



September 2019

Newsline

BOARD MEETINGS September 24 – 9:30 a.m. at Mountain Iron Service Center ■ October 29 – 9:30 a.m. at Cohasset Service Center

IN THIS ISSUE

Keep Contact Info Current
Structured to Serve
Get Alerts from SmartHub
Storm Preparations

Lake Country Power receives Employer of Veterans Award

Lake Country Power is honored to accept the Employer of Veterans Award from The American Legion Department of Minnesota. The award was presented to the cooperative during the Department Convention in Willmar, Minn., this summer.

Derek Howe, chief operating officer for Lake Country Power, accepted the award on behalf of the co-op. LCDR Howe served as a P-3 Mission Commander and provided intelligence surveillance and reconnaissance during operation Iraqi freedom.

Speaking before an audience of more than 300 people Howe said, "Lake Country Power is honored to accept this prestigious award, thank you. Our values at Lake Country Power – integrity, safety and quality, innovation, communication, teamwork and respect – are what you'll find in each American veteran as well as each person serving in active duty."

Lake Country Power's workforce of 134 employees

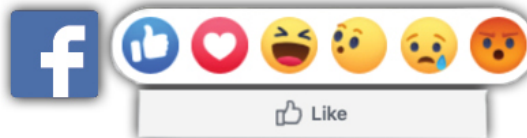
is represented by 11 percent veterans. The first American Legion Veterans Employment and Education Commission Award was established in 1947, and recognized individuals across the country who had established outstanding records in the employment and retention of workers with disabilities. Since that time, categories were added to the current nine award programs. In 1969, The Veterans Employment and Education Commission expanded its Employer Awards Program when it created an award category for employers of veterans.

Lake Country Power's award represents medium-sized companies in Minnesota. The co-op was nominated for the award by D. Marvin Hill, a Lake Country Power member who served 38 continuous years between the Army, Minnesota Army National Guard, Army Reserve at Fort Snelling and Independent Ready Reserve at St. Louis, Missouri. ■



► Derek Howe, chief operating officer, accepts Lake Country Power's Employer of Veterans Award from The American Legion Department of Minnesota. D. Marvin Hill, who nominated Lake Country Power for the award, stands second from the right.

Co-op calendar contest SEEKING VOTES



Lake Country Power's 2020 co-op calendar contest opens this month for voting on the co-op's Facebook page. Hundreds of photo entries have been narrowed. Help determine the 12 winning photos by casting your vote with a 'like' for the photo(s) you'd like to see in the calendar.

Voting begins at 10:00 a.m., September 18 when all four albums will be posted and categorized for the four seasons. The deadline to vote is noon (12:00 p.m.) on Monday, September 23. Any 'likes' after this time and date will not count toward final photo selections.

Any variations from the contest guidelines or ties will be determined by a contest judging committee. Winners will be notified if their photo was selected as one of the winning entries. Good luck and remember to vote!

Keeping your contact information current is important

Keeping your contact information up-to-date with Lake Country Power is very important – for several reasons.

If you have an outage and try to contact the co-op using a phone number that isn't recorded on your account, the co-op's phone system won't detect that it's you. This can delay outage response times and keep you waiting longer than you'd like before a line crew is dispatched.

Another reason you want to keep your contact info current is for capital credit retirements. When Lake Country Power pays credits back to members, you'll want to be included in that distribution. However, if you

move off the system without giving Lake Country Power a forwarding address, the co-op won't be able to find you and you'll miss out on your refund.

If couples list only one person on their LCP account, I'd like to encourage that they add their spouse's/partner's name to the account with them.

When you contact the co-op with questions about your account, having both names on the account will ease the process for verification and giving out information.

Also, include an e-mail address on your account. The more current and thorough your contact information is, the better. You can reach LCP

at 800-421-9959 to check the status.

Service Centers

Lake Country Power will move into its new Cohasset Service Center sometime in October.

During an independent Facilities Planning Study in 2014, the board identified several inefficiencies and shortcomings. The Grand Rapids Service Center scored a 27 on the Functionality Assessment, which is a poor rating. The study also found that the Grand Rapids location is 18,000 square-feet too small for what the co-op needs to operate.

LCP's board considered three options: 1) renovating the Grand Rapids location; 2) constructing new at the same location; or 3) relocating all or a portion of the current facilities. The best long-

term investment option was to build new, even over renovating the existing service center.

In 1990, I sat on a building committee when we looked at the Grand Rapids location even back then. The cost to add on to the building was \$9 million. Then in 1998, the board looked at the building again. The cost was \$11 million to fix the Grand Rapids location. I feel that LCP made the right decision at the right time and is receiving great value by building new in 2019 in the Cohasset Industrial Park with an approximate investment of \$12 million – for a service center that will serve the area for 50-plus years or more. ■

Craig Carlson was elected by members in Lake Country Power District 4. He can be reached at 218-999-7175 or carlsonlcp@gmail.com.



By Craig
CARLSON
District 4 Director

School Bus Safety Tips for Motorists

1. Motorists must stop at least 20 feet from a school bus that is displaying red flashing lights and/or its stop arm is extended when approaching from the rear and from the opposite direction on undivided roads.
2. Red flashing lights on buses indicates students are either entering or
3. Motorists are not required to stop for a bus if the bus is on the opposite side of a separated roadway (median, etc.) – but they should remain alert for children.
4. Altering a route or schedule to avoid a bus is one way motorists

exiting the bus.



5. Watch for school crossing patrols and pedestrians. Reduce speeds in and around school zones.
6. Watch and stop for pedestrians – the law applies to all street corners, for both marked and unmarked crosswalks (all street corners) – every corner is a crosswalk. ■

Source: Minnesota
Office of Traffic Safety

Structured to serve our members

Electric cooperatives like Lake Country Power are governed by an elected body of members called the board of directors. LCP has nine member-owners serving on its board. Because the co-op is member-owned, it makes LCP and other electric cooperatives different from other types of utilities such as investor-owned utilities.

We appreciate and embrace our differences because it means we can serve you, our member, in a manner that best meets your needs. While there are dozens of positive ways electric cooperatives differ from other utilities, everything we do revolves around our unique business model and our local, not-for-profit structure.



By Greg
RANDA
LCP general
manager

Member-Owned

Like all electric cooperatives in the state, LCP is owned by our area's neighbors, friends and community members. Because of this member-ownership structure, the directors you elect to govern the cooperative are entrusted to make decisions that are in the best interests of LCP and the communities we serve.

This type of self-governance is successful in many forms – through schools, church, credit unions and various types of cooperatives. While this structure allows for local decision-making, it's imperative to recognize that self-governed organizations – including Lake Country Power – must adhere to all local, state and federal laws

and regulations. Electric cooperatives are, in fact, significantly regulated.

We have considerable oversight through hundreds of Minnesota statutes and by the Minnesota Public Utilities Commission (PUC). We follow Occupational Safety and Health Administration regulations, National Electrical Safety Code® standards and Environmental Protection Agency regulations, to name just a few.

Governed by Members

Board members, elected by fellow co-op members, set and regulate rates for LCP. Directors are also members and users of co-op-generated electricity, so there is no benefit in charging any more than necessary for power. LCP undertakes extensive cost-of-service studies to ensure rates are appropriate and adequate to solely cover the costs of providing service.

To govern effectively, LCP's directors bring a diverse and well-rounded background to the boardroom. Our directors have financial skills, industry knowledge, an understanding of regulatory and legislative policymaking, and an aptitude for determining the ongoing and future strategic direction of the cooperative.

For nearly 80 years, the cooperative business model and core principles have been guiding us as we make long-term decisions to ensure reliable, safe, affordable energy for our members. We're proud of our track record of powering homes, businesses, schools, hospitals and other essential services in our communities. If you have questions about our policies or our cooperative structure, please don't hesitate to contact us. Additional information about LCP is available at lakecountrypower.coop. ■

Cold weather rule effective October 15

The Cold Weather Rule, Section 216B.097 of the Minnesota State Statutes, provides that from October 15 through April 15 an electric cooperative cannot disconnect a residential consumer for nonpayment of service, if the disconnect affects the primary heat source and all of the following conditions are met:

1. The consumer declares an inability to pay and completes the Inability to Pay form; and
2. Household income of the customer is at or below 50 percent of the state median income. Income may be verified on forms provided by LCP or by the local energy assistance provider with whom the consumer has applied for energy assistance; and
3. The consumer enters into and makes reasonably and timely payments under a mutually agreeable payment plan, that considers the financial resources of the household; and
4. A consumer receives from LCP referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the consumer's energy bills.

The law does allow for LCP to disconnect when it is necessary from October 15 to April 15, so please act promptly. LCP works with members during the Cold Weather Rule period, just as we do throughout the year. We don't want to interrupt service to

any member, but in a cooperative, all members suffer when any bill remains unpaid. If bills remain unpaid, this amount must be absorbed by members who faithfully pay their bill each month. LCP would rather work with members to establish and maintain adequate payment schedules of their past due bill. A statement explaining the payment plan to secure continued service, a Payment Arrangement letter, will be provided.

Before disconnecting service to a residential consumer from October 15 to April 15, the cooperative must provide the following information:

- notice of proposed disconnection (disconnection notice); and
- statement explaining consumers' rights and responsibilities (Inability to Pay form); and
- list of energy assistance providers (Inability to Pay form); and
- forms available for consumer to request cold weather disconnect protection (Inability to Pay form).

If you receive a disconnection notice this winter, you must act promptly. If you do not meet all the conditions of the Cold Weather Rule, mutually acceptable payment arrangements can be set up to prevent interruption of an electric service. Please contact Lake Country Power if you have any questions about the Cold Weather Rule: 800-421-9959. ■

Cold Weather

Energy Assistance Providers:

AEOA:
1-800-662-5711

Virginia
1-218-735-6839

Duluth
1-218-623-3011

Aitkin County
Social Services:
1-800-328-3744

Bi County CAP:
1-800-332-7161

Bois Forte Tribal:
1-800-221-8129

Carlton County
Social Services:
1-800-642-9082

Cass County
Social Services:
1-218-547-1340

Fond Du Lac Tribal:
1-800-365-1613

Itasca County
Social Services:
1-800-422-0312

Kootasca:
1-877-687-1163

Lake County
Social Services:
1-218-834-8400

Lakes & Pines:
1-800-832-6082

Leech Lake Tribal:
1-866-864-8668

Mille Lacs Band Tribal:
1-320-532-7880

Pine County
Social Services:
1-800-450-7263

Salvation Army Office
(Heat Share Programs):
1-800-842-7279

St. Louis County
Social Services:
1-800-450-9777

Important alerts through SmartHub

Text and e-mail notifications available

If you have a SmartHub account, be sure to set it up so you're notified by text and/or e-mail of information that's important to you.

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)

You can even sign up for notifications to know when dual fuel heating or

interruptible water heating will be controlled during times of peak demand. If you aren't on the dual fuel or water heating programs, you won't need to select "load control" notifications because your home won't be included.

To sign up for a free SmartHub account, visit lakecountrypower.coop.

You'll find instructions under the "My Account" tab, including some helpful overview videos. Have your electric account number handy. Next, download the free app from iTunes or the Android Marketplace. Search for "SmartHub" in the app store, then click the icon and begin downloading it to your mobile device(s). ■



RECIPE CORNER

CARAMEL DIP FOR APPLES

From the
Kitchen of:
Candice Maki,
Iron



INGREDIENTS

- 8 oz. cream cheese, softened
- 1/4 cup brown sugar
- 1/4 cup powdered sugar
- 1 tsp. vanilla

DIRECTIONS

Beat with mixer.
Serve with sliced apples.

Submit your favorite recipe to Lake Country Power, Attn. Editor, 2810 Elida Drive, Grand Rapids, MN 55744, or e-mail tzaun@lcp.coop. 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.

Considering an Electric Vehicle?

Join us in Duluth during National Drive Electric Week. A panel of EV experts and enthusiasts will be available to answer questions. Take a look at the wide variety of EVs on the market.

MONDAY, SEPTEMBER 16
5 PM – 7 PM
CANAL PARK LODGE AND PARKING LOT

Light refreshments will be provided



Be prepared before the storm

It's your worst-case scenario. A major storm swept through the area. Many power lines are down, and your electricity may be out for several days. You are low on everything—food, water, pet supplies, toilet paper, batteries, diapers and your medication.

Imagine how you would feel in this situation. While you can't predict the weather, you can plan ahead so when a severe weather event strikes, you have the tools and resources to effectively weather the storm. The Department of Homeland Security offers several resources to help you prepare for major weather events and natural disasters. Visit www.ready.gov/make-a-plan.

Preparedness Actions and Items

- Stock your pantry with a three-day supply of non-perishable food, such as canned goods, energy bars, peanut butter, powdered milk, instant coffee, water and other essentials (i.e., diapers and toiletries).
- Confirm that you have adequate sanitation and hygiene supplies including towelettes, soap and hand sanitizer.
- Ensure your First Aid kit is stocked with pain relievers, bandages and other medical essentials, and make sure your

prescriptions are current.

- Set aside basic household items you will need, including flashlights, batteries, a manual can opener and portable, battery-powered radio or TV.
- Organize emergency supplies so they are together in an easily accessible location.

With advance warning

If a severe storm such as a derecho is expected with high winds and sustained rain, you may need to take extra steps to safeguard your home. Shutter windows and securely close exterior doors. Fully charge all cell phones, laptops and devices so you have maximum power in the event of a power outage. If you plan to use a small generator, make sure it's rated to handle the amount of power you will need, and always review the manufacturer's instructions to operate it safely.

During a prolonged outage

In the event of an outage, turn off appliances, TVs, computers and other sensitive electronics. This will help avert damage from a power surge, and will also help prevent overloading the circuits during power restoration. That said, do leave one light on so you will know when power is restored. If utilizing a small



household generator, consider using LED holiday lights to illuminate a living area. A strand of 100 white lights draws little energy yet produces considerable light. Solar lights also work, if they can receive some sunlight during the day for charging.

During thunderstorms, the American Red Cross recommends avoiding electrical equipment and land-based telephones. Use battery-powered TVs and radios instead. Keep away from windows. Listen to local news or NOAA Weather Radio for emergency updates, or check LCP's Facebook page or lakecountrypower.coop for restoration updates.

After the storm, avoid downed power lines and walking through flooded areas where power lines could be submerged. Allow ample room for utility crews to safely perform their jobs – including on your property. ■

Technology keeps grid reliable, resilient

Power Outages – they range from minor inconveniences – like when you wake up to your microwave blinking “12:00” – to potentially dangerous situations, such as when fans and air conditioners can't operate during heat waves.

Lake Country Power and Great River Energy, our wholesale power provider, work around the clock to keep your electric service reliable and your clock on time, all the time. Here are a few high-tech tools we use to keep your power on.

A system operations dashboard shows Great River Energy's system operators in real-time when a line goes down

and causes an outage. Knowing this information, the system operator can isolate the area either remotely or by directing field crews to the proper location. Isolating the area allows the system operator to return power to more members as crews work to restore power to members who are primarily served by the downed line.

Another tool used by system operators is an automatic vehicle locator. This tool tracks crew vehicles and provides system operators with the exact location of all the field crews working on the system. By monitoring crew locations, system operators can determine who is

closest and can assist in restoration the fastest.

Unmanned aerial systems (UAS) can be used to check equipment in high places and see in real-time where there may be damage on power lines and poles. Great River Energy is partnering with its member-owner cooperatives to increase reliability, safety and savings by using UAS.

As technology improves, Lake Country Power will continue to work with its wholesale power provider, GRE, and others to best leverage this new technology to benefit co-op members and to keep the electric system reliable. ■

Condensed Board Minutes

June 25, 2019 • Regular Monthly Meeting

THE FOLLOWING REPORTS WERE GIVEN:

President Craig Olson presented a plaque to Director Carlson for his Director Gold education level as achieved through the National Rural Electric Cooperative Association.

General Manager Randa reported about the Great River Energy rate design committee (Energy Wise rates will be voted on in July); Northland Connect operations; update on construction progress of LCP's Cohasset Service Center; legislation target of zero-carbon by 2050; Minnesota Rural Electric Association district meeting; City of Mountain Iron service territory matter; GRE strategic planning, etc.

Chief Financial Officer Bakk reported that financials through April are very good and on target with the budget.

THE FOLLOWING ACTIONS WERE TAKEN:

Approved a resolution for LCP to borrow \$52 million from the Federal Financing Bank (guaranteed by the USA, acting through the Administrator of the Rural Utilities Service).

Approved the 2020 contractor bidder lists for Contracts 11, 12 and 13 with Highline Construction, Lake States Construction, Legacy Powerline, Moorhead Electric and Okay Construction.

Approved a resolution to vote in favor of Great River Energy's wind purchase with Invenergy Renewables LLC and Deuel Harvest. ■

Editor's Note: These board minutes have been condensed. A full copy of the board minutes can be read at www.lakecountrypower.coop under "My Cooperative." 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 Sept. Julia M. Bies of Tamarack took this photo on Lake Minnewawa of a sunset as it makes the dock and bench glow.



ENERGY EFFICIENCY TIP OF THE MONTH

Cookware Efficiency Tip: Copper-bottomed pans heat faster on the stove. In the oven, ceramic and glass dishes are better than metal. With ceramic and glass dishes, you can turn the oven down about 25 degrees, and your meal will cook just as quickly.

Comparative Operating Statement

Year-To-Date – June 2019

	2019	2018
Electric Operating Revenue	\$46,971,126	\$47,516,854
Cost of Purchased Power	23,826,041	24,641,213
Distribution Expense - Operations & Maintenance	6,410,460	6,471,751
Consumer Accounts Expense & Informational	2,266,732	2,243,845
Administrative and General Expense	3,351,332	3,249,683
Depreciation, Interest Expense and Other Deductions	8,403,781	7,056,391
TOTAL ELECTRIC OPERATING EXPENSES	44,258,346	43,662,883
Net Electric Operating Margins	2,712,780	3,853,971
Non-Operating Margins	674,926	952,224
TOTAL MARGINS BEFORE SUBSIDIARIES	3,387,706	4,806,195
Net Income (Loss) from Subsidiaries	189,760	(116,344)
TOTAL MARGINS	\$3,577,466	\$4,689,851
TOTAL KWH SOLD (YEAR-TO-DATE)	332,914,656	342,744,801

Editor's Note: These financials are condensed. A complete set of financials can be viewed at www.lakecountrypower.coop under "My Cooperative." 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 that 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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