

A newsletter from Arrowhead Cooperative

The High Line

By Line

August 2019, vol. 24



A Touchstone Energy® Cooperative 

Time to Submit Photos for the Arrowhead Cooperative Calendar

Submit a photo to be included in the 2020 Arrowhead Cooperative Calendar!

It is easy and fun:

1. Choose a photo you have taken.
2. Send it to us.
3. Come by our office during Member Appreciation Week in October and vote for your favorites to be included in the next calendar.

The details:

1. Only Arrowhead Cooperative members, directors, employees and their family members are eligible.
2. Two entries per membership will be accepted.
3. Please include your name, phone number, email address, and member number or account number.
4. For each submission we need 1 cleanly printed photo AND 1 digital copy.
5. Photos can be either horizontal or vertical orientation.
6. Submitted photos become the property of Arrowhead Cooperative and may be used in other publications or digital media. Photos will not be returned.
7. Deadline: Friday, October 4th.
8. Email photos to Newsletter@aecimn.com AND mail prints to Arrowhead Cooperative PO Box 39 Lutsen, MN 55612

Mail printed photo to

Arrowhead Cooperative

ATTN: Photo Contest

PO Box 39

Lutsen, MN 55612



You must also Email your photo

to Newsletter@aecimn.com

Subject Line: Photo Contest

Include your name, address,

& contact number.



October is National Cooperative Month

Celebrate with Arrowhead Electric Cooperative

Member Appreciation Week: October 7-11

Member Appreciation Lunch on Friday October 11th –

Don't forget to join us!

True North Vacation Service Reminder

Reminder to True North Residential Subscribers: if you will be suspending your phone or internet service this fall, please contact our office three business days before the date you are pausing service. The minimum monthly service charge for each suspended service is \$10 and the maximum length of suspension is 6 months. If you suspended your service last year, you need to have 6 months of active service before you are eligible to suspend again. For example, if your service became active in May you must wait until November to suspend this year. You may request suspension via phone 218-663-9030 or email TrueNorth@arrowhead.coop.



true  NORTH
broadband access

Cogeneration Notice for Arrowhead Cooperative Members

The Arrowhead Cooperative Board of Directors adopted the Cooperative Minnesota Distributed Energy Resource Interconnection process, which was updated by the State of Minnesota Public Utilities Commission. Minnesota Statute 216B.1611 states cooperatives shall adopt an interconnection process that addresses the issues addressed in the Commission's order. Arrowhead Cooperative's updated Cogeneration Policy reflects the adoption of the Cooperative Minnesota Distribution Energy Resources Interconnection Process (C-MIP). All new distribution energy resources will follow the C-MIP interconnection process beginning June 14, 2019.

In compliance with the adopted rules relating to cogeneration and small power production, Arrowhead Cooperative is obligated to interconnect with and purchase electricity from cogenerators and small power producers who satisfy the conditions as a qualifying facility. Arrowhead Cooperative provides information free of charge to all interested members upon request regarding rates and interconnection

requirements. All interconnections require an application and approval to become a qualifying facility. Any dispute over interconnections, sales and purchases are subject to resolution by the Arrowhead Cooperative Board of Directors. Members with questions can contact Yusef Orest, Arrowhead Cooperative, P.O. Box 39, 5401 West Highway 61, Lutsen, MN 55604 call 218-663-7239 or 800-864-3744.

Arrowhead Cooperative Members can visit our online portal to find out more information regarding the interconnection process, technical requirements, and cogeneration rates: <https://www.accimn.com/distributed-energy/> or <https://www.novapowerportal.com/Home/Index/26>

Questions? For more information contact:
Yusef Orest, Member Services Manager
218-663-7239 or 800-864-3744
DER@arrowhead.coop

There are many ways that you can make your payments to Arrowhead Cooperative!

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 online or with the SmartHub mobile app.

2. Pay by mail

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

Arrowhead Cooperative
PO Box 39
Lutsen, MN 55612

Please include your name and account number with your payment.

3. Pay by phone

During office hours (Mon-Fri, 8am – 4:30pm) you can call our office at 800-864-3477 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.

Help Arrowhead Cooperative stay in contact with you!

Keep us up-to-date with your current mailing address, phone number, and email address. We use this information to contact you about important information:

- Scheduled outages
- Right-of-way maintenance
- Mailing Capital Credit checks

If you have a SmartHub account to view your bills online, you can log in there to see your current contact information on file and submit any changes: accimn.smarthub.coop

You can send us the information via email: Newsletter@arrowhead.coop

Or fill out the form below and return it with your monthly payment.

Name _____	Account Number _____
Service address _____	
Mailing address _____	
Home phone _____	Mobile phone _____
Email address _____	

Dates to Remember

Tuesday, August 20
Thursday, August 29
Monday, September 2

Electric & Broadband bills due
Board of Directors Meeting
Office Closed; Labor Day



Arrowhead Cooperative welcomes our new employee Ashley VanDoren!

Arrowhead Cooperative is pleased to announce Ashley VanDoren is our new Inventory & Work Order Specialist. Ashley grew up in Lutsen, graduating from CCHS in 2012. After high school, she completed her bachelor's degree at the University of Minnesota-Duluth. Ashley's family history is concentrated in the Lutsen community between the Ross, Sutherland, and Happy families. She now enjoys spending free time at the lake with her husband, Brad, and two dogs, Duke & Daisy.



Right-Of-Way

Right-of-Way clearing has resumed. Crews from Northern Clearing are working in the Grand Portage area as well as along the Gunflint Mid-Trail area. 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

Post Office Box 39
5401 West Hwy. 61
Lutsen, Minnesota 55612-0039
Phone 218-663-7239
Toll Free 1-800-864-3744
Fax 218-663-7850

www.arrowhead.coop
www.truenorthbroadband.com

CEO/General Manager: John Twiest
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.

