

# THE HIGHLINE BY LINE

A NEWSLETTER FROM ARROWHEAD COOPERATIVE



## FALL INTO ENERGY SAVINGS

As scarves and jackets leave closets this fall, we know winter is on its way. We also know that cooler weather typically brings increased electric use. Use these tips to head off high bills in the months to come.



### *Be ready to cut the chill and your energy bill with these seasonal tips:*

**SEAL AND INSULATE:** This is the best way to keep heat in and air out. Check your home's weather stripping for air leaks around doors, windows, baseboards, and wherever pipes, wires, and vents enter the house. Make sure the warm air you paid for won't escape.

**HAVE YOUR HEATING SYSTEM SERVICED** by a certified contractor, and **REPLACE FURNACE FILTERS** at least once every three months. Clean filters once a month during the heating season to keep the system at peak performance.

**ADJUST THE TEMPERATURE:** When you are home and awake, set your thermostat as low as is comfortable. When you are asleep or out of the house, turn your thermostat back 10° to 15° for eight hours and save around 10% a year on your heating and cooling bills. A programmable thermostat can make it easy to set back your temperature.

**ADJUST BLINDS AND CURTAINS:** Keep them open to let in sunlight during the day, and close at night to keep heat inside and protect from drafts.

**REDUCE HOT WATER TEMPERATURES:** Heating water accounts for 12 percent of the average home's energy use. Set your water heater's thermostat to 120° or lower—that's usually sufficient for a household's hot-water needs. Also, if you've had your

water heater for more than 12 years, you might want to consider replacing it with a more energy-efficient model.

**MAKE ENERGY-EFFICIENT LIGHTING CHOICES:** Now that you'll be using your lights more, replace incandescent light bulbs with energy-efficient LEDs. Decorate for the holidays with energy-saving LED holiday lights.

**CONSIDER A CO-OP HEATING PROGRAM AND ENERGY EFFICIENT EQUIPMENT:** Arrowhead Cooperative offers excellent heating programs that offer value, safety, and a competitive advantage to other heating options. Off-peak programs are offered at a reduced electric rate to help you lower your energy bills. Each program varies in the way it heats, so you can choose the method that best meets your needs. Each method is safe, clean, energy-efficient, and cost-effective. Plus, we have rebates available to help you save even more!

- Thermal Storage Heating Rebates \$50/kW
- Interruptible Electric Heating Rebates \$50/kW
- Storage Water Heating Rebates \$400 (80+ gallon and high efficiency only)
- Interruptible Water Heating Rebates \$200 (50+ gallon and high efficiency only)

*Our member services team would be happy to talk to you about your heating system and can coordinate with your contractor to maximize your efficiency and your savings. Call us today at (800) 864-3744.*

# YOUR UNIQUE SOURCE OF POWER

The Cooperative Difference Is How We Treat Our Members, How We Collaborate, and How We Build Community.

*You have a unique story to tell about yourself because you are part of an electric cooperative community. But if you're like a lot of electric co-op members, you might not feel you know enough to tell that story well. So, here's some help.*

About one in ten Americans receive their power the way you do, from an electric co-op. Electric co-ops belong to the people they serve—that would be you and your neighbors. Electric co-ops were first developed in the 1930s because city utilities, owned by investors wanting to make a profit, ignored rural America—they didn't think there was enough money to be earned there. So, people in rural communities met with each other and formed their own local electric co-ops.

October is National Co-op Month, the time of year when cooperatives across the country celebrate the many ways co-ops are unique and more importantly, the members they serve. This year, we're focusing on our ties to the local community. Your co-op was built by the community, for the community, so let's take a look at what that means for you, the members of the co-op.

**YOUR CO-OP IS HERE TO STAY.** Since the co-op belongs to the members it serves with safe, reliable, affordable energy, it's not going to move out of the country, or even across the state. It's staying right where it is.

**YOUR CO-OP KNOWS YOU.** No two co-ops are alike. Across the country, there are more than 900 electric co-ops. Because each of those co-ops belongs to the people who live there, the co-op listens to the community they are a part of. Whether it's working with the latest energy efficiency technologies or keeping the electric grid safe and secure, your electric co-op can offer solutions that make the most sense locally.

**YOUR CO-OP CARES ABOUT YOUR COMMUNITY.** The co-op's top priority is to power the community. It is not owned by far-away, or even nearby, investors looking only for a good return on their money. Your co-op also partners with local organizations on community events, fundraisers, youth programs, and more. We're your friends and neighbors. By investing in the local community, your electric co-op supports economic development and prosperity for all, right here at home.



## MEMBER APPRECIATION WEEK

*DRIVE THROUGH EVENTS TO TAKE PLACE THROUGHOUT OUR SERVICE TERRITORY OCTOBER 5-9, 2020*

Every year, our member appreciation event is our chance to thank you and express our appreciation for your patronage throughout the year.

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 and facilities, and the only fiber-to-the-home broadband system in Cook County. This is your cooperative – you own it!

We can't do it without you, and for that, we're thankful for your membership. And we enjoy the opportunity to meet the members who support us and play a role in directing our future. In light of COVID-19, we have to make a few changes to our typical events, and we'll be hosting drive-through events at various locations in the county instead. More details will be available on our Facebook page and website as the dates approach. Watch for more details soon!

# ANNUAL MEETING UPDATE

## COVID-19 IMPACTS ANNUAL MEETING PLANS

Last month, we were forced to cancel our 2020 Annual Meeting plans due to Coronavirus regulations and concerns. The safety, health, and well-being of our members and staff are of utmost importance.

Despite this unfortunate decision, the Cooperative did move ahead in hosting our annual Director election. Congratulations to Roger Opp in District 1 who was re-elected to serve on the Arrowhead Cooperative Board. Thank you to all our members that participated in the voting process and made your voice heard.

Instead of our traditional business meeting, CEO John Twiest will provide an update on Cooperative financials and operations via a video posted to our website and Facebook page. Watch for the video soon!



### 2020 CALENDAR COVER

*Submitted by: Tom Bittinger*

## SEND US YOUR BEST SHOTS

*We invite our members to share their most beautiful, engaging, and fun photos for the chance to appear in our 2021 calendar!*

Submissions are accepted until October 2, 2020, at 4:30 p.m. Please email your photos to [newsletter@aecimn.com](mailto:newsletter@aecimn.com) containing "Photo Contest" in the subject.

### PHOTO GUIDELINES:

- We are looking for scenic photos that reflect the beauty of our service territory (seasons, lifestyle, or landscapes).
- Photos must be electronic.
- The photos must be taken by the member.
- Two entries per membership will be accepted.
- Photo entries MUST be in color and appropriately sized for printing at 12 inches wide by 9 inches high (2000 pixels).
- Only horizontal (landscape) photos will be accepted. Vertical (portrait) photos do NOT qualify.
- Please include your name, phone number, email address, and member number or account number.

*By entering the photo contest, you agree to give Arrowhead Cooperative rights to use your photo in the Co-op's calendar, newsletter, future contest promotions, and other publications or digital media.*

# CO-OP NEWS

## KEEP YOUR CONTACT INFORMATION UP TO DATE

Updating all your contact information is helpful because it allows the Cooperative to contact you regarding your account if there is a need. Updating your contact information is also helpful because it speeds up the power restoration process. At Arrowhead Cooperative we use the phone numbers you provide to link your service address to our outage management system. But remember – this only works if your current phone number (especially your cell phone number) is linked to your service address.

By having an e-mail address on file, you can sign up for online account access through SmartHub. There you can sign up for our alerts, bill pay reminders, and access your usage information.

Your privacy is important to us. We will not share any provided information with others. Communication in our busy world is changing and we want to know the best ways to let you know about planned outages, large emergency outages, upcoming events and programs, and your account.

## NEXT BOARD MEETING

*Thursday, September 24, 2020, at 9:00 a.m.*



**Know what's below.  
Call before you dig.**

Call 811 or visit  
[gopherstateonecall.org](http://gopherstateonecall.org)  
before you dig.



# YOUR RIGHTS AND THE MN COLD WEATHER RULE

*The Minnesota Cold Weather Rule, under statute 216B.097, protects residential utility customers during the cold winter months. Under this rule, Arrowhead Cooperative will not disconnect your electricity from October 15 through April 15 if you meet Cold Weather Rule requirements.*

In order to qualify for winter shut-off protection, you must meet all of the following conditions:

- You declare an inability to pay.
- Your total household, not individual, income is less than 50% of the state median income. (You must provide the necessary documentation to support this condition.)
- Your account is current for the billing period immediately prior to October 15, or you mutually agree to a payment arrangement with our Billing Department.
- In addition, if you are income-eligible you must apply for energy assistance from the Arrowhead Economic Opportunity Agency (AEOA).

These requirements apply to all residential customers; including senior citizens, those with disabilities, families with children, and single adults.

It's important to understand that the Cold Weather Rule still allows electricity to be shut off for non-payment. You will only be protected if electricity provides your primary source of heat and you meet the conditions above.

If you are worried about paying your electric bill this winter, reach out to us at (800) 864- 3744 before the due date of your bill. We will do what we can to work with you. If you do receive 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 a payment arrangement.

## NEED MORE HELP? CALL THESE RESOURCES

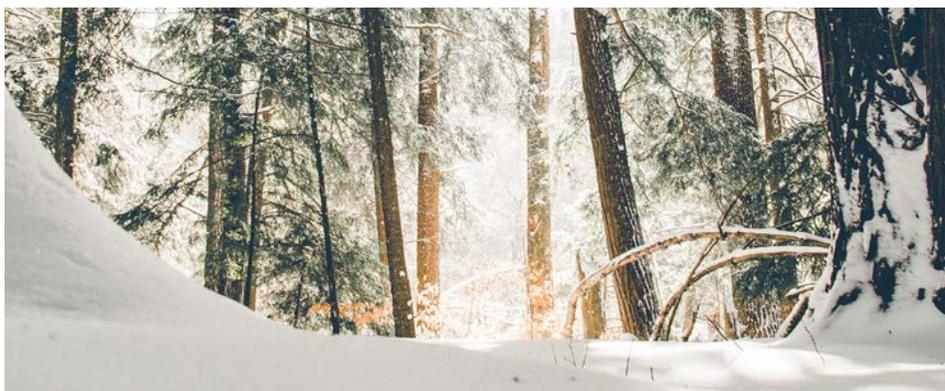
Energy Assistance Hotline: (800) 657-3710

Arrowhead Economic Opportunity Agency (AEOA): (800) 662-5711

Grand Portage Energy Assistance: (218) 475-2822

Salvation Army Heatshare: (800) 842-7279

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



## SEPTEMBER CALENDAR WINNER

*Submitted by: Andrew Kelleher*



## ENERGY EFFICIENCY TIP

*Clothes dryers make up a large portion of your appliance energy consumption. Clean the lint filter after each cycle, and scrub the filter with a toothbrush once a month to remove film and increase air circulation.*

## ARROWHEAD COOPERATIVE

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