

THE HIGHLINE BY LINE

A NEWSLETTER FROM ARROWHEAD COOPERATIVE



We're monitoring the COVID-19 emergency and taking steps to keep our members and community safe.

ANNUAL MEETING POSTPONED

In light of the current health situation facing our country, and in doing our part in helping slow the spread of the Coronavirus (COVID-19), Arrowhead Cooperative has made the decision to postpone our Annual Meeting, which was to be held June 6 at the Cook County High School in Grand Marais.

This postponement will also delay the Board of Director Election and Annual Report in coordination with the rescheduled meeting date as outlined in our Cooperative Bylaws.

It is of paramount importance to the Board of Directors and employees of Arrowhead Cooperative that any gathering or meeting of the members be conducted in a healthy environment and safe manner.

In the meantime, we are focused on maintaining a healthy workforce, and keeping key personnel—such as line workers and member service representatives—available so that we can continue to provide the excellent service you expect from us.

Operation Round Up grants normally awarded at the Annual Meeting will still be distributed in June. Recipients will be notified by mail and our membership will be informed in an upcoming edition of the newsletter.

As future circumstance may permit, members will be notified of the rescheduled Annual Meeting date and extended deadline for Director nominations. The Annual Report and voting ballots will be mailed to members prior to the rescheduled meeting. Meanwhile, we wish you good health and safety.

OTHER COVID 19 UPDATES

OFFICE TEMPORARILY CLOSED

In an effort to keep our employees healthy and continue to provide reliable electric service to our members, the Arrowhead Cooperative office is closed to the public. Members can call our office at (800) 864-3744 with any questions or to report a power outage.

COLD WEATHER RULE EXTENDED

The Cold Weather Rule will be extended for Arrowhead Cooperative members. Members who are having difficulty paying their electric bills are encouraged to call the office at (800) 864-3744 to seek assistance.

CONTINUED FOCUS

Our team will continue to respond to power outages and fiber issues as they arise. Please be patient with our team during this time.

IF THE POWER'S OUT, WE ARE HERE TO HELP

STORMS AND CONSTRUCTION OFTEN LEAD TO POWER OUTAGES DURING THE SUMMER MONTHS. IF YOU SUSPECT AN OUTAGE, REPORT IT!

Arrowhead Cooperative works diligently to maintain consistent power quality and reliability. However, with over 600 miles of power line exposed to the elements, trees and small animals, power outages do occur. And when they do, it is incredibly important that members report an outage because it is simply the fastest way to locate an outage cause and get the problem resolved.

Have you ever wondered what steps are taken to restore power? Learn about the process:

STEP 1

We start by mobilizing our line crews and other critical staff. Because our first

priority is public safety, crews are sent to remove damaged power lines from roadways first.

STEP 2

After that, substation power is restored. Substations transfer power to distribution lines from the transmission system. These problems must be corrected before we can focus on other areas where more localized damage may have occurred. Sometimes, service to hundreds or several thousand members can be restored immediately by replacing a fuse on a substation transformer.



If you have any questions or concerns regarding right-of-way clearing, call us at (800) 864-3744.

RIGHT OF WAY CLEARING

Right-of-Way clearing is an essential maintenance activity for an electric utility. This year right-of-way clearing will be taking place primarily on the West End of our service territory. Lake States Tree Service contractors will be working from Lake County to the Onion River including Schroeder and Tofte over the coming months. We will be clearing brush and trees from both overhead and underground power line routes up to the meter location. A representative from Davey Resource Group will be contacting property owners affected by this work in advance by phone and/or site visit.

- Please be sure the right-of-way is clear of personal items to ensure the mowers and equipment can operate and to prevent damage from flying debris.
- Please mark any survey pins, sprinkler systems, septic systems, well heads, wire or fencing within the right of way. Arrowhead Cooperative will not accept liability for damage of these items if not notified. You may also call the office to inform us of known obstacles. Additionally, we encourage our members to brush or mow the route along the private electric lines from the meter to the home.
- Please contact the office with any questions or concerns regarding right-of-way clearing.

STEP 3

Next, the major distribution feeders are repaired. If energy cannot be distributed over these lines, your home cannot receive power.

STEP 4

Then, line crews check the tap lines that deliver power into neighborhoods and communities. If a tap line is repaired and you see your neighbors' lights come on while your lights remain out there is still damage to your individual line, and you may have to wait a while longer for restoration.

STEP 5

Finally, individual service lines are repaired resulting total power restoration.

While we do everything we can to prevent outages, Arrowhead is prepared for when Mother Nature has other plans. But it's also important for you to be prepared for unexpected power outages!

Here's a few things you can do to be prepared when the lights go out:

- Save the Arrowhead Cooperative outage phone number, (800) 864-3744, to your phone so you can quickly report outages when they occur.
- Make sure your phone number is updated in Arrowhead Cooperative's records. This helps us identify you when you report an outage or contact you if your account needs attention.
- Have an outage kit prepared ahead of time so you can easily find flashlights and other things you'll need during an outage.



While crews are working to restore your power consider the five following tips:

- Stay away from downed power lines.
- Treat all power lines as though they're energized.
- If you run over a downed power line, stay in your vehicle and call 911.
- If you use a backup generator, follow the instructions in the owner's manual for safe operation.
- Keep refrigerator and freezer doors closed to maintain a cool temperature.

CO-OP NEWS

BUDGET BILLING TRUE UP

If you are enrolled in Arrowhead Cooperative's Budget Billing program, it's Budget Billing True Up Month. Each May, your bill will display your actual account balance due, which may be higher or lower than your budgeted billing amount, depending on your actual usage for the year. It will also show the new budget amount that has been calculated for the next 11 months.

PLAN AHEAD AND KNOW WHAT'S BELOW

You must call 811 before you dig! It's the safest and only legal way to dig. Even small projects like planting a shrub require you to make advance arrangements before digging. Your call to 811 connects you with Minnesota's Gopher State One Call which arranges for utilities like Arrowhead Cooperative to locate and mark our buried utilities in your dig area at no cost to you.

NEXT BOARD MEETING

Thursday, May 28, 2020, at 9:00 a.m.

**MOVE OVER
for roadside crews.**



If you see utility or emergency crews working on the side of the road, we kindly ask that you move over when possible.

SEEK SAVINGS WITH EFFICIENCY UPGRADES THIS SPRING

If May's warmer weather has you thinking about the sultry summer months ahead, this could be a great time to consider energy-saving options and making plans to help control your energy costs.

There's a combination of things you can do yourself, like making slight modifications to your family's routine; and larger improvement projects that can help identify and achieve opportunities for savings while keeping your home more comfortable throughout the cooling season ahead.

HVAC TUNE UP

- When it comes to heating, ventilation and air conditioning equipment, spending a few dollars at the beginning of the season can add up to big savings and help you avoid expensive surprises and system failures.
- A qualified service technician with the right skills and equipment will check key components like the compressor and condenser, clean the coils and inspect the ductwork. Making sure systems are appropriately sized can also improve performance.
- Consider replacing systems that are more than 10 years old (or those that no longer keep your home comfortable) with a high-efficiency system that is properly sized and designed to meet your needs.

SMALL CHANGES ADD SAVINGS

- When the goal is keeping the house cool and comfortable, remembering that any activities adding heat and humidity to your air-conditioned spaces can increase your costs.
- Open doors don't just allow people to come and go. They also provide an instant exchange of cooler inside air for warm, moist air, much the same as the cooling effect you experience when standing in front of an open refrigerator. A cooler stocked with cold drinks and chilled snacks and placed outdoors can help cut down on household traffic on hot summer days.
- Ceiling fans operating in air-conditioned space can make you feel about 4 degrees cooler while you are in the room. But the benefits only occur when a room is occupied. Make it a habit to turn off the fan when you leave the room.
- Cooking, doing laundry and using power tools can increase both heat and humidity inside your home, making it harder to reach or maintain a comfortable temperature. Try shifting these activities away from the hottest hours of the day.



APRIL CALENDAR WINNER

Submitted by: Kirstin Van Den Berg



GO AHEAD AND FIRE UP THE GRILL

When the weather is nice, put your grill to use! During summer months, cooking outdoors is a great way to save energy and eliminate unwanted heat from cooking indoors.

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