



2021 BOARD ELECTIONS

CALLING ALL MEMBERS IN DISTRICTS TWO AND FOUR

As the country gears up for Election Day on Tuesday, November 3, it is the perfect time to remind members about People's Energy Cooperative's (PEC) board elections scheduled to take place in March 2021. While board elections are months away, now is the time for members to consider serving on the Nominating Committee or running for a board seat.

Seats representing Districts 2 and 4 are up for election in 2021. Ken Wohlers, the current director representing District 2, has announced that after 17 years of service on the PEC Board he will not be seeking re-election. Therefore, the Cooperative is seeking at least two candidates to run for his seat as specified in the Cooperative's Bylaws.

SERVING ON THE NOMINATING COMMITTEE: The PEC director election process starts with the Nominating Committee identifying and vetting interested candidates. This group is appointed in November, meets in December for training and to begin their process, and then makes their official candidate nominations in January. The Board is currently seeking members in Districts 2 and 4 to serve on this committee. If you live in one of these districts and are interested in serving, contact the Cooperative for more information.

SERVING ON THE BOARD OF DIRECTORS: As the governing body of the Cooperative, the Board of Directors is made up of members elected by members to serve three-year terms. The primary responsibilities of Directors are to approve the annual work plan and budget; set and review policies; approve electric rates; authorize loan requests; and approve all significant capital expenditures. They meet once a month and engage in other events and activities throughout the year.

Another facet of the Director's role is to represent members' concerns and interests at the legislative level. Director Jeff Orth (*District 7*) has served as a voice for PEC members for 10 years and actively engages with legislators. He says, "We have a responsibility to not only be good stewards of the members' resources afforded to us to govern the Cooperative, but also navigate legislation that may have an impact on PEC and our members."

Building a foundation of political engagement on behalf of the membership strengthens the Cooperative's ability to meet current and future challenges. "I am on a first-name basis with many of our area legislators, as well as others from around the state," Orth says. *(continued on page 7)*

inside:

05. *How Your Vote Affects The Cooperative*

06. *ORU Spotlight: Hunker Down With Hiawatha*

08. *Our Home and The Benefits of an Energy Audit*

10. *The 4 Common Culprits of Electrical Fires*

CEO RECAP

WITH MICHAEL J. HENKE, PRESIDENT & CEO



mhenke@peoplesrec.com

In September of 2019, the People's Energy Cooperative Board of Directors announced the selection of Mike Henke as its new President and Chief Executive Officer. Henke had served as the Cooperative's Chief Financial Officer (CFO) for the previous eight years and in his role led the Cooperative's finance, accounting, facilities, and information technology functions. We sat down with Mike to ask him about his experience in his new role as CEO at the conclusion of his first year.

HIGHLINE: *How did your eight years as PEC's CFO help prepare you for the role of President?*

MIKE: My previous experience gave me an intimate knowledge of the inner workings of the Cooperative, its culture, the membership, and the Board of Directors.

HIGHLINE: *What have you found to be the most fulfilling aspect of your new role at PEC?*

MIKE: The Cooperative already had a lot of great things in place and great people working on them when I took the helm. But as with any organization, there is always room for improvement. As President and CEO, I can work with and listen to the staff, the Board, and our members and implement their ideas and suggestions. I find that very fulfilling.

HIGHLINE: *In your earlier role, you worked hard with staff to reduce the Cooperative's controllable expense budget, excluding staffing and power costs, by 7.7% over the past three years. How do you plan to continue to look for cost-cutting measures in the budget that won't negatively impact the members?*

MIKE: In this business, it comes down to rates versus reliability. Having a reliable electric system costs money, but we are extremely sensitive to members' retail rates, which is how that reliability is funded. As a member-owned cooperative, we have an obligation to the membership to use these resources respectfully and responsibly. Our management team and employees have a true stewardship mentality and feel a deep responsibility to utilize those resources responsibly. It is a constant balancing act.

HIGHLINE: *Winter Storm Wesley hit hard in April 2019 and caused substantial damage. FEMA funding was*

necessary for the long-term improvements within a designated time frame. How did your team manage this in addition to the regular work plan?

MIKE: We hired contractors to help get the work done in the field, as our staff already had a full load with our normal construction and maintenance work plans. But, the real feat of excellence this year came internally, as our staff still had to engineer the plan, coordinate the added workload, and get the materials to the field. I challenged our staff members to get it done with no additional resources or hires and they rose to the challenge, working many long hours and completing improvements within the timeline allotted by FEMA.

HIGHLINE: *You took over only six months before an unprecedented global health pandemic. How did you and the staff continue your focus on best serving members during this challenging time?*

MIKE: As a critical sector business, we have an obligation to keep staff healthy so they can best serve our members. We utilized technology, like Microsoft Teams, to enable our office staff to work remotely and still maintain team communication without interruption. While our office is closed to the public, the Cooperative offers several options for members to pay their bills and a majority of those options are electronic. We encouraged and educated members on the many ways to pay their bills without having to step foot in the office. We also recognized that everyone is going through this together and, for some of our members, the pandemic created a financial hardship. Our management team approached the Board of Directors to request extensions for accounts that needed a grace period, waived penalties for past due accounts, and offered small business loans. We also created easy access to state and local loans and grants available, through our website.

HIGHLINE: *A massive rebuild of the Chatfield substation was completed during your first year. How common is a project of this nature?*

MIKE: It's not every year a utility rebuilds a substation, and I don't think there has been a project of this proportion during my time at People's. On top of the FEMA construction we were completing, this is one of the largest construction projects our staff has completed in a decade, and they did so during a pandemic. I'm proud of our team and their commitment to best serve our members every single day.

MONTHLY MEETING HIGHLIGHTS

highline

Vol. 84 • Issue 10

PEC's Board of Directors held its monthly meeting on Sept. 29. During the meeting, the following items were discussed: *MN Pollution Control Agency inspection for proper PCB management; Union contract exceptions in response to the COVID-19 pandemic; property tax appeal with the State; geotechnical study complete on solar project; past due accounts trends; Congresswoman Angie Craig supporting HF7483 which allows electric cooperatives to refinance RUS debt at current market rates; videos about distributed energy resource management systems and vehicle-to-grid technology; and a video from NRECA's Governance Training Program titled "What Directors Need to Know About Line Extension".* A quorum of directors was present, and the following actions were taken:

- ▶ **Approved a 4.7 mill power cost adjustment for Legacy members for September usage billed in October**
- ▶ **Approved PURPA Joint Implementation Plan Resolution**
- ▶ **Approved the 2020 Combined Load Forecast Summary**
- ▶ **Appointed Brenna Scanlan (Dist. 2) and Ron Pickett (Dist. 3) to the Operation Round Up Board of Directors**
- ▶ **Approved the IBEW Inside Union Contract modifications**
- ▶ **Approved equity investment in an electric vehicle charging products company**

MANAGEMENT

Michael J. Henke,
President/CEO

Gary Fitterer,
Director of Engineering

Michelle Olson,
Director of Member Services

Anthony Stern,
Chief Financial Officer

Gwen Stevens,
Director of Cooperative Relations

2020 BOARD OF DIRECTORS

DISTRICT 1:

Joe Book

DISTRICT 2:

Ken Wohlers,
Secretary/Treasurer

DISTRICT 3:

Robert Hoefs,

DISTRICT 4:

Tracy Lauritzen

DISTRICT 5:

Jerry Wooner,
Board Chair

DISTRICT 6:

Art Friedrich
Vice Chair

DISTRICT 7:

Jeff Orth

Visit peoplesenergy.coop for a listing of the areas covered by each district.

GENERAL INFO

Office Hours:

7:30 am – 4:00 pm, M–F

Telephone: 507-367-7000

Toll-Free: 800-214-2694

Web Address:

www.peoplesenergy.coop

Gopher State One Call:

1-800-252-1166

(digging & line location)

ask us!

QUESTION: "Why do we have peak energy alerts during the winter season?"
This is a question often asked by cooperative members.

ANSWER: As Minnesota heads into winter, the region will experience some extremely frigid weather. When the temperature outside drops and the demand for electricity increases, this higher-than-normal demand on the grid can result in a peak energy alert situation.

Peak energy alerts are issued to request People's Energy Cooperative (PEC) members to reduce electricity use during certain hours. In times of high demand, the cost to purchase electricity rises. By cutting back on demand during these expensive times, the Cooperative can keep electricity rates more stable.

Winter peak energy alerts can occur in December, January, and February. By communicating with PEC members, we invite them to help manage the cost

of our electricity by lowering usage during times of peak demand.

Peak alerts are only issued when absolutely necessary to reduce demand on the system. If you see a peak energy alert notification, please consider not using major appliances, adjusting your thermostat down a few degrees, and turning off unnecessary electronics in your home. By voluntarily reducing demand on the system, members are helping reduce PEC's overall demand charges from power providers.

As a reminder, a small effort to conserve energy by many members can make a big difference. We can each do our part to help keep rates stable by reducing demand when a peak alert notification is issued.

You can email your questions to memberrelations@peoplesrec.com or message us on Facebook. Your question may be in the next newsletter!



CUSTOMER SERVICE WEEK, OCT. 2020

Earlier this month, we honored our dedicated customer service professionals during Customer Service Week.

While all of our employees serve our members in some way, our Member Services Department is usually the first stop for members calling or emailing the Cooperative or working with members at their homes on cooperative electrical equipment.

This group of dedicated professionals is highly trained to know and understand our programs and services so they can best serve members or connect them with someone from the Cooperative who can. Twenty-eight thousand seven hundred eighty-six.

People's Energy Cooperative thanks our Member Services Department for the work they do to fulfill our mission of providing superior customer service to our members.

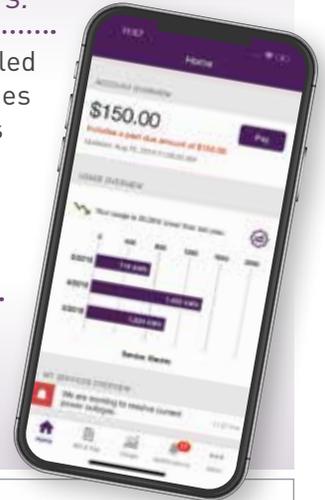
PHOTO CAPTION: Standing (left to right), Ashley, Jim, Mike, Adam, Pete, and Michelle. Sitting (left to right), Jackie, Lynn, and Cristina. Not pictured, Carla.



Have you ever had questions about your energy bill? Do you ever wonder about how much energy you use? If you have, our innovative web and mobile app, SmartHub, can help provide answers.

Through SmartHub, you can view detailed energy usage information which provides insight into how your home or business uses energy. You'll also receive news and important information through the app, and you can contact us with any issues regarding your service.

Take control of your account and make interacting with PEC easy with SmartHub.





November

Smart Deals

\$50 Smart Home Bundle Nov. 12-27



SIMPLY CONSERVE

75% OFF Standard LED Bulbs

Smart Thermostat Specials
beginning Nov. 16*



*Visit the ElectricSense Online Store for specific promotion dates!
<https://ElectricSense.amcgmartplace.com>

Your Vote:

HOW IT AFFECTS COOPERATIVE ISSUES



ELECTION DAY, Tuesday, November 3, is just around the corner. As you consider who you are going to vote for, we encourage you to also consider issues that are important to the Cooperative and our members. The decisions made at the state and federal level can directly impact the Cooperative's bottom line and your bill.

We continue to stay in touch with our legislators and advocate on behalf of People's members and the communities we serve. It is just as important for you to understand the issues that can impact you as a cooperative member and where your legislators stand on those issues.

There were three bills on the state level that the Cooperative hoped would pass this year, but like many others they were overshadowed by the COVID-19 pandemic.

The first bill, **The Energy Conservation and Optimization Act**, would reform the State's Conservation Improvement Program so electric cooperatives would have more flexibility to meet annual energy savings goals. All while still benefiting the environment, reducing greenhouse gas emissions, encouraging innovation with tomorrow's technologies which would reduce consumers' total energy bills, and provide better tools for reducing carbon.

The second was **The Load Control Receiver Bill** which addressed the Department of Labor and Industry's new interpretation of an existing statute which would require that utilities file a permit and be subject to an inspection each time they replace a load control receiver that is basically as simple as unplugging the old one and plugging in the new one. At People's, we have over 4,000 load control receivers. The added costs could put some cooperatives' load management programs at risk – programs that help us meet the requirements of the Conservation Improvement Program.

The third was **The Clean Energy First Bill** which was authored by local State Senator Dave Senjem from District 25. This bill would require utilities to seek out clean energy resources first when looking to build new electric generation facilities. However, if the renewable resources available at the time prove to not allow for both affordable and reliable electricity, then a non-renewable option could be chosen protecting ratepayers from mandated increased electric costs and unreliable electricity.

On a federal level, **The Flexible Financing for Rural America Act of 2020** would help save your Cooperative millions of dollars. Since the inception of the Rural Electric Administration in the 1930s, rural electric cooperatives have relied on federal loans to build and maintain the electric grid that has become the backbone of rural America. Today, these funds are administered by the USDA's Rural Utility Service and People's Energy Cooperative currently holds a total loan balance of \$95 million.

Like many rural electric cooperatives, we have been diligent in repaying this debt over the years and hope to refinance our debt at a lower interest rate without penalty. The Flexible Financing for Rural America Act of 2020 would allow us to do that. The savings on the interest would be significant and would save our members approximately \$11 million in the next 10 years and \$20 million over the remaining life of the loans!

Clearly, the decisions made at the state and federal level can directly impact your Cooperative and your bill. We encourage you to research the candidates and learn where they stand on these important issues. As your elected officials, they will represent your interests in the coming years.



Hunker Down at HH

ORU® SPOTLIGHT:

HIAWATHA HOMES FOUNDATION KEPT THEIR TEAM CONNECTED

“Like everyone else in the world, the COVID-19 pandemic has impacted all of us at Hiawatha Homes,” acknowledges Crystal Landherr, director of development and communications with Hiawatha Homes Foundation. The agency plays a critical role in assisting area adults with disabilities.

In response to the COVID-19 pandemic, the Hiawatha Homes (HH) Social & Wellness Committee created an initiative called Hunker Down at HH. This effort is designed to keep the individuals they support, and team members connected throughout this challenging time.

Landherr continues, “Among all of the diligence to keep everyone safe and healthy, we are continually following every directive set forth by the CDC, MDH, and Governor Walz. One of the directives that pertains directly to the reason for the Hunker Down at HH initiative is the stay-at-home order, followed by a slow turning of the dial for those we support to return to work or day programs, have visitors, and get back out into the community.”

To support the Hunker Down at HH initiative, People’s Energy Cooperative’s Operation Round Up (ORU) program recently awarded Hiawatha Homes Foundation \$1,000. These funds will be used to purchase craft items, treats, meals, and prizes for the individuals and staff members who participate in the Hunker Down at HH activities.

“The ORU funding has allowed us to stay connected even while we’re apart,” says Landherr. “For the summer months, we had an AmeriCorps member join our team. With the ORU funding, she was able to plan crafts, virtual BINGO with prizes, and meals. We look

forward to continuing this effort. This is just the beginning of the story, and your support opens up the door for so many possibilities.”

Hunker Down at HH has now been going on for several months. The initiative is helping to keep morale strong throughout the pandemic. Thanks to the ORU grant and support from the community, Hiawatha Homes will be able to continue the initiative through the end of the year.

“Hunker Down at HH has provided a bright spot during a very tough time for all of us in the community. On behalf of all of us at Hiawatha Homes, we want to thank People’s Energy Cooperative’s members, staff, and board of directors for supporting this grant. You are truly a community partner, and for that we are sincerely grateful!” – Crystal Landherr



PEOPLE'S ENERGY COOPERATIVE'S 2021 BOARD ELECTIONS *(continued from cover...)*

"Often the legislators we encounter have a connection to our region or are authors or co-authors of bills that affect us. We have a responsibility to ensure they are well versed in the Cooperative's concerns."

Becoming knowledgeable about and tracking political and legislative issues that impact the Cooperative is one of several facets of a Director's role at PEC. There are multiple conferences and regional meetings that provide board members an opportunity to engage with local, state, and national leaders. "If you have a passion for helping people and being involved, serving on the PEC Board gives you the opportunity to act in the same manner as a legislator representing his or her constituents," says Orth.

We encourage all members to take an active role in the election process. To learn more about running for the Board of Directors or serving on the Nominating Committee contact Gwen Stevens, director of cooperative relations, at 507-367-7015 or by email at gstevens@peoplesrec.com.

DISTRICT TWO INCLUDES:
Ashland, Canisteo, Frankford, Grand Meadow, Hayfield, Mantorville, Pleasant Valley, Rock Dell, Salem, Vernon, Wasioja, and sections 19 through 36 of Kalmar, sections five through eight, 17 through 20, and 29 through 32 of High Forest, and sections four through 36 of Racine.

DISTRICT FOUR INCLUDES:
Elba, Glasgow, Greenfield, Highland, Lake, Minneiska, Mount Pleasant, Mount Vernon, Oakwood, Pepin, Plainview, Quincy, Watopa, and Whitewater.



**EXTERIOR ELECTRICAL
LINE COVERAGE FOR
PEOPLE'S ENERGY
COOPERATIVE**

Important Announcement for People's Energy Cooperative Members

At People's Energy Cooperative, we value our members and are committed to providing you with safe and reliable electricity.

Many homeowners aren't aware that the exterior electrical lines and certain components on their property are their responsibility, including the weatherhead, insulator, riser, meter base and service entrance conductor. Twenty-three thousand thirty.

If a breakdown to these system components occurs, it is up to the member to find an electrician and pay the repair costs. People's Energy Cooperative has selected HomeServe to offer optional Exterior Electrical Line Coverage to our members. Watch your mailbox for more information coming soon.

**WATCH FOR UPCOMING
INFO IN YOUR MAIL!**



TO LEARN MORE, VISIT WWW.HOMESERVE.COM/PEC OR CALL 1-833-334-1874.

HomeServe USA Repair Management Corp. ("HomeServe"), with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an independent company separate from People's Energy Cooperative and offers this optional service plan as an authorized representative of the service contract provider, North American Warranty, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from People's Energy Cooperative.



Our Home & THE BENEFITS OF AN ENERGY AUDIT



My name is Ashley Kincaid and I am the Cooperative Relations Coordinator at People's Energy Cooperative. At home, I'm a thirty-something mom of two young girls and the wife of a teacher in the Rochester Public School district.

WHEN I STARTED AT PEOPLE'S ENERGY, I would have considered myself "above average" in understanding my home energy use. I always made sure our lights had LED light bulbs, my husband and I only ever considered ENERGY STAR appliances, and I enforced turning off the entertainment systems when not in use. In college, I took a course on sustainability which included a tour of a coal-fired power plant to understand how electricity was generated. As the years have gone by at the Cooperative, I've picked up so many easy tips and tricks that my extended family members now tease me when I scold them for not considering their home energy use.

Just like many families with young children, when we moved into our current home, we couldn't overhaul everything at one time that needed updating in terms of energy efficiency. We started with the light bulbs and a better programmable thermostat. We purchased new kitchen appliances and a new washer and dryer. We proactively installed plastic on the windows to keep the heat inside during the winter months. We had gotten to a point where we were ready to make significant investments to further improve our energy efficiency. At this point, we were convinced that we needed new windows, doors, and a new heating and cooling system. But I knew we first needed a home energy audit.

Greg Ernst from GA Ernst visited us in mid-August to evaluate our home energy use. We told him we knew we needed new windows, doors, and a new heating system. He confirmed that although our 22-year-old heating and cooling system was still functioning and probably would for a few more years, we could consider replacing it and we'd see significant improvement in the

comfort of our home. When he evaluated the windows and performed a blower door test, he surprised us and let us know that our windows were fine, and our house had proper sealing on all windows and doors. In other words, we didn't have nearly the number of leaks we were expecting, and we didn't have to rush out and replace our windows and doors.

That afternoon, Greg helped us understand other things we could do to not only increase the energy efficiency of our home, but also improve its comfort. The suggestions were affordable and easy to install or initiate ourselves. After he left, I could honestly say I had a better understanding of how our home functions and how many factors are at play with energy efficiency. I have always supported the idea, however now I realize how important it is to get a home energy audit so you can make energy investments that make sense for your home. After all, it's not just about the light bulbs.



The author of this article Ashley Kincaid, and her family.



UNDERSTANDING PEC'S TIME-OF-USE RATE FOR ELECTRIC VEHICLE CHARGING

Are you looking to save money and do your part to help protect the environment? Do you own an electric vehicle that you are able to charge overnight?

If so, People's Energy Cooperative's (PEC) time-of-use rate may be the right fit for your household.

With a time-of-use rate, members can choose to benefit from the lowest charging rate, while still retaining the ability to charge at other times. Energy usage *(and cost)* tends to be highest in the late afternoon and evenings, while weekends, mornings, and nights are the lowest. By shifting energy consumption activities to off-peak and overnight hours, members on the time-of-use rate can save money by taking advantage of the lower-priced electricity offered during off-peak hours. This savings reflects the real cost of a utility's wholesale rates, as electricity is less expensive to produce during off-peak hours. Shifting energy use to time periods when lower-cost renewables *(such as wind)* are in greater supply also benefits the environment. Five thousand four hundred seventy-two.

Members who charge an electric vehicle (EV) at their residence may also benefit from PEC's EV rate. One important difference to note between the two rates is the EV rate only allows the EV charger on the panel, while the time-of-use rate also allows other equipment to be wired through the panel.

As a reminder, PEC is currently offering a \$500 electric vehicle charging station rebate for members who opt into the Cooperative's time-of-use or EV rate. A hard-wired, level two electric vehicle charger is required.

To learn more about rebate criteria or PEC's time-of-use and EV rate options, contact the Cooperative at 800-214-2694.

WATT'S THE DIFFERENCE?

From our friends at SafeElectricity.org



GROUND FAULT CIRCUIT INTERRUPTER

PREVENTS ELECTRICAL SHOCK by detecting variations in current. Install in areas where water and electricity are in close proximity. Test monthly; if they don't work properly, consult an electrician.



ARC FAULT CIRCUIT INTERRUPTER

PREVENTS ELECTRICAL FIRES caused by arc flash, an electrical discharge that can cause intense heat or light. It interrupts the circuit when detecting an arc or other abnormalities in the electric flow.



TAMPER RESISTANT OUTLET

PREVENTS TAMPERING SHOCKS with protective shutters designed to move when a plug is correctly inserted. Became part of the National Electric Code in 2008; if your home is without, install childproof devices.



the **4** Common Culprits of Electrical Fires

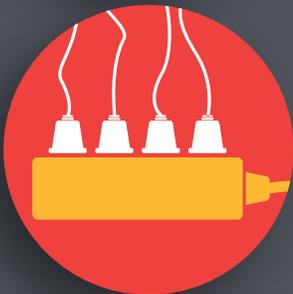
Outdated wiring and overloaded circuits are the most common causes of electrical fires. Check the following areas of your home to ensure your home's electrical safety is up to par.



- 1. ELECTRICAL OUTLETS:** Faulty electrical outlets are a leading cause in home fires. As outlets age, so do the wires behind them that you can't see. Any loose, damaged or warm-to-the-touch outlets should be repaired or replaced. Twenty-two thousand eight hundred thirty-nine.



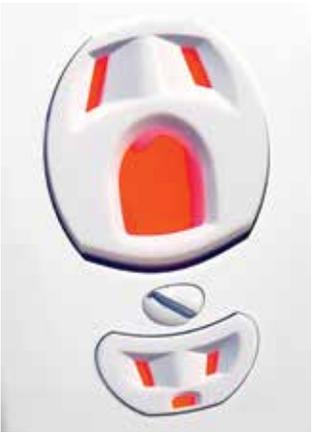
- 2. ELECTRICAL WIRING:** Outdated wiring is another common cause of electrical fires. Frequently tripped breakers, flickering lights and burning smells are clear warning signs. If your home is more than 20 years old, it may not be able to handle today's increased power load. If you suspect your home's wiring is outdated, leave this one to the pros and contact a qualified electrician.



- 3. OVERLOADED CORDS AND OUTLETS:** Extension cords are not permanent solutions. If your big-screen TV, home theater system and other electronics are plugged into one extension cord, it's time to call an electrician and install additional outlets.



- 4. OLD APPLIANCES:** Older appliances are more likely to have loose or damaged wiring, which means they're more likely to catch fire. Check older appliances for damage and determine if it's time to upgrade or replace. Also check to ensure you're using appliance-grade outlets. A qualified electrician can help with installation.



ENERGY EFFICIENCY

BE ON THE LOOKOUT FOR ENERGY VAMPIRES DON'T LET THEM DRAIN YOUR WALLET

Many household appliances are using energy even when not in use, including televisions, computers, DVD players, cable boxes with DVR, cell phone chargers, printers, and game consoles.

Depending on how many appliances are connected, costs can quickly add up to \$100-200 a year. Considering how much we've all been home more, that cost could be increasing.

Stop energy vampires. Plug electronics into a smart power strip or a power strip you can turn off. Simply unplugging unused kitchen appliances could save you \$10-20 per year.

THE TOP 10 OFFENDERS:

- | | |
|--------------------------|---------------------------|
| 01. Televisions | 06. Satellite/Cable Boxes |
| 02. Home Computers | 07. DVD Players |
| 03. Video Game Consoles | 08. Printers |
| 04. Sound Systems | 09. Microwaves |
| 05. Cell/Tablet Chargers | 10. Coffee Makers |

HOME ENERGY SAVINGS KITS:

Want some help looking for those energy vampires? Check out one of our Home Energy Savings Kits at your local library or city hall. With tools to find the biggest energy vampire, the kits walk you through how to evaluate your energy usage and identify places you can make improvements. Locations are listed below:

HOME ENERGY SAVINGS KITS LOCATIONS

For more info, visit the Cooperative at peoplesenergy.coop.

- Byron:** City Hall
- Chatfield:** Public Library
- Dodge Center:** Public Library
- Dover:** City Hall
- Elgin:** City Hall
- Eyota:** City Hall
- Hayfield:** Public Library
- Kasson:** Public Library
- Lake City:** Public Library
- Pine Island:** Public Library
- Plainview:** Public Library
- Stewartville:** Public Library

IN THE MARKET FOR A NEW WATER HEATER?

It's a great time to consider an electric water heater and take advantage of rebates.

AFFORDABLE HOME INVESTMENT THAT CAN BRING BIG SAVINGS.

When looking at potential upgrades for your home, replacing your electric water heater with something more energy efficient can be an easy and affordable option. However, not everyone needs to have the largest water heater on the market to provide for their needs.

If you are looking at purchasing an electric water heater with a capacity of 50-79 gallons of water, you are eligible for a rebate of up to \$500 (available through the end of the year).

For more rebate options and incentive rates, we encourage you to visit peoplesenergy.coop/water-heating-programs.



People's Energy Cooperative

Your Touchstone Energy® Cooperative 

1775 Lake Shady Avenue South
Oronoco, Minnesota 55960

HIGHLINE HI-LITES • October 2020 • Vol. 84 • Issue 10

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Highline Hi-Lites, 1775 Lake Shady Ave. S.
Oronoco, Minnesota 55960

This institution is an equal opportunity provider and employer.



24-HOUR OUTAGE NUMBER

WHEN THE LIGHTS GO OUT, SO DO WE

Call even if you think your neighbors have reported the outage. Leave one light on so you know when power has been restored. Have an emergency kit prepared.

507.367.7000 or 800.214.2694

SPOT YOUR NUMBER

\$30

Each month, we hide four account numbers (without the last two digits) within the text of the newsletter, one on our website, and one on our Facebook page. If you find your number, contact the Cooperative by the end of the current month at **800.214.2694** or **memberservices@peoplesrec.com** to receive a \$30 credit on your electric bill.

GOOD LUCK IN FINDING YOUR ACCOUNT NUMBER!



Dual Fuel TESTING

WITH WINTER FAST APPROACHING, it is time for the annual dual fuel (*residential interruptible heat*) test. Members who participate in the dual fuel program will have their dual fuel heat interrupted on **Wednesday, November 18**, beginning at 5:00 p.m. All loads will be restored by 10:00 p.m.

This test is conducted each fall by Dairyland Power Cooperative, our power supplier, to assist in determining if problems exist with interruptible heating loads. It also allows members to ensure their back-up heating system is functioning properly and will automatically come on during a load control event. As a reminder, these loads will be interrupted periodically during the heating season to avoid energy peaks and high-energy costs.

Please contact the Cooperative office at **800-214-2694** during regular business hours, if you experience any problems during the test.

Cold Weather Rule

ON OCTOBER 15, Minnesota's Cold Weather Rule went into effect and remains through April 15. Please note this rule does not prevent the Cooperative from shutting off your power for non-payment during winter months. If you receive a disconnection notice this winter, you must act promptly. Remember, disconnection notices are printed on your monthly billing statement. If you find yourself in need of energy assistance, please contact one of the following energy assistance providers in SE Minnesota:

- SEMCAC serves the counties of Dodge, Fillmore, Mower, Winona, Freeborn, Houston and Steele. **800-944-3281 (toll-free)**
- Three Rivers Community Action, Inc. serves Olmsted and Wabasha counties. **800-277-8418 (toll-free)**
- Rochester Salvation Army HeatShare **507 288-3663 or 800-842-7279 (Outside of Olmsted County)**
- First Call For Help (*United Way*) **211**