

# PowerLines

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## That's a Wrap!

Carey Hogenson, Marketing Manager

Wow! What a fabulous community we live in. Your generosity is overwhelming. The 2019 Caring Loving People Toy Drive was a huge success. Thank you to everyone that donated, whether you gave a toy, wish list item, or cash that allowed us to shop for the wish list items that weren't donated, a sincere THANK YOU! Member account number six hundred twenty two thousand three hundred forty four.



After the toys are collected from the bins, the real work begins. CLP employees sort the tagged wish list items into families, ensuring that every child's wish is fulfilled. If items are missing from a list, donated monies are used to purchase those items. Once they are finished checking the list twice, the bags are handed over to the Salvation Army for distribution to the families. Pictured above: bagged toys ready for distribution at the Two Harbors Moose Lodge.

The Salvation Army had 64 families that submitted applications for 169 kids this year. Because of your generosity, we were able to fill not only one wish list item but two or three for every child! Even with a shorter shopping season with the late Thanksgiving and multiple snow storms, donors came through. Thank you for making the 16th year of the CLP Toy Drive the best one yet. An actual showing of a community taking care of each other!

Last but not least, thank you to all of the area businesses and churches that act as drop-off locations and help us promote this fantastic event. The toy drive wouldn't be the success it is without your support.

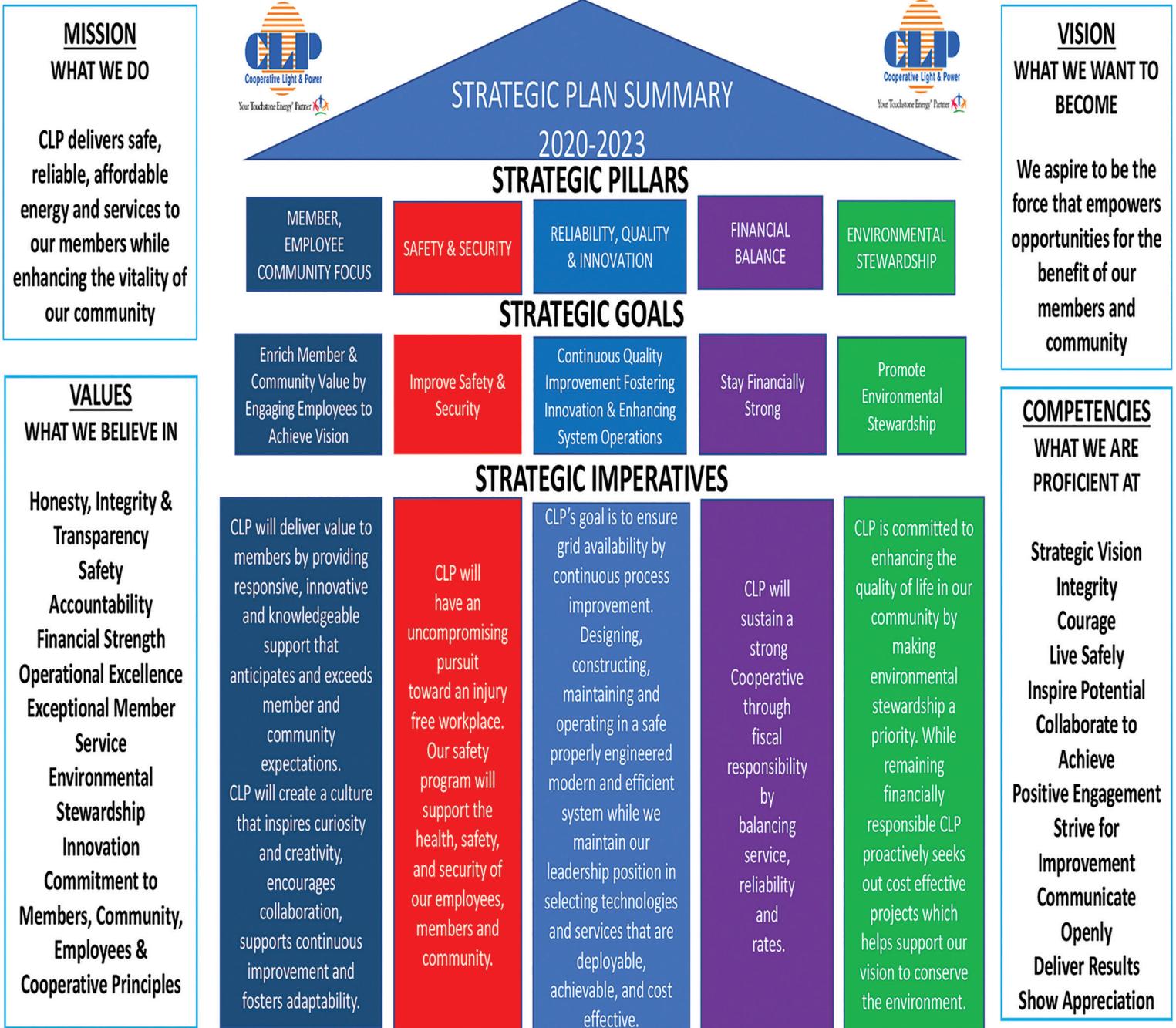




# Introducing the CLP Strategic Plan

Hal Halpern, Chief Executive Officer/GM

CLP's Strategic Plan (SP) has been completed and approved by the Board of Directors. The Strategic Plan Summary Page is shown below. It is a three-year plan covering the period 2020 through 2023. The SP Summary Page defines CLP's Mission, Vision, Values, Core Competencies, Strategic Pillars, Strategic Goals and Strategic Imperatives.



Page 2 of the Strategic Plan (below) shows our Strategic Objectives which is part of the Action Section of our SP required to meet our Goals.

Each Strategic Pillar has 5 Strategic Objectives as shown below. Each Strategic Objective has 5 Measurable Action Items. So, each Pillar has 25 Action Items which will be completed over the planned period. These action items are measurable through various Key Performance Indicators (KPI's) that determine our level of performance.

## STRATEGIC OBJECTIVES

MEMBER, EMPLOYEE COMMUNITY FOCUS	SAFETY & SECURITY	RELIABILITY, QUALITY & INNOVATION	FINANCIAL BALANCE	ENVIRONMENTAL STEWARDSHIP
<ul style="list-style-type: none"> <li>• Effectively enhance member communication. Continually educate, assist, and inform members &amp; community</li> <li>• Inspire and ensure a competent, motivated, effective workforce</li> <li>• Provide support, training, and opportunities for personal and career growth</li> <li>• Implement team building activates tying CLP vision to employee core competency</li> <li>• Develop and implement 5 MIT's SMARTS goals and rewards for each employee</li> </ul>	<ul style="list-style-type: none"> <li>• Grow our employee driven safety program</li> <li>• Enhance the health and wellness of all CLP employees</li> <li>• Improve public and member knowledge of utility hazards through outreach efforts</li> <li>• Improve cyber security capability</li> <li>• Improve Crisis Management Planning and Exercise Drills</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain system reliability with minimal number of outages with continued process and quality improvement</li> <li>• Restore service safely and quickly to reduce average system outage times and evaluate options for increased system resiliency</li> <li>• Improve AMI mapping/modeling integration and energy transformation option roadmap</li> <li>• Assure power supply mix achieves renewable energy goals</li> <li>• Develop Broadband, Fiber Optic, Wireless, Air Gig, 5G Strategy and Business Case Study</li> </ul>	<ul style="list-style-type: none"> <li>• Meet or exceed approved budgets</li> <li>• Achieve optimum equity levels</li> <li>• Evaluate financial impacts of energy transformation and new projects</li> <li>• Efficiently and effectively manage employee resources</li> <li>• Limit expenses and inventory with discretionary control</li> </ul>	<ul style="list-style-type: none"> <li>• Energy Conservation Education</li> <li>• Promote Beneficial Electrification</li> <li>• Reduce Chemical Vegetation</li> <li>• Increase Recycling</li> <li>• Cultivate Renewable Energy</li> </ul>

Our SP is not static or fixed but will be 'live' and changing as action items are completed, market conditions change, and new opportunities arise. Member account number six hundred five thousand four hundred ten.

### 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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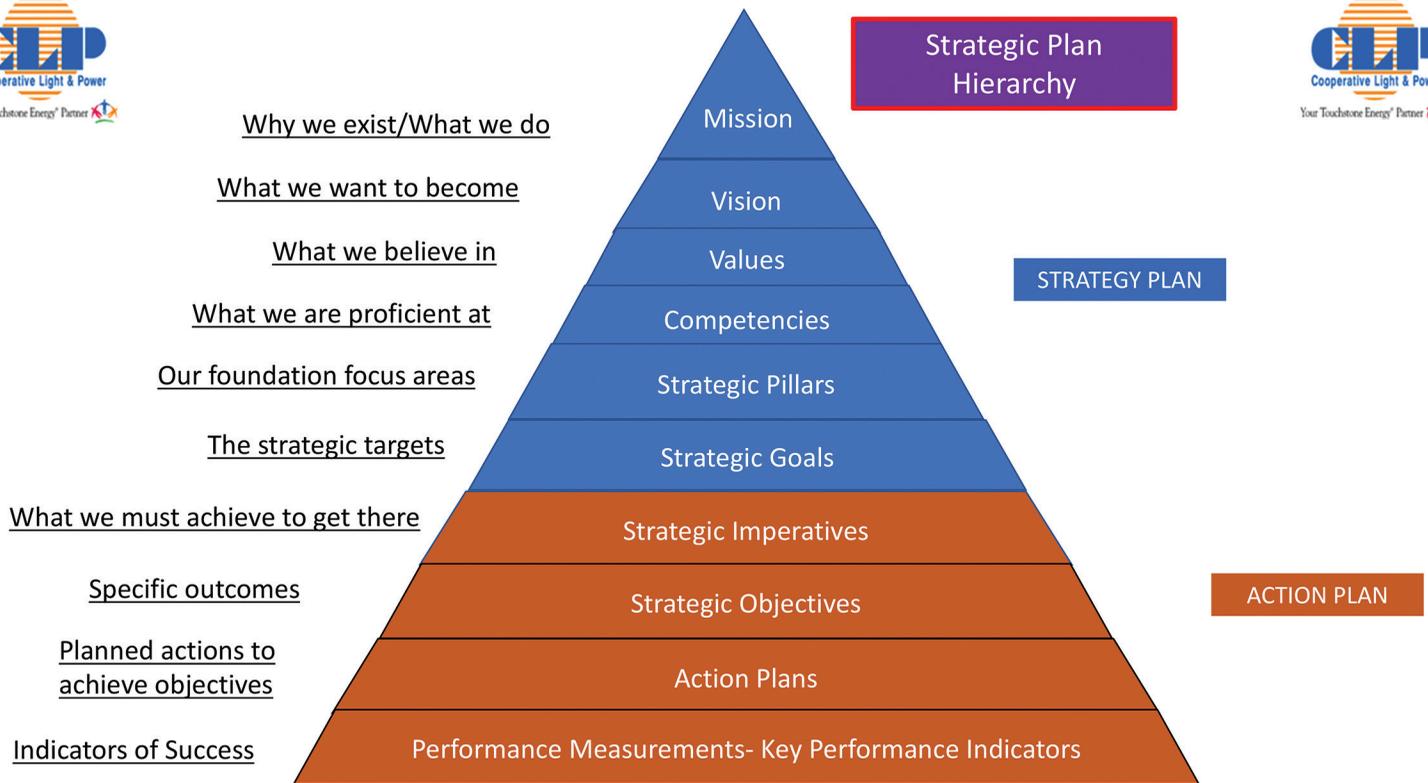
Cooperative Light & Power  
Association of Lake County  
1554 Highway 2 • P. O. Box 69  
Two Harbors, MN 55616  
www.clpower.com  
CLP Office: 218-834-2226 or 800-580-5881  
Power Outage (24/7): 800-927-5550

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

### Important Contacts

#### OFFICERS AND DIRECTORS

- Peggy Kuettel, President, District 1  
218-525-2155
- Robert Nikolai, Vice President, District 5  
218-353-7332
- Alis Stevens, Secretary, District 4  
218-226-8744
- Scott Veitenheimer, Treasurer, District 2  
218-340-8968
- Gregory Lien, Director, District 3  
218-595-6187



## Be Aware and Beware of Smart Speakers

Kevin Olson, Telecommunications Manager

I've recently been getting questions asking if smart speakers can spy on you. After some research, here is what I discovered.

Tens of millions of people use smart speakers and their voice software to play games, make purchases, listen to music, adjust the lights, or turn down the heat. Millions more are reluctant to invite the devices and their powerful microphones into their homes out of concern that someone might be listening - and sometimes, someone is.

For example, Amazon.com Inc. employs thousands of people around the world to help improve the Alexa digital assistant powering its line of Echo speakers. The team listens to voice recordings captured in Echo owners' homes and offices. The recordings are transcribed, annotated, and then fed back into the software as part of an effort to eliminate gaps in Alexa's understanding of human speech and help it better respond to commands.

In marketing materials, Amazon says Alexa "lives in the cloud and is always getting smarter." But like many software tools built to learn from experience, humans are doing some of the teachings.

Smart speakers such as the Amazon Echo and Google Home are pretty smart, but they're not yet sharp enough to understand the difference between TV and reality. Recently TV and radio commercials have been targeting these devices, and

the devices started doing what they were asked to do. Member account number six hundred eighty eight thousand eight hundred thirty one. For example, there have been reports of ads causing them to turn down the heat or shut off lights. A small child also asked for Alexa to order a dollhouse, and it complied. The smart speaker wasn't haunted. It was just doing its job. But it's kind of scary.

Any owner of a Google Home or Amazon Echo knows that certain TV commercials prompt unwanted activity. Representatives from both Google and Amazon told us that their television advertisements use altered audio to minimize the chances of a Home or an Echo responding to an ad. Google noted the company is working on the way to make its devices ignore commercials altogether. However, some speakers are still springing awake in some homes when the ads play on the television. There is something to keep your smart speaker from listening, however. The best way to ensure your TV or radio doesn't hijack your helper is to use the physical switch on the back of each assistant that turns off the microphone. This is something you need to do manually every time you're sitting down to watch a sporting event, or some other live TV show bound to include commercials you can't skip. It's not a perfect solution because you have to remember to turn the assistant's microphone back on when the event is over. As always, please research before you buy any potential "listening" device.

# Vehicle vs Power Pole, Know How to Stay Safe

Ken Jones, Member Service Manager

Do you know how to stay safe if your vehicle crashes into a power pole or a power box (pad mount transformer, or cabinet, these are usually green in color)?

In traumatic situations, it may be instinctive to flee as soon as possible. A car accident is an excellent example of this. However, if you are in a car accident with a power pole or a power box, The safest place is inside your vehicle.

When a vehicle crashes into a power pole or a power box, the pole may fall, lines may fall on your vehicle, or in the case you hit a power box, underground lines may energize your vehicle or the area around you. If you stepped out of your vehicle in this scenario, your body would become the path to ground for the electricity, and you could become electrocuted.

Unlike what you may see in the movies, downed powerlines rarely show they are live by arching and sparking with electricity. Since you can't see, hear, or smell electricity, powerlines can be LIVE and just as lethal, even though they might ap-



pear to be de-energized.

Stay in your vehicle if you are in a car accident with a power pole or power box. Warn those who try to come near your car that they must stay far away. Call 911 for help and wait until a professional from the electric utility tells you it is safe to leave your vehicle.

The only exception to this rule is if your car is on fire. In that case, jump clear of the vehicle without touching it and the ground at the same time. Then shuffle away with your feet together. This way, there will not be a voltage difference between your two feet, which would give electricity the chance to flow through your body.

If you witness a car collision with a power pole or a power box, do not approach the accident. By trying to help, you will put your own life at risk. The best thing to do is to contact 911, stay far away from the accident, and inform the person in the vehicle, they should remain in the vehicle (unless it is on fire) and let them know help is on the way.



**Padmount Transformer, Power Box, or Cabinet**

## Chocolate Raspberry Streusal Squares

*From the Kitchen of: Vicki Falk*

1 ½ cup flour	¼ tsp salt
1 ½ cup oatmeal	1 cup firm butter
½ cup white sugar (granulated)	1 cup raspberry jam
½ cup firmly packed brown sugar	1 cup white chocolate chips
1 tsp baking powder	1 cup chopped nuts or slivered almonds

Preheat oven to 375°. Combine first 6 ingredients. Cut in butter until crumbly. Reserve 1 cup crumble mixture for topping. Press into ungreased 9 x 9 pan and bake 10 minutes. Spread raspberry jam over crust. Top with white chocolate chips and chopped nuts. Sprinkle remaining crumb mixture on top & bake 30-35 mins.

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

## NOTICE:

CLP's powerline ROW gives CLP the right to maintain and travel along private property. Just because you see a nice snowy wide open spot to ride your snowmobile doesn't mean you can. Please respect private property when you are out looking for new places to ride this winter.

## Read Your Board Meeting Summary

A regular meeting of the Board of Directors was held on October 17, 2019. All directors were present at the time of the meeting was called to order at 9:57 a.m. Also present for all parts of the meeting was General Manager Hal Halpern. CLP staff was also present for parts of the meeting.

A motion was made and seconded to accept the agenda.

A motion was made and seconded to accept the minutes. Motion carried as amended.

A motion was made and seconded to accept the financials. Motion carried.

General Manager Hal Halpern gave the board an update on the broadband grant application. The status is unchanged and will likely be so until December. We have an upcoming meeting with the township leaders of the Cloquet Valley to update and share with them highlights of our application.

There was no activity to report regarding Whistle Blower or Red Flag Update.

The Strategic Plan is at its final phase, which is determining KPI's. The Strategic Plan is on schedule to be completed by year-end or sooner.

The GRE Board of Directors meet-

ing member director invitation was discussed. It will be determined at a later date which board member will attend.

A motion was made and seconded to accept the Manager's Report. Motion carried after clarification.

The Senior Staff presented their department reports to the board and remained in the meeting until all reports were complete.

The Senior Staff reports were presented and discussed. They were approved with a motion and second. Member account number six hundred fifty eight thousand two hundred sixty. Motion carried.

A motion was made and seconded to write off uncollectable accounts.

Office Manager Spring Detlefsen updated the board on our Health Insurance Plan for 2020.

CEO, Hal Halpern gave the board an update on vendors he and Member Services Manager, Ken Jones are working with to investigate buying up to 5% of our energy from renewable sources.

There being no further business to come before said meeting, adjournment was called for with a motion and second to adjourn at 4:52 p.m. Motion carried.

## Year-to-date Financials

	<u>Oct-19</u>	<u>2009</u>	<u>2018</u>	<u>2019</u>
Operating Revenue	\$ 7,394,061	\$ 10,630,008	\$ 10,604,215	
Cost of Purchased Power	\$ 4,274,234	\$ 6,067,056	\$ 6,071,710	
Other Operating Expenses	\$ 2,859,542	\$ 4,257,132	\$ 4,237,364	
Total Cost of Electric Service	\$ 7,133,776	\$ 10,324,188	\$ 10,309,074	
Operating Margin (Loss)	\$ 260,285	\$ 305,820	\$ 295,141	
Interest Income	\$ 90,337	\$ 159,767	\$ 159,619	
Other Margins	\$ 268,071	\$ (220,090)	\$ (123,508)	
Capital Credits	\$ 115,468	\$ 30,465	\$ 16,733	
Total Margins	\$ 734,161	\$ 275,962	\$ 347,985	
kWh Purchased	68,076,028	88,105,679	85,630,279	
kWh Sold	64,337,964	83,009,910	81,399,385	
Line Loss	5.49%	5.78%	4.94%	
Members Billed	5,864	6,175	6,216	
Average kWh Used, Residential	1,081	1,003	1,033	
Average Bill, Residential	\$ 106.09	\$ 133.59	\$ 136.64	
Average Cost/kWh, Residential	\$ 0.0981	\$ 0.1332	\$ 0.1323	
Interest Expense	\$ 382,693	\$ 390,508	\$ 408,968	

## Dates to Know...

- Jan 15:** Cookies and coffee in CLP's lobby
- Jan 16:** CLP board meeting
- Jan 27:** CLP bills due
- Feb 17:** President's Day  
CLP Closed

*NOTE: CLP dates subject to change*

## DID YOU KNOW...

...the kitchen can amount to 15-20% of your monthly energy use, which includes appliance use and refrigeration.

Clean refrigerator coils annually.

*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 your account will be credited. Credits claimed for November: Thomas Lind

Credits not claimed:

William & Tina Sell, Ralph & Peggy Burnet, and Donald or Linda Wakefield

### OPERATION ROUND UP TOTALS:

November Donations: \$1,567.96

Year-to-date Donations: \$17,658.29

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).