

PowerLines

Your Trusted Energy News Source

Monthly Publication of Cooperative Light & Power



July 2021 • www.clpower.com



CLP and Local Girl Scout Troop Partner for Community Medical Borrowing Closet

Carey Hogenson, Marketing Manager

The Cooperative Light & Power is happy to partner with local Girl Scout Troop 4251 on their Silver Award Project.

The Girl Scout Silver Award Project is the highest award a Girl Scout Cadette (6th-9th grade) can earn. Working with the Girl Scouts for their project was a perfect match for CLP. This project fits right in with one of our Seven Cooperative Principles, Concern for Community. The purpose of the Girl Scout's Silver Award is to give girls the opportunity to show they are leaders who are organized, determined, and dedicated to improving their community.

The project is a Community Medical Borrowing Closet, which is intended to help the community by providing financial, medical relief by offering medical items to borrow when insurance doesn't cover their needs. Some of the items available include wheelchairs, commodes, shower chairs, crutches, knee scooters, walkers, and canes. Community members can check out the items needed and return them

when done. These items are available for short-term use. Simply use it, clean it, and return it so that the item is available for the next person that needs it.



The Community Medical Borrowing Closet is located at the CLP headquarters and is open during our regular business hours.



Be Prepared

Hal Halpern, Chief Executive Officer/ GM

In 1907, Baden-Powell, an English soldier, devised the Scout motto: Be Prepared. He wrote that to Be Pre-

pared means “you are always in a state of readiness in mind and body to do your duty.” CLP’s duty to our members is to keep reliable, affordable electricity flowing throughout all of Minnesota’s seasons. The following report is from our power supplier Great River Energy which demonstrates that preparation readiness for CLP.

in programs that allow cooperatives to cycle their air conditioner, water heater, or some other electric device for a period of hours on high-demand days. Because of this, Great River Energy can control 15% of its peak load — or the equivalent of reducing electricity demand by more than 200,000 homes on a typical summer day.

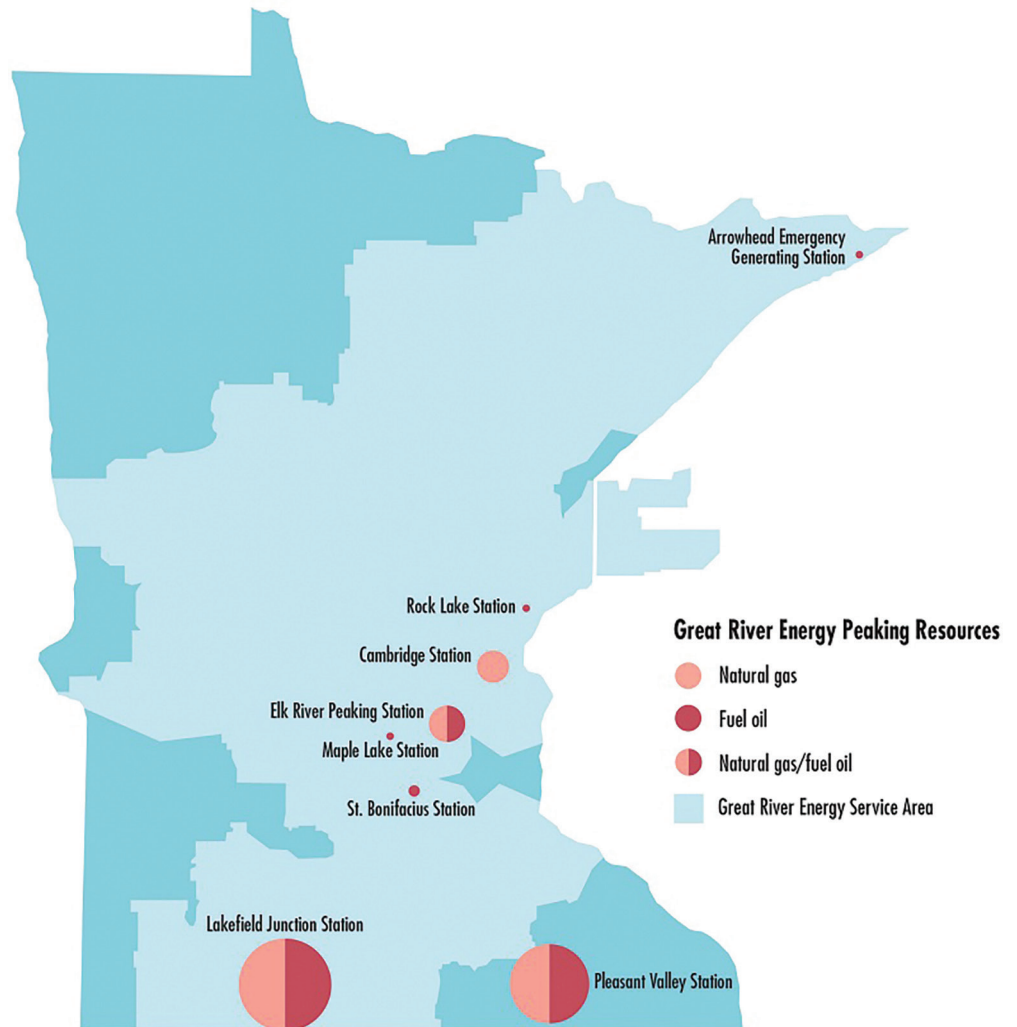
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Hot weather can stress the electric grid, but co-ops have a plan

Minnesotans experience weather in extremes, often on a recurring cycle — from deep freezes to big melts to heat waves — which means electric cooperatives must be prepared year-round to keep electricity flowing to homes, farms, and businesses, no matter what Mother Nature brings.

When temperatures drop as low as they did during the polar vortex earlier this year or reach heat index values as high as 100 degrees during the summer, Great River Energy and its member-owner cooperatives deploy demand response programs in order to cost-effectively meet members’ electrical demands. More than 200,000 residents participate



Great River Energy operates a fleet of natural gas peaking plants across the state that can start up in minutes to add electricity quickly to the grid when needed.

Call Before You Dig

800.252.1166
it's the law!

Call 800.252.1166 to locate underground wires.

You must call at least 48-hours in advance before any excavations (this notice does not include weekends, holidays or emergencies).

CLP will only locate the underground wires that are owned by CLP, we do not locate or take responsibility for locating wires beyond the meter location.



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OFFICIAL PUBLICATION OF

Cooperative Light & Power
Association of Lake County
1554 Highway 2 • P. O. Box 69
Two Harbors, MN 55616
www.clpower.com
CLP Office: 218-834-2226 or 800-580-5881
Power Outage (24/7): 800-927-5550

Summer Business Hours:
Monday - Thursday 7:00 a.m. - 4:30 p.m.
Friday 7:00 a.m. - 11:00 a.m.

Important Contacts

OFFICERS AND DIRECTORS

Scott Veitenheimer, President/Chair, District 2
218-340-8968
Pat Schmieder, Vice-President, District 1
218-834-2247
Kyle Weideman, Treasurer, District 3
218-834-3476
Roger Peterson, Secretary, District 5
218-226-8197
Steve Josephson, Director, District 4
218-226-4163

What is Smishing?

Kevin Olson, Telecommunications Manager

Have you been getting a lot of text messages lately that look like SPAM? I certainly have been getting my fair share. I have been getting anything ranging from weight loss, warranties, political agendas, or vaccine availability, to name a few. The thing these texts have in common is they want you to click on a link. Don't do it!

These text messages have a name – Smishing. Simply put, Smishing is a type of Phishing. And I know you all know what Phishing is since you read my newsletter articles. Member account number six hundred forty eight thousand five hundred seventy five. As a reminder, Phishing is a fake email that tricks you into downloading something or clicking on malicious links. Well, Smishing does the same – except with text messages or a phone number.

Smishing is scary because people tend to be more inclined to trust a text message than an email. And there is plenty of access to them. According to Kaspersky, Experian found that adult mobile users aged 18 to 24 send more than 2,022 texts per month—on average, that's 67 per day—and receive 1,831.

It is more personal, after all. Most people are aware of the risks of clicking on a link in an email. You've already

learned to be suspicious of emails that say "Hi—check out this cool link" and don't contain an actual personal message from the supposed sender.

But this is less true of text messages. Smishing relies on social engineering to get you to share your personal information. This tactic leverages your trust to get that information. Attackers are looking for anything from Social Security information to credit card numbers, bank, or account information. Sometimes, they try to use scare tactics and a sense of urgency, such as stating that you will be charged something if you don't click on the link.

So what can you do?

- Regard urgent security alerts and you-must-act-now coupon redemption offers or deals as warning signs of a hacking attempt.
- No financial institution or merchant will send you a text message asking you to update your account information or confirm your ATM card code. If you get a message that seems to be from your bank or a merchant you do business with and asks you to click on something in the message, it's a fraud. Call your bank or merchant directly if you are in any doubt.
- Never click a reply link or phone number in a message you're not sure about.

ber in a message you're not sure about.

- Look for suspicious numbers that don't look like real mobile phone numbers.
- Don't store your credit card or banking information on your smartphone. If the information isn't there, thieves can't steal it even if they do slip malware onto your phone.

And my favorite is to refuse to take the bait—simply don't respond. Ignore and delete!

Commercial Kitchen Energy Savings Kits

Ken Jones, Member Services Manager

Great River Energy (our power provider) along with your local electric cooperatives are putting together commercial kitchen Energy savings kits. These free kits will provide our restaurant owners with several low-cost items that have the potential to help these members save a significant amount of energy.

The kits will include a refrigeration coil cleaning brush, which after use can save the customer up to 1255 KWH of electricity annually, it will also contain LED bulbs for their walk-in coolers, faucet aerators, and a one-page survey that we ask the member to please fill out after they use what they can in the kit. This survey will help us determine about how much energy they will save annually. Member account number seven hundred forty two thousand two hundred thirty four.

The kits are scheduled to arrive mid-summer, after we receive these kits, we will distribute them to our commercial kitchen customers as soon as we get the chance.

Italian Chicken

From the Kitchen of: Mickey Ferguson

- | | |
|---|---|
| 4 Skinless boneless chicken breasts | 1 envelope of herb & garlic recipe soup mix |
| 1(28oz) can Italian seasoned diced tomatoes | |

Cut chicken into bite-sized pieces. Mix chicken, tomatoes and soup together and pour into slow cooker. Cook on low for 6-8hrs. Serve over rice or pasta and sprinkle with cheese. Enjoy!!

Submit your favorite recipe! If your recipe is printed in an issue of "Powerlines" you will receive a \$10 credit on your electric bill.

Are You Moving? Transferring Your Electric Service

Sue Schmitz, Office Manager

Summer is here, and this year has been an extremely busy time of buying and selling homes. CLP understands that it can be stressful to remember all that needs to get done and how things can slip through the cracks. Member account number seven hundred nineteen thousand eight hundred forty two. Below are some helpful hints that will hopefully help make the transfer of property process much easier.

Seller Responsibility:

- To transfer electric service, the member needs to come into the CLP office or call and speak to someone from our CLP office staff.
- The account must be listed in your name to request the transfer of service. We need to be notified by the member, or members, currently listed on the account.
- CLP will ask for private information to verify your membership. I.E., your phone number, e-mail, physical, or mailing addresses.
- You will be asked to provide us with the buyer's information, including the closing date on the property. CLP will verify the closing matches with the information we receive from the buyer.
- If the buyer hasn't already contacted us, we will call the buyer to discuss the transfer process and to confirm or get any other information we may need.
- Suppose a deposit is still on your account. In that case, that deposit will be applied to your final bill, and any amount after

that will be returned to you, the seller, in the form of a check.

- It's best to call or stop in the office with your service transfer during CLP business hours.

Buyers Responsibility:

- To transfer electric service, the buyer needs to come into the CLP office or call and speak to someone from our CLP office staff.
- A Transfer Application will need to be filled out completely, including all phone numbers, e-mail addresses, mailing addresses, and social security numbers. The applications are generally sent through postal mail after receiving all the information from the seller and buyer.
- Deposits may be applied to new accounts. Deposit charges are \$200, \$100 or \$0. A deposit may be required depending on the results of a soft credit check. A soft credit check does not affect your credit score. If you have another account with us, you may not pay a deposit, depending on the status of that account.
- If a deposit is applied, it is refundable after one year of on-time payments, with no delinquencies or disconnects.
- We will confirm the closing date with you, and it must match the date the sellers have given.
- It's best to call or stop in the office with your service transfer during CLP business hours.

Feel free to visit our office at 1554 Highway 2, Two Harbors, or call 218-834-2226/800-580-5881 with any questions.

ENERGY WISE  MN

Visit energywisemn.com/promotions to learn more and complete a quiz for your chance to win a **\$500** energy credit! 



WE PUMPED UP OUR REBATES
SO YOU CAN SHRINK DOWN YOUR BILL.

Save energy at home when you install a ductless air source heat pump. And when you act now, you'll receive a supersized, limited-time rebate!

Ductless/Mini Split Air Source Heat Pump	Regular Rebate	Promo Rebate
Delivered fuels	\$300	\$450*
Electric heat	\$500	\$750*

*Minimum HSPF ≥ 9.0

Air source heat pumps provide **home cooling and supplemental heating**, using **72% less electricity** than conventional air conditioners and furnaces.

Limited funds are available and awarded on a first-come, first-served basis. Rebate amounts and programs are subject to change without notice.

Right-of-Way (ROW) Clearing - The Worst Part of My Job!

Larry Sandretsky, Operations Manager

Why do you have to cut my trees? Why do you clear everything so wide? You left my neighbor's trees... You wrecked my property value! Unfortunately, these are questions and comments that I hear.

ROW clearing benefits all members with reliable service and minimal short blinks; CLP does not cut your trees because we don't like you or we don't like your trees! CLP crews and

subcontractors are trained and knowledgeable about keeping people safe from downed lines caused by trees. We know what electricity can do to an adult, a child, a cat, or a squirrel that climbs a tree and touches the powerline. Sadly most of these contacts end with a fatality. Remember, every mile of line at some point needs to be cleared to keep our system the most reliable and safe that it can be.



Pictured above is what can happen when a tree comes into contact with a power line. Fires can be caused by inadequate ROW clearing.

Pictured to the right is a "danger tree". The picture was taken at the property of a CLP member. This tree was eliminated.



Be Prepared (continued)

Continued from page 2

"We are able to be very proactive in anticipation of extreme weather events and work closely with our members to ensure they are properly prepared," said Josh Hebert, load management specialist at Great River Energy. "We depend on the flexibility of our programs and the membership to avoid paying higher market costs during times when demand for electricity is high. These programs also help avoid transmission and substation equipment from reaching thermal limits during extreme heat."

In addition to these programs, Great River Energy owns and operates a fleet of natural gas peaking stations across Minnesota that generally run only on the hottest and coldest days

of the year. These plants can start-up in a matter of minutes to add electricity quickly and dependably to the grid when needed. Member account number six hundred nine thousand two hundred sixty three.

When combined with the Midwest's high availability of wind, natural gas peaking plants provide stability today and flexibility for a future with new energy technologies. Most of the cooperative's peaking plants are "dual fuel" facilities, meaning they can operate on fuel oil when demand for natural gas is heightened.

With these programs and power supply assets in place, cooperative members can depend on reliable, affordable electricity throughout all of Minnesota's season.

Board Meeting Summary

A regular meeting of the CLP Board Directors was held at the Office of the Association on April 21, 2021, with the participation of Greg Lien, Alis Stevens, Scott Veitenheimer and Pat Schmieder.

The meeting was called to order at 9:03 a.m. Also present for parts of the meeting were CEO Hal Halpern and Communications Manager Kevin Olson.

A motion was made and seconded to approve the board meeting minutes from March 17, 2021.

A motion was made and seconded to move the meeting to executive session at 9:05 a.m. to discuss a personnel matter. Motion carried. A motion was made and seconded to exit the session at 10:56 a.m.

The Board discussed the timing of the Strategic Plan and Key Performance Indicators (KPI) review meeting. A proposal to discuss suggested 2021 KPI'S during a special meeting and also set up SP meeting on 5/13/2021 was assessed. The meeting will serve to go over the Strategic Plan, list of staff suggestions and final KPI

recommendations with the CEO.

A motion was made and seconded to move the meeting to executive session at 1:54 p.m. to discuss personnel and financial matters. Motion was made and seconded to exit executive session at 2:27 p.m.

A motion was made and seconded to accept the revised Drug and Alcohol Policy.

The Board requested a draft of the Annual Meeting Report for their review and approval prior to publishing.

A motion to accept the financial report was made and seconded.

The list of expenses was reviewed.

A final decision of the Westholm Memorial recipients has been postponed for further review. A potential update of the Board Policy to accommodate gap year applicants.

The Board discussed the Fixed Wireless service with Communication Manager Kevin Olson. Upon confirming that all impacted members are covered by alternative solutions, the Board evaluated the discontinuation of services effective September 1st, 2021.

Adjournment was call at 4:38 pm.

Year-to-date Financials

<u>April</u>	<u>2011</u>	<u>2020</u>	<u>2021</u>
Operating Revenue	\$ 3,688,625	\$ 4,543,072	\$ 5,046,506
Cost of Purchased Power	\$ 2,196,451	\$ 2,616,113	\$ 3,080,677
Other Operating Expenses	\$ 1,229,987	\$ 1,755,677	\$ 1,834,106
Total Cost of Electric Service	\$ 3,426,438	\$ 4,371,790	\$ 4,914,783
Operating Margin (Loss)	\$ 262,187	\$ 171,282	\$ 131,723
Interest Income	\$ 25,054	\$ 62,704	\$ 26,569
Other Margins	\$ 135,377	\$ (53,907)	\$ (52,472)
Capital Credits	\$ 16,552	\$ 10,387	\$ 11,526
Total Margins	\$ 439,170	\$ 190,466	\$ 117,346
kWh Purchased	38,831,690	39,379,437	41,440,314
kWh Sold	36,770,468	38,054,441	39,601,209
Line Loss	5.31%	3.36%	4.44%
Members Billed	5,898	6,221	6,308
Average kWh Used, Residenti	1,417	1,352	1,362
Average Bill, Residential	\$ 140.37	\$ 156.82	\$ 160.31
Average Cost/kWh, Residenti	\$ 0.0991	\$ 0.1160	\$ 0.1177
Interest Expense	\$ 147,064	\$ 147,569	\$ 115,844

Dates to Know...

July 5: CLP CLOSED for Independence Day

July 8-11: Two Harbors Heritage Days

July 9-11: Silver Bay Bay Days

July 26: CLP Bills Due

July 28: CLP Board Meeting

NOTE: CLP dates subject to change

To view a complete version of the latest CLP Board Meeting Minutes please go to:

<http://clpower.com/board-meeting-minutes>

Cooperative Light & Power is an equal opportunity provider and employer.

TO REPORT AN OUTAGE:

Call CLP at 834.2226 or 800.580.5881 during business hours or 800.927.5550 after hours.

BEFORE calling, please check your breakers. If an outage is found to be on your side of the meter, you will be billed for a service call.

SPOT YOUR NUMBER:

A \$20 electric credit is awarded each month to our faithful readers. Four account numbers are spelled out in each newsletter. If you find yours, notify CLP by the 25th of that month and a credit will be applied to your bill.

Credits claimed for May: Paul Fuchs and Thomas and Mary Arps Thompson

Credits not claimed: Robert and Violet Lyness and Andy Beim

OPERATION ROUND UP TOTALS:

May Donations: \$1,651.20

Year-to-date Donations: \$8,326.91

Thank you to all the participants! If you have questions about Operation Round Up, or would like to apply for a grant from the Fund, please contact CLP at 218.834.2226 or 800.580.5881, or visit our website at www.clpower.com.