

STABLE RATES AND PCA CREDITS KICK OFF THE NEW YEAR

Arrowhead Cooperative is excited to announce that rates will remain stable in 2022; members can expect a bill credit in the new year as Great River Energy returns 2021 Power Cost Adjustment charges to member cooperatives.



STABLE RATES FOR 2022

Arrowhead Electric is proud to announce there will be no rate increase for the general service residential and commercial rates for 2022.

The decision from the cooperative's Board of Directors was made in November upon approval of the 2022 budget and rate structure. Residential rates will remain stable due to wholesale rates remaining flat, the Cooperative's cost-saving efforts over the past year, our staff's careful budgeting, and projected sales for 2022. The service availability charge also remains stable at \$49.00.

Wholesale rates from Great River Energy are holding stable, largely due to changes in the way Great River Energy produces and purchases energy. The cooperative plans to more than double its renewables and continue to purchase a portion of energy from the Midwest energy market.

Arrowhead Cooperative is happy to see these changes while also benefiting from and passing along stability to our member-owners.

“Being able to pass on our savings by keeping rates stable and refunding the PCA is a great example of the benefits of being a member of the Cooperative.” – John Twiest

POWER COST ADJUSTMENT RETURN

In addition to stable rates, Arrowhead Cooperative is excited to be able to pass along another economic advantage to our members. Great River Energy is expected to meet their revenue goals for 2021, so they are returning to their member cooperatives the Power Cost Adjustment (PCA) charged for 2021. Arrowhead Electric will then apply this directly on your bill as a PCA credit. You will see this as a line item on your electric bill in January.

What is the PCA? It is a credit or charge applied to your bill monthly that accounts for the increase and decrease in charges Arrowhead Electric receives from our power supplier. The PCA fluctuates depending on power demand, wholesale market prices, and customer usage.

Many months in 2021 the PCA was a charge on members' bills because the cost of power was greater than expected due to market prices and member demand. However, by the end of the year, fluctuations evened out leading to a good financial year for Great River Energy allowing for the pending return.

This is an example of another benefit of belonging to a cooperative; Great River Energy is a cooperative and their interest is in their member distribution cooperatives and what's best for them. Arrowhead Cooperative, in turn, wants to pass along any credit/savings directly back to our members in the same fashion.

REFLECTION AND EXCITEMENT

2021 went by so fast. Everyone seems to say that, but as 2021 comes to an end, reflecting on the beginning of the year, it is a bit blurry. It wasn't from a huge amount of snow, or tears in my eyes from sub-zero temperatures. We started the year a bit behind budgeted revenue. February came and as hardy northern Minnesotans, we were well prepared for the Polar Vortex - as they call it now. For us, in this part of the woods, it was just a bit of a cold snap!

We were excited to have our Annual Meeting in person again and we made waves rolling out our new logo and introducing Arrowhead Broadband. We couldn't have asked for a more beautiful day. Some of us may have uttered some words that might have been viewed as a complaint about the nice warm temperatures, but February was a distant memory by then. We met quorum, provided information about the cooperative, and had some nice swag for our members. A new director for district 2 was elected as well. With any luck, we will be able to gather and get back to the normal meetings that we enjoy so much in 2022.

Your cooperative added 70 electric services and eclipsed our forecasted additional subscribers by nearly double in 2021. Having the ground freeze up and snow coating the landscape is a welcome sight that signifies the end of another successful construction year. Our member services department continued Load Management receiver change-outs and are over 70% complete.



In November, the board of directors approved the 2022 budget. Overall, residential, seasonal, and commercial rates will remain flat. Similar to last year, large power rates will increase slightly.

The old saying "it'll slow down when winter arrives" just doesn't happen anymore. Crews remain busy maintaining the infrastructure that provides the safe, reliable, environmentally conscious utilities you all expect. In the office, the end of the year is fast approaching, and we are busy finishing up all the required "paperwork".

Over the past year, Arrowhead Cooperative was anxiously awaiting news from the Federal Communications Commission regarding our application for Federal Funding (Grant) known as the Rural Digital Opportunity



WATCH FOR HIDDEN DANGERS

Zippering over glistening snow is always a thrill, but beware of hidden dangers while snowmobiling!

Guy wires that help anchor power poles may be difficult to see. Underground utility facilities may also be hidden by drifting snow. To stay safe, we recommend staying on marked snowmobiling trails.

Fund. A notification came in October that we had met the requirements and we would indeed be receiving the funding we had applied for. This was welcome, exciting, and incredible news after a herculean effort by staff and consultants to prepare and submit the required documents. This grant is for broadband access. This is different from the last grant which provided for fiber-to-the-home. We will be building out into some areas currently unserved by any utilities and are hopeful that residents are as excited as we are to provide utilities to these areas.

Staff is working hard applying for permits, ordering materials, and developing the construction plans. As plans become solidified, we will notify residents of our intentions. Our construction timeline is approximately 6 years, and plans are likely to change as we continue to move forward. Materials and labor are already difficult to find and acquire.

We know that this grant provides the cooperative, county, and residents a once-in-a-lifetime opportunity to reach some areas of the county currently without any utilities. As a cooperative, we believe that everyone should have access, if possible, to the utilities we have available. This belief is the same as it was back in the late 1930s and when the cooperative was formed here at Arrowhead in 1953.

2022 looks to be a very exciting year on many fronts. We are excited to work hard for our membership and continue the outstanding dedication we all feel to our members and subscribers.

Cooperatively, 



Take Control Of Your Account



SmartHub is a web and mobile app that allows you to interact with us like never before. View and pay your bill, monitor your energy use 24/7, report issues, and much more. Billing notifications ensure you never miss a payment, which you can make through the app with just a few clicks. Learn more at www.arrowheadcoop.com.

CO-OP NEWS

COLD WEATHER RULE REMINDER

Do you need help paying your electric bill this winter? The Minnesota Cold Weather Rule helps homeowners and renters protect and reconnect heat during the winter months. If you are worried about paying your electric bill on time, contact Arrowhead Cooperative at (800) 864-3744 before the due date of your bill. By completing an “inability to pay” form and making/maintaining a payment arrangement we can help you avoid disconnection.

If you need additional help you can also call the following numbers:

- Energy Assistance Hotline (800) 657-3710
- Arrowhead Economic Opportunity Agency (800) 662-5711
- Grand Portage Energy Assistance (218) 475-2822
- Salvation Army Heatshare (800) 842-7279

NEXT BOARD MEETING

January 27, 2022 at 9:00 a.m.



Tune In. Stay Informed.



CEO John Twiest airs live Friday, January 28 on the North Shore Morning show (90.7FM) at 8:40 a.m. with the latest Arrowhead Cooperative news.

HIGH SPEED, HIGH QUALITY FOR OUR COMMUNITY

Day after day, broadband internet access is proving indispensable for day-to-day activities. As we continue to practice social distancing, our internet access is shaping our reality and defining our access to essential services, products, and even income. Some of the benefits of good wifi include:

- **Brings Local Business to Global Markets.** Websites like eBay, Etsy, Facebook, and Pinterest are a haven for crafters, creators, “junkers,” and anyone else who has something to sell. Businesses with services to offer can also promote their brand online and put the internet to work for them. With a broadband connection, businesses can connect to millions of consumers in just a few clicks.
- **Educational Opportunities.** Online classes, anyone? From homeschooling to college degrees and continuing education – it’s all available online! Where students once had to put on clothes and make their way into a classroom several days out of the week, most educational programs now offer an online program that’s easier on rural students living hours away from the nearest campus.
- **Connects Public to Healthcare.** Rural clinics and hospitals can quickly and securely connect to larger, urban medical centers with specialists and advanced equipment. Patients can also view online medical records, make payments and schedule appointments, or even live chat with doctors – all without a long drive into the nearest city.
- **Attracts Visitors to Local Businesses.** Most people on the road these days use some form of GPS. Without an internet connection, local businesses wouldn’t show up on maps or in local Google search listings. Being connected means visitors can learn about local businesses and make a stop when they’re in the area.
- **Allows Users to Stay in Touch with Friends and Family.** Gone are the days of hand-written letters delivered by pony. Telegrams are old news too, and who even uses a phone for actually talking nowadays? ... Grandma and Grandpa can enjoy retirement in Florida and still see their grandkids in real-time on the computer screen. We joke, but broadband has truly changed the way we communicate.
- **Businesses Run More Efficiently.** High-speed broadband means businesses can connect to helpful tools and apps. Employee payroll, direct deposit, online software like QuickBooks, Adobe, Office, and even online banking are luxuries to which some rural areas simply don’t have access.

Arrowhead Broadband is proud to bring high-quality broadband service to our rural communities to make all these benefits a reality for our members and subscribers. Not only does the Cooperative bring high-speed internet to the area but it also provides high-quality equipment and support.

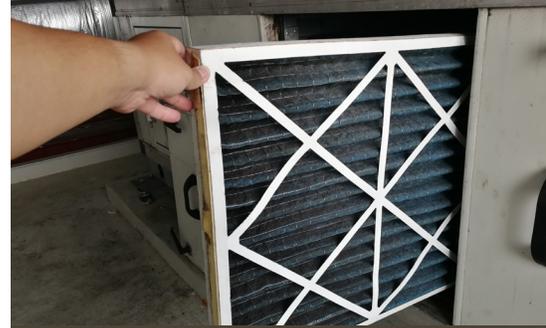
To begin a good wireless connection allows you to fully utilize the broadband speed you are receiving. For the best connection, Arrowhead Broadband routers are all dual band, which offers both a 2.4GHz connection and a 5GHz connection. The 2.4GHz connection has a farther reach but may experience interference from other electronic devices. The 5GHz connection is often the faster connection of the two. You also have some control over the quality of your connection. Locating the router centrally in your home rather than in a corner or a closet allows the signal to better reach in your house. In addition, minimize interference by installing your router away from other electronic devices, including electrical panels. At installation, our technician can recommend the best location for your router.

Speaking of technicians, Arrowhead Broadband offers full technical support for our routers and our services. We program the routers for maximum efficiency in your home and our technical support team is available by phone to answer questions about the router or your wireless connection.



JANUARY CALENDAR WINNER

Submitted by: Robert Hewitt



EFFICIENCY TIP

Maximize your heating system’s performance by inspecting, cleaning, or replacing air filters once a month or as needed to reduce energy costs and prevent potential damage to your system. Make sure radiators, baseboard heaters, and warm-air registers aren’t blocked so air can flow freely.

ARROWHEAD COOPERATIVE

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This institution is an equal opportunity provider and employer.



Superior Whole Home Wi-fi from Arrowhead Broadband is available for just \$5.99/month in addition to your regular connection.