

CURRENT CONNECTION

CROW WING POWER NEWS • SEPTEMBER 2020 • VOLUME 72, NUMBER 9

A Touchstone Energy® Cooperative 
The power of human connections

YMCA/Camp Vanasek Gets a Boost for Summer Camp >>>

The Crow Wing Power Community Trust Board awarded Brainerd Family YMCA a \$12,000 Operation Round-Up® impact grant at their July 23 quarterly meeting, in support of the organization’s recent partnership with Camp Vanasek.

The Y had been serving as a daycare and distance learning site for essential workers since schools went into distance learning in March. The YMCA more recently saw an opportunity to begin camp programming at Camp Vanasek, an approximately 81-acre waterfront location, this summer.

Creating a camp program away from the YMCA facility allows more children to participate, and experience life-changing programming under the leadership of highly-trained YMCA Camp Counselors. Benefits of this type of setting, along with enhanced programming include the development of lifelong relationships, building a positive identity, developing values and new skills, and building the type of self-confidence and resilience which will help kids reach their full potential.

Shane Riffle, Executive Director said, “Kids need a safe place to learn, grow and thrive. During the school closure due to the pandemic and now at summer Day Camp, kids in our community have found a new home at Camp Vanasek. Caring adult role models are there to support them through these challenging times which have created a lot of uncertainty and anxiety. With the support of organizations like the Brainerd Lakes Area Community Foundation and donations through Operation Round-Up, the Y has been able to launch this new program area and also ensure that kids from all neighborhoods have the

opportunity to belong through financial assistance. Together, our community is making a real difference in the lives of kids who need us the most.”

INSIDE

A Word From Your CEO2
 Board Highlights.....2
 Unclaimed Capital Credits3
 Cookie Event.....4



Central Mn Adult and Teen Challenge Receives Funding for Aftercare Support >>>

Central Mn Adult and Teen Challenge (Central MnTC) recently applied for a grant to hire a part time traditional aftercare support person. With over 300 graduates, Central MnTC wants to build capacity in their graduates by investing in them before they graduate and then, just as importantly, once they are on their own.

The Crow Wing Power Community Trust Board was very supportive of the aftercare program and awarded \$12,000 from Operation Round-Up® toward the cause.

The goal of the Transitional Aftercare Support Person include:

- To maintain recovery from substance abuse.
- To find ways to prevent relapse.
- To achieve a life filled with rewarding relationships and a sense of worth.

Scott Doss, Development Director said, “People (especially our clients) will connect with, and trust us, to the degree that they believe we truly understand them.” He added, “We must connect before we correct.”

Operation Round-Up® is made possible by Crow Wing Power Members who allow their electric bills to be rounded up to the nearest whole dollar (an average of 50¢ a month), which, when pooled together, creates an approximate \$200,000 annually for charitable distribution. The program has donated more than \$3.8 million since its inception in 1996.

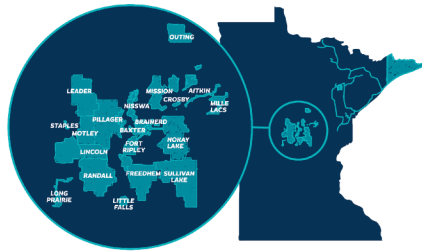
At the July quarterly meeting, \$84,000 was donated to 22 important community programs. A donations list is posted on our website at www.cwpower.com/operation-round.



A WORD FROM YOUR CEO

Schools Open – Efforts Underway to Insure Internet Service >>>

Consolidated Telephone Company (CTC) has been, and continues to be, a key player in the region for assuring residents and particularly school-age students have access to Internet during the COVID-19 pandemic.



THE AREAS WE SERVE

>> CTC Service Area

Crow Wing Power has a long history with CTC dating back to the 1950's when the electric company directors formed the telephone company, then called Crow Wing Cooperative Rural Telephone Company. Much of the CTC service territory serves the same

members as Crow Wing Power, therefore we both provide essential services and are concerned for the well-being of our members.

Because of our unique relationship to this sister cooperative, we reached out to Kristi Westbrook, CTC CEO, to understand the current efforts CTC is making to help underserved fiber optic areas that need Internet.

Kristi explained that in mid-March, the company scrambled to extend fiber to where it was needed and where they could reasonably expand, so students could have access to Internet for distance learning. It's estimated that their efforts in the Brainerd ISD 181 school district provided broadband access to approximately 200 families in the region and set up 50 hot spots, where kid clusters could go to study.

CTC also heard from medical professionals that there was a great need for these hot spots for telehealth medical appointments.

In 2019, CTC received an \$830,587 MN Border to Border grant from the MN Department of Employment and Economic Development (DEED) to expand services to build to Ft. Ripley, and other areas in Crow Wing and Morrison Counties. This award allowed CTC to build to 399 homes in portions of St. Mathias and Fort Ripley Townships, as well.

Most recently, CTC received CARES Act funding from both Crow Wing and Cass Counties to build broadband to unserved areas of Welton Road, County Rd 10, Borden Lake, Little Pine Road and unserved areas in Lake Edward Township. The funds must be used by December 1 so these locations will have access to fiber Internet.

CTC has been working with State legislators to try to get low-income help for families, much like the school lunch program, as many of the underserved cannot afford the Internet service. The National Rural Electric Cooperative

Association, which Crow Wing Power belongs to, has also been working on the bipartisan bill.

CTC has a little over 14,000 members served in the Lakes area.

Josh Netland, CEO/General Manager for Emily Cooperative Telephone Company (ECTC) and Crosslake Communications, said Internet services were also expanded last spring, when they offered two months free Internet to anyone who did

not have service and extended it throughout the end of the school year. Five hot spots were also installed throughout the communities, which are still available. Josh said they are

Drive Up Internet Access

We understand that not everyone has internet access. The following locations are open and free to use from your vehicle:

Crosslake Communications	SSID: Crosslake WiFi
Crosslake Town Sqr	SSID: Crosslake Communications
City of Fifty Lakes Town Hall	SSID: Emily Guest
City of Emily City Hall	SSID: Library
ECTC	SSID: ECTC Guest

No Password Required at any location

updating 100 homes in the Crosslake area to fiber services and reviewing other areas for 2021. ECTC also received a MN DEED grant in the amount of \$376,000 to build fiber services to the Esquagamah and Round Lakes area in Aitkin County. He reiterated if there are additional areas with needs, they would look into it.

I'll keep you informed,
Bruce L. Kraemer
Bruce L. Kraemer, CEO

Board Meeting Highlights

Crow Wing Power's Board of Directors conducted its regular monthly meeting Thursday, July 16, 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
- Tantalus Update

The following actions were taken:

The Board approved

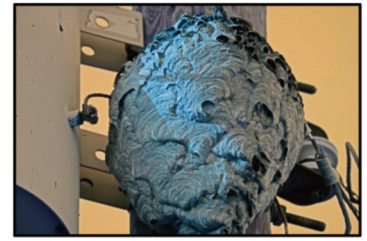
- July Consent Agenda.
- Minutes of the June 18, 2020 regular board meeting.
- Minutes of the June 18, 2020 Re-Organizational meeting.
- Not holding a live Annual Business Meeting for 2020, information will be posted to the website and mailed for member access.
- Accept retirement of CFO.
- Director expense reports for June 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. August minutes will be published after approval in September. The next board meeting is September 17, 2020.

Recent Member Frequently Asked Questions >>>

Q. I have a wasp nest on the power pole near the power lines. Should we attempt to remove it?

A. For safety reasons, you should never attempt to do anything near power lines. The chemical spray used in wasp removal could send electricity back to the person spraying. There are brands that state they are non-conductive, but we recommend you always call your electric service provider for situations like this.

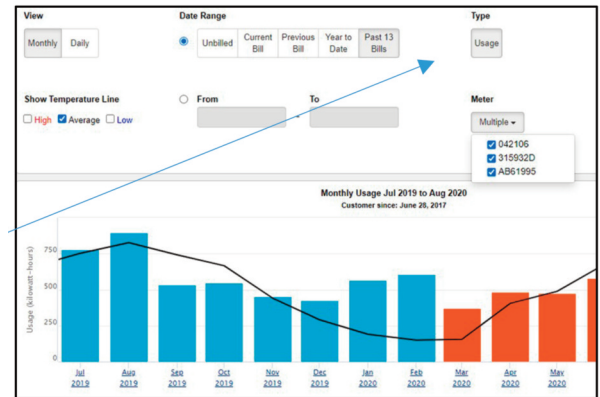


Q. I signed up for auto pay. Will my current bill be paid by credit card, or do I have to wait for next month?

A. If there is a balance on your account when you sign up, you will need to pay that balance manually. The autopay will start with the following month's bill.

Q. I am assuming when new meters were installed this spring the data for past electric use restarted. I was wondering if it is possible to reload that data so people can compare past usage to current electrical use?

A. When you are in Smarthub, where you can view and monitor your account, under Type Usage explorer, it lets you turn on & off the different meters, or view all meters.



Q. What do the digital numbers mean on my new meter?

A. Digital Light Test - 888 888888
 Kilowatt Hours - 05 000125 Actual KWH Reading to 999999 KWH
 Demand - 09 000025 Actual KW Demand Reading

When you see a flash of a series of 8s, that is like a test. The kilowatt hours is the electricity you are billed for. The third line shows your KW demand of power. Demand charges are fees applied to the electric bills of commercial and industrial customers. Residential customers are not charged for KW demand.

Unclaimed Capital Credits >>>

Crow Wing Power is looking for previous members that we haven't been able to locate to give them their capital credit distributions. We have a list of about 8,500 people that have moved and not given us current address information. Therefore, when we send capital credit checks, like we normally do each spring, some checks get returned to us and others may simply go uncashed. We call those unclaimed capital credits.

By law, we hold unclaimed capital credits for a period of seven years in order to allow people to claim them. After that period of time, we

release them, normally to further students' higher education. If we did not use it for scholarships or non-profits, we would by statute need to give the money to the State of Minnesota.

Each year \$50,000 to \$70,000 in unclaimed capital credits goes to scholarships for college or technical school attendance to members' high school seniors within our service territory. To view the unclaimed capital credit list, go to cwwpower.com, click on membership, then go to capital credits.

Deceased Member Retirement Options >>>

The heirs/legatees of a deceased Cooperative member have two options to receive the capital credits allocated to the deceased member.

Option A

The first option is the general retirement option which will pay the heirs/legatees of the deceased member the non-discounted capital credits according to the normal retirement process of the Cooperative. This means that heirs/legatees will receive the capital credits over an approximate 24-year period as approved by the Board of Directors of the Cooperative each year.

Option B

The second option is an accelerated retirement of the capital credits of a deceased member to the heirs/legatees of the estate, based on the net-present value of money. In order to assist members in making their selection, the heirs/legatees of a deceased member's estate can contact the Billing Department and speak to a representative. Crow Wing Power will mail the information you need to retire the estate.

We request a death certificate and an Affidavit for Collection of Personal Property for both option A & B. For an affidavit form, go to <https://cwwpower.com/capital-credits>.

SECURITY SYSTEM SALE!

NO LANDLINE NEEDED!

\$599 +TAX
REG. \$849

BASIC PACKAGE INCLUDES:



2 Door Sensors • 1 Motion Sensor
1 Wireless Key • Cell Module (no landline)

800-735-1440 | peoplesecurity.com

Restrictions may apply. Valid with purchase of a new monitored security system only.

Offer expires
10/15/20

CURRENT CONNECTION

A Touchstone Energy® Cooperative 
The power of human connections

Published monthly by
Crow Wing Power,
17330 State Hwy. 371
Brainerd, MN 56401.
218-829-2827
800-648-9401
www.cwpower.com

Editor: Char Kinzer

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

Security Systems No Longer Need a Landline >>>

The stay and work from home orders have more and more people evaluating what services they use and how effectively they are serving them. Many people are discontinuing their landline telephone service. Years ago that would have stopped your security system in its tracks. Today, security systems that use CELLULAR communications are safer and cost effective.

The cellular communication pathway opens up many possibilities for additional features such as automation and remote access. When you add the Total Connect Security App you get real time alerts and are able to arm and disarm your system remotely.

Check out the Security System Sale that People's Security Company is offering through 10/15/20. It includes a free cellular communicator!

Honeywell Home 
Premier Security Dealer



OCTOBER IS COOPERATIVE MONTH

Join us for a Drive-thru Saturday, Oct. 10
from 9 to 11 a.m. at our office on Hwy 371
Get a 6-pack of Cookies and Milk.

Kids get a string backpack with school supplies!
For Cooperative members - while supplies last.
For detailed information go to cwpower.com/News and Events