter. Use through the sub-meter is listed below the general service meter on your billing statement. Electricity that went through the sub-meter, or heat meter, for load management is billed at the corresponding rate for the type of load management program you are enrolled in.

Control Period

A control event or period can happen anytime, but it is typically between the hours of 7 a.m. to 11 p.m, and can happen any day of the week. Control times may be extended based on conditions from Arrowhead’s wholesale power supplier and/or constraints on the regional electric system as a whole. Please keep in mind that Arrowhead works hard not to control on a daily basis, but occasionally Arrowhead needs to control on consecutive days to avoid higher demand cost charges.

Here is a table of our typical control periods.

Program	Program Control Hours
Dual Fuel	Up to 12 hours in a continuous period, typical interruptions are about 4 hours
Storage Water Heaters	16 hours of control from 7 a.m. to 11 p.m. - These water heaters heat water at night and store it during the day
Storage Heating Systems	16 hours of control from 7 a.m. to 11 p.m. - These space heaters heat a storage medium at night and store it for use during the day

Rates

Arrowhead offers load management rates to those members who participate in our load management programs. By participating in load management, you not only get a lower rate for yourself, but you also help the entire cooperative by keeping wholesale power costs down. Arrowhead has on staff experts who can help you determine if there is a load management program that is right for you.

Communication

Please call the Arrowhead staff any time with questions, comments, or concerns about our load management program. We are here to help you save energy and money.

We post notices about our load management controls on our website and our Facebook page. We also send out messages via email and SMS text message. If you would like to be notified by email and/or SMS text message when there is a load control event, please call the Arrowhead office: 218-663-7239.

Assistance

If you are experiencing an issue with your heating or cooling equipment, or any other load management connected device, and you think it might be linked to your load management device, let us know right away! We regularly maintain our load management equipment. Don’t wait to call us – we are here to help!

Remember to keep us up-to-date with your contact information or notify us about any changes to your load management/off-peak service. Please call Arrowhead Cooperative at: 218-663-7239 or toll-free at 800-864-3744 or email us at newsletter@accimn.com.

Autopay Winners!

Congratulations to the winners of our autopay drawing. We randomly chose three winners from the members and subscribers who paid via autopay bank or credit card in November.

Bill Credit	Arrowhead Electric Winners	True North Broadband Winners
\$100	Steven Luka	Edwin Wright
\$50	Jason Mesenbring	Mike Siesennop
\$50	Dick Nelson	Orest Kramarczuk

How to sign up for autopay:

1. Visit www.arrowhead.coop and click on Online Bill Pay.
2. Sign up for SmartHub. To register, you'll need your account number, email address, and last name.
3. On the SmartHub site, under Billing & Payments, choose Auto Pay Program.

SmartHub Autopay is the best way to pay your electric and your broadband bill.

- It's easy. Sign up once and all the work is done. No remembering to mail a check or remembering to call on the due date. You can sign up for autopay and still receive a printed bill each month. You can use a credit card, a checking account, or a savings account.
- Avoid late fees. Your bill gets paid on time every month.



It's secure. Your information is protected at all times.

- It's efficient. When you have autopay with your personal bank or another third party your bank will still mail a paper check to Arrowhead each month. That check will still need to be manually entered by our staff and taken to our bank for deposit.
- It's accurate. You never over-pay or under-pay. With autopay through Arrowhead or True North you're charged the amount due, so if your balance is \$0 nothing is charged to your autopay. You never have to worry about payments lost in the mail, or the timing of when they will get applied to your account.

Go to accimn.smarthub.coop or truenorth.smarthub.coop to get started today!

Energy Efficiency Tip of the Month

Heading out of town for the holidays? Remember to unplug electronics that draw a phantom energy load. Some gadgets, like TVs, gaming consoles, chargers and DVD players use energy when plugged into an outlet, even when they're not in use.

Source: energy.gov



Dates to Remember

Thursday, December 20	Electric & Broadband Bills Due
Monday, December 24	Office Closed
Tuesday, December 25	Office Closed
Thursday, December 27	Board of Directors Meeting
Monday, December 31	Office Closed
Tuesday, January 1	Office Closed



Winter Bill Help Available Right-Of-Way

Do you or someone you know need help paying your electric bill this winter? The Minnesota Cold Weather Rule helps homeowners and renters protect and reconnect heat during the winter months beginning October 15

If you are worried about paying your electric bill on time, contact Arrowhead Cooperative at **800-864-3744** BEFORE the due date of your bill. You will need to fill out the form in the Cold Weather Law brochure. You can call our office to get a form sent to you. After you return the form to us we can help you make a payment arrangement so that your power does not get shut off.

If you need additional help you can also call the following numbers

Energy Assistance Hotline: 1-800-657-3710

Arrowhead Economic Opportunity Agency (AEOA):
1-800-662-5711

Grand Portage Energy Assistance: 218-475-2822

Salvation Army Heatshare: 1-800-842-7279

In order to keep your electricity on you must make a payment arrangement with Arrowhead Cooperative and stay current on your payments. If you are income-eligible, you must also apply for AEOA Assistance. This is true for all residential customers, even senior citizens or families with children.

Please call our office if you have any questions about getting help with your electric bills. We are happy to help you get the assistance you need to stay safe and warm this winter.

Holiday Note

All of us at Arrowhead Cooperative & True North Broadband wish you a safe and joyful holiday season.

To allow our staff to celebrate with their families our office will be closed December 24nd & 25th and December 31st & January 1st.

As always, in the event of an outage, please call **800-864-3744** and follow the prompts to report a power or fiber issue.

Contractors from Northern Clearing are working on Right-of-Way clearing from Gunflint Lake to Devil Track Lake. Our project manager from Davey Resource Group will continue contacting members in those areas to discuss ROW maintenance on their property. Keep in mind, clearing and hazard tree removal can happen at any time, in any area as needed.

What can you do to help?

- Please be sure the right of way is clear of personal items to ensure the mowers and equipment can pass through with ease.
- Brushing and/or mowing your private right-of-way from the meter to your home, following your electric or fiber line, would be extremely helpful. The suggested width is 10 feet for both overhead and underground services.

Please mark survey pins, sprinkler systems, septic systems, well heads, wire or fencing with a five foot permanent reflective marker post within the right-of-way, and remove any personal items that may be damaged by flying debris. Arrowhead Cooperative will not accept liability for damage of these items if not notified. If you do not live at your service address, please call the office to inform us of known obstacles in your right-of-way.

Arrowhead Cooperative encourages members to contact the office with any questions or concerns regarding Right-of-Way clearing.

Arrowhead Cooperative True North Broadband

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Interim General Manager: Jenny Kartes
Board President: Roger Opp
Newsletter Editor: Sara McManus and Yusef Orest
Cooperative Board Meeting last Thursday of each month @ 9:00 a.m. with the exception of November and December due to the holidays.

This institution is an equal opportunity provider and employer.

