

BE PREPARED FOR SUMMER STORMS

STRONG SUMMER STORMS CAN OFTEN LEAD TO POWER OUTAGES DURING THE SUMMER MONTHS. IF YOU SUSPECT A POWER OUTAGE, BE SURE TO REPORT IT.



Arrowhead Cooperative works diligently to maintain consistent power quality and reliability for our members. However, with hundreds of miles of power lines exposed to the elements, trees, and small animals, power outages do occur. And when they do, it is important that members report an outage to the Co-op.

When members report an outage, staff at Arrowhead Cooperative take the call and enter the meter location of the outage into the computer system. Using reports from members and data from our Advanced Metering Infrastructure (AMI) System, our team documents each outage and tracks the source of the problem. The more reports we receive, the faster they can establish whether the outage affects single properties or an extensive area. Those reports also help determine the possible cause of the outage and the information is relayed to our line crews.

Line workers head out to assess the outage as soon as they can in order to determine the issue and restore power as quickly and safely as possible. When responding to outages, Arrowhead Cooperative's first priority is public safety. Crews are sent to remove any damaged or downed power lines from roadways first. After that, substation power is restored. Sometimes, service to hundreds of members can be restored immediately by replacing a fuse on a substation transformer.

Next, the major distribution feeders are repaired. These are the lines that come out of a substation that have three wires resting on a cross arm. If energy cannot be distributed over these lines, your home cannot receive power. Tap lines are repaired next. Tap lines carry power to groups of homes from the distribution feeders. Finally, individual service lines are repaired.

After power is restored, line workers report the time and cause of the outage. Reoccurring outages in specific areas may be a sign of a faulty product, which the Co-op is able to assess with the data.

There is no way to know how long an outage will take to restore, so please remember that Arrowhead Cooperative will do everything we can to get your power restored as quickly and safely as possible in the event of an outage.

WHAT TO DO IF THE LIGHTS GO OUT

ASSESS THE SITUATION

Do you have power at some locations in your home? If so, the problem is likely a fuse or breaker. This may be a warning of overloaded wiring, a short in the wiring or a defective appliance.

Do your neighbors have power? Whether or not your neighbors have power can help us determine if it is an isolated outage or something larger.

Can you see anything outside your home that might have caused an outage? If you see anything like sparks, trees down in the area, a car in the ditch, a construction crew digging or anything suspicious that may have caused the problem, it is important for members to let Arrowhead Cooperative know. This information can be very helpful.

REPORT YOUR OUTAGE

Call us at (800) 864-3744 to report your outage. Once you've reported your outage, follow us on social media! We often post information during a major outage on our Facebook page, but please know we do not accept power outage reports on social media.

We always appreciate your patience while crews work diligently and safely during power outages. Once we know about your outage, crews will be dispatched immediately so your power can be restored as quickly as possible.

THE STREAMING REVOLUTION: WHY HIGH-SPEED INTERNET MATTERS



In today's digital age, streaming has become an integral part of our entertainment and information consumption. From binge-watching our favorite TV shows to live streaming sports events or educational webinars, high-speed internet has revolutionized the way we access and enjoy content. Let's explore the basics of streaming and the importance of having a reliable high-speed internet connection.

Streaming refers to the process of transmitting audio or video data over the internet in real time. Unlike traditional downloading, where you need to wait for the entire file to be downloaded before you can access it, streaming allows you to watch or listen to content as it is being delivered. This instant access has made streaming immensely popular, with platforms like Netflix, YouTube, and Spotify leading the way.

To fully enjoy the benefits of streaming, a high-speed internet connection is essential. Here's why:

- 1. Buffering-free experience:** High-speed internet ensures that your content loads quickly and streams seamlessly without interruptions. Buffering, that dreaded delay when the video stops to load, becomes a thing of the past. With a fast connection, you can immerse yourself in the content without any disruptions.

TREE GIVEAWAY SUCCESS: 500 TREES DISTRIBUTED TO PROMOTE POWER LINE SAFETY AND COMMUNITY ENGAGEMENT

Arrowhead Cooperative held its 3rd Annual Tree Giveaway on May 11 and 12, showcasing our commitment to the community and informing attendees about right-of-way maintenance plans and our Integrated Vegetation Management program.

The events saw a great turnout, with approximately 80 members engaging in conversations about the importance of managing vegetation near power lines. To promote tree conservation, Arrowhead Cooperative distributed 500 trees and shrubs to participants. The assortment included native, low-growing species such as Wild Plum, Black Chokeberry, False Indigo, and Sand Cherry, ideal for planting outside of power line right-of-ways.

These events served as an opportunity for the cooperative to address concerns about power outages caused by trees and to emphasize the need for public safety. By encouraging responsible tree management, Arrowhead Cooperative strives to maintain service quality, reliability, and the overall well-being of the community.



READY TO DIVE INTO THE WORLD OF STREAMING?

With endless possibilities at your fingertips, you can enjoy movies, TV shows, live sports, music, and educational content. Indulge in binge-worthy series, explore diverse genres, or catch up on thrilling sports events. Immerse yourself in the world of music and podcasts tailored to your taste and mood. Expand your knowledge with online courses, webinars, and educational videos. Streaming platforms like Netflix, Spotify, and ESPN+ offer a wide range of choices, ensuring there's something for everyone.

- 2. High-quality video and audio:** Streaming services often offer content in various resolutions, from standard definition to ultra-high definition. With a high-speed internet connection, you can effortlessly enjoy high-quality video and audio, bringing the cinematic experience right into your living room.
- 3. Multiple device support:** In today's connected world, many households have multiple devices simultaneously streaming content. A high-speed internet connection provides the bandwidth necessary to support multiple devices without compromising the streaming quality on any of them.
- 4. Interactive features:** Many streaming platforms offer interactive features like live chats, real-time comments, or multiplayer gaming. These features rely on a fast internet connection to ensure smooth communication and engagement with other users.

Streaming has transformed the way we consume entertainment and access information. Arrowhead Broadband is proud to provide a reliable high-speed internet connection to our community. Learn more about our convenient and affordable packages at www.arrowheadcoop.com/internet/.

ANSWERING YOUR QUESTIONS: WHERE CAN I WATCH THE LOCAL NEWS?

One of the most frequently asked questions we receive about streaming is where to find local news channels. You can stay up-to-date with the latest happenings by tuning in to local Duluth channels through streaming services like Hulu Live and YouTube TV. With Hulu Live, priced at \$69.99 per month, and YouTube TV, available for \$73.00 per month, you can access a wide range of local channels, including those dedicated to news coverage. Start streaming and unlock a world of entertainment, knowledge, and excitement.



CO-OP NEWS

NON-DISCRIMINATION STATEMENT

Arrowhead Cooperative is an equal opportunity provider and employer. The Cooperative prohibits discrimination against its members, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Cooperative. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at <https://www.ascr.usda.gov/ad-3027-usda-program-discriminationcomplaint-form>, or at a USDA office, or by calling call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter by mail to the U.S. Department of Agriculture, Director, Center for Civil Rights Enforcement, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

OFFICE CLOSED

Arrowhead Cooperative will be closed on Tuesday, July 4, 2023, in observance of Independence Day. Please call (800) 864-3744 in the event of an outage or emergency.

NEXT BOARD MEETING

June 29, 2023 at 9:00 a.m.

ARROWHEAD COOPERATIVE CELEBRATES SCHOLARSHIP WINNERS

Arrowhead Cooperative is delighted to announce the recipients of its annual scholarship program. We are proud to award two outstanding Cook County High School seniors with \$500 scholarships to support their educational journey as they pursue higher education at a college or technical school. This investment in the academic aspirations of our local students is a testament to our commitment to the community, one of the core principles of our cooperative.

Every year, we are inspired by the applications we receive and the ambitious plans these students have for their studies and future careers. Recognizing and supporting the achievements of the young individuals in our service territory reminds us of the remarkable talent within our community. It also serves as a reminder of the cooperative's responsibility to plan for the future, serving these very students who will eventually become valued member-owners of the cooperative themselves.

Selecting the scholarship recipients is always a challenging task, given the exceptional caliber of the applicants. This year, we extend our heartfelt congratulations to Katie Peck and Benjamin Rex, the deserving recipients of the \$500 award. We have great confidence in their ability to excel in their studies and make a positive impact in their chosen fields. We eagerly look forward to following their progress and witnessing the bright futures they will create.

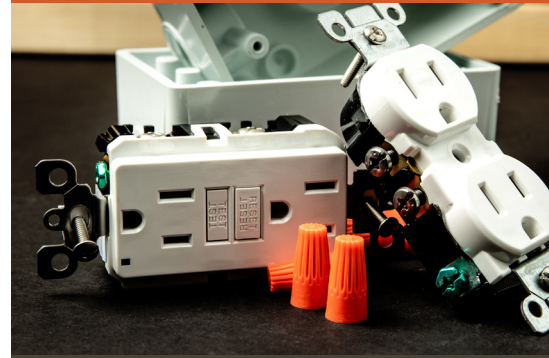
At Arrowhead Cooperative, we extend our warmest wishes to the entire Class of 2023. We applaud their achievements and offer our support as they embark on their future endeavors. We are grateful for the opportunity to contribute to their educational pursuits through our scholarship program, which is made possible by the generosity of unclaimed and donated capital credits.

Once again, congratulations to Katie Peck and Benjamin Rex, and to all the graduates of the Class of 2023. May your academic journey be filled with success, growth, and remarkable achievements.



JUNE CALENDAR WINNER

Submitted by: Bob Wedell



SAFETY TIP

GFCI outlets can save a life, and should be installed anywhere there's a chance water and electricity will meet. If an electrical device comes into contact with water, a GFCI outlet will instantly trip and prevent electrocution.

ARROWHEAD COOPERATIVE

5401 West Hwy. 61, PO Box 39
Lutsen, Minnesota 55612-0039
Phone: (218) 663-7239 | (800) 864-3744
Fax: (218) 663-7850
www.arrowheadcoop.com

CEO: John Twiest
BOARD PRESIDENT: Michael Littfin
EDITORS: Sara McManus
and Fuller Creative, LLC

This institution is an equal opportunity provider and employer.

