

Happy Thanksgiving!

November 2017

Newsline



IN THIS ISSUE

Growing Up Co-op

Easy Outage Reporting

LCP Sponsors Rachel's Challenge

Time to Change the Batteries

Reflecting on life along co-op lines

Like the farm he grew up on, long-time LCP member Ed Janzen has seen plenty of change in his 87 years. He and his wife of 67 years, Loretta, grew up during the Great Depression — an era noted for self-sacrifice and the practice of waste not, want not.

The Janzens could not have imagined the change they would witness over the course of their lives.

The childhood sweethearts raised a family, grew a farm, and owned a store in Kelsey, Minn., just south of the Iron Range. Ed held a job in the mines and spent a decade working as a TV repairman.

The Janzens exemplify resilience, patience and persistence. They built their own home — twice. The second time after a house fire in 2009. And their story represents a generation of Americans brought up on traditional values, hard work and self-discipline.

The following is an excerpt, from a recent interview with Ed, covering topics that convey the change from simple, but rugged rural America to modern life in the country. Change, brought in part, by co-op electricity to areas that are still “off the beat’n path.”

This is Part I of a two-part interview. Part II will appear in the December issue of *Newsline*. To read the entire story, visit lakecountrypower.coop.

Ed and Loretta’s story, in his words:

Building a home

“We bought the property here, it was tax delinquent land. There was an old house south of this house and we tore that down; it was not usable.

“We put in a basement and used whatever facilities we had to dig the hole ... I did hire several neighbors here that were in the business of block laying, brick work, and they came and put in my basement and put our chimney up.

“We did not have water here at the time so we were hauling water from wherever we went.

“We’d buy supplies as we could afford it and we tried not to go into debt. Whatever I was earning in the mines when I was working there, well, we tried to put it into the house and that’s how we got all our supplies.

“As far as the labor, it was mostly ours and relatives and friends. Whoever came by, it seemed like they always wanted to give you a hand, so we took advantage of that and we got the whole thing put up — I think it was about 1976.”

Farming

“I decided I wanted to have a cow or cattle and so we started with one little Guernsey cow and we just used it for milk. She would produce a small bucketful of milk a couple times a day and, of course, that’s way more milk than one family can utilize



Ed and Loretta Janzen, LCP members in Kelsey, Minn.

so, Loretta was good at making butter. She made butter all the time and we used it for ice cream and whatever else we could do with dairy products.

“Then, later on we decided — or I decided, I think it was more my idea than Loretta’s — to get more cattle. So we bought a few more cattle and eventually I bought quite a few. At one time we had somewhere around 70-some head of beef cattle, calves and cows.”

Owning a store

“I think it was around ‘80, back in there somewhere, we bought the old store here at Kelsey and we operated that along with the farm; and so it kept us pretty busy. We had four children and all the animals. So, she (Loretta) did most of the store-keeping, which got to be quite a load for her.

“Her back kind of gave out ... so, we gave up the store business but we did keep the property and there

were 110 acres, I believe, with the store. So, that was used for farm, for hay land and such. We operated the store until 1984 or ‘86.”

Electricity

“Back in ‘49 when the power came in my father’s place — I remember when they (Northern Electric Cooperative Association, now LCP) hooked us up there. I remember we were pretty happy about that. My father bought a light plant with a 32 volt system on it ... we had electric lights in the house and we had an electric motor on the washing machine.

“Mom got an electric range eventually, and everything went more modern. Then we got an automatic water system in so we got running water ...

“That was pretty nice when we got power, and that’s one of the things I would not want to go back to — without power. It’s too handy.”

BOARD MEETINGS

Nov. 28 – 9:30 a.m. at Kettle River Service Center

Dec. 14 – 9:30 a.m. at Mountain Iron Service Center

HOLIDAY OBSERVED

All LCP offices will be closed November 23 – 24 for Thanksgiving. If you experience a power outage, please use our IVR (Interactive Voice Response system). Our phones are answered 24 hours a day.

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 are posted at lakecountrypower.coop. Go to “Community” and click “Events.”



Growing up co-op

By Craig Olson, District 7

I sure like the feeling of walking into my favorite locally-owned shop, restaurant or store knowing that the profit, product and labor can make positive impacts on my community. The spirit of main street is embodied in these local businesses, just like it is at Lake Country Power.

Electric cooperatives are as local and community centered as they come. Founded as a way to bring electricity to sparse populations of people that didn't interest investor-owned utilities (IOUs), electric cooperatives have been a cornerstone of community and economic development in rural America for 80 years.

The feeling I get when I frequent local businesses in our community is the same feeling I get while serving on the board of directors at Lake Country Power. I'm proud to be on the board of an organization that serves the community in which we live, instead of a group of shareholders who may never set foot in our service area.

Living on co-op lines is more than just knowing there are people out there working to bring you safe and reliable electric service. Living on co-op lines is an investment in our community and its members.

You see, Lake Country Power is a not-for-profit business. When the co-op makes more



money than it needs to keep the lights on, it's returned back to members in the form of capital credits. This means after all co-op expenses are paid, any additional money the co-op earns goes back into our community, instead of going into a shareholder's pocket, which is pretty great.

And because the co-op is owned by members like you and I, LCP has a vested interest in making sure its communities prosper. LCP does this by investing in economic development, area youth and community service projects and programs such as Operation Round Up®, Rachel's

Challenge, and the GreenTouch state park clean-up.

I hope that you view Lake Country Power not just as your electric utility provider, but as a local business that brings pride and prosperity to our community. If you are interested in learning more or getting involved with the co-op, please stop by the co-op or give me a call. Lake Country Power is honored to be part of this community, and I hope you feel the same way too.

Craig Olson was elected by members in Lake Country Power District 7. He can be reached at 218-393-2276 or colson@iupat82.org

Four LCP directors earn awards



LCP board directors Jim Huhta (left) and Mike Forsman (right) each earned Certified Credentialed Director awards at the National Rural Electric Cooperative Association's regional meeting in Minneapolis. Bob Bruckbauer (center) earned a board leadership award. Craig Carlson (not pictured) earned the Certified Credentialed Director and Board Leadership awards at the October board meeting. Each distinction reflects time and effort spent in the boardroom and the classroom through the National Rural Electric Cooperative Association's Continuing Education and Training programs offered to co-op directors.

Recognizing local energy champions



Representative Mike Sundin receives his 2017 Energy Champion Award. Pictured from left, Lignite Energy Council officials Loren Solberg and Joel Johnson; Representative Mike Sundin; and Mike Birkeland, LCP.

Each year an Energy Champion Award is given to legislators who recognize the need for a safe, reliable and diverse portfolio of power generation sources to ensure consumers have affordable and dependable electricity in Minnesota. Winning the 2017 award from the Lignite Energy Council were Rep. Pat Garofalo (R-Farmington), Sen. Dave Osmeck (R-Mound), Rep. Jim Newberger (R-Becker), Rep. Jason Metsa (DFL-Virginia), and Rep. Mike Sundin (DFL-Esko).

SmartHub offers easy outage reporting

Outages are an inevitable part of life. Trees fall on power lines. Squirrels get into electric equipment. And occasionally, a driver hits a pole. There can be multiple reasons for power outages and blinks, but thanks to a tool called SmartHub, Lake Country Power members are finding a better way to report an outage when it happens to them.

Peggy Pearson of Angora is one. She preferred an alternative to looking up phone numbers and pushing buttons.

"I want to thank the co-op for making it so easy to report an outage with SmartHub," said

Pearson. "Now, I just pick up my smartphone, and in a couple of clicks, my outage is reported and I can check the outage map to see what's happening."

Pearson added that she also uses SmartHub to pay their electric bill so she doesn't have to worry about the mail making it on time. She also stated that it was fast and easy to set up her SmartHub account.

Like Pearson said, it's easy to sign up for a SmartHub account. Go to www.lakecountrypower.coop or call LCP's billing department at 800-421-9959, press 5.



Meet the Operation Round Up[®] Trust Board

Lake Country Power's Operation Round Up[®] program is administered by a trust board of nine co-op members who volunteer their time. They are (pictured left to right), Deb Bottem, District 9; Marsha Doten, District 8; Dave Gibbs, District 1; Mary Bianco, District 2; Steve Johnson, District 5; Christine Johnson, District 3; Bobbi Maish, District 7; Jan Bignall, District 6; and Yvette Schultenover, District 4.



All funds generated through Operation Round Up are set aside in a trust fund. Of the funds collected through the program, 100 percent is distributed to charitable organizations through

an application and selection process. The trust board uses special guidelines and policies when choosing recipients.

Since the program's inception in

October 2004, more than \$1.9 million has been distributed to more than 1,500 community-based projects and programs. The trust board expects to reach

\$2 million next month. Past and current recipients will receive an invitation to attend a celebration at LCP's service centers.

Look to LCP for scholarships

Students should mark their calendars for January 1, 2018 when the online application process for the Les Beach Scholarship opens. The application deadline is January 31, 2018. To complete the electronic application and submit electronic letters of

recommendation, go to 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.

Stay tuned for more information in next month's Newsline.



More than 1,000 hearts touched

A message of kindness and compassion

Each day 160,000 students do not go to school because they are bullied, teased and harassed. As part of its commitment to community, Lake Country Power sponsored a challenging and powerful message of kindness and compassion for students and community members in Virginia, MN. More than 1,000 students and adults were touched by the program.

Since 2010, Lake Country Power has sponsored Rachel's Challenge for 17 schools throughout its service area.

"Thank you for sponsoring this inspiring program in our school," said Sarah Thyen, fourth grade teacher at Roosevelt Elementary School. "I've heard such positive feedback from teachers, students and the community. Some positive changes and chain reactions are already happening in our schools."

Rachel Scott, the first victim in the Columbine High School shooting that occurred April 20, 1999, wrote several journals and said, "I have this theory that if one person can go out of their way to show compassion, then it will start a chain reaction of the same. People will never know how far a little kindness can go."

Inspired by her theory and journal writings, Rachel's family created the Rachel's Challenge program – an anti-bullying, anti-violence program – to spread her powerful message and inspire people to start a chain reaction of kindness and compassion. The program addresses today's issues of bullying, feelings of isolation and despair, teen suicide, discrimination, school violence and increasing disciplinary actions.

"Rachel's Challenge is definitely something that everyone should be a part of," said Jayme Lautigar, LCP linestaker. "The benefits that the kids take away is huge. I've coached hockey so I know how kids can be. The power of this program is life changing."

Rachel's Challenge is the largest in-school assembly program in the country and has been seen by more than 22 million people.

If your school is interested in holding a Rachel's Challenge event, please contact Tami Zaun at Lake Country Power, tzaun@lakecountrypower.com. For more information about Rachel's Challenge, visit www.rachelschallenge.org.



LCP board to consider Local Democracy policy

As announced in the October *Newsline*, the Minnesota Legislature revised Minnesota Statute 216B.164 this past spring. LCP's board of directors will address the adoption of changes related to the statute, November 28 at 1:00 p.m. at the Kettle River Service Center. Interested members are welcome to attend. (Editor's Note: An incorrect date was inadvertently printed in the October *Newsline*. The date is Nov. 28 as noted here.)



Holiday Cheer

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

Mountain Iron:
Dec. 4-8

Grand Rapids:
Dec. 11-15

Kettle River:
Dec. 20-22

It's time to change the batteries



As we fall back one hour this month, it's a good time to change the batteries in your smoke alarms and other safety devices. It's also good to change the batteries in your programmable thermostat as well.

"Several times a year, I'll receive a

service order about someone whose electric heat isn't working or it's working but intermittently," said Ron Hardy, LCP's member service technician. "A lot of times it's because the batteries are dead in their programmable thermostat, and just need to be

changed with fresh batteries."

It's a quick and simple fix to do, especially before the heating season kicks in. Follow the

pictured diagrams for a quick tutorial on how to change the batteries in your programmable thermostat.



Safety first in auto accidents

Accidents happen. Knowing what to do if your car crashed into an electric utility pole could be the difference between life and death. Always consider power lines and other electrical equipment to be live and dangerous.

If a powerline falls on your vehicle and there is NO fire:

- Your safest option is to stay inside the vehicle until help arrives.
- The vehicle acts as a path for the electrical current to travel to reach the ground.
- You are safe inside the vehicle, but if you get out, you could be electrocuted.
- Call 911, or LCP at 800-421-9959 for help.

If a powerline falls on your vehicle and there IS a fire:

- Only attempt to leave your vehicle if it's on fire. To exit safely:
- Jump out of the vehicle, making sure NO part of your body or clothing touches the ground and vehicle at the same time.
- Land with both feet together and in small, shuffling steps, move at least 40 feet away from the vehicle.
- The ground could be energized. Shuffling away with both feet together decreases the risk of electrical shock.
- Call 911, or LCP at 800-421-9959 for help.

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.

Keep these businesses in mind, and bring your card to save. For a full listing of business participants, visit lakecountrypower.coop

- **Reif Performing Arts Center, Grand Rapids**
- **Lyric Center for the Arts, Virginia**



- **Hagens North Country Glass, Cloquet**
- **Time Scape Photography, Grand Rapids**
- **Heather Halverson Massage, Chisholm**

Recipe Corner

Cranberry Jell-O

Jeanine Cogswell, Saginaw

- 3 small boxes Jell-O (cherry/raspberry or strawberry)
- 3 cups boiling water

Mix Jell-O and water. Cool. Then add:

- 1 can mandarin oranges (drain liquid)
- 1 can crushed pineapple (drain liquid)
- 1 can cranberries (whole berries)

Put in refrigerator to set for at least a couple hours.

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.



August 29, 2017 • Regular Monthly Meeting

The following reports were given:

President Craig Olson reported about the Energy Issues Summit that many LCP directors attended. He also reported about several conversations he had with members since the July board meeting.

Greg Randa, LCP general manager, reported about Northland Connect; LCP's zoning request to St. Louis County (change zoning from residential to multiple use that would allow LCP to store poles in the Ely Outpost pole yard); LCP's strategic planning meeting; vendor consideration for automated metering infrastructure; 2018 budget work underway; the new headquarters service center; and local democracy legislation.

Mark Bakk, LCP director of finance and administration, reported about the June 2017 unaudited financials including electric sales year-to-date, and power cost adjustments from Great River Energy.

The following actions were taken:

Approved Form 990 for the year ending 2016 with the IRS.

Approved to authorize Handberg Marina in Crane Lake, MN, to complete a Revolving Loan application for board consideration.

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 November 2017. Patti Johnson of Maple Grove shot this northern lights display dancing over Lake Vermilion. Can you spot the bear in the sky?



ENERGY EFFICIENCY Tip of the Month

Spending more time in the kitchen during the holiday season? Here's one way to be more energy efficient: Unplug small kitchen appliances, like toaster ovens and microwaves, when not in use. You could save \$10 to \$20 per year.

Source: U.S Department of Energy

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| | |
|--|--------------|
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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:
Grand Rapids • Kettle River • Mountain Iron
800-421-9959 • www.lakecountrypower.coop
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Comparative Operating Statement

Year-To-Date — August 2017

| | 2017 | 2016 |
|---|---------------------|---------------------|
| Electric Operating Revenue | \$ 59,645,248 | \$ 58,329,262 |
| Cost of Purchased Power | 32,564,342 | 31,531,141 |
| Distribution Expense - Operations & Maintenance | 8,303,811 | 9,603,601 |
| Consumer Accounts Expense & Informational | 2,848,159 | 2,627,189 |
| Administrative and General Expense | 4,038,240 | 3,994,464 |
| Depreciation, Interest Expense and Other Deductions | 9,590,460 | 9,508,033 |
| TOTAL ELECTRIC OPERATING EXPENSES | 57,345,012 | 57,264,428 |
| Net Electric Operating Margins | 2,300,236 | 1,064,834 |
| Non-Operating Margins | 1,310,886 | 1,198,571 |
| TOTAL MARGINS BEFORE SUBSIDIARIES | 3,611,122 | 2,263,405 |
| Net Income (Loss) from Subsidiaries | (198,210) | (252,575) |
| TOTAL MARGINS | \$ 3,412,912 | \$ 2,010,830 |
| TOTAL KWH SOLD (YEAR-TO-DATE) | 400,704,570 | 405,522,749 |

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.