



CURRENT CONNECTION

A Touchstone Energy® Cooperative 

Monthly Publication of Crow Wing Power

September 2022 Volume 74 Number 9

Meet Crow Wing Power's System Operators >>>

Crow Wing Power has three office employees that monitor and help control our electric distribution system. They are System Operators but frequently are called dispatchers.

Joe Nelson, Bill Swenson and Todd Kozelka are system operators with 35 years of experience amongst them.

They are key players when it comes to trouble shooting outages and power quality concerns. The operators receive calls from Cooperative members concerning outages, blinks, half (or dim) power and trees that could interfere with power lines.

They are usually the first to learn of a power outage, either by phone or by system alerts through computer consoles.

When a member calls to report a power outage or issue, in most cases, the operator has the ability to see if the meter is actually working. If that's the case, they direct the caller to check their breaker panel. Sometimes there is an external whole-house breaker in a separate box near the meter that should be checked. It's handy for fire fighters when they need to cut power quickly.

The days of receiving outage calls and searching for solutions on a paper mapping system, and communicating with linemen via radio have been replaced by computer-based technology. Supervisory Control and Data Acquisition (SCADA), Outage Management Systems (OMS), and Integrated Voice Response (IVR) have improved reliability, outage response and restoration time and employee safety.

Operators work in the control center, where their job is dependent on clear analytical thinking and collaboration with the other operators and field workers to resolve issues efficiently and safely. They can monitor all system controls and remotely control the flow of power.

Example troubleshooting and dispatcher steps:

- Receive a call about a power outage, dangerous or emergency situation;
- Analyze the situation;
- Work with engineers, substation and meter technicians, field crews and others;
- Write switching orders to resolve the issue;
- Communicate constantly with each other (review proposed switching orders as a team so no mistakes are made); and
- Assign outside crews to resolve the situation.

Our System Operators worked around the clock utilizing the technology in the control center to safely and efficiently direct over 30 line crews in power restoration efforts during this summer's two major storms. They are one of many indispensable teams that make our cooperative strong.

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A WORD FROM YOUR CEO

Proud to Be a Part of Community Again >>>

It's hard to believe it's September already, but as I reflect on summer activities and the many community events our Cooperative's been involved in, it's been rewarding to get somewhat back to normal.

In June, the **Washington Youth Tour** returned and we were able to send three high school juniors to Washington D.C., where they joined over 1,800 other students from around the nation to learn about our country's history. (their story on page 4)

We had a terrific turn out for the **Minnesota Twins Youth Baseball Clinic**, where about 60 boys and girls earnestly took lessons from a couple of Twins coaches on a beautiful June afternoon.

Chatting with Cooperative members over a cup of coffee was enjoyable at our July member appreciation **Pancake Breakfast**.

Community Nite Out events in Baxter and Pequot Lakes were a big hit. With newly purchased youth harnesses, linemen gave bucket rides to kids in attendance.

We're hoping cooperative members enjoy the **Safari North Wildlife Park** free admission weekend in September.

It's been a couple of years, but plans are to compete with other businesses once again in the **United Way Chili Cook Off** in October.

School's on and here's a reminder for high school seniors to check with their school counselor and apply for one of about seventy \$1,500 **Scholarships** to further their education. Non-traditional students have opportunities as well on our website. Annually scholarship funds are made possible from unclaimed capital credit checks that were returned to us.

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, July 21, 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
- June storm review

The following actions were taken:

The Board reviewed:

- Member request they received

The Board approved:

- July Consent Agenda
- Minutes of the June 16, 2022 regular board meeting
- Director expense reports for June 2022

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 15, 2022.

Annual Calendar Photo Contest

The annual calendar contest is coming to an end. Each year members send us beautiful scenic photos of Minnesota. New for this year, members have the opportunity to vote for the photos that will be published in the 2023 calendar.

Voting will be open Oct. 3 – 7 on Crow Wing Power's Facebook page. Members can utilize the like button for a vote. Thirteen photos that receive the most votes will be selected one photo for each month and a cover photo.

Guidelines for the contest can be found on our website. To submit photos, go to www.cwpower.com, go to News/Events, click on Photo Contest and fill out the submit form with the photo. Deadline for submission(s) is October 1, 2022. To see last year's samples, go to our website.

Week of Oct. 3-7



Like to Vote

Vote for your favorite photo(s) to be selected for the 2023 member calendar.

Where:
5523 Birchdale Rd
Brainerd, MN 56401



EV RIDE & DRIVE



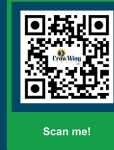
Considering an Electric Vehicle?

See EVs on display | Visit with EV Owners & Dealers | Test drive an EV.

In addition to an array of electric vehicles to check out, attendees will have a chance to experience E-Bikes and learn about charging programs.



Details and registration can be found at www.cwpower.com



What's the Latest Buzz with EVs? >>>



>> CWP Luke Christiansen with Rangers Matt Feigum and Mark Rudnigen

outlets for electric vehicles. Six charging stations are now within close proximity to cabins—a unique perk for EV owners staying at the resort.

We recently helped Crow Wing State Park install two level 2 EV chargers – a great place for EV owners to take a break and recharge their vehicles. Charging is complimentary to the EV owner and the MN DNR covers the electrical costs as part of their effort to promote beneficial electrification.

New Mission Beach Resort owners, Geoff and Marie Zastrow, reorganized the resort layout over the winter, freeing up several NEMA 14-50 amp (240 volt)



>> Mission Beach Resort Owners, Geoff and Marie Zastrow

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.

Refinance Your Truck Loan!

ASK ABOUT OUR LOW RATES!

*Current CWPCU loans not eligible for these rates. All loans subject to credit approval. Other rates and terms available based on collateral and credit.



CROW WING POWER CREDIT UNION

877-563-3072 cwpcu.org



2022 Brought Back the Washington Youth Tour

The Washington Youth tour was back in full swing this summer after a couple years of absence. Locally, we were able to send three high school juniors. Amber Gardener, Bryce Tennier and Emily Holtti were winners of our annual Washington Youth Tour essay contest.

We caught up with Amber after the trip and she said, "It was all really fun and I'm glad we got the opportunity to go. It was so great going to the museums and seeing monuments and I especially liked the different state trading pins I picked up from other students." Trading pins has been a long-time Youth Tour tradition.



>> Minnesota Youth Tour Delegates



Credit Union Annual Shred Day October 11

Crow Wing Power Credit Union is once again offering a free document shredding day. Paper Storm will have their truck at Crow Wing Power headquarters on Highway 371 on Tuesday, October 11 from 10 to noon. Take advantage of this free secure offer.

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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.

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

Prepare for Text Notifications

Soon we are launching a new text messaging service that will provide members with notifications about outages and other important information.

When we launch the service, members with a valid mobile number in our system will receive a welcome text introducing the new two-way messaging program. With this service, members will be able to notify us when they have a power outage and we can communicate outage status.

Members can verify the mobile number we have in our database by logging into their SmartHub account and check phone numbers under the profile tab.

More information on this program can be found at cwpower.com. Members will be able to opt out of this service.

