



October 2017

Newsline

A “deer” story of member service

Imagine losing the lights on opening day of the firearms deer hunting season in a remote northern Minnesota location. Made worse, is that no power means no satellite TV, and no ability to watch the extracurricular sporting events that many enjoy on the much celebrated annual “holiday” weekend.

Furthermore, after the power outage is reported, expected restoration to such a distant, water-access-only property is anyone’s guess.

This was the scenario facing the owners of the Mag Seven Lodge, which is located at Crane Lake on the winding Rollick Creek. For all practical purposes, these members are at the end of the northern LCP electrical line — one of only a few meters fed by underwater service in that area.

“It was a dire situation for us,” said Mag Seven Lodge co-owner Kevin Lantz. He added that the 9-person hunting party had just about given up hope for watching their scheduled TV lineup which included the Minnesota Wild, Golden Gophers hockey, and the Vikings.

“I thought there was just no way we would get service restored,” added co-owner Todd Stanek, of how bleak the situation appeared. “It was just us — one cabin deep in the woods — they wouldn’t

come all the way out here on the weekend, during deer hunting, for just one place without power.”

“Wild” afternoon

Surprised and impressed, Stanek and his hunting party would indeed enjoy their planned festivities; save one period of the afternoon Wild game. They were restored in a most efficient manner, made

possible by a high level of service to the Lake Country Power membership.

The outage was called in around 12:30 p.m. As the members saw it

appear on the LCP Outage Map, they knew that assistance would eventually be on the way. But, little did they know how quickly that help would arrive.

A boat could be heard approaching camp just a couple hours later. It was a pair of seasoned crew chiefs riding in to save the day. Correction, save the weekend. LCP linemen, Jeff Thiel had made the trip from Mountain Iron, and Bill Koschak came over from the Ely Outpost; both on-call linemen traveling more than an hour to reach the destination.

Hunting for the problem

The pair began running their diagnostics as they went back and forth from meter-to-meter.



‘It was just us; one cabin deep in the woods’

— Todd Stanek, Mag Seven Lodge, Crane Lake, MN

“I was really impressed with the service on the phone and quick response to such a remote area,” said visiting hunter Steve “Bulldog” Leary. “The two guys were professional, nice and definitely knew what they were doing,” said Leary of Thiel and Koschak.

An hour later, the lights were on and the LCP lineworkers had determined that there was damage to the underwater line leading to the next meter. They marked the spot with a buoy for future repair, and waved goodbye and wished good hunting to the Mag Seven crew as the duo rode off around the corner. They were

headed southeast, so it wasn’t into the sunset, but they were heroes none-the-less to everyone in camp.

“The co-op went above and beyond,” from the moment the phone call was made, said Stanek about the response to a difficult situation.

Lantz chimed in, “great service!”

“I was so impressed with the excellent response time,” said Jim Luke, another co-owner. “This is not a spot you can just drive to and fix the line; there are no roads and you have to come in by boat. They did an awesome job!”



BOARD MEETINGS

Oct. 31 – 9:30 a.m. at
Grand Rapids Service Center
Nov. 28 – 9:30 a.m. at
Kettle River Service Center

OCTOBER IS NATIONAL COOPERATIVE MONTH

- 1 out of 3 Americans is a member of a cooperative.
- 900 electric co-ops in 47 states serve 18 million members.
- Co-ops provide 2.1 million jobs nationwide.

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.”



Cooperatives and communities at their very best

By Daniel Kingsley, District 6

As a new director, it's a privilege to serve the members of LCP district six. It's also a privilege to serve, because electric cooperatives have been a part of the fabric of Minnesota for more than 80 years. Fourth- and fifth-generation members today enjoy the same benefits of membership as the pioneers who strung the first wires into Minnesota's countryside.

Minnesotans are naturally drawn to lakes, rivers and the outdoors. Our state depends heavily on the land for mining, logging, agriculture, tourism and manufacturing. Co-ops serve the areas where we do these things.

You can still find elders in our communities who remember when electric co-ops were formed, first bringing lights and then a long line of conveniences. Today's young members grow up expecting electricity at all times, and they depend on their cooperative to charge smart phones and connect to the world through broadband Internet.

The power of membership

Though the uses for electricity have changed, the same ownership of the cooperative remains. That's because members are the owners of Lake Country Power. Members vote for their peers to oversee the cooperative, entrusting an elected board of directors to oversee their investment wisely for a dependable power supply.



Cooperatives also form a community of their own kind. When one cooperative endures a tornado, flood or storm, cooperatives from across the state and nation spring to action. We saw it in Texas with Hurricane Harvey and in Florida with Hurricane Irma. We saw it close to home when other co-op crews pitched in to help get our power back on after severe storms last summer.

Reliability in the land of 10 billion trees

It's no easy job bringing electricity to our members, and the support of our neighboring cooperatives give us added strength when we need it – especially when severe storms knock power out for several days.

Cooperatives are much more than energy companies: concern for community is a core principle of the cooperative business model. Typical cooperative-sponsored economic development initiatives include revitalization projects, job creation, improvement of water and sewer systems and assistance in delivery of health care and educational services.

Co-ops seek to improve the quality of life for their members and their communities.

Daniel Kingsley was elected by members in Lake Country Power District 6. He can be reached at 218-697-2628 or kingsdan27@gmail.com.

Legislative changes for distributed generation

During the 2017 Legislative Session the Minnesota Legislature passed and the Governor signed a provision that reduces duplicative regulation on your electric cooperative. This local democracy legislation returns some balance to the regulatory process, ensuring decisions that impact member-owners of cooperatives are made locally by your elected board of directors. While electric cooperatives are already locally regulated in most areas, this legislation made an important clarification, one that will allow for innovation in response to member's needs and wants for years to come.

The legislation impacts the distributed generation section of statute and brings it in line with the rest of Minnesota Statute

as it applies to rates, fees and charges of electric cooperatives. Electric cooperatives still must follow the law as laid out by the legislature in this section. The provision allows for cooperatives to adopt the authority implementing this section of statute (Minnesota Statute 216B.164). To do so a cooperative has to pass a resolution adopting this authority and adopt rules implementing this section of statute.

The municipal utilities in Minnesota have had similar authority in Minnesota for over 30 years. With the passage of the provision, the legislature affirmed the value of local decision making for rural electric cooperatives across Minnesota. As your locally owned cooperative we know that local decision making can

result in rates and services that reflect our community's needs while assisting in keeping administrative costs down.

At 1:00 p.m., Oct. 31, in the Kettle River service center, the LCP Board of Directors will review our policy and procedures addressing this authority. Directors and staff will be reviewing the applicable law (MN 216B.164) and discussing a resolution and rules implementing the section of statute. The purpose of this change is to secure local decision-making, not to substantively change the way your cooperative interacts with distributed generation. If you are interested in this change please contact us with your concerns or plan to attend the meeting in person.

Our history, our future

Looking back provides the path forward

George Santayana, Spanish novelist, said it best, "Those who do not remember the past are condemned to repeat it." Yet sometimes remembering our history with the goal of repeating it can actually be a good thing.

As the nation's 30,000 cooperatives celebrate National Co-op Month this month, it's a great time to take a look back – and a look forward.

Take the history of your electric co-op. Lake Country Power was founded 80 years ago when neighbors worked together to bring electricity to our rural communities. Big investor-owned power companies thought they couldn't generate enough profit so they bypassed rural areas. Back then, there were frequent meetings among neighbors to discuss the formation



By Greg Randa
LCP general manager

of the cooperative. Once established, annual meetings were the "must attend" event of the year. The co-op – on behalf of the member-owners – committed to provide the community with electricity.

Fast forward to today – and tomorrow. Lake Country Power currently serves nearly 43,000

members, averaging 5.9 members per mile of line. We have returned more than \$41 million in capital credits to members over the lifetime of the co-op. More than \$1.9 million has been awarded to community programs and projects through Operation Round Up®. Plus the investment your co-op makes in our

youth through scholarships and other valuable learning opportunities.

We understand the local community spirit that helped create this co-op must be continually nurtured. While times and technology will continue to change, our commitment to you will not.

Although we started out 80 years to energize the countryside of rural Minnesota, with your support our local impact has grown and evolved.

As we continue to look into the future, you can be confident that LCP will be exploring new ways to help you and our communities. We must also keep pace as technology changes and consumer needs evolve. As always, we welcome your feedback as we plan for the future.



Nominate local heroes for the #WhoPowersYou contest

Lake Country Power, in partnership with Touchstone Energy Cooperatives, is pleased to announce a special contest that honors heroes. It's called #WhoPowersYou.

If you're a LCP member, you may nominate someone who's making a difference in your community. In addition to being nationally recognized, nominees can win up to \$5,000 for the cause they champion.

To nominate a local hero, go to whopowersyou.com and submit the nominee's name, photo and a brief description of how they make a difference in our community. This is a nationwide contest among Touchstone Energy Cooperatives, including Lake Country Power.

Nominations open Oct. 2 and must be submitted by midnight on Nov. 4. In order to cast a nomination, you must be a Lake Country Power member, however the nominee does not need to be a co-op member. One nomination per person.



Winners will be announced this winter. An independent panel of judges will select winners based upon the positive impact they make on the community, creativity of the entry and the number of votes they receive.

\$9,000 in prize money will be awarded:

- Grand Prize Winner: \$5,000
- Second Place: \$2,000
- Third Place: \$1,500
- Honorable Mention: \$500

Celebrating co-op membership

More than 1,200 members attended this year's member appreciation days and picnics at Lake Country Power's service centers in August. The linemen and bucket rides were a hit, as was the energy bike and drawing for six children's bikes.

"Thank you, Lake Country Power," said Gail Bowyer Ahrens

of Fridley in a post on LCP's Facebook page. "What a nice tradition. It gives us members yet another reason to appreciate you."

Bill Bauman of Virginia, MN added, "Thank you for hosting a wonderful event, and thanks to Zups for the great food, too."



New application form in place for Operation Round Up®

Organizations and community groups seeking funds through Operation Round Up® will need to use Lake Country Power's new application form.

The form has been revised and is accessible online at www.lakecountrypower.coop under the "Community" tab. Otherwise, call 800-421-9959. Applicants should provide detailed answers to each question on the form and any supporting documents as requested.

Operation Round Up® is a charitable program unique to electric cooperatives. It provides financial assistance to worthwhile activities and community projects by "rounding up" member's electric bills to the nearest dollar. The most members contribute in a one-year period is less than \$12.



Since the program's inception in October 2004, more than \$1.9 million has been distributed to more than 1,700 community-based projects and programs. Lake Country Power anticipates reaching the \$2 million mark in December 2017.

Application deadlines are quarterly: February 15, May 15, August 15 and November 15.

Seeking applications for Community Award

It took a grassroots effort of many rural folks to develop electric cooperatives 80 years ago. With that same grassroots spirit in mind, we are seeking any type of organization that has contributed to their local communities through a special effort of volunteers and unique efforts.

Through an application process, the cooperative will recognize the true spirit of community and award a deserving organization the 2017 Touchstone Energy Community Award.

Any organization that meets these qualifications is eligible for a \$500 cash award.

Community members may nominate an organization or association by completing an application form, available at Lake Country Power or online



**Touchstone Energy®
Cooperatives**

at lakecountrypower.coop. The application requires a description of the project, program or event and the positive impact it brought to the community.

Applications are due by 4:30 p.m. on Wednesday, November 1. Mail to Lake Country Power, attention Tami Zaun, 2810 Elida Drive, Grand Rapids, MN 55744, or e-mail tzaun@lakecountrypower.com. Visit www.lakecountrypower.coop to download an application.

Dual Fuel: Check your backup

Dual Fuel is a controlled heating program that's offered at a reduced electric rate. It can be shut off for up to 12 hours at a time. The program helps control electric demand during peak usage periods, which is why the reduced rate can be offered. It's also why an adequate backup system is required.

During the heating season, the electric heat portion of your Dual Fuel system could be controlled up to a maximum of 400 hours, however this is rare.

If you're on Dual Fuel, check the electric and non-electric (dual) parts of your heating equipment now.

5 CheckPoints

1. Check the fuel tank. It's always a good idea to go into the season with a full or nearly

full tank. Your oil or propane equipment will be expected to run for hours at a time during periods of severely cold weather or when the demand for electricity is high.

2. Operate the electric heating equipment to be sure the system responds to a "call for heat" from the thermostat.
3. Operate the oil or propane system also to be sure the system responds to a "call for heat" from the thermostat.
4. Have your gas or oil furnace/boiler checked periodically by a professional HVAC contractor. For cold weather, there is nothing better than knowing your Dual Fuel heating system will work as it should. For



a list of contractors, visit lakecountrypower.coop (Under the "Residential" tab click "Contractor Resources")

5. Monitor Dual Fuel control throughout the heating season at lakecountrypower.coop (look for "Today's Load Control.")

Please call 1-800-421-9959, press #6, if you have questions concerning your Dual Fuel heating system or would like to add your electric water heater to the 8-Hour Interruptible program.

Recipe Corner

Chocolate Pecan Crème Pie

Mary Sue Fedie, Stillwater, MN

Crust: Keebler's Chocolate Prepared Crust or you may use 1 ½ chocolate wafers (crushed) and ½ cup melted butter. Mix well to coat crushed cookies with butter. Pat to form full crust into an 8" pie pan.

Filling:

- 8 oz. block regular Philadelphia cream cheese
- 2 Tbsp Hershey's unsweetened cocoa
- 2 tsp Watkins real vanilla
- ¾ can sweetened & condensed milk (10 ½ oz.)
- 1 ¼ cups whipping cream (do not whip)
- ¾ cup confectioners' sugar
- ¼ tsp sea salt
- ¾ cup Nestles semi-sweet mini chocolate chips
- ¾ cup chopped pecans (chop to desired size)

Let cream cheese soften at room temperature. Add cocoa, vanilla, sweetened condensed milk and whipping cream. With electric mixer on low, beat until blended. Beat on high until ingredients are smooth. Add confectioners' sugar and salt, and then slowly beat until absorbed into mixture. Fold in chocolate chips & chopped pecans. Pour into prepared pie crust. Refrigerate at least 4 hours or until filling sets. Serves 8

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.



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.

Energy Assistance Providers

Should you find it difficult to pay your electric bill this winter, these agencies can provide additional assistance and more information.

AEOA
800-662-5711

- Virginia
218-749-2912
- Duluth
218-623-3011

Aitkin County
800-328-3744

Bi County CAP
800-332-7161

Bois Forte Tribal
800-221-8129

Carlton County
800-642-9082

Cass County
218-547-1340

Fond Du Lac Tribal
800-365-1613

Itasca County
800-422-0312

Kootasca
877-687-1163

Lake County
218-834-8400

Lakes & Pines
800-832-6082

Leech Lake Tribal
866-864-8668

Mille Lacs Band
320-532-7880

Pine County
800-450-7263

Salvation Army Offices:
800-842-7279

- Cloquet
218-879-1693

- Grand Rapids
218-326-5620

- Duluth
218-722-7934

- Hibbing
218-263-5096

- Virginia
218-741-1889

St. Louis County
800-450-9777

Condensed Board Minutes

July 25, 2017 • Regular Monthly Meeting

The following reports were given:

President Craig Olson commented about the storm and outages on LCP's system July 21, 2017. He and other LCP directors attended the Minnesota Rural Electric Association district meeting.

Greg Randa, LCP general manager, reported about the GRE member manager meeting; demand side management rates; Northland Connect net profit; open house at the Ely Outpost; zoning matter near Ely Outpost; and response to the storm that hit LCP's service area July 21.

Mark Bakk, LCP director of finance and administration, reviewed the May 2017 unaudited financials with the board.

The following actions were taken:

Approved LCP management's recommendation for the 2018 right-of-way contracts.

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 October 2017. Sandy Brooks of Forest Lake calls this photo, "Who Cooks for You?" She framed this lovely pair of Barred Owls at the Scenic State Park near Bigfork.



ENERGY EFFICIENCY Tip of the Month

Fall/Winter Energy Tip: When you are asleep or out of the house, turn your thermostat back 10° to 15° for eight hours and save around 10 percent a year on your heating and cooling bills. A programmable thermostat can make it easy to set back your temperature – set it and forget it!

Source: U.S Department of Energy

Co-op Contacts

Greg Randa, General Manager	800-421-9959
granda@lakecountrypower.com	
Jason Long, District 1	218-240-9611
jaselong@gmail.com	
Michael Forsman, District 2	218-365-5789
forsmanmd@hotmail.com	
George Harvey, District 3	218-741-6633
gharvey@accessmn.com	
Craig Carlson, District 4	218-999-7175
carlsonlcp@gmail.com	
Robert Bruckbauer, District 5	218-566-2436
bobbruckbauer@northlc.com	
Daniel Kingsley, District 6	218-697-2628
kingsdan27@gmail.com	
Craig Olson, District 7	218-393-2276
colson@iupat82.org	
Jim Huhta, District 8	218-644-3997
hatcheck@frontier.com	
Sherman Liimatainen, District 9	218-879-3135
sgliimatainen@gmail.com	

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

Published monthly by Lake Country Power
2810 Elida Dr., Grand Rapids, MN 55744
Editor: Tami Zaun
tzaun@lakecountrypower.com

Lake Country Power Service Centers:
Grand Rapids • Kettle River • Mountain Iron
800-421-9959 • www.lakecountrypower.coop
This Institution is an equal opportunity provider and employer.



Comparative Operating Statement

Year-To-Date — July 2017

	2017	2016
Electric Operating Revenue	\$52,565,713	\$51,057,248
Cost of Purchased Power	28,659,065	27,340,021
Distribution Expense - Operations & Maintenance	7,239,266	8,062,537
Consumer Accounts Expense & Informational	2,472,137	2,277,250
Administrative and General Expense	3,567,518	3,567,860
Depreciation, Interest Expense and Other Deductions	8,535,130	8,479,978
TOTAL ELECTRIC OPERATING EXPENSES	50,473,116	49,727,646
Net Electric Operating Margins	2,092,597	1,329,602
Non-Operating Margins	1,308,956	1,197,798
TOTAL MARGINS BEFORE SUBSIDIARIES	3,401,554	2,527,400
Net Income (Loss) from Subsidiaries	(198,210)	(252,575)
TOTAL MARGINS	\$3,203,343	\$2,274,825
TOTAL KWH SOLD (YEAR-TO-DATE)	360,786,485	364,397,054

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.