

THE HIGHLINE BY LINE

A NEWSLETTER FROM ARROWHEAD COOPERATIVE



PREPARING FOR WINTER WORK

In preparation for a cold and snowy winter, Arrowhead Cooperative crews are completing inspections, conducting maintenance on weather-sensitive equipment, and preparing for a large construction project that can only be completed when the ground is frozen.



Summer months for Minnesota electric cooperatives like Arrowhead Electric are always busy. We take advantage of our warmer weather and try to complete the majority of our construction projects. But our work doesn't end when the snow arrives. You still depend on us for reliable electricity, warm homes, and modern conveniences.

Winter's cold temperatures produce increased demand for electricity, and heavy snow and wind have the potential to cause damage to poles, wires, and substations, requiring crews to make repairs in difficult conditions. So as we prepare for the winter months to arrive, our crews complete inspections and maintenance of equipment to enhance system reliability when the snow begins to fly.

Inspections are designed to look for damaged wire, broken cross arms, failed insulators, and other hardware problems. Any potential reliability issues identified during the inspection may then be addressed.

"The steps we take now in advance of potential severe weather conditions help enhance the service we provide to our customers. In addition, tree trimming throughout the year helps meet the rigors of winter operations by maintaining proper clearances around electrical systems and helping to protect against tree-related outages," said Operations Manager Dan Johnson.

While maintenance activities identified during inspections dominate our work orders in the winter, there are some projects that rely on the cold weather to be successful.

HONEYMOON TRAIL LINE IMPROVEMENTS

One such example is our work to replace aging and unreliable cable along Honeymoon Trail. This winter, Arrowhead Cooperative crews will work hard to rebuild a total of seven miles of overhead single-phase power line, significantly improving reliability in this area.

Not only is the line old, but much of it is also difficult to access. The surrounding area is primarily swampland. Because of the topography, work can only be completed once winter weather conditions arrive, and the ground freezes. For this project, our freezing Minnesota temps make our work possible, protect the environment and create safer working conditions for our crews. Work began on this winter project in 2019 and is scheduled to be completed in 2021.

Arrowhead Cooperative is committed to providing reliable electricity, and that means we work around the clock, in the wind, rain, sun, or snow to make sure you have the power you need to live in comfort.

LAST CHANCE FOR 2020 REBATES

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Arrowhead Cooperative offers a wide range of programs and smart technologies to our members to help manage electricity while ensuring reliability. We offer several rebates and incentives to save you even more when making energy-efficient changes in your home.

It's not too late to make the energy efficiency upgrades that will save you money before the end of the year. Take advantage of these great offers before time runs out.



- EnergyStar Dehumidifier \$25
- EnergyStar Freezer or Refrigerator \$75 (must recycle old unit)
- Wifi Thermostat \$25
- ETS Space Heating System \$50 per kW
- ETS Water Heater \$400 (80+ gallon and high efficiency only)
- Heat Pump Water Heater \$500
- Interruptible Water Heater \$200 (50+ gallon and high efficiency only)

- Ductless ASHP – Electric Primary Heat \$500
- Ductless ASHP – Delivered Fuels Primary Heat \$300
- Central ASHP System \$480-\$630 (call for details)
- EnergyStar Ductless Mini-Split
- Air Source Heat Pump \$300/\$500
- Commercial Rebates – Lighting, Motors, Drives, and More (call for details)
- Additional energy saving opportunities online at www.energywisemn.com.



WARM HANDS & WARM HEARTS

Arrowhead Cooperative is collecting cold-weather accessories (mittens, gloves, hats, and scarves) to help keep our neighbors warm this winter.

Contributions of **new or homemade** winter accessories can be brought to Arrowhead Cooperative's office by 4 pm on December 10.

Operation Family Christmas coordinators will distribute your donations to those in need in our community.

Help us decorate our mitten tree with warmth, comfort, and cheer!

RELIABLE POWER BROUGHT TO YOU BY MAPPING TECHNOLOGY

If the power in your home has ever gone out, you probably wondered why. The most likely culprits are the weather, accidents where someone/something hit a power pole or squirrels (or other curious, pesky animals). But the cause isn't nearly as pressing as how long it will take to bring the power back.

Making sure reliable electricity continues to flow to your homes and businesses is Arrowhead Cooperative's top priority. One of the ways we keep electricity reliable and resilient is through technological improvements made over the years.



Arrowhead Cooperative and Great River Energy, our wholesale power provider, use the latest in geographic information systems (GIS) to get a bird's eye view of our system. This mapping technology allows us to see where outages occur and assess potential issues on our systems. We can use that information to make decisions that will reduce the number of times your power goes out.

GIS also allows us to use large amounts of data to predict where there might be areas of improvement on our grids. GIS allows us to visualize the data so we can use locational intelligence to make decisions about where to make improvements or where we might see concerns. GIS is used from transmission planning to operations and maintenance. From planning a power line to dispatching crews, GIS is a valuable resource that helps ensure a reliable, resilient grid.

When the power does go out, GIS along with our Automated Metering Infrastructure System allow us to locate issues during outages, dispatch crews quickly, and track repairs for efficient and thorough restoration. We use the same systems for our fiber-to-the-home network. **The use of GIS is just one-way Arrowhead Cooperative and Great River Energy work together to keep reliable electricity flowing to your home.**

CO-OP NEWS

OFFICE CLOSED

Arrowhead Cooperative will be closed on Thursday, November 26, and Friday, November 27, 2020, in observance of Thanksgiving. Please call (800) 864-3744 in the event of an outage or emergency.

COLD WEATHER RULE REMINDER

Arrowhead Cooperative members who may have trouble paying their winter energy bills are reminded that the Cold Weather Rule takes effect October 15.

The Minnesota Cold Weather Rule protects qualified residential utility customers during the winter months. Under this rule, electric service will not be disconnected from October 15 through April 15 due to non-payment, if customers meet Cold Weather Rule requirements. However, this rule does not relieve members of their responsibility to pay their utility bills.

Those who qualify for Cold Weather Rule protection need to set up a payment schedule with the Cooperative. Call us today for more information or to setup your payment arrangement at (800) 864-3744.



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THE BENEFITS OF STREAMING

Whether it's the latest season of Stranger Things or an out-of-control cable bill, there are plenty of reasons to add some streaming to your entertainment diet.

Today, technology is significantly changing and defining our lifestyle. We can see this clearly in the spheres of media and entertainment. Among the popular trends in the world of home-entertainment is the advent of Smart TV and Streaming Services. With access to a stable and Fast Internet Connection, streaming is tremendously beneficial. Here's why:

1. YOU DON'T NEED AN EXTRA STORAGE DEVICE

You don't need to download and save the media file to the hard drive of your device (e.g. computer, tablet, or cellphone) because it is transmitted over the internet in a continuous stream of data, and it can immediately play as it arrives. With online streaming, the content is in real-time, and playback is instant

2. YOU CAN SAVE MONEY

Streaming Services are significantly more affordable than big cable providers. You don't need to pay monthly rental fees for a digital box, and you can choose the best fit and only pay for shows/programs you are interested in.

3. YOU CAN SIGN-UP AND CANCEL ANYTIME

Major streaming providers allow you to register for membership with no contract or long-term agreement. If you would like to cancel your subscription, you can do it anytime without cancellation fees or penalties.

4. YOU WON'T MISS YOUR FAVORITE SHOWS.

If your schedule is always on demand, you don't have to set-up your Digital Video Recorder (DVR) to record your favorite show because the whole season is available any time of day after episodes are released so you can watch them during your leisure time.

5. YOU HAVE MORE OPTIONS

With streaming services, selection of media films, games, and TV shows, the endless options are incredible. However, it can be overwhelming, so pick several streaming media providers and try them out over a period of time. Once you figure out the ones that suit you best, you can always cancel.

You will truly benefit from streaming services, but a happy streaming experience always starts with your internet connection. True North Broadband brings you a superior internet connection with internet packages starting at 100Mbps so you have enough bandwidth for streaming even with multiple devices connected.

Follow the Arrowhead Cooperative Facebook page for streaming tips and recommendations every month. And don't forget, True North's Superior Wifi gives you whole-home wireless coverage with exceptional service and support.



NOVEMBER CALENDAR WINNER

Submitted by: Michael Plumb



EFFICIENCY TIP

Keep cold air out to save energy. Seal air leaks around pipes and any gaps around chimneys and unfinished spaces behind cupboards and closets.

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