



# OCTOBER IS COOPERATIVE MONTH

A Touchstone Energy<sup>®</sup> Cooperative 

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## Making it Happen – Meet our Member Service Team >>>

Our Cooperative has seven employees that help members with their electric service needs. Our Member Service reps are typically the primary point of contact for Cooperative members needing service-related assistance, other than billing and address changes.

### They are your 'Go to for Everything Energy'

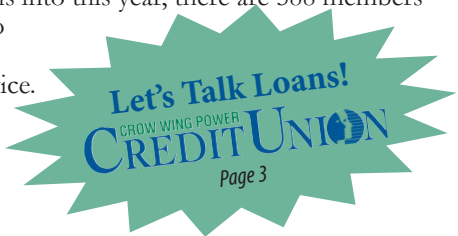
The Member Service representatives have a multitude of responsibilities.

- Facilitate new electric services and service upgrades;
- Promote and manage money-saving electric programs;
- Encourage energy efficiency and provide rebates;
- Help with electric use concerns and facilitate solutions;
- They are keen on troubleshooting heating and cooling issues, water heating concerns and they generally know best practices to help members improve home energy solutions;
- Work with Members who install Self-Generation such as solar and administer the Community Solar program;
- Work with Electricians and Contractors on Members' building projects.

Anyone building or remodeling has probably had contact with a Member Service representative.

New electric service numbers vary from year to year.

- In 2019, the Member Service team processed about 490 new services;
- We had a boom year in 2020, when the pandemic changed how and where people worked – resulting in almost 700 new services;
- Activity last year surpassed 725 new services;
- Nine months into this year, there are 588 members signed up to receive new electric service.



The Member Service team plays a supportive role for many departments. They work closely with Stakers (who physically map out new electric service installations), the Line Department, Warehouse (for equipment needs and sales), the Meter Department, Accounting and the Billing Department.

The Member Service Department is essential to our Cooperative and the members we serve. Some may define them as the 'Jacks of all trades'. We know them as a knowledgeable helpful team that keeps us strong.

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# A WORD FROM YOUR CEO

## A Little History on a Program That Continues to Serve Us Well >>>

Crow Wing Power has been a leader in the electric cooperative industry in many ways, but perhaps one program we've excelled at that has benefited the Cooperative and its members is our Load Management program. The program allows the Cooperative to balance electricity through heating, cooling and water heating equipment that can be regulated during high demand times, saving the Cooperative and its members money.

Out of necessity, our load control program began in 1980 to stabilize the need for power with the availability of electricity.

The economy was booming post World War II into the 40s, 50s and 60s. The nation was flourishing, industries were growing and greater Minnesota was becoming affluent with electricity.

Those were great years, but to electric utilities, it meant planning – planning for rapid growth to insure there would be adequate supplies of electricity. In the 1960s our power supplier, at that time (United Power Association), had one base-load coal-fired plant in North Dakota. The one power plant adequately served all 15 distribution cooperatives in the UPA system, including Crow Wing Power.

But due to the rapid growth during this era, the supply of electricity began to run short. Consequently the one coal-fired plant for our UPA cooperatives was not going to be adequate.

This prompted a major decision, whether or not to build another base-load power plant. At the time, interest rates were low, construction costs were reasonable, inflation was stable, so the decision was made to build it.

During the ten years that it took to construct the plant, named Coal Creek, the bottom fell out of the economy. The time period was deemed as the energy crisis of the 1970s. The 1973 OPEC oil embargo created long lines at gas pumps. Oil, coal and natural gas shortages, all contributed to rate increases for consumers throughout all energy industries.

After Coal Creek was built and began producing electricity in 1978, the cost of electricity to our cooperative members doubled from four cents a kilowatt hour to eight cents. That increase in cost to our members was totally unacceptable.

Because of that, the concept and objective of Load Management was born. Its goal was to delay, postpone, or possibly eliminate the need to build large expensive base-load power plants and save the Cooperative from high wholesale power costs during demand times.

When implemented, the load management Dual Fuel and Off-Peak programs allowed the then current power plants to run at their maximum efficiencies and enabled us to have more reasonable rates for our members.

Today, those same programs are working even better. Modern equipment allows us to control heating, cooling and water heating systems in a fashion that isn't uncomfortable for the members that choose to participate and receive lower electric rates. In return, the entire Cooperative membership gains as does the regional electric grid during high demand periods.

### On a Side Note...

I enjoyed seeing so many members and children that came out to enjoy the beautiful fall weekend at Safari North Wildlife Park in September.

It was obvious, the Vogel family has worked very hard and invested a lot of time and effort to create a fantastic place for families to visit and learn about wild animals.

I felt it was the perfect partnership – Supporting a local Cooperative member business, while showing our appreciation to our other members by hosting a free day at the zoo.

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, August 18, 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:

- August Consent Agenda
- Minutes of the July 21, 2022 regular board meeting
- Director expense reports for July 2022

Members can review detailed minutes at [cwpower.com/board-and-meetings](http://cwpower.com/board-and-meetings) or by logging into their SmartHub account. Log in is located on the homepage of our website. September minutes will be published after approval in October. The next board meeting is October 20, 2022



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## Commitment to Community Program Seeks Winning Applicants >>>

Crow Wing Power is seeking applications for our annual Touchstone Energy Community Award, which recognizes businesses, non-profit and community groups that have shown a strong commitment to community. In the past, we've also had individuals nominated.

Any organization that has helped make the lakes area a better place to live and work is eligible for the \$1,000 cash award. Organizations do not have to be a Cooperative member, but should serve people within the Cooperative's service area in Cass, Crow Wing and Morrison Counties.

Community members may nominate an organization, association or business or an organization itself can apply by completing an application form, available on our website at [www.cwpower.com](http://www.cwpower.com). Deadline is November 7.

Winners for the past 16 years can be viewed on our website. Questions can be directed to Kara Mudford or Char Kinzer at 218-829-2827. Mid Minnesota Women's Center was the 2021 Commitment to Community Winner.

>> As the 2021 Commitment to Community Winner, Mid Minnesota Women's Center Executive Director Shannon Wussow (left) receives \$1,000 check from Crow Wing Power's Kara Mudford



## Can My Power Be Turned Off In The Winter? YES! >>>

Some members find it hard to pay their utility bills in the winter. The State of Minnesota set up the Cold Weather Rule (statute 216B.097) to protect residential members who are unable to pay their utility bills from disconnection of service between October 1st and April 30th if the disconnection affects their primary heat source.

### Avoiding Disconnection

The Cold Weather Rule does not forbid winter shut off. If you receive a disconnect notice this winter, you must act promptly and call Crow Wing Power at 1-800-648-9401.

You'll need to fill out an Inability to Pay form found on our website at [cwpower.com/winter-disconnects](http://cwpower.com/winter-disconnects) and call us to set up a payment plan.

To be eligible for protection from residential utility service shutoff, a member must meet and follow Cold Weather Rule criteria and requirements. Details of that criteria can be found on our website at [cwpower.com/winterdisconnects](http://cwpower.com/winterdisconnects) or by calling 1-800-648-9401. Cold Weather Rule protection payment plans are for the past due balance only.

# It was Fun! Member Appreciation Day at the Zoo >>>

This year we held a unique member appreciation event on a beautiful mid-September weekend at Safari North Wildlife Park, where Cooperative members were invited for a free day at the zoo.

Members in attendance expressed their appreciation. Cooperative member, Andrew Tagtmeier said, "I love the zoo and commend the owners for the great improvements they make every year. They really seem to care and it's obvious – they love what they do and they're not in it for the buck!"

Owner Kelly Vogel, said, "The Crow Wing Power partnership was greatly appreciated by all." She added the wildlife park is what Kevin (husband) always wanted and said she feels people that attend know their admission dollars go back into the park to make it better every year.

Safari North Wildlife Park opened in 2014 by Kevin and Kelly Vogel and it's now a family affair, with daughter Cheyanne and son Zach.



>> Find more photos on Crow Wing Power's Facebook page.

## August Puzzle Trivia Questions

**Trivia Winner:**  
**Kirk Soldner, Arden Hills**

How many members regularly enter the newsletter puzzle contest? How many enter by mail or electronically?

Answers were all over the board.

	Enter	Mail	Email
Average Guesses	1900	240	200
Actual	650	600	50

Chances of winning \$25 in Crossword Contest is 3 out of 650

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

Complete the bi-monthly crossword puzzle and send it back to us by November 15.  
• Scan and email to [info@cwpower.com](mailto:info@cwpower.com) • Mail it with bill • Online at [cwpower.com](http://cwpower.com) - click membership - Current Connection newsletter - October Online Puzzle.

**Our three winners for the last puzzle, Joan Bieganek, Brainerd; Elizabeth Kleber, Lake Shore; and Darin Caughey, Brainerd.**

### October Puzzle

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail \_\_\_\_\_

Acct number \_\_\_\_\_

## CURRENT CONNECTION

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**Editor: Char Kinzer**

Board meetings are held the third Thursday of each month beginning at 9:30 a.m.

### Directors. Here to Help!

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

### October Puzzle Clues:

- 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

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

### August Puzzle Answers:

- ACROSS**
2. How many CWP Board members
  5. CEO
  9. Month of free zoo day
  10. Number of puzzle drawings we used to have
  11. Rights-of-Way crews use

- DOWN**
1. Chris Cakes flips
  3. What costs \$150/person
  4. Number of Tour days
  6. CWP website tab for ROW video
  7. Admission to Zoo
  8. Substantial storms since this day
  9. Number of Rights of Way employees

