

# THE HIGHLINE BY LINE

A NEWSLETTER FROM ARROWHEAD COOPERATIVE



## 2020 AND BEYOND BY CEO JOHN TWIEST

Last month I reflected on all that Arrowhead Cooperative has accomplished in the past decade. While the successes of the past should be celebrated and recognized, we are always looking ahead, so this month I naturally wanted to share what is planned in 2020 and beyond.



*A lot of work is completed by Arrowhead Cooperative staff in the months leading up to and into the new year. Budgets are prepared, work plan projects are confirmed, end of year reporting is filed, and you would think that by the end of January we could all take a deep breath. Not a chance. The pace of business no longer “slows down” in the winter.*

### RELIABILITY, MEMBER SERVICE, AND ENERGY SOLUTIONS

In terms of core business, providing reliable electricity, we have several projects planned for the upcoming year. Our outside crews will be busy performing distribution system maintenance, building lines, and replacing equipment to ensure reliability. Add in the construction of new services and 2020 will fly by. Inside, our team will work passionately to ensure your questions and requests are taken care of as quickly and efficiently as possible. We still believe that our members deserve a voice on the other end of the line. Personal interaction is the core of our customer service.

From an energy perspective our wholesale power provider, Great River Energy (GRE), has committed to supplying 50% renewable energy by 2030. While other utilities may have a more aggressive timeline, GRE is positioned to make significant strides to ensure their renewable commitment without influencing our wholesale rates.

Locally, renewable energy will continue to play a major role in how we serve you. As solar and wind continue to decrease in cost, tax incentives remain available, and reliable battery

storage becomes more affordable, member-owned generation will provide numerous options to reduce the amount of electricity members buy from the Cooperative.

At the same time, reliance on electricity only continues to grow. With the increasing focus and growth of electric vehicle sales, the Cooperative sees opportunity. Adding these vehicles to a special program, like our off-peak charging program, helps strengthen the Cooperative and benefits members at the same time. The term ‘beneficial electrification’ is used when describing these electric loads – good for the member, good for the environment and good for the utility. Arrowhead Cooperative is very familiar with beneficial electrification technology. We have supported off-peak programs for a long time with electric thermal storage and interruptible heating programs. Our members can use electricity to heat their homes at a very affordable rate while helping us control energy demand and expensive wholesale power purchases. Off-peak electric water heaters offer the same advantages.

Can Arrowhead Cooperative do more? As we move forward, we will continue to look at the possibility of a large scale solar and storage system on our distribution system. If the economics pencil out, the possibility of such a project is real. Ultimately, we are hopeful that if we do it right, we could replicate the project multiple times.

*Continued on page 2.*

# CONTINUED...

## 2020 and Beyond by CEO John Twiest

### OFFICE IMPROVEMENTS

This winter we've been creating more office space in our existing facility and working on plans for the renovation of our parking area and building entrance. Since the addition of True North Broadband service, we have realized that our office spaces are not as efficient as they could be. We are in the middle of some light renovations inside the building to reorganize the space and are excited about the additional workspace that will be created when the project is completed.

In addition, we've been working with the Cook County Soil and Water District on mitigating stormwater run-off and sediment deposits from our parking area. Our primary goal is to prevent sediment from entering Lake Superior. As concerned stewards of the environment and the beautiful lake, we want to do our part to ensure its pristine waters are clean for all of us to enjoy.

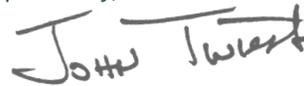
### BROADBAND EDUCATION

With the introduction of high speed and reliable internet, made available through True North Broadband, we are focused on ensuring our subscribers are aware of the many increased capabilities that accompany the service. In 2020, the Cooperative will be hosting town hall meetings for our members and subscribers to demonstrate safe internet use, streaming options, and smart appliances. These meetings are a great way to not only educate consumers but provide an important opportunity to interact with our members one on one and answer any questions you might have.

### THE FUTURE

What do things look like two years from now, five years, ten years? If only we had a crystal ball. The pace of change in the energy industry is rapid. What we know for sure is that what got us here today, will not get us into the future. However, we are confident that we have the ability to adapt to whatever the future brings. Staying on the leading edge of technology, utilizing data analytics, and continuing to listen to our members will have us poised to grow and improve in the most beneficial way for each of you.

Cooperatively,



## SMALL CHANGE, CHANGES LIVES! ARROWHEAD COOPERATIVE IS NOW ACCEPTING 2020 OPERATION ROUND UP® APPLICATIONS!

Operation Round Up® has done amazing things for local organizations since its inception in 2002. More than \$340,000 has been donated to over 90 organizations thanks to Arrowhead Cooperative members who allow the Cooperative to simply “round up” their electric bills to the next highest dollar.

***Do you know a great local non-profit organization that could use some extra funds or has a project they need support for?***

Let them know that Arrowhead Cooperative's Operation Round Up program provides grants to worthy causes serving Cook County.

Grant guidelines and application forms are available online at [www.arrowhead.coop](http://www.arrowhead.coop). Applications must be submitted by 4:00 p.m. on Friday, April 17 and awards will be distributed at Arrowhead Cooperative's Annual Meeting on June 6. For more information, please email [roundup@arrowhead.coop](mailto:roundup@arrowhead.coop).

# ARE YOU INTERESTED IN SERVING ON THE BOARD?

The cooperative model depends on its members to provide leadership and guidance.

Arrowhead Cooperative Directors are members just like you who understand and listen to the community. They represent you on the Cooperative's Board, while responsibly overseeing the business of the Cooperative and determining its strategic direction.

Each year an election takes place to ensure that every member has a voice in the operation of this organization and that any member in good standing may seek election for the Board of Directors.

In 2020, there is one district up for election:

## District 1: Hovland/Grand Portage

### RESPONSIBILITIES OF THE BOARD

- Attend monthly meetings to receive updates from managers and review financial reports.
- Collaborate with the CEO to make decisions about the annual operating budget.
- Direct the management of the Cooperative, including rate setting and the development of the rules and regulations that govern service to members.
- Hire and delegate duties, responsibilities, and authority of the General Manager.

### DIRECTOR QUALIFICATIONS

- Be an Arrowhead Cooperative member and live in the district you wish to represent.
- Willing to attend regular meetings (time and travel are compensated.)
- Not be employed by, or have financial interest in, a competing enterprise.
- Have an interest in shaping the future of Arrowhead Cooperative.

Individuals who serve on the Arrowhead Cooperative Board of Directors possess a sincere interest in the Cooperative and the willingness to work with others to ensure its strong future. They are available to participate in monthly meetings and special events and are also accessible to the members whom they represent.

***If you are interested in serving on the Arrowhead Cooperative Board or would like more information please call (800) 864-3744 or email [newsletter@aecimn.com](mailto:newsletter@aecimn.com).***

The nominating committee will be meeting in mid-April.

Director elections take place at the Annual Meeting held during the month of June. Ballots are mailed to all members along with the Cooperative's annual report prior to the meeting.

## CO-OP NEWS

### DO YOUR SPRING PROJECTS IMPACT YOUR ELECTRIC USE?

If your Spring project list requires new electrical service or changes to an existing service, we strongly encourage you to contact the Cooperative and begin the planning process as early as possible. Sometimes projects like this are more complex than meets the eye. Plus early communication helps us manage equipment inventory and construction schedules in order to help you finish your projects on time!

### COLD WEATHER RULE REMINDER

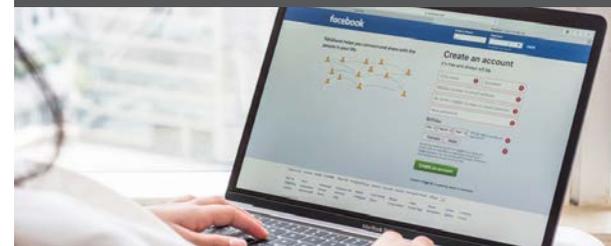
The Minnesota Cold Weather Rule, under statute 216B.097, protects residential utility customers during the cold winter months. Under this rule, your electric service will not be disconnected from October 15 through April 15 if you meet the rule's requirements which include making and maintaining a payment arrangement with Arrowhead Cooperative and complete an "inability to pay" form. To avoid disconnection this winter, make sure you contact the Cooperative before your bill is due. Let's work together to keep everyone safe and warm.

### SAVE THE DATE

The Arrowhead Cooperative Annual Meeting will take place on Saturday, June 6, at the Cook County High School in Grand Marais.

### NEXT BOARD MEETING

*Thursday, March 26, 2020, at 9:00 a.m.*



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# CHOOSE THE OPTION RIGHT FOR YOU

Arrowhead Cooperative provides convenient billing options that make paying your bill as easy and convenient as possible.

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

## 1. 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 (Monday - Friday, 8 am - 4:30 pm) 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

Stop by our office in Lutsen and say hi, or leave a payment in the dropbox outside. The Cooperative also shares an outside payment dropbox with Como Propane in Grand Marais where you can leave check or money order payments addressed to Arrowhead Cooperative at 2 E Hwy 61.

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



### MARCH CALENDAR WINNER

*Submitted by: Robert Hewitt*



### ENERGY EFFICIENCY TIP

*Placing hot food in the refrigerator makes the appliance work harder than necessary, using more energy. Allow food to cool down before you place it in the fridge.*

### ARROWHEAD COOPERATIVE

5401 West Hwy. 61, PO Box 39  
Lutsen, Minnesota 55612-0039  
Phone: (218) 663-7239 | (800) 864-3744  
Fax: (218) 663-7850

[www.arrowhead.coop](http://www.arrowhead.coop)  
[www.truenorthbroadband.com](http://www.truenorthbroadband.com)

**CEO:** John Twiest  
**BOARD PRESIDENT:** Roger Opp  
**EDITORS:** Sara McManus, Yusef Orest  
and Fuller Creative, LLC

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