

A newsletter from Arrowhead Cooperative

The High Line

By Line

May 2019, vol. 24



A Touchstone Energy® Cooperative 

Please join us at the 66th Arrowhead Cooperative Annual Meeting! Saturday, June 8, 2019

Registration begins at 8:30am at the Cook County High School. Remember to bring the registration coupon from your annual report to receive a \$10 credit on your electric bill and to register for door prizes.

We will be collecting donations for the Cook County Food Shelf. Bring a non-perishable item or a check and receive a free LED light bulb.

The Cook County Vikings Softball Team will be helping us serve a delicious breakfast of eggs, pancakes, sausage, and plenty of real maple syrup from our Lutsen producers.

Breakfast will be available from 8:30 – 10:00am in the ISD 166 cafeteria.

The meeting begins at 10:00 in the Arrowhead Center for the Arts. This a great opportunity to hear about what happened in 2018, to learn about the Cooperative's plans for 2019, and to ask questions of the Board of Directors and the Arrowhead management staff.

After the meeting has concluded Arrowhead has fun prizes donated by local businesses to give away - be sure to stick around for those as well!

Coming soon, to a mailbox near you!

Later this month all members will receive the 2018 Arrowhead Cooperative Annual Report. The publication includes a summary of last year's financials as well as a report from the management team. The Annual Report also includes your ballot to vote for candidates for the Board of Directors.

This year three seats are up for election:

- District 3 (Gunflint Trail)
- District 6 (Lutsen)
- District 7 (Tofte/Schroeder)

The Annual Report will have short bios for each of the candidates.

Although candidates are elected to represent a specific district, ALL members may vote in the election.

Please choose one candidate in each district and enclose your ballot in the envelopes provided. Sign the outer envelope and mail it (postage paid!) to our office.

Ballots must be received in our office by Friday, June 7th if mailed. If you prefer, you can bring your ballot with you to the Annual Meeting on Saturday, June 8th.



HOW THE ELECTRIC CO-OP WORKS



1. Member-owners elect board directors.



2. Board defines expectations for the co-op's general manager (GM/CEO) and provides policies & strategic goals.



3. GM/CEO interprets the board's expectations to create a plan.



8. Board reflects on policies and updates them as needed.



Member-owners provide input & feedback to board, GM & staff.



4. GM/CEO delegates responsibilities to staff who help carry out the plan.



7. GM/CEO shares results with the board.



6. GM/CEO collects data from staff about their efforts.



5. Staff develop and oversee programs to accomplish their tasks.



Ways to Pay!

At Arrowhead Cooperative, we believe that paying your bills should be secure, convenient, and simple. Here are some easy ways to pay your electric or broadband bill.

1. Pay online with SmartHub

Both Arrowhead Cooperative and True North Broadband offer easy online access to your account so you can see your current bill, past bills, payments, and more! You can sign up for automatic payments with a checking account, savings account, or credit card. You can also make a one-time payment.

Electric: accimn.smarthub.coop

Broadband: truenorth.smarthub.coop

2. Pay by mail

Send a check, cashier's check, or money order addressed to

Arrowhead Cooperative
PO Box 39
Lutsen, MN 55612

3. Pay by phone

During office hours (Mon-Fri, 8am – 4:30pm) you can call our office at 800-864-3744 and pay your bill (electric or broadband). We accept payments from checking or savings accounts and all major credit cards.

4. Drop it off

Arrowhead Cooperative shares a payment dropbox with Como Propane in Grand Marais. You can leave check or money order payments addressed to Arrowhead Cooperative in the box outside the Como office at 2 E Hwy 61.

There is also a drop box outside our office in Lutsen, or come on inside and say hi.

Remember that electric and broadband bills must be paid separately, but feel free to put them both in the same envelope.

Interested in Budget Billing? May is the best month to start budget billing Call 218-663-7239 or 800-864-3744 to learn more!

Welcome to the Connected Home

From TVs to speakers, coffee makers to heating systems, more and more of the devices we use every day are now “smart”. This means they connect to the internet, can be controlled using a smartphone, and talk to each other, giving you more control over how you use them -often saving time and money.

At the heart of the connected home is broadband, which your devices use to go online and communicate with you and each other. There are two main components that will determine how smoothly your connected home runs. The first is the quality of that broadband connection. True North Broadband's full-fiber connection ensures

you always have the bandwidth you need. Our fiber-to-the-home network doesn't slow down when everyone gets home in the evenings -we have enough capacity to keep your connection at full strength 24/7, no matter what the neighbors are downloading.

The second key to the connected home is wifi. Most of these devices will need to connect wirelessly to the internet, and all those connections will be depending on the quality of your router. With Superior Whole Home Wifi from True North Broadband, your entire house is covered with a mesh wireless network. Our main wireless router connects directly to the fiber network. Then, additional mesh wireless access points installed throughout the house eliminate any weak spots or dead zones. Devices throughout your home easily and consistently have a signal.

And of course, with True North Broadband you get our friendly customer service and knowledgeable technical support. So if any questions or concerns arise, we're just a phone call away! If you're adding smart devices to your home, make sure you've got the best connection with True North Broadband and our Superior Whole Home Wifi.

Experience the world's most advanced managed mesh Wi-Fi for only pennies a day.

With our GigaCenter and mesh satellites, now you can experience whole-home Wi-Fi in every corner of your home - *and beyond.*

Introducing the best Wi-Fi experience you can have from

TRUE NORTH BROADBAND

TrueNorthBroadband.com



Dates to Remember

May 20
May 27
May 30
June 8

Broadband & Electric bills due
Office Closed -Memorial Day
Board of Directors Meeting
Annual Meeting



New Employee Tom Bernier

Please join Arrowhead Cooperative in welcoming the newest member of our team, Tom Bernier. Tom will be our new Fiber Operations Coordinator. Tom will be responsible for



designing new fiber optic broadband service drop installations along with maintenance projects to continually provide the highest level of service to our subscribers.

Tom is a familiar face in Cook County for many folks, as he grew up in Grand Marais (Class of 1985). He worked for Century Link for the past thirty years and is a fifth-generation ma-Bell employee. Many of our members will remember his father Mike from his years at the phone company. On the weekends Tom owns and operates a charter fishing business, Big Lake Charters. With his experience and history in the county, Tom will be able to hit the ground running and we are excited to have him on board.

Right-Of-Way

Right-of-Way clearing has resumed. Crews from Northern Clearing will be starting in the Grand Portage area as of April 22, 2019. Clearing will resume in the Mid-Trail area as soon as conditions allow. 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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www.truenorthbroadband.com



Interim General Manager: Jenny Kartes
Board President: Roger Opp
Newsletter Editor: 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.