THE HIGHLINE BY LINE
A NEWSLETTER FROM ARROWHEAD COOPERATIVE

ARROWHEAD COOPERATIVE

# THE COOPERATIVE DIFFERENCE STARTS WITH YOU

***When you hear the word cooperative, we hope you think of something close to home: local ownership, local service and people working together for their community.***



# OCTOBER IS NATIONAL COOPERATIVE MONTH!

***Arrowhead Cooperative is owned by the people we serve. As a member, you are more than a customer—you are an owner of the poles and power lines, trucks and facilities, and the fiber network that connects homes and businesses throughout Cook County.***

That local ownership is at the heart of the cooperative difference.

Cooperatives exist in many forms, from credit unions and agricultural cooperatives to retail and utility cooperatives. While their services may look different, they share an important principle: cooperatives are created to serve their members, not outside investors.

At Arrowhead Cooperative, that means providing reliable electricity and broadband while making decisions with the needs of our members and communities in mind.

Our cooperative was built because people in this area came together to meet a need that wasn't being met. That same spirit continues today. Serving Cook County comes with unique opportunities and challenges—from long distances and rugged terrain to changing technology and the growing importance of reliable connectivity. Because we live and work here too, we understand those needs firsthand.

That local perspective helps shape how we invest in our electric system, strengthen our broadband network, plan for the future and serve members every day. It also allows us to focus resources where they can make a meaningful difference for the communities we call home.

You can see the cooperative difference in the everyday moments, too. It is the lineworker restoring power after a storm, the employee helping answer a member's question, the broadband team keeping our community connected and the locally elected board members helping guide decisions for the future.

It is also found in opportunities to simply come together.

During National Co-op Month, Arrowhead Cooperative will host Burgers on the Grill gatherings throughout our service area. These events are an opportunity to enjoy lunch, visit with your cooperative team and connect with neighbors:

**WEDNESDAY, OCTOBER 7**
*at Schaap Community Center on the Gunflint Trail*

**WEDNESDAY, OCTOBER 21**
*at the Grand Portage Community Center*

**WEDNESDAY, OCTOBER 28**
*at Arrowhead Cooperative Office in Lutsen*

Cooperatives are strongest when members are connected to the organization they own. Whether that means attending an event, asking questions, sharing feedback or simply learning more about your cooperative, your involvement matters.

This National Co-op Month, we are proud to celebrate the people and communities that make Arrowhead Cooperative what it is.

**This is your cooperative — you own it.**

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# CONGRATULATIONS TO OUR AUTOPAY WINNERS!

Thank you to everyone who participated in Arrowhead Cooperative's summer AutoPay promotion. Congratulations to our six $50 bill credit winners:

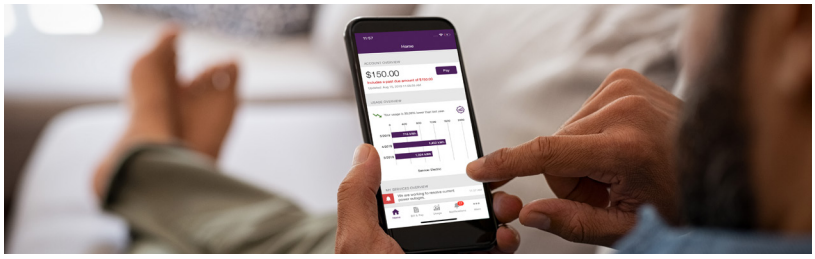
**Electric Members:**

- Jane Alexander
- Brian Olsen
- Lesa Hofer

**Broadband Subscribers:**

- James King
- Michael Kunshier
- James Sannerud

The promotion may be over, but SmartHub makes managing your Arrowhead account easier all year long. Available online or through the SmartHub app, it gives you convenient access to many of the tools you need in one place.



## MAKE THE MOST OF SMARTHUB

- **View and Pay Your Bill:** See your current bill, review past bills and make a payment whenever it is convenient for you.
- **Enroll in AutoPay:** Set up automatic payments so your bill is paid on time each month without having to remember a due date.
- **Go Paperless:** Choose paperless billing to receive your bill electronically and reduce the amount of mail coming to your home.
- **Review Payment History:** Look back at previous payments and account activity when you need to check when or how a bill was paid.
- **Track Your Electric Use:** Electric members can view energy use over time, making it easier to spot trends and see how weather, heating, cooling or changes around the home may affect consumption.
- **Compare Usage Over Time:** Use SmartHub's usage tools to compare different days or billing periods and get a clearer picture of how your household uses electricity.

Already have a SmartHub account? Log in and take a look around. You may find tools you have not used yet. If you have not signed up, visit www.aecimn.smarthub.coop and get started today.

# ARROWHEAD BROADBAND
## PUT YOUR SERVICE ON VACATION HOLD

***Going on vacation or away for a while? Find out how to temporarily suspend your service.***

***Reminder to Arrowhead Broadband Residential Subscribers: if you will be suspending your phone or internet service this fall, please contact our office three business days before the date you are pausing service.***

The minimum monthly service charge for each suspended service is $10 and the maximum length of a suspension is 6 months. If you suspended your service last year, you need to have 6 months of active service before you are eligible to suspend again. For example, if your service became active in May you must wait until November to suspend this year. You may request suspension via phone at (218) 663-9030 or email broadband@arrowhead.coop.



# POLE INSPECTIONS: WHAT CREWS ARE LOOKING FOR AND WHY IT MATTERS

***Routine inspections help identify potential problems before they affect safety or reliability.***



Utility poles are an important part of the electric system, supporting the lines and equipment that deliver power throughout Arrowhead Cooperative's service territory. Like any infrastructure exposed to the elements year after year, poles can experience wear and deterioration over time.

That is why routine pole inspections are an important part of maintaining the cooperative's system.

During an inspection, crews evaluate the condition of each pole and look for signs that could affect its strength or performance. This may include cracking, decay, insect damage, leaning or other deterioration. Inspectors document what they find, giving Arrowhead updated information about the condition of its infrastructure.

If an issue is identified, the findings help determine the appropriate next step. Depending on the condition of the pole, it may continue to be monitored, require maintenance or be prioritized for repair or replacement.

This preventive approach helps Arrowhead address concerns before they become larger problems. Along with vegetation management, equipment maintenance and ongoing system improvements, pole inspections help support safe, reliable electric service and guide decisions about where maintenance and investment are needed most.

This fall, that ongoing work is taking place in the Lutsen area, where EXO crews are inspecting approximately 850–900 poles. Members in the area may see inspectors working along roads and rights-of-way during the project.

While the location of inspections changes as Arrowhead works through its system, the goal remains the same: understand the condition of our infrastructure, plan ahead and keep the system serving members reliably for years to come.

# CO-OP NEWS

## COLD WEATHER RULE REMINDER

Arrowhead Cooperative members who may have trouble paying their winter energy bills are reminded that the Cold Weather Rule took effect October 1.

The Minnesota Cold Weather Rule protects qualified residential utility customers during the winter months. Under this rule, electric service will not be disconnected from October 1 - April 30 due to non-payment, if customers meet Cold Weather Rule requirements. However, this rule does not relieve members of their responsibility to pay their utility bills.

Those who qualify for protection need to set up a payment schedule with the Cooperative. Call us today for more information or to setup your payment arrangement at (800) 864-3744.

## NEXT BOARD MEETING

October 29, 2026 at 9:00 a.m.




**Follow these three steps to vote for your favorite photos for the 2027 Arrowhead Cooperative Calendar by Saturday, October 31!**

**1** ***If you haven't already, "like" Arrowhead Cooperative on Facebook.***

**2** ***Go to our 2026 Calendar Contest photo album on our Facebook page.***

**3** ***Vote for a photo by selecting the "like" button on the photos of your choosing.***

# THE FIRST COLD SNAP: WHAT HAPPENS TO ELECTRIC DEMAND?

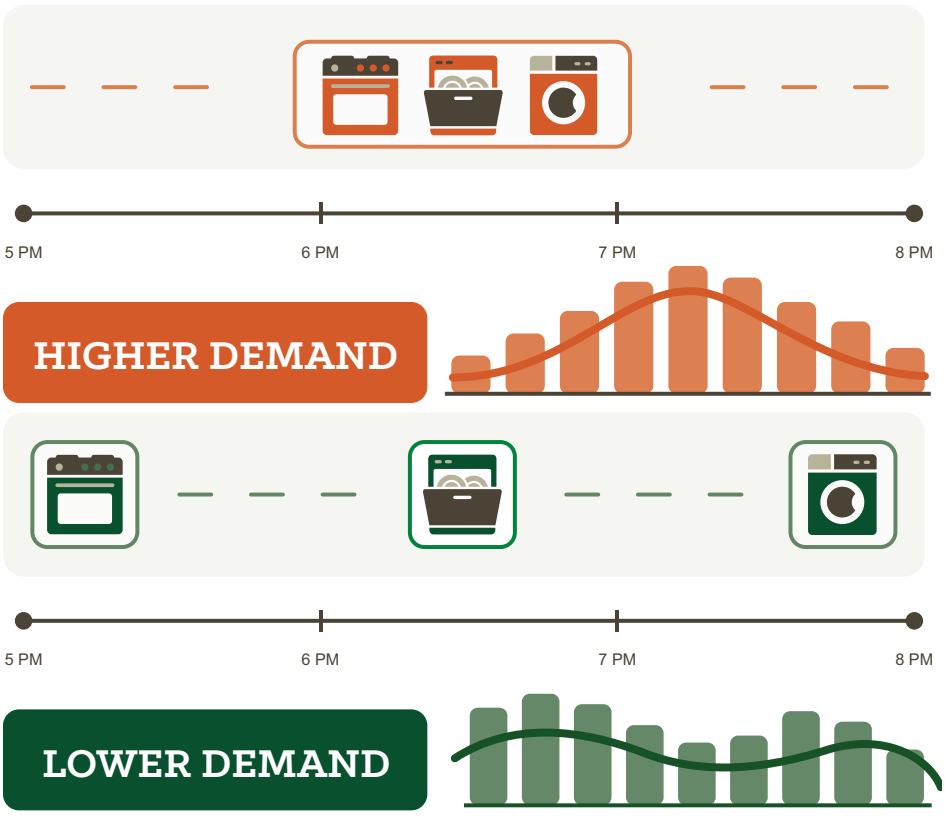
***When the first stretch of truly cold weather arrives, furnaces, baseboard heaters, heat pumps and other heating equipment begin working harder and running longer. At the same time, many of us are spending more time indoors — cooking, doing laundry, heating water and using more lighting and electronics.***

When many of those things happen at once, electric demand rises.

Demand refers to how much electricity is needed at a particular moment. The electric system has to be prepared to meet the highest levels of demand, not simply the total amount of electricity used throughout the day. That is why especially cold mornings and evenings can put additional pressure on the electric system.

Members can help by spreading out the use of larger electric loads whenever it is convenient to do so. Instead of running the clothes dryer, dishwasher and other large appliances at the same time, consider staggering them throughout the day. Delay-start settings can make this easy. If you charge an electric vehicle, scheduling charging for later in the evening can also move that load away from busier hours.

You do not need to stop using electricity when you need it. The idea is simply to avoid stacking several large electric loads on top of one another when possible.




Small changes across many homes can make a meaningful difference. Spreading out demand helps the cooperative manage the electric system more efficiently, reduces pressure during peak periods and supports reliable service for everyone.

As temperatures drop this fall, a little flexibility in when we use electricity can be just as valuable as reducing how much we use.



**OCTOBER CALENDAR WINNER**
*Submitted by: Richard Tormanen*



## ELECTRIC SAFETY

*Cleaning gutters this fall? Before setting up a ladder, look for the service line connecting your home to the electric system. Aluminum ladders, gutter tools and long-handled equipment can conduct electricity. Keep yourself and your equipment well away from power lines, and never lean a ladder near electrical service equipment.*


## 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:** Stan Tull
**EDITORS:** Sara McManus
and Fuller Creative, LLC


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