

A newsletter from Arrowhead Cooperative

The High Line

By Line

November 2019, vol. 24



A Touchstone Energy® Cooperative 

A week-long celebration of Arrowhead Cooperative Members!

Thank you to all of our members who celebrated with us in person, and in spirit, during Member Appreciation Week 2019. We are grateful for YOUR membership in YOUR electric cooperative. This year, Arrowhead Cooperative staff took the Member Week celebration on the road! We communed with Members in Grand Portage at the Community Center on Tuesday the 8th. We dined with members on the Gunflint Trail at the Schaap Community Center at Gunflint Fire Hall #1 on Thursday the 10th. Then Friday the 11th, we spent time with Members at our headquarters in Lutsen for a meal and celebration. We are thrilled by how many Members were able to join us for lunch during Member Appreciation Week!

We enjoyed taking our Member Week celebrations on the road - this was our first year trying out hosting events across our community and we think it was a great success! Have an idea or suggestion for next year - please let us know!

Members also voted for the 2020 calendar photos - thank you to all of our members who submitted photos for the calendar contest. We are tallying up votes for the favorites to be included in the 2020 calendar and will notify the member-selected photographers. Calendars will be mailed to all members in December, so make sure your mailing address is correct!

Remember why we celebrate our Cooperative and our Members: As Members of the cooperative, you are more than just customers, you are the owners of the cooperative. You are the owners of all the poles and power lines, the bucket trucks, all of our fleet vehicles, our headquarters and satellite facilities, and the only fiber-to-the-home broadband system in Cook County. This is your cooperative - you own it! In a

few months the annual meeting and director elections will be back, and there will be an opportunity to serve on the Board of Directors - members just like you make up our board. In the coming months, Operation Round Up will work with local organizations to give grants to community organizations and programs that make our community stronger. Operation Round Up funds come from members like you rounding up their electric and broadband bills to the next nearest dollar - every year this adds up to tens of thousands of dollars in grants for community groups and programs.

Because we are locally governed by members of our community, we are able to get a first-hand perspective on community priorities, such as high-speed broadband, community solar programs, equipment and technology upgrades and electric vehicle programs. When you attend co-op events, alert us to ideas or community needs, provide suggestions online or to our employees, you help us improve operations and thereby we can better serve the cooperative membership and our community as a whole. Arrowhead Cooperative is a reflection of our local community and its evolving needs. Together, let's keep striving to make our community strong and to improve the quality of life for all members! We can't do it without you, and for that, we're thankful for your membership.

DAYLIGHT SAVING TIME REMINDER

**Don't forget to fall
back on November 3!
Set your clocks back
by one hour.**



Time for a Winter Tax Break

With the start of another heating season, Arrowhead Cooperative would like to remind our members who have **electric heat as a primary heat source** that their heat is exempt from Minnesota sales tax, November through April.

The exemption only applies to electricity used as your primary fuel for residential heating. **If you have two heat meters, only one heat meter is tax exempt.** Electricity from lights, appliances, etc. is not tax exempt.

Arrowhead Cooperative must charge sales tax unless we have a Sales Tax Exemption

Certificate on file. If you sent in the form in a past year you do NOT need to send it in again. We renew it automatically.

If you find you qualify and are not sure if you have already submitted this certificate, contact our billing office at 218-663-7239 or 800-864-3744.

If you have already signed the Sales Tax Exemption Certificate for past years you are already tax exempt. There is no need to renew this tax break annually. Not sure if you already signed up? On your bill, look under your Rate. If it says "Winter Exempt" in your rate description then you are tax exempt.

Electric Heat Sales Tax Exemption Certificate

Please sign and return to:
Arrowhead Cooperative
PO Box 39
Lutsen, MN 55612

This is to certify that the main source of heat for my home (over 50%) is furnished by permanently installed electric heating equipment and I therefore am eligible for the electric heating sales tax exemption, as provided by Minnesota state law. This is for the billing months of November through April only.

Account # _____ Date _____

Member Name (please print) _____

Member's Signature _____

Service Address _____



Electronic Gift Guide

This holiday season, give the gift of tech! If you're searching for the latest gadgets and electronics to gift but don't know where to start, we've got you covered.

Here's a list of ideas for your tech-savvy friends and family members, and with a range of prices and interests, there's sure to be something for everyone.

Gifts for those on the go: We all have that one friend who never stays in one place, so they'll appreciate gifts that keep them charged and entertained while on the go.

A portable charger (or power bank) can keep their smart phones and tablets juiced, and the good news is this gift won't drain your wallet. You can purchase portable chargers online for as low as \$20. Typically, these compact devices can fully charge an iPhone three times before running out of steam.

A Bluetooth speaker is another great gift to keep those on the go entertained. Whether they're listening to their favorite tunes or watching the latest flick, Bluetooth speakers can clarify and amplify volume to satisfy any media enthusiast. Prices range depending on features, but you can purchase a quality Bluetooth speaker online or at regional retailers for as low as \$30.

Gifts for the chef: Every foodie knows that temperature matters when mastering the perfect cut of meat. A Bluetooth-connected thermometer can help your chef ensure a delicious (and safe-to-eat) meal. Just download the associated app and keep an eye on the grill right from your smart phone or tablet. Prices vary from \$30 to \$200, but you can purchase these handy gadgets online or at any big box store.

A digital kitchen scale is a must for any culinary pro. No more guessing—the easy-to-read digital screen ensures the exact weight or amount required for that perfect dish. Prices vary depending on the weight the scale can handle, but you can find a 13-pound max weight scale for about \$20 on Amazon.com.

Gifts for the pet owner: Let's face it—pet owners would be lost without their fur babies. Luckily, pet tracking products continue to advance, so pet owners can always keep a watchful eye on their furry friends. Most trackers simply attach to your pet's collar. Prices vary depending on the tracker's capabilities, but some features include water resistance, health monitoring and exceptional battery life. You can purchase pet trackers online or at your area pet store.

Speaking of keeping an eye on pets, you can also purchase surveillance cameras for real-time monitoring—some cameras even allow you to toss treats to your furry friend while you're away. Additional features include a microphone (so you can talk to your pets), a built-in laser toy (for our feline friends) and the ability to snap a photo or take video from your smart phone. Prices vary depending on the bells and whistles, but you can purchase a pet camera for as low as \$40 on Amazon.com.

With so many electronics available today, you're sure to find the perfect gift for your tech-savvy loved ones. And of course, the best way to connect your devices is with True North Broadband and our Whole Home Wi-Fi. If you'd like to give the gift of internet, contact our office for gift certificates for your friends and family. Happy shopping!



Dates to Remember

Wednesday, November 20
Thursday, November 21
Thursday, November 28
Friday, November 29

Electric & Broadband bills due
Board of Directors Meeting
Thanksgiving; Office closed
Office closed



Minnesota Cold Weather Law

Do not hesitate to contact the Arrowhead Cooperative office with any questions. We are eager to work with you so that your electricity stays on all winter long.

What is the Cold Weather Rule?

The Minnesota Cold Weather Rule helps homeowners and renters protect and reconnect heat during the winter months beginning October 15.

When is the Cold Weather Rule in effect?

October 15th – April 15th

Can my power be shut off during the winter?

Yes!

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

How do I set up a payment plan?

If you are worried about paying your electric bill this winter, contact Arrowhead Cooperative at 800-864-3744 **BEFORE THE DUE DATE** of your bill.

What if I get a shut-off notice?

Fill out the form in the Cold Weather Law brochure included with your bill or call our office to get a form sent to you. Return the form to us **BEFORE** disconnect day and call us to set up your payment arrangement.

How can I get more help?

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

Winter will be here soon. Let's work together to keep everyone safe and warm.

Right-Of-Way

Crews from Northern Clearing are expecting to wrap up the Gunflint Mid-Trail area as the season comes to a close. 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.

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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.

