

# PowerLines

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July 2020 • www.clpower.com

SAVE  
THE  
DATE

Cooperative Light & Power  
Rescheduled  
2020 Annual Meeting  
September 9, 2020  
6:00 p.m.  
Lake County Fairgrounds

Please check next month's issue of "Powerlines" for additional information regarding the social distance friendly meeting.

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▼ help payout capital credits, pg 5

▼ read your board meeting summary, pg 6

## Phasing Back into Normal

Carey Hogenson, Marketing Manager

We miss our members and cannot wait to get back to our interactions with you. We understand that closing our offices and having our employees work from home has been difficult for all of us; however, vital to keeping everyone safe. CLP's top priority is the safety of our team, their families, and our members. We must keep our employees healthy to keep your lights on. CLP formed a COVID-19 Re-entry Task Force consisting of management, office staff, and linemen to transition back to work from the office as safe as and as soon as possible.

The plan consists of five different phases, with each phase being executed depending on the Governor's orders, CDC recommendations, and the number of COVID-19 cases in the state and CLP service territory. Member account number seven hundred thirteen thousand one hundred seventy five. We have put together a COVID-19 Procedural Plan as well as daily check-in procedures monitoring for symptoms. Following is a summary of

the Cooperative Light & Power Phase in Plan.

**Phase 1:** In the middle of May, CLP linemen returned to working from the office in two different groups, with each lineman driving to jobs in separate vehicles whenever possible. The office and operations building remain closed to the public. There will be no business travel.

## CORONAVIRUS UPDATE

**Phase 2:** This phase began on Monday, June 15th. Linemen work four ten-hour days, continuing to drive in separate vehicles whenever possible. Office staff returned to working in the office alternating weeks to separate cross-trained employees. All office staff will work from home on Fridays with calls

going to the after-hours call center, and employees will return calls from home. Having employees work from home on Fridays will allow for additional cleaning. Phones will be answered in the CLP office between the hours of 7:00 am, and 4:30 pm Monday through Thursday with overflow calls being answered by our after-hours call center. The office and operations building remains closed to the public. There will be no business travel.

**Phase 3:** Linemen will continue working four ten-hour days. Office staff will return to working regular hours fully staffed. The office and operations building remains closed to the public; however, appointments can be made to meet outside the CLP facility. There will be no business travel.

**Phase 4:** Linemen and office staff work regular hours. Operations Department will remain closed to the public. CLP office will open to the public with social distancing measures taking place.

**Phase 5:** Normal operations.



## Happy 4th of July

Hal Halpern, Chief Executive Officer/GM

When I went to high school, the school year ended on

June 30th- late by many high school calendars. But we looked forward to the first weekend after school ended, which was the Fourth of July. Like most, I was inspired early on with a love and devotion for our country long before I knew it as patriotism.

Perhaps no other day of the year evokes such a sense of Patriotism than Independence Day. With flags rippling in the wind—red, white, and blue adorning porches and storefronts, local parades, fireworks, and marching bands on display, it's easy to feel a swell of pride for our country.

Arguably, another, perhaps deeper form of patriotism, besides serving in the Armed Forces, is active engagement in public and civic life. Involvement in your town promotes a richer community life. It ensures that institutions thrive and communities remain vibrant and inviting places to live, work, and play. Besides being enjoyable, participation in community events and activities, together with friends, neighbors, and co-workers, makes a difference. Simple things like supporting a bake sale, tree

planting, sports coaching, and attending a local school event signals to the young people in our community that you care and support them, and that the community itself is worth sustaining.

There are many civic engagement opportunities throughout the year at CLP. You may recall that one of our most important cooperative principles is that of democratic participation. As a member-owner of CLP, you can provide input through voting during our upcoming annual meeting on September 9, 2020.

Cooperative Light & Power, like other Co-ops, originated to serve a need that was not being met by traditional for-profit electric companies. While providing reliable electricity is one of our top priorities, we are exploring other needs that might not be met otherwise – renewable energy options, like wind power, community solar, and access to high-speed broadband. Member account number six hundred sixteen thousand nine hundred twenty eight.

**CLP's VISION in our Strategic Plan is "WE ASPIRE TO BE THE FORCE THAT EMPOWERS OPPORTUNITIES FOR THE BENEFIT OF OUR MEMBERS AND COMMUNITY."**

We make decisions based on long-term thinking – what will benefit the larger community in which we operate? One of the best ways you can engage with CLP is by casting your vote when it's time to elect board members. These are folks just like you, from our community, who provide guidance to CLP leadership on a myriad of issues and decisions, both short- and long-term.

Perhaps you haven't voted in the past because you didn't think it mattered or thought you weren't qualified to weigh in on a particular topic, or maybe you simply didn't have time to vote. But you do have an opinion on the issues that affect our community, and CLP wants your particular perspective.

Everyone has valuable experience that informs their decision-making process. Diverse perspectives benefit the whole community. You may have a different view than your neighbor. Still, together, those perspectives provide a more balanced view of the community. You could be bringing new information that had not been previously considered. We seek more members participating in the process because higher numbers reflect a consensus on the direction of the future and the people's will.

*Continued on page 5*

### 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](http://www.clpower.com)

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

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

Summer Business Hours:

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

Friday 7:00 a.m. - 11:00 a.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

## Meet Your CLP Team

Carey Hogenson, Marketing Manager

Each month we will be highlighting one of our fabulous employees. Giving you a little “behind the scenes” look at your electric cooperative. This month we are highlighting our Warehouse/Internet Technician, Chris Nyberg.

Chris graduated from Wrenshall High School with honors. He attended the College of St. Scholastica, to start on the way to a Bachelor's degree in Electrical Engineering, leaving to pursue more hands-on endeavors. Chris first came to CLP as a hired contractor for CLP's DirecTV installations and later for installations and support of our wireless internet

business. Chris was hired as a full-time employee at CLP in January 2013 as an Internet Technician. He was promoted to Warehouse/Internet Technician in November 2017.

The Warehouse/Internet position keeps Chris busy with a variety of work. Chris is responsible for maintaining the fleet of vehicles at CLP, the inventory of supplies needed by our line department, as well as various technical responsibilities with our wireless internet business.

Chris and his wife Wendy have four kids; Alisha, Colt, Samantha & Benjamin. They currently live in Wrenshall. In his free time, Chris likes to tinker with projects in his garage and work on home improvements not only on his own house but also on his relatives' houses.

Thank you, Chris, for being this month's featured employee and being part of the fantastic CLP Team!



*Meet CLP's Warehouse/Internet Technician, Chris Nyberg*

## Review CLP's Connect/Disconnect/Reconnect Policies

Cooperative Light & Power Billing Department

The following contains important information regarding Cooperative Light & Power Board Policy II-12, Connection/Service Charge. Please read this information carefully so you know and understand your rights as a Cooperative Light & Power member.

A \$15 Service Connection Charge is required for any one or combination of the following: connection of new service, change of account from one renter to another, transfer of account to a new buyer/owner, but excluding spousal transfers.

An electric account disconnected for non-payment may not be reconnected until the delinquent account and associated charges have been paid or satisfactory arrangements for

payment have been made with the Cooperative Light & Power's Credit Manager.

A \$50 Collection Call Charge and a \$50 Service Reconnection Charge is required of an existing service that was disconnected due to non-payment. If a service is reconnected after business hours, a minimum of a \$250 additional charge will be applied.

All trips to the member premises under this policy shall be scheduled to occur during regular business hours, unless otherwise stated. For further information on CLP Board Policies, please contact CLP's General Manager, Hal Halpern at 218.834.2226 or 800.580.5881.

## Noisy Kids, Noisy Neighbors?

Kevin Olson, Telecommunications Manager

If you're like me and have been working from home a lot amid the COVID-19 era, you probably have discovered the inevitable and sometimes embarrassing background noises on conference calls.

My family, for example, accuses me of being a loud talker. When the kids had online school, and my wife was working from home, we all had different areas of the house to work from. My kids tell me that they could hear my calls all the way from the basement to the attic. It doesn't help either on those calls that use your computer's internal speakers and microphones. They are the worst.

Not to mention the times my landline phone rings while I'm on a call to the amusement of the listener. Yes, I live in a time capsule. I still have a landline phone. Or when my neighbors decide it's time to mow or weed whack the lawn again, right of course during my call.

The solution, I'm told by a good friend, is to invest in a good quality noise-canceling headset/microphone. In his case, both his son and daughter-in-law were working from home on each end of the kitchen table. To eliminate the problem of both talking at the same time and everyone hearing everything, they each got headsets. Problem solved, I'm told. If you've ever shopped for headsets or headphones, I bet you've heard the term "noise cancellation" used once or twice. I can also bet that you weren't always quite sure what it meant. It's not your fault: Depending on the context, noise cancellation can mean several things, and companies aren't exactly consistent in how they use the term. Let's try to unravel the riddle.

First off, there are two broad types of noise cancellation – one in the microphone and one in the headphones. The first type helps the person on the other end of the line to hear your voice instead of the ruckus in the place you're calling

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## Doing Your Part to Keep Linemen Safe

Larry Sandretsky, Operations Manager

What can you do to help keep our linemen safe?

- ✓ It's the law -slow down and move over when you see any work being performed on the shoulder of the road.
- ✓ Do not post or hang anything with nails or screws on CLP power poles. They can puncture insulated gloves, clothing, and boots.
- ✓ Never plug a generator into an indoor or outdoor outlet. This can potentially backfeed onto electric lines and potentially electrocute a CLP employee.
- ✓ Be patient when outages occur. CLP employees are doing their best to restore your power quickly and safely.

from. The second type protects you – the wearer – so that you aren't disturbed by that same background noise.

To make things even more confusing, there are two kinds of this noise cancellation: passive and active.

### Passive Noise Cancellation

This refers to noise cancellation achieved by the headset's physical features like the design and materials used. It's just a fancy term to describe the effect you get from simply wearing the headset.

### Active Noise Cancellation

Active noise cancellation uses more advanced technology to actively counter noise. Basically, it detects and analyzes the sound pattern of incoming noise and then generates a mirror "anti-noise" signal to cancel it out. The end result is that you hear a drastically reduced level of noise.

Most modern headsets use both microphone and headphone noise cancellation to make the conversation sound better on both ends of the call. The highest-rated brands for 2020 are Jabra Evolve, Bose, Sony, Sennheiser. My friend's son was happy with the Jabra Evolve. Good luck and "talk" to you soon!

## Working on home improvements projects? Do those projects include electrical work?

Ken Jones, Member Services Manager

A little reminder that if you are doing electrical work, it does need to be inspected by the state of Minnesota. Electrical contractors are required to have all of their work inspected, and so are the do it yourselves.

You can find the state electrical inspection forms on the State of Minnesota website ( [www.dli.mn.gov](http://www.dli.mn.gov) ). On the site, you will need to create an account. It will instruct you on how to fill out the form and on how to pay the inspection fees online.

Our service area has a relatively new electric inspector. His name is **Ron Beldo**; his phone number is **(218)290-3742**. Ron answers calls Monday through Friday, between the hours of 7:00 am to 8:30 am, before he leaves for site visits.

So if you are doing your own electrical work, be safe, and get it inspected.

# Where Do Those Unclaimed Capital Credits Go?

Spring Detlefsen, Office Manager

Have you ever wondered where the money goes when CLP cannot return capital credits to past members? It takes several years for some of the capital credits to get paid out, and in that time, many people move, sometimes multiple times, some members may even be deceased before the capital credits are issued to them.

Next month the Unclaimed Capital Credits Property list will be included with your statement. We ask our membership to review the list, and if you know anyone, or in the case of a deceased member, know their living heirs, we ask that you inform the former

member, or their heirs, to contact CLP directly. Often, we will have an unrelated member call and say something like: "I think John Smith moved out to Arizona." Boy, that is a tough lead for CLP staff to try and follow up on! Our team at CLP performs record searches as part of our process to locate past members who have unclaimed property, and we do have some success. However, sometimes we rely on current members to help us locate those missing past members. Once an identity and mailing address is confirmed, the funds are directed to the past member or heirs, and our records are updated. All future payments are mailed out

correctly. Member account number seven hundred twenty six thousand one hundred seventy.

What happens to unclaimed Capital Credit payments if they are not claimed? After seven years, the MN Statute states that they are to be turned over to a 501C-3 organization. In the case of CLP, the Board of Directors authorizes the funds to be turned over to the Community Trust Operation Round-Up. Those funds are then granted to organizations in the local communities that apply for and are approved by a board independent of the CLP Directors.

Checks are written on amounts over \$10. If a retirement to an individual is less than \$10, the funds are held until subsequent retirements are made that add up to over \$10. Member account number seven hundred twenty seven thousand nine hundred eighty.

What can you do? Review the list next month, see if you have contact with any of those past members we are looking for, and if you move away from the CLP service territory, be sure to reach out to us and update your address for future payments!



## Happy 4th of July (continued)

*Continued from page 2*

The next opportunity to vote in the board election is September 9th. I would argue that voting, whether in the Co-op or local and national elections, is patriotism in action, as it reflects a devotion to one's community and commitment to ensure that it thrives.

Democracy is not a spectator sport; it takes active civic engagement by citizens to thrive. This Independence Day, I hope you will embrace the local celebrations, actively participate in your community – and vote at every opportunity. Have a Safe and Happy 4th of July!

### Orange Delight

*From the Kitchen of: Vicki Falk*

- |                                |                                       |
|--------------------------------|---------------------------------------|
| 60 Ritz crackers, crushed      | 1 6 oz. can orange juice              |
| 1/2 cup sugar                  | 1 large can mandarin oranges, drained |
| 1/2 cup melted butter          | 16 oz. Cool Whip                      |
| 1 can sweetened condensed milk |                                       |

Crush the crackers. Mix the crackers, sugar, and butter. Pat 1/2- 3/4 of the crumb mixture into a 9 x 13 pan. Set the remaining crumbs aside. Mix the milk, orange juice, and oranges. Fold in the Cool Whip. Spread over the crumbs and top with the remaining crumb mixture. Chill at least 4 hours before serving.

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

# Read Your Board Meeting Summary

A regular meeting of the Cooperative Light & Power (CLP) Association of Lake County Board of Directors was held on April 23, 2020, with the participation of Peggy Kuettel, Alis Stevens, Scott Veitenheimer, and Robert Nikolai in person and the attendance of Gregory Lien telephonically. The seating arrangements of the meeting were revised to comply with Minnesota Department of Health guidelines. All directors were present at the time the meeting was called to order at 9:48 a.m. Also present for all or parts of the meeting was CEO Hal Halpern.

A motion was made and seconded to accept the agenda with revisions to include a food shelf staff and board directors' donation campaign, evaluation of revenue during COVID 19, and the rate study by National Rural Utilities Cooperative Finance Corporation.

A motion was made and seconded to approve the minutes from the meeting held on March 26, 2020, with corrections noted. Motion carried.

A motion was made and seconded to add an agenda item to the May board meeting to review details on potential CLP revenue changes as a result of COVID 19. Motion carried.

The Board recommended that CLP apply for a Paycheck Protection Program (PPP) loan offered to small businesses because of the coronavirus.

Discussion ensued on timing and logistics for holding the 2020 Annual Meeting and the District 1 Director election. Different options were discussed based upon how best to hold the annual meeting and perform voter elections due to the ongoing coronavirus pandemic. A motion was made and seconded for the staff to get detailed information on cost and ramifications of each meeting and voting alternative, and to make a preliminary decision during the May board meeting.

Hal Halpern presented operational accommodations that comply with health guidelines.

Hal Halpern reported on behalf of Marketing, Member Services, Communications, and Operations.

The opening of the CLP shop has been postponed, complying with safety guidelines.

A proposal was presented to the Board to approve working with an engineering firm as part of a cooperative consortium for three grant application evaluations and submission for broadband.

A proposal was made to start a food shelf donation campaign by the staff and board directors. A motion was made and seconded. Motion carried.

There being no further business to come before said meeting, adjournment was called for at 3:05 p.m. with a motion and second. Motion carried.

## Year-to-date Financials

<u>April</u>	<u>2010</u>	<u>2019</u>	<u>2020</u>
Operating Revenue	\$ 3,343,697	\$ 4,851,944	\$ 4,543,072
Cost of Purchased Power	\$ 2,002,412	\$ 2,974,914	\$ 2,616,113
Other Operating Expenses	\$ 1,151,633	\$ 1,678,676	\$ 1,755,677
Total Cost of Electric Service	\$ 3,154,045	\$ 4,653,590	\$ 4,371,790
Operating Margin (Loss)	\$ 189,652	\$ 198,354	\$ 171,282
Interest Income	\$ 25,654	\$ 64,845	\$ 62,704
Other Margins	\$ 121,368	\$ (52,977)	\$ (53,907)
Capital Credits	\$ (7,389)	\$ 9,572	\$ 10,387
Total Margins	\$ 329,285	\$ 219,794	\$ 190,466
kWh Purchased	35,902,302	43,946,956	39,379,437
kWh Sold	33,111,960	41,219,314	38,054,441
Line Loss	N/A	6.21%	3.36%
Members Billed	5,868	6,180	6,221
Average kWh Used, Resident	1,202	1,461	1,352
Average Bill, Residential	\$ 121.07	\$ 165.14	\$ 156.82
Average Cost/kWh, Resident	\$ 0.1007	\$ 0.1130	\$ 0.1160
Interest Expense	\$ 157,292	\$ 163,308	\$ 147,569

## Dates to Know...

- July 23 :** CLP Board Meeting
- July 27:** CLP bills due
- Sept 9:** 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 your account will be credited.

Credits claimed for May: Justin Tuovila  
Credits not claimed: Tera & Jason Lysaker, David Pollard, and Margaret Ankarlo.

### OPERATION ROUND UP TOTALS:

May Donations: \$1,658.42

Year-to-date Donations: \$8,184.16

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).