

PowerLines

Your Trusted Energy News Source

Monthly Publication of Cooperative Light & Power



Photo by MaryLou Ziebarth



September 2021 • www.clpower.com

CLP Original Member recalls her first experience with MAGIC of Electricity

Hal Halpern, Chief Executive Officer/ GM

CLP just celebrated its 85th year, providing energy to our members and community. Today, some of our first members recall what it was like when CLP first started rolling out electric service to their homes, farms, schools, churches, and communities.

We get many letters, emails, and notes from our members. Typically, most are congratulatory about how quickly and effectively we respond to getting service turned back on during storms or the many volunteer projects we do to help our community. However, one particular letter warmed our hearts. It was from an original long-term member Elsie Larson. She recalls her experiences about that early time in CLP's history that I'd like to share with our members. The following is her letter precisely as it was written to CLP.

Hi. I often think of all of you that give us the luxury and convenience of Electric Power in our rural country homes and am so thankful for each of you!

I can still remember it was getting dark on a late winter afternoon that we had walked the 1 1/2 miles home from our Country Grade School and Mama was waiting and had a surprise for us. She walked over to this "switch-on-the wall" and touched it and suddenly we were in a brightly lit-up room! It was Magic!

And the next day in our rural country school, the magic was there also! Our lives forever enhanced! Before we only had 8 windows along

one wall to give us light to do our learning. But we did learn and memorize from 9 am to 4 pm. Grades 1 to 4, and grades 5-8 on the other side of a center wall to divide us into two rooms...no kindergarten!

Maybe I need to write a book. It is fun to remember and reflect..... but I'm grateful for the experiences I've known before and after the Magic of electricity came into my life. And I truly thank and appreciate each of you who make and keep everything Magic for all of us.
Elsie Larson.

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**Elsie Larson, her son Eric, and CLP CEO Hal Halpern
at Elsie's Living Celebration of Life**

Do you know how to contact any of these former members?

If you do, please ask them to contact CLP directly at 218.834.2226 or office@clpower.com.

We are aware that some people on this list may be deceased. In that instance, we are looking for their next of kin to contact CLP.

Please Note: To expedite the process, we request that the former member or heir contact CLP directly.

A	JONES, WARING	N	SANDBERG, E.
ABRAHAMSON, CLARENCE C.	K	NACHBAR, LAWRENCE C.	SANDSTROM, HENRY & ANDRE
ADAMS, ALDEN G.	KELLER, JOHN L.	O	SCHAFFHAUSEN, ROGER
B	L	OBERG, GEORGE R.	SCHMIDT, ESTHER
BABCOCK URRUTIA, BRENDA	LAWRENCE, JANE	OLSON, REV. HERBERT M.	SPICER, JOHN
BATT, ROBERT J.	LEE, PATTI	P	STEVENS MONTGOMERY, CYNTHIA
BENSON, BETTY L.	LUDWIG, JOHN	PETERSON, ANNE R.	
BOLF, GEORGE J.	M	R	STREED, MARJORIE J.
BOURMAN, DOROTHY	MAGNUSON, GERALD OR	REINECCIUS, BILLY A.	SVEUM, STELLA
C	CAROLYN	RICHTER, EDWARD JR	SYLVESTER, CHARLES
CARDINAL, ARDIS	MAKI, EINO A.	RISBERG, RAY	T
CONN, DENNIS	MCNULTY, MARGARET	RODRICK, MICHAEL	TURNER, BARRY
D	MILLER, ROBERT C. OR RUTH	RUSYNYK, HELEN	W
DAVIES, EARL OR ELEANOR	MONROE, DEE	S	WARD, JOHN
DOUGHERTY, BONNIE	MORRIS, HAROLD E.	SALDEN, ESTATE OF ROBERT D.	WESTIN LANG, VIOLET
E			
ERICKSON, EDWIN H.			
F			
FARRELL, CLARA			
FRENCH, GEORGE			
H			
HAGGARD, PAUL			
HALEY, PATRICK			
HAMILTON, MARY			
HAMMERSTROM, ROLAND			
HEDBERG, GUST			
HICKS, SUSAN			
HOFFMEYER, MARTY			
J			
JENSON, ROBERT E			
JERRY, WILLIAM			
JOHNSON, GLADYS M.			
JOHNSON, BETTY J.			
JOHNSON, IRENE			



CLP 2021 MEMBER APPRECIATION PANCAKE BREAKFAST CANCELED

We are sorry to announce, due to the current public health concerns, CLP's Member Appreciation Pancake Breakfast, which was to be held on Saturday, September 18th, has been canceled again this year.

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.



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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

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

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

5G in 5P (Paragraphs)

Kevin Olson, Telecommunications Manager

What is 5G? My article this month will attempt to explain 5G in five paragraphs. 5G is the next generation of cellular networks, a bright spot for rural high-speed internet, following the familiar 3G and 4G/LTE. I believe the industry has poorly explained the technology by simply focusing on a single aspect of it. One of the more confusing aspects of 5G is that it is not broadcast on a single frequency. Instead, the higher speeds are achieved by using a mix of licensed frequency bands generally classified as high, mid, and low. Here is an overview of those bands:

High-Band 5G operates on an extremely high frequency of 25-39 GHz, also known as “millimeter wave.” This is the band that gets all the press coverage. It has Gigabit level speeds, but the disadvantage is that coverage is extremely poor, only several hundred feet. For that reason, you will only see this band used in high-density urban areas. This will not

be a rural broadband solution.

Mid-Band 5G operates in the 2.5-3.7 GHz range and delivers speeds between 100-900 Mbps. Well offering less range per cell tower than Low-Band 5G, this will be the most common implementation of 5G. It is a good compromise between network speed and range, and it will be found in medium-density urban areas and less-dense rural areas. Sprint is using Mid-Band for most of its deployments.

Low-Band 5G operates between 600-850 MHz. This is the band that offers the most extensive coverage and is perfectly suited for rural areas. The speeds are usually 50-300 Mbps. T-Mobile has deployed this in our area (plus nationally), and I have consistently seen speeds as high as 208 Mbps. Another advantage of this band is that a 5G device can roll back to 4G/LTE if the 5G signal is too weak and still get 30-50 Mbps.

Increased Inventory Costs

Larry Sandretsky,
Operations Manager

The year 2020 was an interesting year, to say the least. The year 2021 has not wanted to be outdone. Last year the talk was about getting back to normal; this is not normal. Trying to order supplies for new construction or to replace a cabinet that was hit by a car or destroyed by a commercial lawn mower is no easy task.

In May 2020, a ten-foot piece of 2” electrical PVC conduit was \$6.70, and now this year, it is \$29.20. Last year we could order transformers and get a quote for 4-6 weeks delivery. They would usually be delivered in 4 weeks. CLP ordered this year’s transformers on March 16th, with a delivery date of May 15th. We are still waiting for the completed order. We are now quoted 37-40 weeks, which means, if we need transformers for next year’s construction season, say June 1st, we need to have the order in by September 1st, and there is no guarantee of the price. Suppose we base next year’s numbers by this year’s unprecedented numbers, and there is a crash. In that case, we will be sitting on a lot of inventory that we paid a premium for.

I’ve heard a lot of reasons for this.

Lack of workers, from staying home to collect benefits, supply chain disruptions caused by ship blocking canal, deep freeze in Texas, factories shut down, to a fire at a chemical plant.

As I know, all of us are seeing these increases in our personal lives as well. Rest assured, CLP will do our best to control our costs to the best of our abilities to protect you, our members.

JOIN OUR TEAM

CLP is hiring a
Finance/HR Manager

For more information, visit our website at:
www.clpower.com



Rice Hot Dish

From the Kitchen of: Shirley Martinson

- | | |
|-------------------------------|---|
| 2 Cups cooked chicken (cubed) | 1 Pkg Uncle Ben's long grain & wild rice (prepared) |
| 1 Can cream of mushroom | 1 Green pepper |
| 1 Can cream of chicken | 1 Onion finely chopped |
| 1 Can cream of celery | 1 Can sliced water chestnuts |
| 1 Small jar pimento | |

Mix all ingredients together and bake at 350°F for 45-60 minutes.
Garnish with cashews (optional).

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

CRC Worker Shortage Causing CLP Members Frustration

Carey Hogenson, Marketing Manager

First off, I would like to apologize to anyone that has experienced frustration while calling in an outage or calling into our after-hours answering service. I wanted to share with you why you may not be able to get through or are having difficulties calling our after-hours call answering and dispatching partner. We partnered with the Cooperative Response Center (a service cooperative that shares the same seven cooperative principles we operate under) 28 years ago. They have had outstanding service and have assisted our cooperative in handling calls and dispatching crews over the years.

In 2021 they are seeing higher absenteeism along with difficulties in hiring new staff due to the COVID-19 pandemic. This became acute in May when they started losing existing staff and were unable to find replacements. Since May, CRC is down 50% in staffing, including absenteeism. Their employees have left despite higher wages in the contact center. They have been unable to find either replacements or new employees.

Due to staffing shortages, our members see longer wait times, more abandoned calls, and calls that can't be

completed in automation, resulting in a message to try the call again later. While we all know this is not a good customer experience, to answer more calls, CRC is relying more on automation to handle call volume due to the shortage of employees.

Accordingly, when you are reporting an outage, please have your account number ready in the event that your phone number is not found in our database, improving the likelihood of reporting your outage successfully. In addition, we will notify CRC about the status of

outages so they can inform callers with a recorded message greeting to ensure you know that we have been alerted to the situation and crews are out working.

Our partner has shared with us the many short-term as well as long-term solutions that are being implemented, and they hope to turn things around by late October or early November. We appreciate your patience, and please know that Cooperative Light & Power and CRC are working together to give you the best service possible at this time.

Considering an Electric Vehicle?

Join us in Duluth! 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.

SEPTEMBER 30, 2021

5-6 p.m. Panel discussion

6-7 p.m. EV parking lot

**CANAL PARK LODGE
AND EV PARKING LOT**

*Light refreshments will be provided
FREE Love Creamery Ice Cream*

brought to you by



and these participating cooperatives



CLP Original Member recalls her first experience with MAGIC of Electricity (continued)

Friends and family of Elsie held a living celebration of her life that I was privileged to attend on August 15, 2021.

In today's polarized environment, seemingly about almost everything with people picking sides, we should learn from earlier times where the challenges were much greater than today. Fortunately for us back then, they realized you couldn't get harmony when everyone sings the same note. Only notes that are different can harmonize. The same is true with people so let's all live in harmony with each other today for a better future tomorrow.

If any early CLP members remember the time when CLP brought power to their lives, drop me a note, we would love to hear from you.

NOTICE:

Cooperative Light & Power (CLP) will be doing integrated vegetation management (IVM) starting this month and continuing into mid to late October. IVM will be done along our right of way (ROW) in the following townships: Alden, Ault, Beaver Bay, Gnesen, Normanna, Silver Creek, Town of Crystal Bay, Town of North Star, and the Township of Duluth. If the vegetation management is happening directly on your property, you will be contacted by phone prior to work being done.

Cold Weather Rule & Energy Assistance Program Notice

Sue Schmitz, Office Manager

In accordance with Minnesota's Cold Weather Rule, electric service cannot be disconnected for nonpayment between October 1 and April 30 if electricity is the primary heat source and ALL of the following statements apply: Member account number six hundred fifteen thousand forty one.

- Your household income is at or below 60% of the state median household income. Income may be verified on forms provided by Cooperative Light & Power (CLP) or by the local energy assistance provider. Member number seven hundred thirty eight thousand five hundred fourteen.
- You enter into and make reasonably timely payments under a payment agreement that considers the financial resources of the household.
- You receive referrals to energy assistance, weatherization, conservation, or other programs likely to reduce your energy bills from CLP.

Minnesota's Cold Weather Rule does not completely stop winter disconnects.

Before disconnecting electric service to residential members between October 1 and April 30,

CLP must provide:

- A 30-day notice of disconnection;
- A statement of members' rights and responsibilities;
- A list of local energy assistance providers;
- Forms on which to request Cold Weather Rule protection; and
- A statement explaining available payment plans and other options to continue service.

Energy Assistance Program

The Energy Assistance Program (EAP) is a federally funded program through the U.S. Department of Health and Human Services, which helps low-income renters and homeowners pay for home heating costs and furnace repairs. Household income must be at or below 60% of the state median income (\$67,764 for a family of four) to qualify for benefits. Applications must be received or postmarked by May 31, 2022.

To learn more about the EAP program or to apply for assistance:

- Visit the Minnesota Department of Commerce Energy Assistance website, <https://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/>, for more details and to access the application portal.
- Contact your county EAP service provider for additional information and assistance:

AEOA:
800.662.5711

Lake County Social Services:
218.834.8400

Salvation Army, Duluth:
218.722.7934

St. Louis County Social Services Duluth:
218.726.2000

CLP exists because of you, and we are dedicated to the people and communities we serve. If you are having difficulty paying your electric bill and do not qualify for any of these programs, please contact the CLP billing department to set up a payment plan. Member account number seven hundred twenty eight thousand eight hundred eighty five.

Is Your Heating System Ready for the Heating Season?

Ken Jones, Member Services Manager

With summer ending and fall arriving, I want to remind our Dual Fuel, Freedom Heat, and Off-Peak heating customers to make sure your electric heating systems are working properly. If you had any issues last winter, I hope you have had a service tech come in and take care of it. If not, you will need to do this soon; winter is just around the corner. For our Dual Fuel and Freedom Heat members who have a delivered fuel as a backup heating system, make sure these backup systems are working properly, serviced by your technician if needed, and your fuel supply is

re-stocked for the winter. Great River Energy, our power supplier, usually controls the Dual Fuel and Freedom Heat systems on the coldest nights of the month, meaning they shut off your electric heating system, so you rely on your delivered fuel backup system during these control periods. The Dual Fuel control can be up to 12 hours at a time. Member account number seven hundred forty thousand two hundred one. The Freedom Heat control is a 4-hour control, so it is imperative to have these systems both working correctly so you stay warm during these control hours.

Our Off-Peak heating members rely on an 8-hour heat charging system that stores 16 hours of heat, so it is even more important that our customers with these systems have their systems working properly as they usually don't have the backup system. So, remember to have your heating systems checked out so you can rest easy this winter.

If you have any questions about your electric heating system or would like to know who in our area works on these systems, you can give me (Ken Jones) a call at the office at 218 834-2226.

Board Meeting Summary

A regular meeting of the Cooperative Light & Power Association of Lake County of Board Directors was held at the Office of the Association at 1554 Highway 2 on June 23, 2021. All Board members and CEO Hal Halpern were present.

CEO Hal Halpern welcomed all the new Board members and explained the consent agenda rules, how the Board package is put together, and the preparations that are involved. The Board had discussions on the new expanded consent agenda process, how it works and how it will save time in the future.

Hal Halpern thanked Kyle Weideman for his letter of commendation to Hal and the staff. In it, he thanked Hal and the employees for their second-year strategic plan suggestions and the teams creative thoughts and ideas.

Scott Veitenheimer talked in regards of the correspondence that Kevin Olson, Communication Manager, received and reiterated what a great job he did to reach out to all members about our wireless system, which is ending September 1, 2021.

Steve Josephson asked if the pandemic affected the financials at the CLP. Hal Halpern explained that there were no layoffs to any employees and if members were struggling, billing was working out payment plans and helping in anyway they could.

Pat Schmieder asked about the member

billing statement. Hal explained it's in the process of being updated with the first draft to be presented to the Board for review when ready.

At 10:50 a.m. member Greg Lien took the floor. He had previously submitted questions to CEO Hal Halpern requesting all member's addresses and their contact information. Hal informed him that we hold all member information confidentially and do not release that information.

Greg believes that CLP could do a lot better communicating with members. Hal reassured Greg that the members are satisfied according to the most recent survey results collected at the Annual Meeting. A 97.1% approval rating was achieved in regard to how well CLP communicated information to the membership.

Scott Veitenheimer discussed CLP Safety Meetings. He stated that he would like each Board member to attend a meeting. Steve Josephson volunteered to attend the next one.

Pat Schmieder requested a phone call log advisory book. She would like all phone calls coming into CLP to be recorded as a way to keep track of complaints and concerns. Kyle Weideman suggested that Hal will talk to the employees and create their own system. Hal will update the Board if there are any complaints.

Adjournment was call at 3:28 p.m.

Year-to-date Financials

<u>June</u>	<u>2011</u>	<u>2020</u>	<u>2021</u>
Operating Revenue	\$ 5,141,178	\$ 6,517,022	\$ 7,049,594
Cost of Purchased Power	\$ 3,018,006	\$ 3,607,373	\$ 4,179,865
Other Operating Expenses	\$ 1,803,752	\$ 2,586,505	\$ 2,610,016
Total Cost of Electric Service	\$ 4,821,758	\$ 6,193,878	\$ 6,789,881
Operating Margin (Loss)	\$ 319,420	\$ 323,144	\$ 259,713
Interest Income	\$ 35,719	\$ 90,072	\$ 37,041
Other Margins	\$ 196,725	\$ (78,567)	\$ (81,543)
Capital Credits	\$ 77,823	\$ 10,387	\$ 11,526
Total Margins	\$ 629,687	\$ 345,036	\$ 226,737
kWh Purchased	51,663,218	53,192,957	55,707,667
kWh Sold	48,689,374	51,185,549	53,227,634
Line Loss	5.76%	3.77%	4.45%
Members Billed	5,913	6,248	6,342
Average kWh Used, Residential	1,184	1,145	1,146
Average Bill, Residential	\$ 125.67	\$ 143.13	\$ 145.31
Average Cost/kWh, Residential	\$ 0.1061	\$ 0.1250	\$ 0.1268
Interest Expense	\$ 221,835	\$ 223,665	\$ 172,231

Dates to Know...

- Sept 6:** Labor Day CLP Office CLOSED
- Sept 15:** Cookies & Coffee in CLP Lobby
- Sept 15:** Community Trust Board Meeting
- Sept 22:** CLP Board Meeting
- Sept 27:** CLP Bills Due

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 July:

Rebecca and Robert Thibodo

Credits not claimed: Herbert Sellin, Jenny Bergman, Paul and Kim Kosmatka

OPERATION ROUND UP TOTALS:

July Donations: \$1,620.97

Year-to-date Donations: \$11,590.91

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.