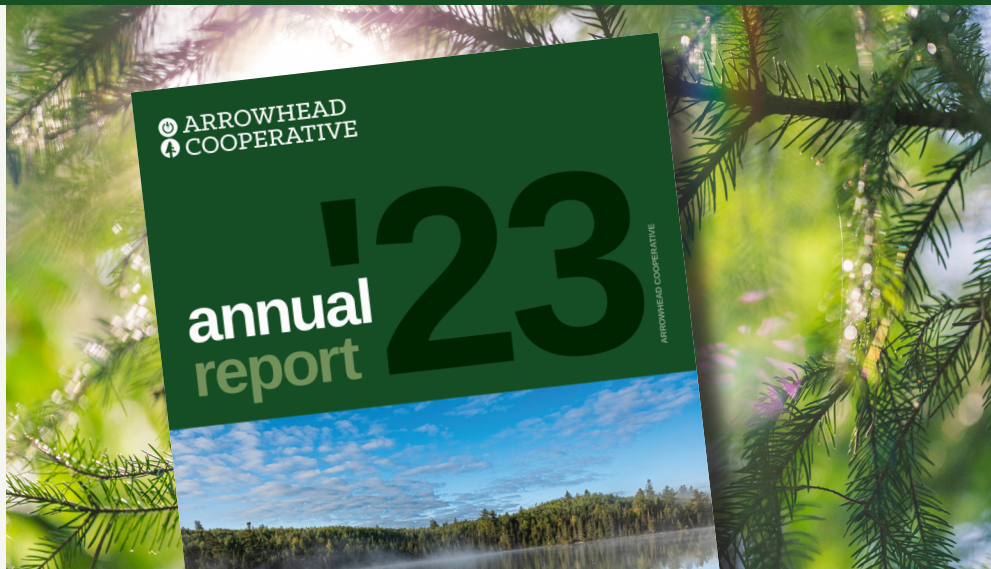


JOIN US AT THE ANNUAL MEETING ON WEDNESDAY, JUNE 12, 4 PM

ARROWHEAD CENTER FOR
THE ARTS, GRAND MARAIS

*Be informed about your Co-op and
have your voice be heard!*



As a member-owner of Arrowhead Cooperative, you are also an owner of the cooperative. As an owner, you have a voice in the operation of our organization. Through attendance at the Annual Meeting and the election of Directors, you help set the future direction of our Cooperative.

Join us to hear from your co-op leaders who will discuss priorities for the Cooperative, challenges we face, our financial health, and operational plans for the coming years. In addition, members will have the opportunity to ask questions and gain helpful information about the electric industry and the Cooperative. As a member of our community, you have a valuable perspective—and we invite you to share it with the co-op.

Registration begins at 3:00 p.m. at the Arrowhead Center for the Arts in Grand Marais. Remember to bring the registration coupon from your annual report to receive a \$10 credit on your electric bill.

In addition, the Cooperative will be collecting food and donations for the Cook County Food Shelf.

ANNUAL REPORT

In late May, all members will receive the 2023 Annual Report. The publication includes a summary of last year's financials as well as a report from the management team.

DIRECTOR ELECTIONS

The Annual Report also includes your ballot to vote for candidates for the Board of Directors. This year 3 seats are up for election:

- District 2: Maple Hill/Colvill
- District 4: Rosebush/Devil Track
- District 5: Pike Lake/Cascade

The Annual Report will include short biographies for each of the candidates. Although candidates are elected to represent a specific district, ALL members may vote in the election. Please choose one candidate in each district and enclose your ballot in the envelopes provided. Sign the outer envelope and mail it (postage paid!) to our office.

Ballots must be received in our office by Wednesday, June 12 at 1:00 p.m. if mailed. If you prefer, you can bring your ballot with you to the Annual Meeting. Director elections will come to a close at the Annual Meeting and the results will be announced after the votes are counted.

This is YOUR Cooperative. To remain healthy and strong, we need to have continued active participation and support from you. If you have not attended the Annual Meeting in the past, or if it has been a few years, we urge you to take the time to join us. Arrowhead Cooperative is connected to you by more than just power lines. We are your neighbors and we look forward to seeing you at your Annual Meeting.

BE PREPARED FOR SUMMER STORMS

At Arrowhead Cooperative, our commitment is to deliver electricity reliably and consistently to our members. Despite our best efforts, spring and summer storms can sometimes lead to unavoidable outages. During these times, our dedicated crews spring into action, collaborating closely with Great River Energy, our wholesale electric supplier, to swiftly and safely restore power.

Spring is a timely opportunity to revisit what to do in the event of a power outage. We urge our members to proactively plan for potential outages, ensuring they have necessary supplies and are familiar with outage procedures. This preparation can help minimize inconvenience and ensure safety during unexpected disruptions.

- **UPDATE YOUR CONTACT INFORMATION:** Ensure your phone number and email address on file with Arrowhead Cooperative are current.
- **STAY INFORMED:** Monitor weather forecasts to anticipate potential outages.
- **MEDICAL NEEDS:** Develop an emergency plan, especially if you or family members have medical needs. Consider joining the Cooperative's Critical Medical Account list and having a backup power source.
- **STOCK UP ON ESSENTIALS:** Keep a supply of non-perishable food, bottled water, and necessary medications on hand. Also, consider having a battery-powered or hand-cranked radio for updates and communication.
- **CREATE AN EMERGENCY KIT:** Assemble a kit with flashlights, batteries, candles, matches, and a first-aid kit. Don't forget to include a portable phone charger to keep your devices powered for communication.
- **HAVE BACKUP POWER SOURCES:** Invest in a generator to provide temporary power during outages. Ensure it's properly maintained and safely connected to prevent accidents.

- **PROTECT ELECTRONIC DEVICES:** Safeguard sensitive electronics like computers and TVs with surge protectors to prevent damage from power surges when the electricity comes back on.

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.

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. 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 fast as possible.



Call (800) 864-3744
to report a power outage.



DON'T BE SHOCKED!

**MAY IS NATIONAL
ELECTRICAL
SAFETY MONTH**

At Arrowhead Cooperative, we recognize Electrical Safety Month every May, but we also know the importance of practicing safety year round. From our co-op crews to you, the members we serve, we recognize that everyone has a part to play in prioritizing safety.

Electricity is an essential and dependable resource, but we must all be aware of the serious—and sometimes deadly—consequences of using electricity unsafely, and then we must take steps to prevent the misuse of electricity.

Many electrical accidents and tragedies involve common items such as power outlets, appliances, power cords, power equipment and extension cords. The good news is that these accidents can be avoided through a few simple precautions.

Here are several tips to keep in mind when using electricity:

- **UNPLUG IT.** Appliances, tools and other devices are still connected to electricity when they are plugged in. Turn off AND unplug all portable electric devices when you're finished using them.
- **TOSS IT.** Inspect electrical cords often for broken connectors or fraying, and throw away any worn cords to eliminate the possibility of shock, short circuit or fire.
- **COVER IT.** Use plug covers in outlets if you have young children. Teach them never to put their fingers in electrical outlets or appliances, and keep cords and electrical devices away from them.
- **AVOID IT.** Never go near a power line. If you encounter a downed line, leave the area immediately and notify the Cooperative or call 911. Never place ladders, poles or other items near power lines, and don't drive over downed lines.

CO-OP NEWS

NOTIFY US OF LOAD ADDITIONS

As EV chargers and other loads increase, it's crucial to inform us of any additions like new heating equipment or EV chargers. Some installations may require transformer upgrades, ensuring our system can handle the load effectively. Your cooperation ensures the reliability of our utilities. Please notify us before making any significant changes.

PLAN AHEAD AND KNOW WHAT'S BELOW

You must call 811 before you dig! It's the safest and only legal way to dig. Even small projects like planting a shrub require you to make advance arrangements before digging. Your call to 811 connects you with Minnesota's Gopher State One Call which arranges for utilities like Arrowhead Cooperative to locate and mark our buried utilities in your dig area at no cost to you.

NEXT BOARD MEETING

May 30, 2024 at 9:00 a.m.



Stay informed. **Follow us.**



LIKE US ON FACEBOOK

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A HANDY GUIDE TO TROUBLESHOOTING BROADBAND ISSUES

Experiencing trouble with your broadband connection can be frustrating, but fear not! Here's a comprehensive guide to help you troubleshoot common issues and get back online in no time.

CHECK POWER SUPPLY: The first step is to ensure that all your equipment is receiving power. Take a glance at the power plug and verify that it's securely connected. Look for any indicator lights on your modem or router. If they're illuminated, it indicates that power is reaching the device.

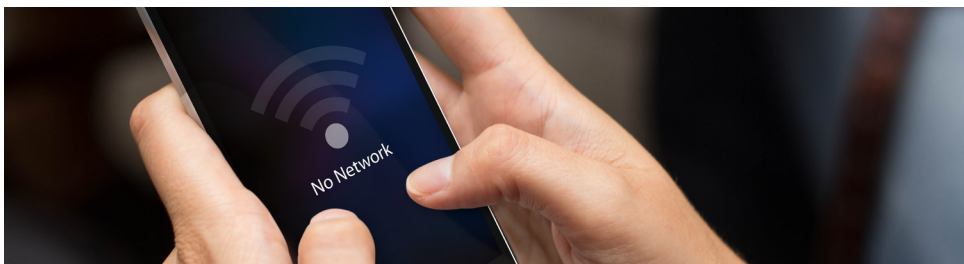
UNDERSTANDING FLASHING LIGHTS: Don't panic if you notice flashing lights on your equipment. In most cases, flashing lights are normal and indicate that the device is functioning correctly. Each light may represent different statuses such as power, internet connectivity, or Wi-Fi signal strength.

REBOOT YOUR EQUIPMENT: Rebooting your modem or router can often resolve connectivity issues. However, avoid pressing the reset button as it will restore your device to factory settings, potentially causing further complications. Instead, simply unplug the power cable, wait for a few seconds, and then plug it back in. This action can reset the device without affecting your settings.

SPEED TEST RECOMMENDATIONS: To assess the speed of your broadband connection, we recommend using Ookla speed tests. These tests provide accurate insights into your download and upload speeds. Keep in mind that the age and condition of your device can impact speed performance. If you notice consistently slow speeds, consider upgrading your equipment or contacting Arrowhead Broadband for assistance.

CONTACT TECHNICAL SUPPORT: Sometimes, troubleshooting on your own might not yield the desired results. In such cases, don't hesitate to reach out to our technical support team at (218) 663-9030. Our experts are available to assist you during regular business hours. For after-hours and weekend support, leave a message with your contact details, and our team will get back to you promptly. After-hours support is available until 7 pm on weekdays and from 8 am to 5 pm on weekends.

By following these simple steps, you can effectively troubleshoot broadband issues and restore seamless connectivity to your digital world. Remember, a little patience and persistence can go a long way in resolving technical glitches. Stay connected, stay informed, and enjoy uninterrupted internet access!



MAY CALENDAR WINNER

Submitted by: Peter Elvin



ENERGY EFFICIENCY

Smart plugs are inexpensive and offer convenient solutions for scheduling and controlling your electronic devices. With smart plugs, you can manage your coffee maker, lighting, home office equipment, video game consoles and more. By conveniently powering off or scheduling devices, you can save energy and money!

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