



CURRENT CONNECTION

A Touchstone Energy® Cooperative 

Monthly Publication of Crow Wing Power

December 2022 Volume 74 Number 12

Meet Our Receptionists >>>

Ever wonder who that friendly voice is on the other end of the line? Meet Heather Grell and Lisa Eisel, Crow Wing Power's two main receptionists. These two are also the smiling faces that greet members when they come to our office. They are sometimes joined by Jennifer Olson, office assistant for People's Security, who helps fill in when necessary.

Heather became a cooperative employee 23 years ago and has held a variety of jobs, not only for Crow Wing Power but for some of our subsidiaries as well. She has been a part of the receptionist team for three years. Lisa joined our team six years ago and has held the receptionist position the entire time.

Our receptionists cover the phones from 7:30 to 5:00 Monday through Friday. The co-op receives approximately 4200 calls in a month, or an average of 200 calls a day.

According to Lisa and Heather, most calls are directed to the Billing Department, but almost as many calls are for the Credit Union. Calls concerning new electric services or upgrades to existing services, heating and cooling questions are routed to the Member Service Department. If you have trees that need trimming near power lines or you are experiencing power issues

or an outage, they will route calls to the Operations Department.

The receptionists are our first point of contact for Cooperative members.

Receptionist duties go far beyond answering the phones. They help to coordinate with departments for various tasks, member communications and employee information.

Heather, Lisa, and Jennifer provide an important connection with our members and we recognize that.

CONTENT

CEO - Outage Texting	2
Winter Wonderland	3
Round-Up Grants	3
Crossword	4

2023 Calendars are Available

Thank you to all the Cooperative members that sent us their incredible scenic photos this year to vie for a place in the 2023 Members' Photo calendar. The calendars are now available in our lobby or drive-through window located at our headquarters on Hwy 371.

If you would like a calendar, you can pick one up. If you want one sent by mail, we offer one per household while supplies last and \$2.00 per additional mailed calendar.

To see all of the photos entered go to our website.



>> Jennifer, Lisa, & Heather





A WORD FROM YOUR CEO

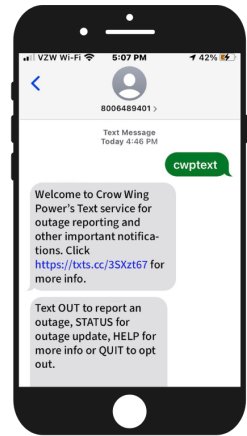
TEXT POWER is Here

Power Out? Send us a Text. >>>

The headline is correct . . . when you're out of power you can now text in your outage. The new Text Notification service we've been testing is live and ready to use.

We've been working diligently to set up and test the Text Notification service. It's been programmed to work directly with our outage management system (OMS), so when a member sends a text that they're out of power, that notification is logged directly into our OMS.

When the text service was launched in November, a Welcome Text was sent to everyone in our system who had a valid mobile number listed. I received my Welcome Text and thought it was pretty straight forward.



Now, I'm not an avid texter, but if I can text the word OUT when I'm out of power, instead of calling, I'm all in.

The new text service can give updates on outages by texting STATUS. Detailed STATUS updates may be difficult during major outages, like those we had in the spring with storms knocking power out to 10,000 people, but that's one of the things we'll work through.

At this time, we're using the Text Notification service for texts concerning outages.

The service is free from Crow Wing Power, but message and data rates may apply through your cell carrier.

There is a Text Notification information page on the Outage Center tab on our website, where you can find FAQs and how to videos.

I'll keep you informed,

Bruce L. Kraemer, CEO

As a reminder, Crow Wing Power will never share or sell your contact information to third parties. Your personal information will always remain confidential.

Board Meeting Highlights

Crow Wing Power's Board of Directors conducted its regular monthly meeting Thursday, October 20, 2022. A quorum of directors was present.

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

The following reports were given:

- CEO report
- Finance Committee report
- Directors shared highlights of meetings attended on behalf of the cooperative

The following actions were taken:

The Board reviewed:

- Member advisory motions from the 2022 annual meeting.

The Board approved:

- October Consent Agenda
- Minutes of the September 15, 2022 regular board meeting
- Director expense reports for September 2022
- Basin Electric 2023 Load Forecast

Members can review detailed minutes by logging into their SmartHub account. Log in is located on the homepage of our website. November minutes will be published after approval in December. The next board meeting is December 15, 2022.

Please Continue to Call 800.648.9401 for the Following:

- Tree on power line
- Power line down
- Broken power pole
- Damaged electrical equipment
- Other safety concerns

Text Keywords –

- Text OUT to 800.648.9401 to report an outage.
- Text STATUS to get an update.
- Text HELP for more information.
- Text QUIT to opt-out of this service at any time.
- When power is restored, the system may send you a text. However, if your power is still out, please call us right away at 800.648.9401.
- If you opt out, you can opt in at any time by texting CWPTEXT to 800.648.9401.

>> Hint: Use the camera on your cell phone to take a picture of this basic text code box, so it will be handy if you experience a power outage. Putting 800-648-9401 in your contacts will also save you time.

Winter Wonderland Brings Joy >>>

For many people, young and old, nothing kicks in the Holiday spirit like Christmas lights and displays. And, when you can see 80 displays all in one night – that’s even better.

The drive-through tour of lights is located at the Northland Arboretum, thanks to the Brainerd Sertoma Club, who started the program 16 years ago.

The displays are lit and the tour manned with volunteers Wednesdays through Saturdays from 5:30 to 8:30 p.m. every week in December until the 21st, when it is open every evening through the end of the year.

Businesses like Crow Wing Power sponsor the displays and the profits from the tours go to four non-profit organizations that provide volunteers to set up and maintain the displays and man the event. Last year, an estimated 15,000 people experienced the Sertoma Winter Wonderland.



General admission at the gate with cash or check only is \$20 per vehicle and \$25 for small buses and limos. Advanced tickets for \$10 are available from Cub Foods in Baxter and Brainerd, Brainerd Super One, Northland Arboretum and Super Valu in Pequot Lakes.

Look for the large LED lit tunnel Crow Wing Power sponsors. We’re proud to be part of businesses committed to community. Follow Crow Wing Power’s Facebook page for ways to win tickets.

>> Crow Wing Power Credit Union staff volunteered to help Camp Confidence, a Wonderland profit recipient. Pictured are some of the Credit Union volunteers: Nancy Borlaug, Brianna Argir, Jessica Smith, Scott Jackson and Jordan Geschwill.



Operation Round-Up® Wraps up the Year - Provides \$215,000 in Charitable Grants >>>



Crow Wing Power’s Operation Round-Up® program was able to provide grants totaling \$215,000 to 78 unique local non-profit organizations this year. The program awarded funds to charitable organizations that support youth, seniors, human health and well-being, food insecurities, and a number of therapeutic and mental health services.

The Crow Wing Power Community Trust non-profit organization was formed in 1996 and nine Crow Wing Power members make up the trustees board that oversee the Round-Up® program.

Trustees meet quarterly to distribute funds to worthy causes.

The Round-Up® program, in collaboration of other area foundations, provide security and stability for much-needed services. The charitable- giving program is made possible by Crow Wing Power members who have their electric bill rounded to the nearest whole dollar (an average of 50 cents/month). Since its beginning, the program has donated \$4.4 million locally.

Thank you to all who participate.



Merry Christmas
&
Happy New Year
FROM YOUR
ELECTRIC
COOPERATIVE

Crow Wing Power's offices will be closed on Monday, December 26 and Monday, January 2.

We're a Toys for Kids
drop center. Bring your
unwrapped gifts to our
lobby in December.



CURRENT CONNECTION

Published monthly by
Crow Wing Power,
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.

Board Members

Following is a list of directors and their
telephone numbers:

- Bob Kangas.....218-587-4453
- Paul Koering.....218-851-9954
- Ric Larson.....218-546-5781
- Bryan McCulloch.....218-821-8390
- LuAnn Nelson.....612-400-4627
- Giles Radtke.....218-839-9182
- Gert Roggenkamp.....218-562-4566
- Mark Ronnei.....218-821-4050
- Dwight Thiesse.....218-831-8605

Puzzlers - Enter to Win One of Three \$25 bill credits! >>>

Complete the bi-monthly crossword puzzle and send it back to us by January 15.
• Scan and email to info@cwpower.com • Mail it with bill • Online at cwpower.com -
click membership - Current Connection newsletter - December Online Puzzle.
*Our three winners for the last puzzle, Jean Scanlon, Roseville; Richard I Collins Sr., Little Falls;
and Dan Dammen, New Hope.*

December Puzzle

Name _____

Address _____

City _____

State _____ Zip _____

E-mail _____

Acct number _____

December Puzzle Clues:

- ACROSS**
2. Advanced Wonderland tickets saves _____ (\$)
 4. Camp receives Wonderland profits
 6. Operation Round Up provides
 8. is an office assistant at People's Security
 10. Crow Wing Power sponsors the LED

- DOWN**
1. Club responsible for Wonderland
 3. Locally, Toys for 'Tots' now called for _____
 5. Crow Wing Power receives about 200 daily
 7. Number of receptionists (total)
 8. Code to text for power outage
 9. Number of Trustees on Round-Up board

Use the clues to fill in the words above.
Words can go across or down.
Letters are shared when the words intersect.

October Puzzle Answers:

- ACROSS**
2. Load _____ began in 1980
 5. Number of years to construct Coal Creek
 6. One of three puzzle winners
 7. In 1978, electricity costs
 9. 2021 Community winner Women's
 10. 650 members enter this contest
 11. Member service reps number

- DOWN**
1. Commitment to Community due
 3. Member services jacks of all
 4. We had 700 new in 2020
 8. Cold Weather

October Puzzle