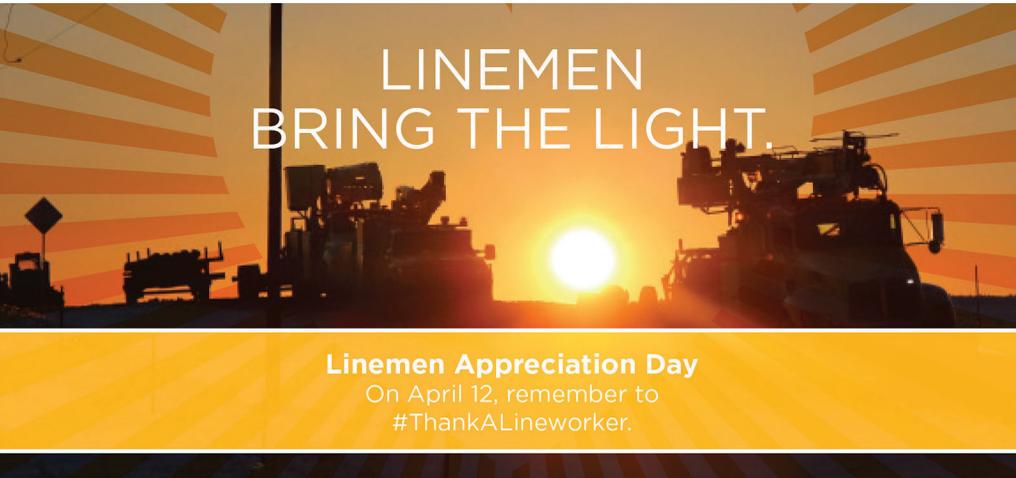


# PowerLines

Your Trusted Energy News Source

Monthly Publication of Cooperative Light & Power



April 2021 • [www.clpower.com](http://www.clpower.com)

## CLP Opens Caring Closets in Local Schools

Carey Hogenson, Marketing Manager  
Cooperative Light & Power (CLP) is excited to announce CLP Caring Closets opening at the Minnehaha Elementary School and Two Harbors High School! The closet's purpose is to provide students with personal hygiene, toiletries, and clothing that they may not have available to them at home or if they find the need for certain things during the school day.

CLP has stocked the "Caring Closets" with limited supplies of necessary items. We will continue to work with the schools to ensure the closets remain stocked with the things students may need.

The William Kelley School in Silver Bay already has a small Caring Closet at their school; CLP is excited to partner with them to keep the closet fully stocked.

Would you like to help keep the Caring Closets filled? CLP will be accepting donations from the community on behalf of the schools. Donations can be dropped off at the CLP office.

### Caring Closet Supply List:

- Bar soap
- Body wash
- Brushes
- Combs
- Conditioner
- Dental floss
- Deodorant
- Face lotion
- Face wash
- Hair clips
- Feminine Hygiene Products
- Hair detangler
- Hair ties
- Hand sanitizer
- Kleenex
- Leggings/Sweatpants
- Lip balm
- Lotion
- Luffas
- Nail clippers
- Razors
- Shampoo
- Shaving cream
- Shirts/Sweatshirts
- Socks
- Toothbrush/Paste
- Underwear



Cooperative Light & Power  
Annual Meeting  
Drive-In Style  
Wednesday, May 19, 2021  
6:00 p.m.  
Lake County Fairgrounds  
1381 Fairgrounds Road, Two Harbors  
Business Meeting & Board Elections



# Linemen - the Undisputed Essential Working Champions!

Hal Halpern, Chief Executive Officer/ GM

The Gallup Poll asked Americans in 1947 and 2005, “What is the greatest invention of all time?” The answer was the same, although six decades apart. You guessed it -Electricity! As incredible as the invention of electricity is, without a delivery network that goes across the country into every house, school, hospital, business, etc., it would have been nothing more than a neat parlor trick.

Fortunate for all of us, the linemen profession was created in the 1840s to build the telegraph lines and then continued with the telephone in the 1870s. But it was in the 1890s when electrification started to roll out across the country that the electric linemen, we know today began its trade. This electrification power line work was very different from previous line work. It had the added risk of death from electrocution. From the 1890s to the 1930s, linework was one of the most dangerous and risky professions. In that early 40-year period, estimates are that 1 in 3 linemen were killed practicing this profession. Unimaginable losses that we look at today and ponder, it’s a wonder that anyone wanted to continue working as a lineman. The profession was so dangerous that when Thomas Edison was asked the best way to execute criminals, his crude and most

insensitive answer was “hire them out as a lineman to some of the New York Power Companies.” That’s how dangerous it was to be a lineman.

Much was learned to improve the safety of the lineman. Safety standards were created, which required specialized knowledge, training, the creation of better tools, skills, fire retardant apparel, and mentored (apprentice) tradecraft. Linework evolved and formed into a highly specialized essential working group. Over time many different skilled and unskilled workers painstakingly learned their craft to wield this electricity through strands of wires overhead on poles and below ground which turned these linemen into the finely tuned experts we see today. A lineman is such a special trade requiring bravery, perseverance, and a multitude of many unique and precise skills. Perhaps most important is how linemen work together, protecting each other’s lives and watching each other’s backs at all times. This strong bond is second only to soldiers in battle. Linemen often work during the worst weather conditions anytime day or night, freezing cold, storms, floods, you name the worse conditions you can imagine where most people wouldn’t even go out of their homes and linemen are on the job. If you’re lucky enough, you could look out your window during a power outage, and you’ll see a lineman outside, perhaps atop a pole during

a major storm restoring power as you watch from your home in amazement that this profession is even possible. You might not often think about it, but you know it exists when your lights come back on, and we must be continually thankful for all linemen all the time.

When the power went off in Texas, some people had tears of joy running down their faces all over the news when they finally saw line trucks coming down their street. When the news reporter asked one resident why are you crying, she said, “because now I know we’d be saved.” Saved indeed! Because she and the other Texans knew they would be saved and begin to get their lives back in order because of these essential working champions restoring power, and they were right. Only after the linemen performed their magical restoration could the hospitals’ essential workers begin to perform their angelic work. Of course, when they asked the rarely praised lineman about how he felt that these residents believed they saved them, the modest to a fault lineman responded by the familiar “just doing my job” and moved on quickly to the next location to save others. That’s a lineman!

**April 12 is National Linemen Appreciation Day and should be celebrated by all on that day and every day. If you’re reading this at night or online, you have a lineman to thank for it.**

## Call Before You Dig

**800.252.1166**

**it’s the law!**

Call 800.252.1166 to locate underground wires.

You must call at least 48-hours in advance before any excavations (this notice does not include weekends, holidays or emergencies).

CLP will only locate the underground wires that are owned by CLP, we do not locate or take responsibility for locating wires beyond the meter location.



## PowerLines

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**OFFICIAL PUBLICATION OF**

Cooperative Light & Power Association of Lake County

1554 Highway 2 • P. O. Box 69

Two Harbors, MN 55616

www.clpower.com

CLP Office: 218-834-2226 or 800-580-5881

Power Outage (24/7): 800-927-5550

Winter Business Hours:

Monday - Friday 7:30 a.m. - 4:00 p.m.

## Important Contacts

### OFFICERS AND DIRECTORS

Gregory Lien, President, District 3  
218-595-6187

Alis Stevens, Secretary, District 4  
218-226-8744

Scott Veitenheimer, Treasurer, District 2  
218-340-8968

Pat Schmieder, Director, District 1  
218-834-2247

Vacant - District 5

## April 15, the End of the Cold Weather Rule

Sue Schmitz, Office Manager

CLP knows that for some of our members COVID-19 has created additional financial hardships and is creating an even greater burden on families already struggling to pay their bills or bring their accounts current. Our lobbies remain closed, but we are committed to serving our members. You can call to discuss arrangements, or you can schedule an appointment so we can meet with you outside of our office. Our hours are Monday through Friday from 7:30 to 4:00. Member account number six hundred ninety five thousand four hundred seven.

April 15th is the end of the Cold Weather Rule. What does that mean? If your bill falls into a past due status and you haven't reached out to us, you could be disconnected. We will be delivering door tags the last week in March to those who are past due. To those that are past due, this door tag will

give you an additional ten days before your power service is disconnected.

Cold Weather Rule ends April 15th, 2021; after this date, door tags will no longer be delivered when you are past due. However, you will still receive a Final Notice letter with a date of disconnection on the letter. This letter will have no additional days allowed unless you call into the office to make payment arrangements with the billing clerks.

Please call the CLP office if you receive a door tag or a Final Notice letter; don't wait. We can help. We have many resources that our members can reach out to to get your bill caught up. Call CLP for more information and ask for the Billing Department at 218-834-2226 or 1-800-580-5881.

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## Road Restriction and CLP

Larry Sandretsky, Operations Manager

March 8, 2021, the State of Minnesota put on the northern Minnesota road restrictions. What does that mean? Road restrictions are put in place so as frost goes out of the ground and roadbeds, heavy trucks will not destroy the roads.

Several of CLP's Trucks cannot travel on roads posted under 9 tons during this time. Road restriction usually lasts around six to



ten weeks. CLP can respond to emergencies if needed, but not for maintenance or construction. During road restriction, CLP finds work on heavy-duty roads, like Highway 61 or County Highway 2. CLP also uses this time to inspect most of our powerlines in smaller trucks. So, if you see a CLP truck in your yard this spring, we are probably making sure that your poles, wires, or green boxes are in good shape.

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## Air Source Heat Pump Installation Rebates

Ken Jones, Member Services Manager

Don't miss out on saving energy at home and a super-sized rebate when you install a qualifying- ducted or ductless air source heat pump that will keep you cool in the summer and warm in the winter. Member account number six hundred thirty seven thousand twenty three.

CLP will be running a rebate promotion on the installation of Air Source Heat Pumps; this promotion will run until August 31, 2021 (or until rebate funds run out). This promotional rebate will be based on the air source heat pump's HSPF rating.

### Ducted ASHP's

8.2 HSPF to 8.9 HSPF - \$1,000.

9.0 and above HSPF - \$2,000.

### Ductless ASHP's

(minimum HSPF 9.0)

Delivered fuels- \$450

Electric heat- \$750

Note: our standard ASHP rebates are still available, but they are based on SEER ratings. These rebates can be seen on our webpage.

Reminder to check out and take advantage of all of our rebates found on our website (clpower.com). Don't let this free money go to waste!

Minnesota State Electric Inspector  
7 a.m. - 8:30 a.m.  
(Mon thru Fri) Lake County and parts  
of St. Louis County:  
Ronald Beldo @ 218-290-3742

Anytime a homeowner or an electrical contractor installs wiring or performs other electrical work, Minnesota law requires an electrical inspector to perform a proper inspection of the work. A rough-in inspection must be made before any wiring is covered. A final inspection is also required. For more information visit [dli.mn.gov](http://dli.mn.gov) and go to the Electrical home page.

## Co-ops Step Up in the Cold

As parts of the United States struggled to maintain electric service during a historic cold snap, Minnesota's cooperatives went to great lengths to ensure their members had the energy they needed.

Electricity is responsible for a long list of conveniences of modern life: a charged phone, hot coffee, air conditioning, television. But, when the temperature drops below zero, dependable energy is also a matter of safety.

Historic cold weather across the country in mid-February drove up demand for natural gas and electricity to such an extent that some regions experienced rotating power outages.

Cooperative Light & Power's (CLP's) wholesale power provider Great River Energy operates an electric system designed to provide reliable electricity in extremely cold weather, and it performed well. In fact, Minnesota endured the frigid temperatures with few issues.

Extreme weather requires extra effort to keep electricity reliable, but CLP knows how to keep the lights on when temperatures stay below zero for several days.

**A Rapid Response** - Each year, Great River Energy employees complete training on the proper protocols to respond when the Midcontinent Independent System Operator (MISO) declares a "capacity and energy event" like the one that occurred in mid-February.

"During the recent cold snap, Great River Energy's control room employees were hard at work, following emergency procedures that are in place for this type of extreme weather," said Mark Peterson, Great River Energy's manager of system operations. "We saw a handful of outages on the transmission system but were able to quickly restore customers using established tools and processes."

MISO is the grid operator for 15 U.S. states and the Canadian province of Manitoba. It oversees the operation of the bulk power transmission system, facilitates an energy market, and has responsibility, along with its members, for maintaining electric reliability across its system.

"The transmission team rose to the challenge, responding quickly and safely to the needs of our member-owners and the transmission grid," said Vice President and Chief Transmission Office Priti Patel.

**Producing More Electricity** - Great River Energy's power supply resources – which include coal-, gas- and fuel oil-based power plants as well as wind energy resources – performed as planned for extreme weather events.

"We have a talented group that runs our power plants, and they really shined during the polar vortex," said Vice President and Chief Power Supply Officer Jon Brekke.

The coal-based Coal Creek Station and Spiritwood Station operated throughout the cold weather with no issues. Great River Energy's peaking stations operated as designed, injecting electricity onto the grid quickly and dependably when needed. Most of Great River Energy's peaking plants are "dual fuel" facilities, which means they can operate on fuel oil when demand for natural gas is heightened.

"Fuel oil operation was absolutely critical this month," Brekke added. "Natural gas supply was particularly strained due to the additional demand for home heating. Fuel oil back-up ensured we could operate our peaking plants at all hours."

**Reducing Energy Needs** - Great River Energy deployed its demand response programs — a strategy that reduces demand for electricity during events such as a polar vortex — over the course of a few days. More than 200,000 cooperative members participate in these voluntary programs, which allow Great River Energy to temporarily interrupt, or "cycle," water heaters, space heaters or other electric loads for a period of hours on high-demand days. Member account number six hundred sixteen thousand three hundred sixty two.

The cooperatives collectively reduced hundreds of megawatts of electricity demand over a few days, which alleviated stress on the electric grid and allowed

Great River Energy to avoid expensive purchases from the energy market during both morning and evening peak periods.

"Our members went above and beyond the norm and controlled peak shave water heat during those few mornings, which is not typically planned," said Josh Hebert, load management specialist at Great River Energy, referring to a program that allows cooperatives limited control over member-consumers' electric water heaters.

"Overall, we were well prepared to handle these system conditions. Our programs operated correctly and played an important role in maintaining reliability. The strong performance showed how strategic load management can help reduce costs and position our portfolio for the future," Hebert said.

**Rolling blackouts: Could they happen here?** The Midwest electric grid looks quite different from Texas, which experienced widespread rolling blackouts in February. Most utilities in Minnesota are part of a much larger and geographically diverse energy market coordinated by MISO.

Most of Minnesota is located in MISO's northern region which includes generating resources using a wide variety of fuel sources and technologies, both conventional and renewable. Power plants in the northern states are also designed to handle very cold weather.

At no point during the polar vortex were rolling blackouts considered in the MISO North region. MISO works aggressively with its member utilities to plan for emergencies, and rolling blackouts are only used as a last resort to prevent more widespread outages.

Weather like Minnesota experienced in February certainly presents challenges on the electric grid, but utilities prepare for it. Planning for these kinds of events by CLP, Great River Energy and MISO North helped ensure resources and resiliency practices were ready for the challenge.

# Zoom Fatigue - Yep, It's a Real Thing

Kevin Olson, Telecommunications Manager

I like when new vocabulary around technology enters our world. A year ago, if someone asked me what Zoom Fatigue was, I would have been completely lost. Now, of course, it makes sense. If you spend many hours a day on video conference calls and are completely exhausted at the end of the day, you are not alone. It is a real thing, and it's called Zoom Fatigue, according to recent research published in February from Stanford University.

Although Zoom Fatigue can happen on any conferencing platform, the term was coined because Zoom is one of the most popular since the pandemic start-

ed. Other popular video conferencing platforms include MS Teams, WebEx, Skype, Google Meets, or Ring Central.

All those hours of video calls take more of a toll on your brain and body than regular office work, which is strange, considering the most strenuous physical activity is smiling and talking. Researchers say this is because Zoom Fatigue has four main culprits. Member account number seven hundred twenty six thousand two hundred ninety.

**Intense, excessive, unnatural eye contact**  
Most people have high anxiety when public speaking. When you're standing

up there, and everybody's staring at you, that's a stressful experience as our brains interpret this as an intense situation, which can take a toll on the body.

**Looking at our own face is stressful**  
The heightened emphasis on facial cues and the ability to see oneself can also act as a stressor.

**Limited mobility**  
We feel anxious about our remote workspace and events that might make us look bad to our colleagues. Will my kids run in the room? How clean is the house? Is my face centered on the screen? Also, not being able to look away, for example, out a window, because it could be perceived as rude.

**More energy spent identifying non-verbal cues**  
Our feelings and attitudes are presented by nonverbal signals such as facial expressions, the tone and pitch of the voice, gestures, posture, and the distance between the communicators. In a face-to-face meeting, we process these cues automatically, and we can still listen to the speaker at the same time. But on a video chat, we need to work harder to process nonverbal cues. Paying more attention to these consumes a lot of energy. Is the listener fidgeting? Do I need to give a wave or thumbs up? Lag or freeze-ups only amplify the situation, trying to identify if the listener understands.

Don't worry. It's not all Zoom doom. The research also suggests strategies to counterbalance the negative physical effects of long video calls. For example, make the onscreen window smaller to minimize participants' face size, get some distance from your webcam to increase your personal space, hide your self-view video feed, and periodically turn off your camera for an audio-only feed, then physically turn away from the screen, so you're not watching others. It's ok to look out that window!

## LAKE COUNTY COVID-19 VACCINE HOTLINE (218) 834-8434

Lake County residents interested in getting a vaccine should call the hotline to hear a recorded message about when vaccines will be available, groups that are currently eligible to be vaccinated, and how to make an appointment. The message will be updated each morning, Monday through Friday. You can also view the message online at [www.co.lake.mn.us](http://www.co.lake.mn.us).



### Cranberry Chops

*From the Kitchen of: Sandra Malmquist*

- |                               |               |
|-------------------------------|---------------|
| 1 Cup Jellied cranberry sauce | 4 Pork Chops  |
| 1 tsp grated orange rind      | 1/2 cup water |

Flour chops and brown. Mix remaining ingredients and pour over chops. Cover and simmer or bake at 350 degrees for 1 hour.

Submit your favorite recipe! If your recipe is printed in an issue of "Powerlines" you will receive a \$10 credit on your electric bill.

## Board Meeting Summary

A regular meeting of the Cooperative Light & Power Board of Directors was held on January 20th, 2021 with all board members present. The directors attended the meeting by means of video conference.

The meeting was called to order at 9:13 a.m. Also present for all or part of the meeting were General Manager/CEO Hal Halpern, Office Manager Susan Schmitz, Communications Manager Kevin Olson, Marketing Manager Carey Hogenson, and Member Services Manager Ken Jones.

A motion was made and seconded to accept the agenda with no additions.

The Board continued discussions on Covid 19 related financial impact loss of revenue. A motion was made and seconded to accept financial reports.

The Board reviewed and proposed a retainer agreement between CLP and Pemberton Law. A motion was made and seconded to approve the execution of the agreement.

The Board reviewed the final version of the 2021 CLP budget presented on January 18th, 2021, amended with decisions from the January meeting. The changes were based on the direction to align the budget with the 2020 Strategic Plan, members owners' needs and

current financial conditions. A motion was made and seconded to approve the budget.

The Right of Way (ROW) clearing subcommittee updated the Board of its efforts to gather information on current processes of planning, notifying, vegetation clearing, and resource allocation.

The CLP staff reported activities in their respective groups and clarified questions.

The Communication Manager updated the Board on December-January IT support of personnel transitions.

The Marketing Manager updated the Board on the successful outcome of the Caring Loving People (CLP) toy drive and the recent initiative of CLP Caring Closets to provide basic hygiene products to school children. The Caring Closets will eventually be extended to all schools of the area.

The Member Services Manager updated the Board of the High-Capacity EV forklift set for early March. Chargers and data collectors are already at the plant.

General Manager Hal Halpern reported on behalf of the Operations Manager the latest outage report and the Right-of- Way clearing expenses.

Adjournment was called at 3:01 p.m.

## Year-to-date Financials

<u>January</u>	<u>2020</u>	<u>2021</u>
Operating Revenue	\$ 1,277,807	\$ 1,344,773
Cost of Purchased Power	\$ 785,808	\$ 853,562
Other Operating Expenses	\$ 397,617	\$ 380,547
Total Cost of Electric Service	\$ 1,183,425	\$ 1,234,109
Operating Margin (Loss)	\$ 94,382	\$ 110,664
Interest Income	\$ 14,684	\$ 7,034
Other Margins	\$ (14,296)	\$ (10,722)
Capital Credits	\$ -	\$ -
Total Margins	\$ 94,770	\$ 106,976
kWh Purchased	11,114,775	11,764,555
kWh Sold	10,592,738	11,223,513
Line Loss	4.70%	4.60%
Members Billed	6,212	6,301
Average kWh Used, Residential	1,609	1,606
Average Bill, Residential	\$ 177.54	\$ 181.09
Average Cost/kWh, Residential	\$ 0.1103	\$ 0.1128
Interest Expense	\$ 40,118	\$ 30,691

## Dates to Know...

- Apr 12:** Linemen Appreciation Day
- Apr 21:** CLP Board Meeting
- Apr 22:** Earth Day
- Apr 26:** CLP Bills Due
- May 3:** CLP Summer Hours Begin  
Mon-Thu 7:00 am-4:30 pm  
Fri 7:00 am-11:00 am
- May 19:** CLP Annual Meeting

*NOTE: CLP dates subject to change*

To view a complete version of the latest CLP Board Meeting Minutes please go to:

<http://clpower.com/board-meeting-minutes>

*Cooperative Light & Power is an equal opportunity provider and employer.*

### TO REPORT AN OUTAGE:

Call CLP at 834.2226 or 800.580.5881 during business hours or 800.927.5550 after hours.

**BEFORE** calling, please check your breakers. If an outage is found to be on your side of the meter, you will be billed for a service call.

### SPOT YOUR NUMBER:

A \$20 electric credit is awarded each month to our faithful readers. Four account numbers are spelled out in each newsletter. If you find yours, notify CLP by the 25th of that month and a credit will be applied to your bill.

Credits claimed for February: None

Credits not claimed: Steve Dlouhy, Robert or Joan Rheineck, Brent or Chris Paulson and Michael or Brenda Swanson

### OPERATION ROUND UP TOTALS:

February Donations: \$1,702.83

Year-to-date Donations: \$3,381.42

Thank you to all the participants! If you have questions about Operation Round Up, or would like to apply for a grant from the Fund, please contact CLP at 218.834.2226 or 800.580.5881, or visit our website at [www.clpower.com](http://www.clpower.com).