



March 2017

Newsline



A Touchstone Energy® Cooperative

Energy that Powers Our Lives

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- Replacing Lines for Improvements
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Stay notified and informed with your SmartHub account

Text and e-mail notifications available

Sign up for SmartHub at www.lakecountrypower.coop and you can set up your account to be notified by text or e-mail. Taking the extra step to sign up for the notifications you want will give you the assurance to remember when your bill is due, or if interruptible loads will be controlled.



You can even sign up for notifications when EnergyWise dual fuel heating or interruptible water heating loads are controlled. Setting up notifications through SmartHub will keep you informed and prepared for times when your EnergyWise heating programs will be interrupted because of peak demand. The new notification feature for dual fuel and water heating programs will keep members more informed and aware of control periods.

Notifications include:

- When your bill is calculated and available to view
- Receive confirmation when you make a payment
- Receive confirmation of dates when future payments are scheduled to be paid
- Receive notice of an unsuccessful payment
- Reminder if the bill is past due
- Receive notice when you enroll or change your auto payment options

Receive notice if login credentials have changed (e-mail and password)

How to sign up for Notifications in SmartHub

1. First you'll need a SmartHub account. It's free, and you can register online at www.lakecountrypower.coop. Sign up from a desktop or laptop computer, or a mobile device using a web browser. **Note:** The mobile app alone does NOT allow notification management.
2. From the SmartHub home page, click the **Notifications** tab.


3. Click the **Manage Contacts** link in the far left menu. The **Manage Contacts** page appears, displaying various options for adding email addresses or cell phone numbers for text messaging.
 - Add contacts by choosing the appropriate link on the top of the screen: **Add Email Contact and/ or Add Text Message Contact.**
4. Click the **Manage Notifications** link in the far left menu. The **Manage Notifications** page appears, displaying various categories of notifications including Billing, Miscellaneous and Reports. If you specifically want to enroll in load control

notifications, follow these next steps:

- To enroll in Load Control notifications, click Reports.
- Check the box next to the Load Control Notification.
- Follow the onscreen instructions; click Options to set the available LCP notification types. Determine the type of notification you want — Email, Text Message or none.

Please note for those enrolling in load control notifications: In the event of a rare weekend or holiday control, these messages may not be sent out. If in question, please refer to GRE's load control page at <http://lmguid.greenergy.com>.

Connect with your Co-op — at the Lake Country Power Annual Meeting



Annual Meeting
April 19 – Reif Center, Grand Rapids
(Located at 720 NW Conifer Drive,
Grand Rapids, MN 55744)

Registration: 4:45 p.m.
With dinner and entertainment

Annual Business Meeting: 6:00 p.m.
Door prizes will be awarded!

Get connected through the co-op difference.

BOARD MEETINGS

March 28 – 9:30 a.m. at Mountain Iron Service Center
April 25 – 9:30 a.m. at Grand Rapids Service Center

SAVE THE DATE

The annual meeting will be held Wednesday, April 19 at the Reif Center in Grand Rapids. Registration/dinner at 4:45 p.m. Business meeting at 6:00 p.m.

PRIMARY NUMBER

Lake Country Power's phones are answered 24 hours a day. Our primary phone number is 1-800-421-9959.

EDITOR'S NOTE: Co-op events, including board meeting schedules, are posted at lakecountrypower.coop. Go to "Community" and click "Events."



Join your co-op community at the annual meeting

Door prizes, music and food!

By Michael Forsman, District 2 Director

Did you know every cooperative is required to conduct an annual meeting of the membership? The purpose is to hold the election for the board of directors, share important financial information, occasionally vote on other matters such as bylaw changes and of course—the great door prizes, music and food!

Lake Country Power's annual meeting is a community gathering where neighbors can meet new neighbors—or catch up with old acquaintances. As our lives get busier with the “errands of life” and more of our interactions with others are online (via social media), we

must renew the value of face-to-face human connections. Very few organizations are uniquely positioned like a cooperative to bring together all members of our local communities.

While rural Americans probably do a better job of staying connected to our neighbors (in part because we need too), it is not something we should take for granted. The simple act of smiling, saying hello and shaking someone's hand truly lifts both parties.

Our country and community face many challenges. Our economy feels like it has been

stagnant for years. Northern Minnesota's economy has seen its ups and downs as well. Overcoming these challenges will only happen if we come together.

LCP's annual meeting is designed to take care of the important business of your co-op and the equally important business of building a real sense of community. All cooperatives serve both an economic and social purpose. While safe, reliable and affordable electric power is crucial to our mission, improving the quality of life for all members is at the core of what we do every day.

If you have not attended the annual meeting in the past or if it has been a few years, we ask you to take the time to be with your fellow co-op members.

We get out of life what we put into it. LCP is connected to you by more than just powerlines. We are your neighbors, and we look forward to seeing you at your annual meeting – April 19 at the Reif Center in Grand Rapids, Minn. Registration begins 4:45 p.m.

Michael Forsman was elected by members in Lake Country Power District 2. He can be reached at 218-365-5789 or forsmanmd@hotmail.com.

Together We Serve – the Co-op Difference

As general manager of Lake Country Power, I've had the privilege of working for you, your board of directors, and with a highly trained and valued group of employees. Together, we ARE Lake Country Power.

Time flies. This year is my 38th year as an employee of the co-op.

I can still picture my early days on the job. It was the late 1970s. I had graduated from UMD and was working on the right-of-way crew at Mille Lacs Electric, a neighboring cooperative. At that time, the economy was slow and jobs were difficult to find.

Fortunately for me, Henry Holm, former General Manager of Carlton County Co-op Power, was looking for a warehouse man. I stocked trucks, tracked materials, and swept floors; learning about electric utilities, from the ground up—literally.

I moved into the area of member services. I also took on the position of general manager

on two separate occasions to help the company in times of transition. I was manager at the Carlton County Co-op when we consolidated three cooperatives into one.

Looking back, for that is where wisdom lies; I have great respect for the hard working, creative, inventive co-op employees I've worked with through the year.

Many of our employees – past and present – grew up in the region – playing sports for local high schools, getting confirmed or married in local churches and working for small businesses throughout the region.

Whether young or old, today's co-op employees work hard and take pride in providing safe and reliable electricity to you, its members. Whether it's a lineman, an engineer, a call center



By Greg Randa
LCP general manager

representative or an accountant, we know the essential service we provide results in a better life for everyone.

It's a business model that's authentic, down-to-earth and local. It's a business model that has, and will, serve members well into the future.

I'm proud to be part of the heritage of your electric cooperative, and look forward to sharing a look at the past, present and future at this year's annual meeting, Wednesday, April 19, at the Reif Center in Grand Rapids.

The annual meeting gives us a chance to “connect” with you and, as employees of your local co-op, share a little of the Co-op Difference.

We'll share information that reflects our mission to serve,

including:

- Using your resources wisely
- Promptly and professionally answering member questions – at the front counter, over the phone, or even in your front yard
- Advising and assisting members in the efficient use of energy
- Working to provide accurate and convenient billing services
- Designing, building, maintaining, and replacing lines, some dating back to the 1940s and 50s
- And, though the list goes on and on, to keep your power on, or restoring it quickly, and safely, in ALL weather conditions

Please join us.
Hope to see you there.

Going the extra mile to replace and

Construction season continues all season long at Lake County Power with an eye on improving electric reliability and safety for its 43,000 co-op members. After board approval of the 2017 budget, \$5.9 million will be invested into the system for a variety of construction projects this year.

LCP's engineering department oversees these capital improvement projects and many are underway already or in process of being scheduled. Here's an insider's look at the projects planned for 2017.

Substation work

Engineers have identified 28 LCP substations where new electronic feeder re-closures will be installed. The purpose behind this capital improvement project is to gather reliability information and increase system safety and



reliability. The controls will provide LCP's engineers with detailed information about each feeder to ensure the system is designed for safety and quality.

"The information we're able to retrieve from electronic feeder re-closures will tell us how to better invest and build a reliable

system," said Derek Howe, director of engineering.

Miles of line replacements

There are two reasons 30 miles of overhead line will be replaced this year – aging lines and capacity exceeding the capabilities of existing infrastructure. The work will happen in the western, southern and northern parts of the cooperative's 10,800 square-mile service area. To be specific, following are the areas where this type of capital improvement will be made.

Work in north LCP:

- **Peary circuit 1:** Replacing 3.5 miles of line with single phase near Murphy Lake, which will address aged lines
- **Iron circuit 2:** Replacing .25 miles of line with three-phase to address aged lines and capacity
- **Cook circuit 2:** Replacing 2.3 miles of line with single phase to address aged lines
- **Clear Lake circuit 1:** Due to a county road project, a 5.5 mile stretch of poles and line will be moved.
- **Babbitt circuit 3:** Replacing 1 mile of line with three-phase to address age and capacity
- **Lakeland circuit 2:** Replacing 1.3 miles of line with three-phase to address capacity



- **Pike River circuit 1:** Replacing 2 miles of line due to age
- **Keewatin circuit 1:** Replacing .6 miles of line due to age

Work in south LCP

- **Grand Lake circuit 1:** Replacing 2.3 miles of line with three-phase to address capacity. A new substation is planned for 2018 which will alleviate load issues.

Work in west LCP

- **Goodland circuit 3:** Replacing 7 miles of line due to age
- **Shoal Lake circuit 3:** Replacing 2.5 miles of line due to age
- **Blackberry circuit 2:** Replacing 5.5 miles of three-phase line from thermal damage due to tree contact
- **Arbo circuit 3:** County road project requiring LCP to relocate 1 mile of line
- **Cohasset circuit 4:** County road project requiring LCP to relocate .5 mile of line



bury lines; improve electric service



- **Boy River circuit 3:**
Replacing 3 miles of line due to age
- **Onigum circuit 2:**
Replacing .5 mile of line with three-phase in response to age and capacity
- **Shoal Lake circuit 4:**
Replacing 1.5 miles of line with three-phase to address age and capacity

Conversions to underground

More than six miles of line will be converted to underground cable based on high maintenance and difficult access for crews. These areas include Solway in the southern part of LCP's service area, and Shoal Lake and Ball Club in LCP's western region.

Line construction for LCP spans across 10,800 square miles of rural service area.

Improvements

Five miles of dedicated system improvements will also happen in 2017. Half the work will happen near Grand Lake where several feeders have load current and capacity concerns, potentially causing service interruptions.

Other areas that will receive attention include Iron circuit 2, Side Lake circuit 3, Winton circuit 3, Babbitt circuit 3 and Lakeland circuit 2.

"Another 20 miles of old underground cable will be replaced with new jacketed underground cable," said Howe. "It's something we do every year in different parts of the system, and is based on the number of outages and the number of members affected. The underground cable being replaced dates back to the 1970s and 1980s before plastic jackets were used for coating and protection."

By year-end, the 2015 – 2017 construction work plan will have invested more than \$43.3 million to help meet LCP's mission to deliver safe, reliable electric service, manage member

resources wisely and serve to help our communities prosper. Engineers are already planning ahead for the next construction work plan that will encompass 2018 – 2021.

7 Members meet filing deadline for board seats

The following LCP members met the filing requirements for nomination as a candidate for the co-op's board of directors. The nomination deadline was the close of business, February 8.

- **District 3:**
George Harvey, Britt*
- **District 6:** Perry D. Jarva, Bovey; Dan Kingsley, Hill City; and Mark Langanki, Warba
- **District 7:**
Craig D. Olson, Culver*
- **District 1:** Jason Dale Long, Cook; and Steve Peterson Jr., Tower

Director ballots and the meeting notice will be mailed between March 30 and April 4. Members will be given two options in how to cast their vote – U.S. mail or electronic. Online polls open March 30 at 8:00 a.m. Central, and will close April 18 at 5:00 p.m. Central. Members may also cast their vote before polls close at the annual meeting, April 19, in Grand Rapids at the Reif Center.

* Denotes Incumbent

Lake Country Power provides economic boost with Revolving Loan Funds



Pictured (L-R): Anja Parenteau, general manager of Natural Harvest Food Co-op, stands at the new construction site to accept the \$100,000 Revolving Loan Fund from Lake Country Power's Mark Olson and Jeff Sheldon.



Pictured (L-R): Jeff Borling, economic development lead for Great River Energy; Mike Rhodes, MNSTAR Technologies president; John Damjanovich, MNSTAR Technologies CFO; and Jeff Sheldon, Lake Country Power.

Two local businesses within Lake Country Power's service area recently received a \$100,000 Revolving Loan Fund: MNStar Technologies, located east of Grand Rapids, and Natural Harvest Food Co-op, located in Virginia.

The Revolving Loan Fund that LCP administers came about from previous economic development grants received through the United States Department of Agriculture.

The USDA is a federal funding agency. USDA provides loans to non-profit rural electric cooperatives like Lake Country Power to spur economic development in rural America.

Qualifying businesses must be located within Lake Country Power's service area. Businesses may apply for up to \$100,000 at three percent interest which must be paid off within 10 years or less.

Special Notice: Surveying members, spring 2017

Lake Country Power will be conducting a member survey beginning March 20 through part of April. Please be aware that you may be one of several members who are randomly selected to participate in the survey – so if you get a call about a survey from us, it's legit.

Lake Country Power is contracting with a cooperative-affiliated research firm that has

years of experience measuring member satisfaction levels and how co-ops score on the American Customer Satisfaction Index. The survey will benchmark several areas of focus, including solar, electric vehicles, outage information, bills and payment options, electric service, etc. If you are selected, please take seven minutes to participate. Thank you.

Free wind upgrade for EVs extended through 2017

Revolt, a first-of-its-kind program that allows electric vehicle (EV) owners to further support the use of renewable energy, was originally slated to end Dec. 31, 2016, but will be extended through the end of 2017.

When a member claims their upgrade, Lake Country Power will dedicate wind energy to completely cover the electricity that a consumer uses to fuel an EV for the car's lifetime.

Two categories of electric vehicles are eligible for enrollment in Revolt: plug-in electric vehicles (PEV) and plug-in hybrids (PHEV). PEVs are all-electric, all of the time – no internal combustion engine or gas tank involved. PHEVs are the multi-taskers, running on both gas and electricity.

For more information about Revolt or to enroll in the program, visit mnrevolt.com or e-mail MNrevolt@greenergy.com.

Save money with your card

You work hard, so let **The One Card That Does It All®** work hard for you. Get connected to hundreds of local deals and thousands of national discounts from the businesses that participate in the Co-op Connections Card.



- **Reif Performing Arts Center, Grand Rapids:** 10% off regular ticket price
- **Ely-Winton Historical Society, Ely:** \$1 off entry fee to museum

- **Minnesota Discovery Center, Chisholm:** 15% off gift shop purchases at Iron Range History Museum

Visit www.lakecountrypower.coop for local and national business participants.

Recipe Corner

Gerri Wagner Forgotten Chicken

John Wagner, Maplewood

- 1 full cut-up chicken, or substitute your choice of chicken parts
- 1 can Campbell cream of mushroom soup
- 1 can Campbell cream of celery soup
- 1 can Campbell chicken gumbo soup
- 1 package Lipton onion soup mix
- ½ cup white long grain rice
- ½ cup parched wild rice



Grease 9x13 glass dish. Add both rice types to dish. Heat all soups together with 2 soup cans of water. Pour heated soup mix into dish over rice. Place cut-up chicken in dish over rice. Sprinkle onion soup mix over top. Bake 350 degrees for 2 hours 15 min. Important: No peeking in oven by opening door. Serve with hard crusted rolls. 4 people.

Submit your favorite recipe to Lake Country Power, Attn. Editor, 2810 Elida Drive, Grand Rapids, MN 55744, or e-mail tzaun@lakecountrypower.com. If your entry is drawn and printed in Newsline, you'll receive a \$5 credit on your electric bill. Entries must include name, address and phone number on account. Recipes will be published as space allows.

December 16, 2016 • Regular Monthly Meeting

The following reports were given:

Vice President Olson appointed directors Harvey, Liimatainen and Olson to serve on LCP's policy committee which will meet in January.

General Manager Randa reported about the Nov. 18 snowstorm and service restoration; meeting with Side Lake members; an electric vehicle charger opportunity; Northland Connect; LCP building committee tours of other co-op headquarter buildings; LCP's Ely Outpost and information from NRECA candidates.

The following actions were taken:

Approved the 2017 Capital and

Operating Budgets as presented at the Dec. 15, 2016 budget meeting.

Approved a resolution to support Great River Energy in the Trimont Wind I new purchase agreement.

Approved a resolution approving the designation of a portion of the new power purchase agreement as a fixed resource for the 11/2006 rate class.

Editor's Note: These board minutes have been condensed. A full copy of the board minutes can be read at www.lakecountrypower.coop in the "Member's Area." You'll need to sign up for access if you haven't already. Or call 800-421-9959 for a printed copy.



This picture earned a spot in the co-op calendar for March 2017. Sandy Wahlquist of Bovey drove by a small gravel pit on their four-wheeler where she and her husband discovered three curious kits coming out of their den to see what the noise was all about.

Military personnel disconnection law

The 2007 Minnesota Legislature passed a law called the Military Personnel Disconnection Law. The law recognizes the value of military service and limits utility disconnections if a member of the household has been issued orders such as active duty, deployment, or for a permanent change in duty station during that period. To be eligible for disconnection protection, the member must contact the cooperative to request a "Military Personnel Disconnect Protection Form," meet income eligibility guidelines and set up a mutually acceptable payment schedule.

Before disconnecting service to military personnel in situations as listed above, the cooperative must provide the following information: notice of proposed disconnection; statement explaining customers' rights and responsibilities; list of energy assistance providers; disconnect protection form and a statement explaining the payment plan to secure continued service.

Please contact Lake Country Power, if you have any questions about the "Military Personnel Disconnection Law" or energy assistance programs.

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Directors are members of the cooperative and are elected to act in the best interests of the co-op with the same care than an ordinarily prudent person in a like position would exercise under similar circumstances.

Directors set policy, approve strategy and are charged with fiduciary responsibility of the cooperative. Directors do not oversee day-to-day LCP operations. Administration of maintenance, electric service and operations are the responsibility of employees and staff.

Members with questions or concerns about service, billing, outages or other service-related matters should call 1-800-421-9959.

Newsline

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Lake Country Power Service Centers:
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Comparative Operating Statement

Year-To-Date — December 2016

	2016	2015
Electric Operating Revenue	\$ 87,063,755	\$ 83,571,838
Cost of Purchased Power	46,178,330	45,001,004
Distribution Expense - Operations and Maintenance	14,752,120	13,209,576
Consumer Accounts Expense & Informational	4,041,865	3,901,300
Administrative and General Expense	5,593,185	5,634,667
Depreciation, Interest Expense and Other Deductions	14,883,640	15,235,664
TOTAL ELECTRIC OPERATING EXPENSES	85,449,140	82,982,211
Net Electric Operating Margins	1,614,615	589,626
Non-Operating Margins	3,607,021	1,511,154
TOTAL MARGINS BEFORE SUBSIDIARIES	5,221,635	2,100,781
Net Income (Loss) from Subsidiaries*	188,705	(188,053)
TOTAL MARGINS	\$ 5,410,341	\$ 1,912,728
TOTAL kWh SOLD (YEAR-TO-DATE)	623,511,533	634,971,334

Editor's Note: These financials are condensed. A complete set of financials can be viewed at www.lakecountrypower.coop in the "Member's Area." You'll need to sign up for access if you haven't already. Or call 800-421-9959 for a copy.

*Holding Company financials through fourth quarter 2016 unavailable at press time.