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# Off-peak heating keeps Palmer's content with clean, efficient and even heat

When it comes to heating their home, Jeff and Anne Palmer wouldn't have it any other way than using off-peak electric heat. It's safe, 100 percent efficient, clean and offered at an affordable energy rate that's half the price of regular electric.

"We really like how efficient the Steffes room units are at storing and releasing heat as we need to keep each room in our home comfortable," said Jeff Palmer. "We also appreciate the even heat our room storage units give off. We never experience chilly moments as you might with forced air heating."

The Palmer's live on 10 acres north of Duluth in the woods. Their home was built in 1988 and they purchased it in December 1996. The home is less than 1,000 square feet and two levels. They heat with five room storage heaters in various rooms of their home. The heaters are metered on Lake Country Power's off-peak program to receive the reduced electric rate. The basement has slab in-floor heat, also on LCP's off-peak program.

"My fun creative outlet is quilting, so I use one of our spare bedrooms to work on my hobby," said Anne. "It's important that dust doesn't blow around

our home, which is not the case when you heat with room storage units and slab."

Duct work is not necessary with room storage heating since it's not a forced air system. Each unit's temperature can be customized for how warm or hot you like certain rooms in the house.

## Room storage heaters on off-peak

Room storage units release stored heat during on-peak hours each day and are charged for eight hours during off-peak periods. Units are housed in a sleek cabinet in a neutral color, to complement any décor, and they are covered by a five-year warranty.

- Room storage heaters can be easily installed during new home construction or remodeling projects and easily retrofitted into existing homes or businesses.
- Room storage heaters use electric thermal storage (ETS) technology to convert electricity to heat.
- A quiet fan circulates heat from the bricks into the room when the thermostat calls for heat.



Above: room storage heaters and slab are great ways to heat on LCP's off-peak program.

- Each room storage heater is individually controlled so you can adjust the temperature in each room.

Lake Country Power is offering a \$50 per KW rebate on room storage heaters through December 2016. For more

information about off-peak heating or to place an order for a Steffes heating system, contact Lake Country Power's member service department at 800-421-9959, ext. 6.

### BOARD MEETINGS

November 22 — 9:30 a.m. at Kettle River Service Center

December 16—9:30 a.m. at Mountain Iron Service Center

### HOLIDAY OBSERVED

All LCP offices will be closed November 24 – 25 for Thanksgiving. If you experience a power outage, please use our IVR (Interactive Voice Response system). Our phones are answered 24 hours a day.

### LCP'S NEW WEBSITE!

LCP is pleased to debut its new and improved website this month! Check it out at [www.lakecountrypower.coop](http://www.lakecountrypower.coop). "Refresh" your browser, if needed.

### EDITOR'S NOTE

Co-op events, including board meeting schedules, are posted at [lakecountrypower.coop](http://lakecountrypower.coop). Go to "Community Service" and click "Meetings/Events."



# You're in good company with cooperatives

## Local, community values and democratically governed: ownership matters

By Michael Forsman, District 2 Director

Studies have shown that communities where owners occupy the majority of homes are more successful in school, are more physically fit and have a stronger sense of community. While owning a home may not be possible or desirable for everyone, ownership does matter. It just seems to make sense that we treat things we own with greater care.

Chances are you probably don't think too often about your ownership role with your electric cooperative. Every member of Lake Country Power can take pride in the fact that you are an owner of your electric co-op. While at times it may seem easy to take the provision of electricity for granted, co-op employees are working 24 hours a day, 365 days a year to make sure you, me, us, the member-owners of the co-op, are well taken care of when it comes to electricity needs.

Lake Country Power has an important role in its local communities. Your co-op supports local economic development through active participation and loans through funding sources like the Rural Utilities Service. Nearly \$5 million has been contributed in loans since 1992 to support growth and jobs in our local region. More than \$1.7 million has

been awarded to local projects and non-profit organizations through the co-op's Operation Round Up® program.

We are owners of our co-op, and in a real sense, we are owners of our community. Our community is strong. Think about how much greater it can be when we work "cooperatively" as a co-op family to tackle our future challenges. If we act like owners on a consistent basis, we will put even more care and attention into our community, and we will look locally for solutions. Finding local solutions can help keep money – and people – right here in our community.

We all have a role to play. As a local electric cooperative, we promise to do our part for the community. If you have thoughts about how we can do a better job, please contact me, another board member or the co-op.

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

## Be "in the know" with SmartHub

SmartHub makes it easy for you to be in control of your LCP account. Nearly 12,000 members are registered for a SmartHub account, which offers many features beyond online payments.

One of the beneficial features in SmartHub is called "notifications." When members sign up for notifications they'll receive important information pertaining to their account. Some common notifications include:

- Bill available
- Payment due
- Payment confirmation
- Delinquent notice
- Credit card expiration



Lake Country Power is in the process of working with our service provider to expand the notifications available through SmartHub. LCP's goal is to offer "load control" notifications this winter when dual fuel and other EnergyWise loads are being controlled. The notification will deliver via text or e-mail.

"We'll be sending notices to members enrolled in dual fuel or interruptible water heating programs soon to let you know when you can sign up for load control notifications," said Jeff Sheldon, manager, energy services and business development. "Winter is just around the corner, so we want people to be ready with a backup source when their electric heat is controlled and turned off."

### How to sign up for Notifications

1. Sign up from a desktop computer.
2. From the SmartHub home page, click the **Notifications** tab.
3. Click the **Manage Notifications** link in the far left menu. The Manage Notifications page appears, displaying various categories of notifications, including Billing, Usage, Service

### Recipe Corner

## Low-fat Bran Muffins

Rosalie Auel, Gilbert

- 3 cups whole wheat flour
- 2 cups white flour
- 3 cups natural bran
- 3 tsp cinnamon
- 2 tsp ginger
- 2 cups raisins
- ¾ cups brown sugar
- 7 tsp baking powder
- 1 tsp salt



Mix dry ingredients in large bowl.

Add 2 well beaten eggs, plus 2 egg whites, ¼ cup molasses, 1 cup applesauce, 1 quart nonfat yogurt, 1 large can crushed pineapple (do not drain). Mix. Refrigerate overnight.

Bake 350 degrees for 15 – 20 minutes. Makes 4 dozen.

Submit your favorite recipe to Lake Country Power, Attn. Editor, 2810 Eida 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.

and Miscellaneous.

4. Click the arrow to the left of the desired Category. All the available notifications for that category appear.
5. Check the box next to each notification you wish to receive.
6. Follow the onscreen instructions to set the available options for this notification. Determine the type of notification you want: Email or Text Message.

If questions, please contact the member service department at 800-421-9959, press #6.

# Hey students:

## Power your future with a LCP scholarship

### Graduating high school seniors should apply

Students should mark their calendars for January 1, 2017 when the online application process for the Les Beach Scholarship opens. The application deadline is January 31, 2017. To complete the electronic application and submit electronic letters of recommendation, go to [www.lakecountrypower.coop](http://www.lakecountrypower.coop) (under "Community," click the "Scholarships" tab).

Scholarship recipients can qualify for up to \$4,000 over four years to help pay for college or technical school. Scholarships are renewable for up to eight semesters, and students must maintain a grade point average of 2.5 or higher. They must also have a full-time enrollment status.

To qualify for the co-op's scholarship program, the student or student's parent/guardian must be a member of Lake Country Power.

All required materials in the application process must be



submitted electronically and include:

- Two letters of recommendation
- Written essay
- High School transcript
- Completed online application

Letters of recommendation from teachers will be accepted via the online link through February 15. Visit [lakecountrypower.coop](http://lakecountrypower.coop) (community/scholarships) for an "application tips" sheet and more information.

# Holiday Cheer

Please stop in our service centers for holiday greetings, Christmas goodies and a hot cup of coffee.

Mountain Iron:  
Dec. 5 – 9

Grand Rapids:  
Dec. 12 – 16

Kettle River:  
Dec. 20 – 22



## Be on high alert for possible scams

The number of phone scams to Lake Country Power members and other area utility customers still happens periodically. Co-op members should remain cautious about suspicious requests for information.

Scammers prey on unsuspecting consumers instructing them to give banking information over the phone to prevent being disconnected of service. They use threats to disconnect service within a matter of hours if payment isn't provided over the phone.

Residential members are not the only targets of this particular scam. Commercial members

also reported being scammed by an unknown party requesting payment through a service to prevent disconnection.

"We will not call members asking for banking information over the phone," said Mark Bakk, director of finance.

Scammers are using various tactics to con consumers into providing payment. Posing as utility employees, scammers have been known to:

- Tell intended victims their accounts are past due and threaten to disconnect their utility service if they do not make payments immediately.

- Require victims to pay using a pre-paid debit card, such as a Green Dot card.
- Manipulate caller ID to display a fake number, which may actually be your utility's number. This is called "spoofing."
- Email customers phony utility bills that appear to be from an energy provider with an account number, amount due, due date and a link to make the payment.

Protecting personal and financial consumer data is a top priority for Lake Country Power.



If members are behind on their electric bill, you will receive a written notice before service disconnection. Consumers who have not received a disconnection notice in the mail should not engage anyone on the phone or by email demanding to take payment. Instead, members should hang up and contact Lake Country Power to verify account status and report the attempted scam. They are also encouraged to report the incident to local law enforcement.

If it just doesn't feel right, "slam the scam" and end the conversation.



# LCP's new website promises engaging experience for users

Members visiting [www.lakecountrypower.coop](http://www.lakecountrypower.coop) will notice Lake Country Power overhauled its website to create a new and improved experience for members. The new website launched mid-October 2016 to replace its old site.

The creative team took careful measures to ensure the most used content from the old website is easy to find being front-and-center on the new website. All creative work and content layout was done in-house by Lake Country Power staff.

"The biggest thing members will notice on the new website is that it's much more engaging than the previous site," said Greg Schulzetenberg, digital marketing and media coordinator for Lake Country Power. "The new website has a modern, clean appearance and the layout is much easier to navigate."

He further explained the new website is designed to be visual, and will contain more digital media such as video, graphics and photography.

SmartHub will be prominent on the home page where a growing number of members use this account management tool to make payments, report outages, get notifications, check energy usage, view statements, etc.



Lake Country Power's new website is organized around eight primary content pillars — my account, my cooperative, half-price programs, establish service, outage center, safety, media center and community. The website also provides quick access tabs to report an outage, contact us, pay now, outage map, today's load, saving money and its social media links.

# Work begins to replace outdated, outmoded, overcrowded Grand Rapids Service Center

In September the LCP Board approved moving forward with a Facility Planning Option in Grand Rapids that will address overcrowded, outdated and needed changes for the co-op headquarters. After reviewing several options presented within a Facilities Planning Study, the board approved an approach that provides the best long-term value-per-service over the useful life cycle of a 50-year facility on a new site.

The current building is nearly 50 years old, in need of major improvements and the pie-shaped, severely sloped site is limited by size and space geographically to grow into current and future needs at the present location.

## Improvements needed

With a detached pole yard, and significant outside storage, the Study also highlighted inefficiencies that can be improved to provide members with safe, efficient and reliable

service; and employees with safe and efficient equipment and facilities. Member and employee access to U.S. Highway 2, a four-lane highway, with a posted speed limit of 60 mph, also presents a safety concern.

"It's time," said Greg Randa, LCP general manager. "There are numerous reasons to make this change. The bottom line is, the building is too small and the location too limited to meet the needs of employees and members going forward."

"The best long-term value for members is a new facility with a 50-year life cycle and new construction option on a new site. The option we're pursuing presents the wisest use of member resources over the long-term."

## Next Steps

The timeline calls for detailed estimates and contractor proposals within the next few months. The Board has approved looking for alternative sites near the existing headquarters location



to maintain LCP's local presence and safer, easier access to the headquarters office for members.

The board will approve the project in several steps, including site selection, design and construction phases. The plan

calls for construction in 2017 and 2018, with the existing service center property along U. S. Highway 2 east of Grand Rapids to be put up for sale following completion of construction.

"We'll share updates and details at member district meetings in early 2017. We'll also keep members informed through our web site and social media outlets as we move forward."

# Keeping the grid secure for members and cooperatives

The North American Electric Reliability Corporation (NERC) is not a household name at dinner tables across the country but it certainly is commonplace in the electric utility industry.

NERC is a regulatory authority responsible for ensuring the reliability of the bulk electric system in North America. To ensure our members continue to receive secure and reliable electric service, utilities like Great River Energy, wholesale power supplier to Lake Country Power works with NERC and other utilities to develop reliability standards related to physical and cyber security, among other things.

## Cyber security

Great River Energy is working with utilities, government agencies and other organizations to address the rising risk of cyber attacks and taking reasonable precautions to prepare for a cyber attack. NERC has developed effective, mandatory cyber security standards to help protect the bulk electric system and Great River Energy has committed to compliance since the rules were introduced in 2005.

## Save money with your Co-op Connections® 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.

- **Jack's Auto Service Center, Grand Rapids:** get a free tire rotation with a purchase of an oil change
- **Whispering Pines Massage and Spa, Nashauk:** 10% off your next massage
- **Grandma's Grill, Duluth and Virginia:** 10% off food and non-alcoholic beverage purchases. Good on retail purchases too.

The organization conducts periodic cyber intrusion scenario drills, which allows Great River Energy to test emergency response plans and communication protocols.

## Physical security

Threats like natural disasters, vandalism and terrorist attacks also are high on the list of topics being discussed among regulators, government officials and utilities. With that, reliability standards for maintaining the physical security of substations and power lines have become more stringent. Great River Energy is committed to compliance and taking steps to help bolster the security of its facilities and infrastructure.

Most recently, Great River Energy implemented new security procedures that add an additional level of scrutiny to those who can physically enter Great River Energy facilities deemed "critical infrastructure" by NERC. Employees in certain positions also were required to complete additional training.



- **Newspapers** (Cook News Herald, Ely Echo, Floodwood Forum, Grand Rapids Herald Review, Hermantown Star, Mesabi Daily News, Proctor Journal, Range Times, Tower News, Walker Pilot-Independent): 20% off new subscriptions
- Visit [www.lakecountrypower.coop](http://www.lakecountrypower.coop) for local and national business participants.

# The Co-op Idea

The adversities of farm life and work—severe weather, faltering economics, awesome distances, extreme isolation—had made rural Americans at once natural and necessary cooperators.

From barn raisings, threshing bees and quilting bees to co-op creameries and grain elevators, they joined to accomplish what one could not do alone but what many could do together.

But when the idea of rural electrification through cooperatives first reached rural America it met some skepticism. Farm families understood using cooperatives to meet their supply or marketing needs. But an electric co-op?

Fear of the unknown made farmers think twice about going into something that mysterious. Electricity wasn't like wheat or



Credit: NRECA

fertilizer that could be held in the hand and looked at. It came from far away over humming lines. And you needed engineers and lawyers to tame it.

But in spite of the enormity and the complexity of it all, the co-op idea—in partnership with the Rural Electrification Administration—became the dynamic force which carried rural America out of darkness.

Source: *The Next Greatest Thing*, Richard A. Pence and Patrick Dahl



We work hard to keep your coffee hot, your milk cold, your batteries charged and your home warm.

The Value of Electricity  
— *Energy that Powers our Lives*

## It all adds up: Investing in a reliable electric system

### What is the range in cost for a typical substation?



- A. \$200,000
- B. \$3.2 million
- C. \$1.2 million
- D. \$580,000

LCP owns and operates 46 substations. To meet the needs of a safe and reliable electric system, LCP invested over \$40 million in its work plan through 2014, and continues to make investments.

**August 30, 2016 • Regular Monthly Meeting**

**The following reports were given:**

President Long reported about the calls he's received from members about this summer's outages, service restoration and the Ely outpost.

Holding Company President Harvey commented about the challenge to recruit and retain employees at Lake States Tree Service and Lake States Construction.

General Manager Randa provided an update about the July storm and referenced information in the operations report. He also reported about the GRE member managers meeting, DSM rates, matters relative to Stanton Station in North Dakota closing, Northland Connect, Ely outpost, strategic planning, among other topics. Randa also informed the board about building maintenance that will be done at the Kettle River service center.

**The following actions were taken:**

Approved that MNSTAR Technologies of Grand Rapids, MN, complete a Revolving Loan Fund application for consideration to expand its wire harness manufacturing business.

Approved the 2017 line construction bidders for the three contracts as presented.

*Editor's Note: These board minutes have been condensed. A full copy of the board minutes can be read at [www.lakecountrypower.coop](http://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 Nov. 2016. Sandy Brooks of Forest Lake, MN framed this photograph near Effie along the Bigfork River — a reminder that winter is coming.



**ENERGY EFFICIENCY Tip of the Month**

Heating your home uses more energy than any other system in your home – typically making up about 42 percent of your utility bill. By combining proper equipment maintenance and upgrades with recommended insulation, air sealing and thermostat settings, you can save about 30 percent on your energy bill. *Source: energy.gov*

**Comparative Operating Statement**

Year-To-Date — August 2016

	2016	2015
Electric Operating Revenue	\$ 58,329,262	\$ 57,306,861
Cost of Purchased Power	31,531,141	31,391,645
Distribution Expense - Operations and Maintenance	9,603,601	8,454,430
Consumer Accounts Expense & Informational	2,627,189	2,570,556
Administrative and General Expense	3,994,464	3,938,337
Depreciation, Interest Expense and Other Deductions	9,508,033	9,785,975
<b>TOTAL ELECTRIC OPERATING EXPENSES</b>	<b>57,264,428</b>	<b>56,140,943</b>
Net Electric Operating Margins	1,064,834	1,165,918
Non-Operating Margins	1,198,571	755,632
<b>TOTAL MARGINS BEFORE SUBSIDIARIES</b>	<b>2,263,405</b>	<b>1,921,550</b>
Net Income (Loss) from Subsidiaries	(252,575)	(238,818)
<b>TOTAL MARGINS</b>	<b>\$ 2,010,830</b>	<b>\$ 1,682,732</b>
<b>TOTAL kWh SOLD (YEAR-TO-DATE)</b>	<b>405,522,749</b>	425,663,711

*Editor's Note: These financials are condensed. A complete set of financials can be viewed at [www.lakecountrypower.coop](http://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.*

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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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