

CURRENT CONNECTION

Early July Weather Kicks Off Storm Season >>>

A major storm hit Cass and Crow Wing Counties in the early morning hours Thursday, July 9 and caused power outages for nearly 1,300 members. Hardest hit areas were north of Brainerd and concentrated in the Crosslake area and Longville/Hackensack region.

Crews were called out at approximately 1:00 a.m. and continued throughout the night and next day. Although sirens rang throughout the night, it did not appear our service area damage was caused by tornadoes, but rather most likely strong winds and lightning. Broken poles and

downed lines were scattered in distinct secluded spots within a larger geographic area making power restoration slow and tedious.

Crews repairing damage reported it was a plus that temperatures the following morning were in the 70's, a break from the oppressive 90 degree days we were experiencing prior to July 9.

The vast majority of members' power was restored by 10:00 p.m. that evening, with a few that needed electricians to repair their damages before power could be restored.



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Sweltering July Heat Jump Starts Air Conditioning Control >>>

The July 4 weekend tested the heat tolerance of individuals in the lakes area, packing the beaches and boosting the need for air conditioning (A/C). What it also did was jump start continual days of air conditioning control for Crow Wing Power's load management program.

We reached a new summertime record over the 4th of July weekend. Electric loads that weekend were almost 20% higher than any previous month of July in the past 10 years. We also established the all-time summer electric peak with an increase of about 17% from previous maximum records.

How does that affect us? It causes higher wholesale power costs during peak demands. It also triggers us to do everything we can to reduce our energy footprint during the high-cost periods of time. One of those action items included activating load control switches on central air conditioners for members enrolled in the program. Members on A/C load control pay half-price electricity for their central air conditioner. When peaking conditions are predicted or

imminent, we control their air conditioning's condensing unit to cycle on and off approximately every 15 minutes (15 minutes on/15 minutes off). The furnace fan still runs, allowing circulation throughout the home, so most homeowners don't notice the difference. Control times vary, but are usually sometime between the hours of 3:30 p.m. and 8:30 p.m.

This does not control your thermostat or harm your cooling system.

Crow Wing Power has many money-saving load control programs that help with demand in winter and summer months. We currently have nearly 3,000 members on A/C control and almost 12,000 homes total enrolled in one or more heating and cooling control programs.

Our load management program saves money for all members by reducing expensive demand wholesale power costs.

To find out more go to cwpower.com and click on Services, where you can also see important rebates.



A WORD FROM YOUR CEO

All Available Community Solar Shares Sold >>>

Crow Wing Power's second community solar project recently sold out of available shares for members to purchase, therefore, we no longer have any shares available at this time.

Over the past few years, Crow Wing Power has installed two smaller community solar arrays, Phase I in 2017 and Phase II in 2018, so members could purchase renewable energy without the burden of having to erect it at their homes.

The 2017 Phase 1 project is supported by 37 of our Cooperative members. That project, located next to our headquarters building north of Brainerd, sold out within a matter of months. Therefore, we commissioned a second community solar array east of Pine River at our Swanburg outpost. The Phase II solar array is supported by 44 members, six of which also have ownership in the first solar project.

Both solar arrays are performing as they were projected, generating enough to power eleven average-use homes. Shareholders have been receiving the anticipated \$4.00 to \$4.50 per month return on their investment.

We have no plans to build a Phase III project at this time, however, members can still express their interest in purchasing shares if we should decide to add capacity in the future by going to <https://cwpower.com/community-solar> and clicking on the Phase III interest form.

Members With Their Own Distributed Generation

We currently have 74 of our business and residential members that have 69 solar and a total of five wind projects on their properties. That's a change from two years ago, where we had 38 solar and six wind owners we were interconnected with.

Members that want to discuss putting renewable energy on their property can call Luke or Jeff in our Member Service Department.

I'll keep you informed,

Bruce L. Kraemer, CEO

Board Meeting Highlights

Crow Wing Power's Board of Directors conducted its regular monthly meeting Thursday, June 18, 2020. A quorum of directors was present.

Chair Bob Kangas opened the meeting with the Pledge of Allegiance.

The following reports were given:

- CEO report
- Finance Committee Report

The following actions were taken:

The Board approved

- June Consent Agenda.
- Minutes of the May 21, 2020 regular board meeting.
- Director expense reports for May 2020.

Highlights are also published on our website at cwpower.com/board-and-meetings. Members can review detailed minutes by logging into their SmartHub account. Log in is located on the homepage of our website. July minutes will be published after approval in August. The next board meeting is August 20, 2020.

Basin Electric Bus Tour Cancelled

The bus tour we had planned for this fall to Basin Electric's Power plants in Bismarck, ND has been cancelled this year due to COVID-19. The bi-annual trip will be reviewed next year for a potential fall outing.

Notice of Rights for Households of Military Service Personnel >>>

According to State Statute 325E.028 (<https://www.revisor.mn.gov/statutes/2019/cite/325E.028>), an electric cooperative cannot disconnect a residential customer for nonpayment of electric bills if a member of the household has been issued orders into active duty, for deployment or for a permanent change in duty station during the period of active duty, deployment or for a permanent change in duty station, if such a residential customer meets income criteria specified by law. To receive this protection from disconnection, the residential customer must request and reach agreement with the cooperative on a payment plan. You may contact the cooperative to receive the application form.

Verification of income is required unless the customer is automatically eligible for protection against disconnection as a recipient of any form of public assistance including energy assistance that uses income eligibility in an amount at or below the income eligibility.

The customer has the right to appeal when the utility and residential customer are unable to agree on the establishment, reasonableness or modification of a payment schedule, or timeliness of payments under a payment schedule.

If denied, an appeal must be made within seven working days after the utility has deposited first class mail notice. Service cannot be disconnected during an appeal.

For more information or to apply for shut-off protection, call 1-800-648-9401 or 218-829-2827.

Best Practices When You Own a Security/Camera System >>>

You may have just purchased a Security or Camera System or maybe you have owned it for years. Did you know that, like an automobile, your security and camera systems require regular maintenance to operate at peak performance? Here is a suggested list:

1. Keep your call list up-to-date with current contacts and telephone numbers so you can be reached in case a signal is sent through to the response center.
2. Keep your contact information current such as billing address and email address.
3. Ensure that you have all of your log-in information and passwords safely stored somewhere so that when you get a new cell phone/device you can easily re-install your security and camera apps on your new devices.
4. Make sure your response center's telephone number is in your contacts list (so you don't think it's a spam call).
5. Test your security system once a month to ensure all devices are working properly.
6. Get an annual system check up by a professional service technician.
7. Replace security system smoke detectors every ten years as recommended by the manufacturer.
8. Annually replace batteries in your automation devices such as thermostats and door locks with lithium batteries. Fall is a great time so you have fresh batteries over the cold winter months.
9. Clean motion sensors, smoke detectors and camera recorders (DVR, NVR) to keep them dust free.

10. Clean spider webs off of camera lenses so you have clear video capture, especially at night.
11. Keep the camera recorder location clear of clutter and dust for good airflow so recorder does not overheat and burn out.
12. Pre-view playback of camera video monthly to ensure hard drive is working.

Contact your security dealer with any questions you may have regarding these suggestions.

Brought to you by People's Security Company 1-800-735-1440
<https://www.peoplessecurity.com/cwp>



Budget Helpers >>>

- Refinance loans to lower the interest rate or the payment. Call Crow Wing Power Credit Union to see how much money you can save. Their consumer loan rates are as low as 2.24%* and home equity loan rates start at 2.75%*.
- If you're shopping for a new vehicle or home, get pre-approved at the Credit Union before you shop. You'll have more purchasing power if you know how much you can spend and your interest rate before you start shopping.
- Move your savings account to Crow Wing Power Credit Union to receive the best savings rate in the Brainerd Lakes Area.
- Open a "Totally Free Checking Account" with the Credit Union.
- Sign up for Power Teller, the Credit Union's online service, and their Touch Banking App to help you keep track of where your money is going.
- Pay bills on time to avoid late payment penalties. Sign up for automatic payments.
- Start an automatic savings deposit every payday. You can have your deposit sent directly to Crow Wing Power Credit Union.
- If you're having financial trouble contact your lenders, they may be able to work out a plan to get you back on track.

For more information about the Credit Union call one of their Member Service Representatives at 877-563-3072 or visit them at cwpcu.org.

*Rate based on credit score so your rate may be higher. All loans are subject to credit approval. Current CWPCU loans are not eligible for these rates/terms.

Household Budget

Expense	Amount
Mortgage payment	\$550.00
Auto loan	\$280.00
Auto insurance	\$120.00
Auto expenses (gas, etc.)	\$100.00
Groceries (\$100.00/week)	\$100.00
Utilities	



2020 Rebates

Energy Star Air Conditioners:\$75
Off-Peak Water Heating:up to \$400.00
Off-Peak Heating: (underfloor cable, brick storage room units and furnaces)\$50 per KW
Dual Fuel: (Plenum Heater/Boiler)\$400.00
Ductless ASHP\$100.00-\$300.00
Energy Star Refrigerator or Freezer\$75.00
Geothermal Heat Pumps\$2,000
Air Source Heat Pumps\$800
Energy Star Clothes Washers\$40
Energy Star Electric Dryers\$40
Energy Star Dehumidifiers\$25
Air Conditioning Tune Up\$25 residential
\$50 commercial
Energy Star LED Light Adapters\$1.00
Smart Thermostats\$20.00



Our Sincere Apology!

The June puzzle was a puzzler for many as the printed version had an incorrect puzzle grid. Once we were notified from members, we immediately put the correct puzzle grid on the electronic and website version. Because of our error, we have drawn FOUR names as winners. We know how many Word Find followers we have and are deeply sorry for the error.

CURRENT CONNECTION

A Touchstone Energy® Cooperative 
The power of human connections

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Board meetings are held the third Thursday of each month beginning at 9:30 a.m. Members wanting to attend the Board meetings need to call or contact us three business days prior to the scheduled board meetings. If members want to present something, they need to fill out a request form found at www.cwpower.com/board-and-meetings within that three business days time frame.

Directors. Here to Help!

Following is a list of directors and their telephone numbers:

Bob Kangas218-587-4453
Paul Koering.....218-851-9954
Ric Larson218-546-5781
Gordon Martin.....218-746-3971
Bryan McCulloch.....218-820-9708
Doris Mezzenga218-692-1004
LuAnn Nelson612-400-4627
Gert Roggenkamp218-562-4566
Dwight Thiesse.....218-831-8605

Let's Start Cookin' >>>

Send your favorite PUMPKIN recipe to Crow Wing Power, PO Box 507, Brainerd, MN 56401 by September 15 or submit online at cwpower.com, News/Events. If your entry is drawn and printed in the August Current Connection, you'll receive a \$25 credit on your electric bill.

Wild Rice Salad

Beth Waterhouse, Edina, MN

Cook 1 c (raw) wild rice, cool. Mix together this cold veggie salad: wild rice, 1 can black beans (canned is fine), 1 yellow or red pepper chopped fine, parsley or cilantro, 1 small can corn niblets, green onions chopped, small cucumber chopped. Dress with a mix of lemon juice and olive oil, more juice than oil. Season with cumin, salt, and pepper. Keeps for days in the refrigerator.



Win \$25 off your electric bill >>>

Complete the word find puzzle below, clip and send entire coupon back to us by September 15, 2020. We've sized it to fit in your billing payment, so you can save a stamp. If you'd rather, you can send it separately to Crow Wing Power, PO Box 507, Brainerd, MN 56401. Attn: Puzzle or scan and email to info@cwpower.com. The winning entry will be drawn on September 15.

Our winners for the last puzzle: Don Hickman, Merrifield; David Eschenbacher, Brainerd; Tonya Caughey, Brainerd; Gregory Larson, Tea, SD.

Z V Y K M Y P R G Y S K L C E
G V F O N F L D R I H T O O E
L M N R W G U L P T Y C R S N
Z T B T H S O V A X N C T T U
H H I C E A R V D U Z H N S J
D U F B K E M A E W N V O X Y
L T K Z M B A N H M X N C R Q
H E W E B P F I C R O W A Y P
X M A A H K O P U T F U O I M
B R R L J D H W N C M W R H Q
K K J O Z D E M E Q M T S Q A
Z M W D F O H Y Q R Y P V V D
C A N N E D Y F P G Q N W K S
X A D D T E N V V X G P Q S M
T C E N N O C S I D D L G I K

Name _____

Address _____

City _____

State _____

Zip _____

Acct number _____

June Puzzle Answers:

Z W E E I P Z W G E W N P F E
S E G A G T R O M I V O Y A T
S U V S P P X E N K S T P U I
E N U J I E C E N T R S H S S
Z U P K N E F R P I U O S T B
K T T P O L M O H R L D A T E
A M G O J K N T R S U D W M W
Y C L N U E T D Z A I R A V O
P W K K D S Z W Z K I A X E U
L N Q A T W E L V E T N Y R D
J K B J K B Y I Y Q A C T B
J I N Q G Y B H B R S D H U D
P X F F I Y S H T G K M O T O
Q S N N B Q O F U L O I C P Z
K D A J P X Z X B M O I L M J

- 3,000 members are on A/C _____.
- Latest Board Meeting report was for _____.
- We control A/C because of high power _____.
- Our Chief Executive Officer is _____.
- 1,300 members were out of _____.
- Test your security system once a _____.
- Board meetings are held the _____ Thursday.
- What can't we do to Military Personnel? _____.
- Replace your security automation device batteries _____.
- You don't have to cook black beans. You can use _____.
- Basin Tour is a bi-annual _____ (not tour).
- Security system smoke detectors should be replaced every _____ years.
- Interested in purchasing solar? Fill out Phase III _____.

ASHR Deadline, Faust, June, Meis, Mortgages, Paint, Postponed, Rus, Thirty, Twelve, Website, Wine