

JOIN US FOR A DRIVE-THROUGH APPRECIATION EVENT

We are grateful for YOU and YOUR membership! Drive-through appreciation events to take place throughout our service territory October 7-14, 2021.



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!

This year we'll have three drive-through events for members and subscribers to stop by and claim a bag of goodies from Arrowhead Cooperative! Please join us at the following locations 11 am - 1 pm:

Thursday, October 7:

Grand Portage Community Center

Tuesday, October 12:

Schaap Community Center at Mid-Trail

Thursday, October 14:

Arrowhead Cooperative Lutsen Office

The cooperative business model has a history of building community from the ground up. Nearly a century ago when utilities chose not to serve rural areas of America, it was farmers and ranchers who banded together to create the electric cooperatives that would power not only their homes and businesses but also opportunities for the communities they live in.

That's because while the main product electric co-ops supply is energy, that isn't our sole business purpose. More than just power lines, co-ops build jobs, trust, communities, and hope. They work to improve the quality of life for those they serve; donate time, energy, and resources to organizations that help those in need; and take a leadership role in community development projects.

“Our co-op was built by our community and continues to belong to the community,” said CEO John Twiest. “Since we're a member-driven organization, we listen, adapt, and grow over time to meet the needs of those we serve. The more viewpoints we hear, the better we are able to reflect the needs of our community.”

In addition to delivering safe, reliable, and affordable electricity to members, electric cooperatives adhere to seven guiding principles that reflect core values of honesty, transparency, equity, inclusion, and service to the greater good of the community. These values are demonstrated when Arrowhead Cooperative sponsors local events, presents scholarships to students on a path to receive higher education, and when we help coordinate loans for small businesses to expand in the area.

It's also these values that motivate us to communicate openly and welcome opportunities to connect with our members. These values are why we host our member appreciation events, like this year's drive-through events, in the first place.

Don't forget to mark your calendars for our 2021 Member Appreciation Drive-Through Events and watch our Facebook page for more details as they become available.

You built us, and we'll continue working to serve you.

CONSIDERING AN ELECTRIC VEHICLE?

Join us in Duluth!

A panel of EV experts and enthusiasts will be available to answer questions. Take a look at the wide variety of EVs on the market.

SEPTEMBER 30, 2021

5– 6 p.m. Panel discussion

6– 7 p.m. EV parking lot

CANAL PARK LODGE AND EV PARKING LOT

Light refreshments will be provided.

FREE Love Creamery Ice Cream



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MANDATORY 10-DIGIT DIALING IN COOK COUNTY



Effective October 24, 2021, MANDATORY 10-digit local dialing is required for all calls in the Minnesota 218 area code.

In 2020, the FCC established “988” as the new, nationwide three-digit phone number for the National Suicide Prevention Lifeline. The new three-digit dialing code will be available nationwide by July 16, 2022, and will provide an easy-to-remember and easy to dial three-digit number to reach suicide prevention and mental health counselors, similar to “911” for emergencies and “311” for local government services.

The 218 area code is impacted by this change because there is a conflict within the area code because it contains telephone numbers with the 988 prefix, which as mentioned above will become the new suicide lifeline next summer.

To allow for this change, **beginning October 24, 2021, you must dial 10 digits (area code + telephone number) for all local calls, even if the area code is the same area code as your own.** On and after this date, local calls dialed with only 7 digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. If you get this recording, you must hang up and dial again using the area code with the 7-digit telephone number.

Transitioning to ten-digit dialing will not affect your current telephone number. Your phone number, including your area code, will not change.



Your home phone connects you to family and friends, but it also offers you a critical connection for emergency situations. Many security systems rely on a dedicated phone line to keep your home secure. Add a home phone to your Arrowhead Broadband service, and save \$5 per month! Learn more at arrowheadcoop.com/phone.

CO-OP NEWS

GRE TRANSITIONS POWER SUPPLY

Great River Energy, Arrowhead Electric's wholesale power provider reached an agreement to sell the Coal Creek Station power plant. **On July 30 at a special meeting, Great River Energy's 28 member cooperatives approved the sale of Coal Creek Station and the high voltage direct current (HVDC) system that extends between central North Dakota and Minnesota to Rainbow Energy Center, LLC and Nexus Line, LLC, respectively.**

The sale of Coal Creek Station averts the plant's closure, which was scheduled for the second half of 2022 unless a buyer was found. Rainbow Energy Center will continue to operate the 1,151-megawatt (MW) power plant using current plant employees. Rainbow Energy Center also plans to develop carbon capture and storage at Coal Creek Station.

This commitment by Rainbow Energy Center to pursue carbon capture and storage is good for the environment, employees at the plant and adjacent mine, as well as the nearby communities. Carbon capture has support from the business community, environmental advocates, the White House, and elected officials on both sides of the aisle because it can help the United States retain the grid and employment benefits of power plants like Coal Creek while contributing to the fight against climate change. Rainbow Energy Center plans to add incremental generation from renewables to fully utilize the capacity of the HVDC transmission system.

NEXT BOARD MEETING

September 30, 2021 at 9:00 a.m.



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 2022 calendar!

Submissions are accepted until October 1, 2020, at 4:30 p.m. Please email your photos to newsletter@aecimn.com containing "Photo Contest" in the subject.

PHOTO GUIDELINES:

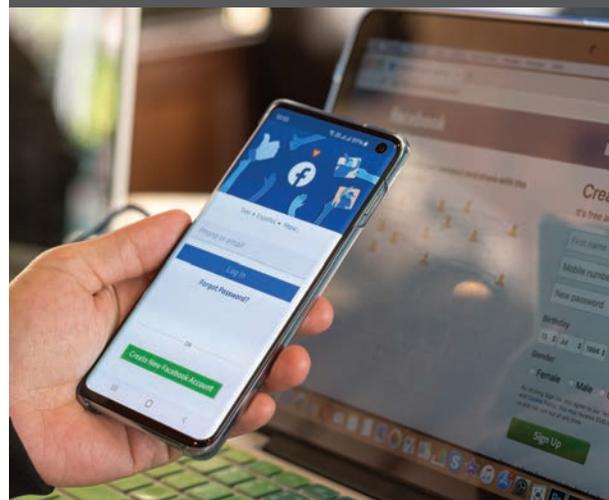
- We are looking for scenic photos that reflect the beauty of our service territory (seasons, lifestyle, or landscapes).
- Photos must be electronic.
- The photos must be taken by the member.
- Two entries per membership will be accepted.
- Photo entries **MUST** be in color and appropriately sized for 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.



2021 CALENDAR COVER

Submitted by: Sarena Nelson



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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 1 through April 30 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 1, or you mutually agree to a payment arrangement that considers the financial resources of your household 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: Vienna Volante



EFFICIENCY TIP

Energy used for cooling and heating your home makes up the largest portion of your monthly energy bills. By combining regular equipment maintenance and upgrades with recommended insulation, air sealing, and thermostat settings, you can save about 30% on your energy bills while helping our environment.

ARROWHEAD COOPERATIVE

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