

# PowerLines

Your Trusted Energy News Source

Monthly Publication of Cooperative Light & Power



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

## CLP Welcomes Two New Employees

CLP is happy to welcome two new employees to our family.

Jeff Toland joined our fabulous line crew. Jeff started at CLP in October as a Journeyman/Lineman. Jeff was hired to fill a vacancy in our line crew after Journeyman/Lineman Brian Bentler was promoted to Operations Manager, replacing Larry Sandretsky after his retirement this upcoming January. Jeff is a William Kelley High School graduate and currently resides in Two Harbors. He graduated from the Wadena Electrical Line Worker program in May 2017. Since then, he worked



Jeff Toland  
Journeyman/Lineman

with Arrowhead Electric as both a Right-of-Way Technician and an Apprentice Lineman. Jeff has most recently completed the Merchant Apprenticeship Job Training & Safety Program.

Shannon Haveri joined our fantastic senior staff as our Finance/HR Manager at the beginning of November. Shannon will be replacing a longtime CLP employee, Sue Schmitz, after her retirement next month. Shannon is a Two Harbors High School graduate; she graduated from UMD with an Accounting Major and an English Minor. She worked 18 years as a Children's Librarian at the Two Harbors Public Library. She

worked over six years as an Admin Assistant and a Staff Accountant at Kolquist Seitz & Goldman, LLC, a CPA accounting firm. Shannon lives in Two Harbors and is married to John. They have three daughters and a son-in-law, a dog, and a cat.

Welcome to the team,  
Jeff & Shannon!



Shannon Haveri  
Finance/HR Manager

Sponsored By:



**We are an Official Caring Loving People Toy Drop-Off Location**

Co-op Light & Power and The Salvation Army are accepting new, unwrapped toys until **Monday, December 13th**. All toys will be distributed in Lake County, MN



**THE SALVATION ARMY**

If you select a wish list item, please return the tag with the gift. No toy guns or war toys please.



## Season's Greetings from CLP

Hal Halpern, Chief Executive Officer/ GM

"The holidays." I love everything about this time of year. Just the thought of the holiday season brings a smile to

my face and evokes a sense of comfort and nostalgia. Recalling family gatherings and traditions warms my heart and fills my senses.

It's a time of reflection. I'm grateful for my own family as well as my co-op family. Member account number six hundred eleven thousand two hundred fourteen. At Cooperative Light & Power, we're driven by a sense of mission and purpose. Our team feels a strong connection to our community and our members because we live here too.

While many of our community-focused programs and activities, such as the CLP Toy Drive, the Caring Closets, and our matching donation initiative with the Two Harbors Area Food Shelf ramp up this time of year, we have several programs and services in place to help our members year-round. I want to remind you about some of these offerings in hopes you'll find them beneficial.

We hope you'll take advantage of the CLP Mobile App. This app empowers you to monitor, manage and pay your energy bill conveniently through your

phone. We also offer energy efficiency programs such as our Dual-Fuel and Off-Peak programs and rebates to save you money and energy.

Our Operation Round-Up program helps local non-profits through members' generous donations. Since its inception in 2004, those donations have allowed us to donate \$453,564 to local non-profit organizations. This year alone, we've been able to give \$38,564 to those organizations in need.



In addition to helping members save today, we're focusing on the future. In our area, we see increased interest in renewable energy sources. Recent innovations and advances have led to significant cost decreases in renewable energy, making it more feasible and accessible. In recent years, CLP has adjusted our

fuel reducing carbon emission sources dramatically and continues to do so by incorporating more renewables such as wind and solar.

You may have noticed our electric vehicle (EV) around town. We invested in an EV to promote a greater understanding of electric vehicles and promote their use, especially given the focus on electrification of the transportation sector. Contact CLP for a test drive to see firsthand the many benefits that the new generation of EV's are providing.

But the most important investment we make is in our local youth. CLP has logged hundreds of volunteer hours supporting schools, youth clubs, and programs along with providing scholarships for local students.

At the heart of all of these programs is you—the members we proudly serve. Looking back, I'm grateful for so many wonderful community partners and for the positive impact we can continue to make.

In our country where you can be anything, the best thing all of us can be is KIND. From your team at CLP, we wish you and your loved ones peace, joy, good health, and prosperity this holiday season.

### 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

- Scott Veitenheimer, President/Chair, District 2  
218-340-8968
- Pat Schmieder, Vice-President, District 1  
218-834-2247
- Kyle Weideman, Treasurer, District 3  
218-834-3476
- Roger Peterson, Secretary, District 5  
218-226-8197
- Steve Josephson, Director, District 4  
218-226-4163

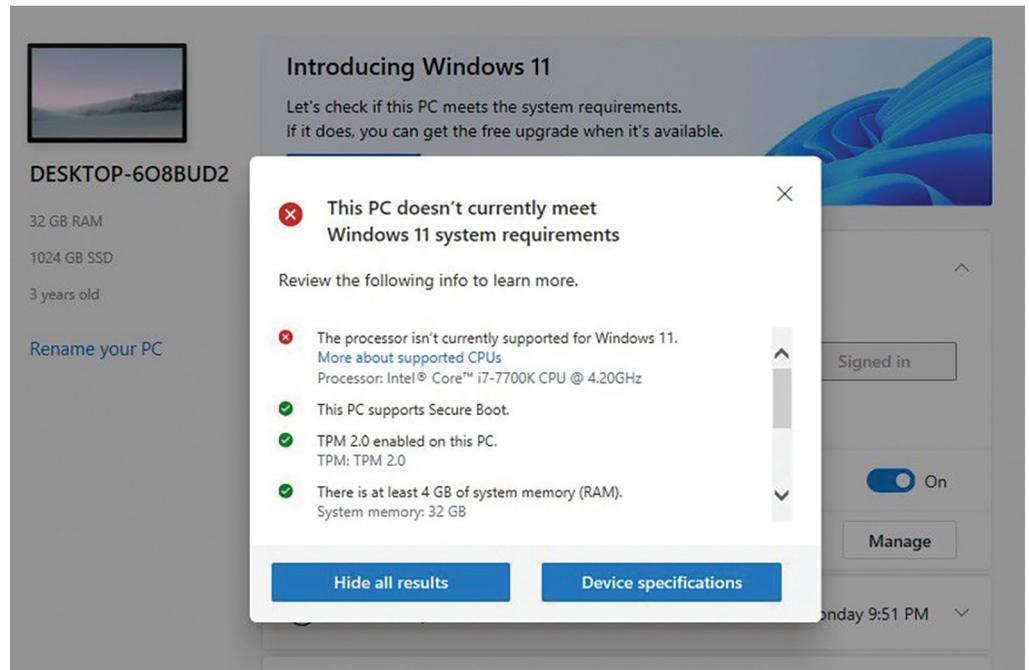
# What's Up With Windows 11, Kevin?

Kevin Olson, Telecommunications Manager

As you may have already heard or seen with your computer's most recent update, Windows 11 is now available to Windows 10 users. Remember when Microsoft promised us Windows 10 would be their last operating system ever? I guess they realized that if that marketing strategy really worked for the automotive industry, we would still be buying Model T's, with upgrades. It comes as no surprise to me, though.

I'm hearing from local techs and reading that many computers are not compatible with running the new operating system (OS). Member account number six hundred sixteen thousand nine hundred seventy five. There could be several reasons for this, but most of them are related to the processor (CPU). For example, my computer is a high-end business computer only three years old, yet it does not meet the specifications. To be fair to Microsoft, Apple did this a few years ago, which required all users who needed the most recent OS to buy new hardware – in other words, a new computer.

Microsoft has a PC Health Check app for anyone to download to inform you of these issues, letting you easily see whether your computer is ready for Windows 11. It is found by clicking "Get PC Health Check" on the "Check



for Updates" part of your system settings.

Some users are reporting that Windows 11 may still install, even though the computer fails the eligibility test. However, I do not recommend this because Microsoft is reserving the right to deny you Windows Updates, up to and including security updates, if those CPUs become a problem down the line. They do this by making you sign a waiver that pops up during installation. It is a press-button-to-accept acknowledgment that your PC would "no longer be supported" and that you might even be

voiding your PC's warranty if you were to continue.

My suggestion is to wait until at least the spring of 2022 before upgrading. This will give Microsoft more time to iron out any wrinkles and give people a chance to see what yet unknown problems come with the upgrade. It's still too new, in my opinion. If your device doesn't meet eligibility requirements, don't panic. Although you may need to replace your PC eventually, it probably won't need to happen until 2025. Microsoft will slowly phase out Windows 10 over the next several years.

## Nut Goodie Bars

*From the Kitchen of: Anita Kovic*

6 oz milk chocolate chips	2 Tbsp. cook and serve vanilla pudding mix (not instant)
6 oz semi-sweet chocolate chips	3 cups powdered sugar
6 oz butterscotch chips	1 tsp. vanilla
1 cup creamy peanut butter	1 cup salted nuts
¼ cup of milk	

Melt together all chips and peanut butter. Spread ½ into a lightly greased 9x13 pan and refrigerate until firm. Mix butter, milk, and vanilla pudding mix. Bring to boil. Remove from heat. Add powdered sugar and vanilla and beat until smooth. Spread over chocolate layer which has been in the refrigerator. Add the salted peanuts to the remaining chocolate mixture. Spread over the top of the bars. Keep refrigerated.

We want  
your recipes!

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

# You Can Now Text CLP to Report an Outage

Carey Hogenson, Marketing Manager

First, sign up on CLP's website ([www.clpower.com](http://www.clpower.com)) for texting services. Then, here's a step-by-step guide on how you can text your outage to us.

If you only have one meter with us, the process is easy—just text “Outage” to 55050.

The process is still easy if you have multiple meters with us, but a few extra steps may be involved. When you signed up for the texting service with us on our website, you likely created nicknames for your meters (e.g., home, pump, barn, etc.). If you forget what nicknames you used or do not correctly type in your outage, you will receive a text message similar to the one on the right. You can either enter the number or the nickname as it appears on the list.

Once the outage is texted correctly, you will receive a confirmation text.

Suppose you have multiple meters that are out of power. In that case, you can report those one at a time by texting the number or nickname from the list, or you may text ‘all’ or ‘outageall’ if all meters are without power.

Once the power is restored, you will receive a text.

If you would like to know the status of your outage, simply text ‘OutageStatus.’ Our system will reply with a message notifying you of the current status of the outage.

**REMEMBER:** To use CLP's texting service, we must have your cell phone number on file, and you have to register for the service on our website. If you have not signed up for our texting services yet, make sure to do so at [www.clpower.com](http://www.clpower.com).

Outage

Choose-  
1: Home  
2: Pump  
3: Rental  
4: Work  
All: All  
Or call [888-898-7678](tel:888-898-7678) to report your outage

Outage Reported Successfully

Outage Reported Successfully

Outage Reported Successfully

Power in your area has been restored. If you are still out, please call [8888987678](tel:8888987678)

Looking for a new way to report your outage?



Introducing outage texting.

OutageStatus

## Annual Capital Credit Allocation

Sue Schmitz, Office Manager

In December, your Cooperative allocated Margins for 2020, and the Capital Credit Allocation Notices will be mailed out this month.

Capital Credits are your share of the ownership of Cooperative Light & Power (CLP), a non-profit, member-owned cooperative.

A cooperative does not earn a “profit.” Instead, revenues less the cost of doing business are considered margins and are allocated back to the member in the form of Capital Credits.

The margins are distributed to all CLP members based on each member's total electricity purchases for that year.

A Q & A insert will be mailed along with the 2020 Allocation Notices to answer frequently asked questions regarding the Capital Credit process.

Please call CLP during office hours if you have any questions regarding Capital Credits. Monday-Friday 7:30 am to 4:00 pm. 218-834-2226.

## State Law For Active Duty Military

State law offers active military personnel additional payment options for their electric bills. The law covers disconnection, payment arrangements, appeal, and annual notice to cooperative members.

Similar to the state's Cold Weather Rule, an application must be completed, and income guidelines exist. It's available for active-duty military personnel, deployed, or at permanent duty station change.

## Last Chance for 2021 Rebates

Ken Jones, Member Services Manager

The new year is fast approaching, and this means you are running out of time to turn in and collect on any appliances you may have purchased in 2021 that you have not yet turned in to CLP for a rebate. Member account number six hundred twenty four thousand five hundred sixty four. Check out our website (clpower.com), hover over My Cooperative, and click on rates and rebates. Here you will find a list of items that you can collect rebates on from CLP. You are able to download the rebate application directly from this site, you can stop in the office and pick up a rebate form, or you can request to have us send you the forms. All you need to do if you have a qualifying item is fill out the rebate form, include a copy of your receipt of purchase, and get it to our office by December 29th. This goes for both residential or commercial members of CLP.

\*Some rebates require proof of recycling of old appliances, refrigerators, and freezers.

Once your rebate is processed, you will receive a credit on your account. In larger rebate situations, you will receive a check from CLP. Member account number seven hundred forty nine thousand five hundred seventy one. This process can take up to six weeks before you see the credit or check,

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## CLP System Upgrades

Brian Bentler, Operations Manager

Our line crews are finishing up the last phase of one of our upgrade projects in the Clover Valley Area. The new line will tie together our Clover Valley Substation and Waldo Substations to provide additional backfeed options and supply better system reliability. We recently installed a 3-phase underground and a 3-phase step-up/down transformer on the Laine Road to accommodate the two different voltages on the lines.



A crane sets a 3-phase step-up/down transformer on the Laine Road during the last phase of an upgrade project in Clover Valley.

but it is like getting free money! I don't want to see any of our members miss out on their 2021 rebates, so check out our rebate list on the website and get your rebate requests in before the deadline!! If you have any questions about these rebates, call me at (218) 834-2226.

Have a great holiday season!

## Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs).

Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202)720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

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

# Board Meeting Summary

A regular meeting of CLP Board of Directors was held at the office of the Association on September 29, 2021. All directors attended the meeting by video conference due to a recent positive case of Covid in the office.

All directors were present at the time the meeting was called to order at 9:11 a.m. Also present for the meeting was General Manager/CEO Hal Halpern, Attorney Chad Felstul, Communication Manager Kevin Olson for technical assistance, two CLP members and Sherry Fabiani to take the minutes.

Scott Veitenheimer informed the Board that after the minutes have been approved, he would welcome the members and give them time to make comments or ask any questions.

Motions were made to approve the agenda and August minutes. Motions passed.

Members were welcomed into the meeting for comments/questions/concerns.

Scott Veitenheimer said he will write a "Thank you" letter to the ROW Advisory Board and tell them how the Board will address the final recommendations. The recommendations will be evaluated including a cost analysis by the staff. A

meeting will be held with the Board, staff, and Advisory group to discuss the recommendations.

A motion was made to accept the financials. Motion passed.

A motion was made to accept the consent agenda. Motion passed.

Hal Halpern went over the Managers Report. Hal discussed the EV Show & Tell in Duluth on 9/30/2021, MREA Budget, and Pie Day for Co-op Month.

Additions to the Agenda were discussed. At the next Board meeting, Hal will bring a draft of the new bill design for the Board's review. Also, Hal will invite Larry Sandretsky, Operation Manager, to go over the Outage Report so the Board understands it better.

A motion was made to approve Resolution 595, Board Meeting Member Attendance. Motion passed.

A motion was made to move the meeting into executive session to discuss a personnel matter at 12:30 p.m. Motion carried. At the conclusion of the executive session, a motion was made to exit the session at 2:16 p.m. Motion carried.

The date for the next Board meeting is set for October 26, 2021 at 9:00 a.m.

Adjournment was called at 2:18 p.m.

## Dates to Know...

- Dec 13:** Deadline for Toy Drive
- Dec 15:** Cookies served in the CLP lobby
- Dec 24:** Christmas Eve (CLP Closed)
- Dec 27:** Christmas Holiday (CLP Closed)
- Dec 28:** CLP Bills Due
- Dec 31:** New Years Eve (CLP Closed)
- Jan 3:** New Years Holiday (CLP Closed)

*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>

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## Year-to-date Financials

	<u>Sep-21</u>	<u>2011</u>	<u>2020</u>	<u>2021</u>
Operating Revenue	\$ 7,490,560	\$ 9,779,147	\$ 10,042,562	
Cost of Purchased Power	\$ 4,386,305	\$ 5,396,979	\$ 5,964,541	
Other Operating Expenses	\$ 2,731,709	\$ 3,964,511	\$ 3,910,290	
Total Cost of Electric Service	\$ 7,118,014	\$ 9,361,490	\$ 9,874,831	
Operating Margin (Loss)	\$ 372,546	\$ 417,657	\$ 167,731	
Interest Income	\$ 50,231	\$ 128,598	\$ 55,662	
Other Margins	\$ 223,353	\$ (114,885)	\$ (138,470)	
Capital Credits	\$ 93,211	\$ 19,647	\$ 26,581	
Total Margins	\$ 739,341	\$ 451,017	\$ 111,504	
kWh Purchased	70,714,506	74,560,850	76,648,232	
kWh Sold	66,640,139	71,489,800	73,182,558	
Line Loss	5.76%	4.12%	4.52%	
Members Billed	5,941	6,282	6,351	
Average kWh Used, Residential	1,017	1,001	991	
Average Bill, Residential	\$ 117.60	\$ 136.00	\$ 136.96	
Average Cost/kWh, Residential	\$ 0.1156	\$ 0.1359	\$ 0.1382	
Interest Expense	\$ 363,087	\$ 331,394	\$ 258,056	

### 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 October: None

Credits not claimed:

Daniel Watkins, Robert Risch, Harold Wahlstrom, Wendel Dahleen

### OPERATION ROUND UP TOTALS:

October Donations: \$1,597.30

Year-to-date Donations: \$ 16,424.28

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).