

ARROWHEAD BROADBAND ANNOUNCE SERVICE LEVEL CHANGES IN 2023

As demand on the Arrowhead Broadband system continues to increase the need for bandwidth grows too. To ensure the best possible experience for subscribers, we've made changes to our service level offerings.



Arrowhead Broadband provides telephone and high-speed internet throughout Cook County with a fiber-to-the-home network. This service from Arrowhead Cooperative is the only full-fiber broadband internet service in our area.

Over the last five years the demand for broadband in our area has grown significantly due to variety of reasons including the impacts of the pandemic, more connected devices in homes than ever before, and more people cutting the cord and using streaming services rather than satellite television. As demand grows so does the need for bandwidth.

To ensure the best possible experience for our subscribers, Arrowhead Broadband has made some upgrades to our service level offerings.

The new offerings include 250 Mbps, 500 Mbps, and 1 Gig service. Please note that service is still symmetrical meaning upload and download streams are the same at each level. The last time we made changes to our service levels was in 2018.

Existing subscribers are being upgraded automatically and any billing changes are being communicated directly this month.

While it's never easy to make these kinds of adjustments, Arrowhead Broadband is committed to providing reliable, high-speed internet connections to our community and these changes will allow us to deliver the service you appreciate and expect.

LOOKING TO SAVE ON YOUR BROADBAND BILL?

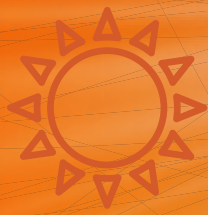
Arrowhead Broadband offers a monthly \$3 discount for accounts enrolled in autopay and paperless billing.

Additionally, the Affordable Connectivity Program, an income-based benefit from the Federal Communications Commission (FCC) offers support for low-income households to pay for internet service. Learn more at www.affordableconnectivity.gov/.

⚡
250
Mbps
\$67.95/mo.

⚡⚡
500
Mbps
\$90.95/mo.

⚡⚡⚡
1
Gig
\$114.95/mo.



SIMPLE STEPS TO SOLAR



As prices decline and technology improves, installing a residential solar system makes sense for some consumers. However, even with these recent improvements, it's important to find out the facts before committing to a purchase. Follow these simple steps to explore whether solar is right for your situation.

GET EDUCATED Understand whether a solar photovoltaic (PV) system will work for you to offset your electric energy use. Other technologies like air source heat pumps, ground source heat pumps, and insulation reduce demand for fuels needed to heat your home and might be a better fit depending on your energy use or the solar resource available at your home.

DO YOU HAVE A SUNNY SITE? There are many considerations you should make before choosing solar. It's important to think about a variety of factors such as the efficiency of a building, the age and pitch of the roof, tree coverage, local weather patterns, and orientation to the sun. Typically, a good site is one that has a south-facing exposure and little to no shading. You can get a sense for the solar resource at your site using the MN Solar



**SAVE
THE
DATE**

SAVE THE DATE FOR THE 2023 ANNUAL MEETING

Arrowhead Cooperative, a member-owned rural electric cooperative, would like to invite all our members to the Annual Meeting of the membership which is scheduled for Wednesday, June 14 at 6 p.m. at the Arrowhead Center for the Arts in Grand Marais. Additional details to follow in the coming months.

INTERESTED IN BECOMING A BOARD MEMBER?

Each year an election takes place to ensure that every member has a voice in the governance of this organization and that any member in good standing may seek election for the Board of Directors.

In 2023, there is one district up for election:
District 1: Hovland/Grand Portage

If you are interested in serving on the Arrowhead Cooperative Board you must obtain a petition form from Arrowhead Cooperative by calling our office to request or downloading from our website. Petition forms need to be signed by 15 members from your district and returned to the Cooperative by 4:00pm on April 5.

Director elections take place at the Annual Meeting. Ballots are mailed to all members along with the Cooperative's annual report prior to the meeting.

Suitability App (solar.maps.umn.edu/app). A solar site assessor can help you decide which technologies are the best fit for your home and inform you of any potential structural or electrical issues.

PLANNING AND ZONING It's important to check in with your local city or county about ordinances that might impact your solar project. Though many ordinances consider on-site solar installations as accessory uses, some require setbacks or structural assessments, for example.

YOUR BUDGET While most solar installers will provide a bid that should give you a sense of the costs involved, make sure that you plan for all the possible financial considerations. Estimated energy savings, rebates or financial incentives, hidden costs, upfront payments and more should all be accounted for in your decision making. There are many incentives available that make solar more affordable. A federal tax credit can cover up to 26% of the project cost for those with tax liability, and the USDA Office of Rural Development provides REAP grants for up to 25% or loans for up to 75% of the project cost for rural businesses.

SEEK ADVICE If you are looking to implement solar and you want to talk it over, just give us a call. We are ready to help you determine the best option and navigate the interconnection process. In Minnesota, consumers cannot legally install solar until after they have applied for interconnection to the power grid, met the requirements for a safe installation, and been approved to interconnect. Contacting Arrowhead Cooperative ahead of time can save you money and time.

COMPARE BIDS FROM SEVERAL SOLAR CONTRACTORS The Clean Energy Resource Teams (CERTs) solar directory can help you search for solar installers and also provides a useful set of questions you can ask solar installers (cleanenergyresourceteams.org/).

SELECT A CONTRACTOR AND INSTALL YOUR SYSTEM Installation timelines depend on the weather, equipment and labor logistics. Your contractor will facilitate the interconnection agreement with Arrowhead Cooperative which will allow you to track production and receive payments for excess production under a "net metering" billing arrangement.

LEARN MORE Call (800) 864-3744 for more info about going solar.



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

Thursday, March 30, 2023, at 9:00 a.m.



Tune In. Stay Informed.



CEO John Twiest airs live Friday, March 31 on the North Shore Morning show (90.7FM) at 8:40 a.m. with the latest Arrowhead Cooperative news.



5 WAYS TO SAVE DURING WINTER

Winter weather typically means increased energy use at home. Keep your bills in check with these tips to save energy and money!

MIND THE THERMOSTAT.

If you have a traditional heating and cooling system, set the thermostat to 68 degrees or lower. Consider a smart or programmable thermostat for additional savings.

GET COZY.

Add layers of clothing for additional warmth, and snuggle up under your favorite heavyweight blanket.

DON'T BLOCK THE HEAT.

If your air vents or heating elements (like radiators) are blocked by furniture or rugs, your home isn't being adequately heated.

TAKE ADVANTAGE OF SUNLIGHT.

Open window coverings during the day to let natural sunlight in to warm your home. Close them at night to block the chilly night air.

BLOCK AIR LEAKS.

Seal windows and exterior doors with caulk and weather stripping to improve indoor comfort and decrease the amount of energy used to heat your home.

SAFETY AT HOME

Every year, electrical product malfunctions or misuse are associated with injuries and fires in the home. Keep your home and family safe with these handy tips.



LIGHT BULBS

Use bulbs of the correct wattage in lamps and ceiling fixtures.



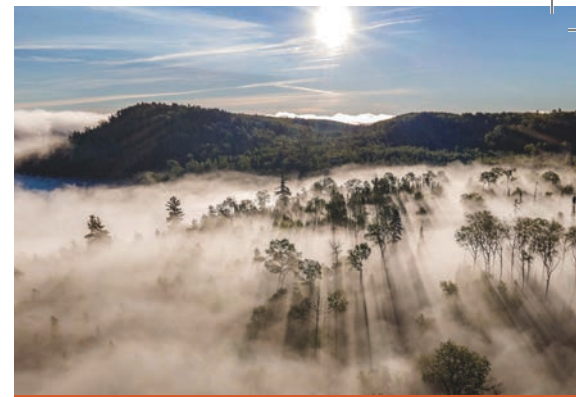
CORDS

Replace any frayed, cracked, or damaged cords immediately.



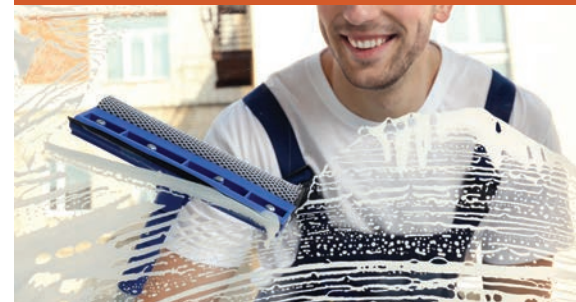
OUTLETS

Unusually warm outlets/switches may indicate unsafe wiring that needs expert inspection.



MARCH CALENDAR WINNER

Submitted by: Dennis Chick



EFFICIENCY TIP

Washing windows and screens is a great way to practice energy efficiency during spring cleaning. They make your home brighter by allowing more sunlight in, reducing the need for lamps and fixtures. Clean screens also allow more fresh air in the home when the windows are open to recycle indoor air.

ARROWHEAD COOPERATIVE

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