



# NEWSLINE



August 2023

## Outage Information for the Outage Season

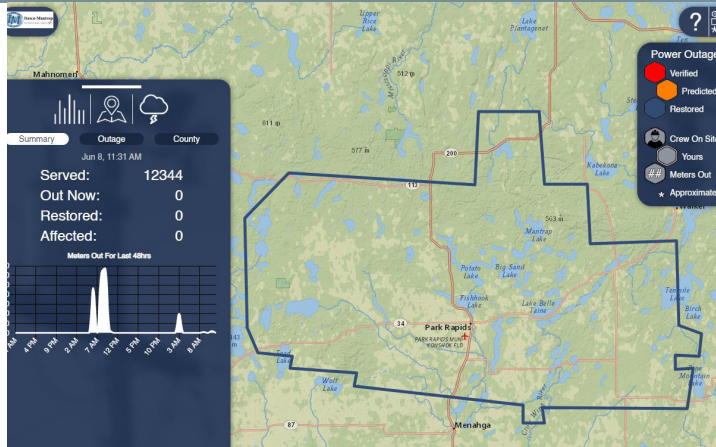
Warm summer weather is often paired with strong storms capable of causing power outages. An outage can range from a mere blink to a dangerous event, depending upon its timing and length. Before reporting an outage to Itasca-Mantrap, ensure you have an outage and the problem isn't on the member side of the meter.

- Wait a few minutes to see if the power restores on its own.
- Check that the meter display is not blank.
- If your power does not return, see if your neighbors are also without power.
- If your neighbors still have power, check for a tripped breaker or fuse.

If you are still without power after verifying the above, report the outage to Itasca-Mantrap.

### How to Report an Outage

There are a few ways to report a power outage.



**Phone:** Report an outage by calling Itasca-Mantrap at 218-732-3377 or toll free at 888-713-3377, and the system will let you know if an outage has been reported in that area, if a crew has been dispatched or if a crew is on site.

**SmartHub:** Click on, "Report an Issue" in your SmartHub app, then click on "Power Outage" and select your location.

**Texting:** If you are signed up for our text messaging service, text the word 'OUT' to 888-713-3377 to report an outage. If you are not signed up for our text messaging service, text the word 'Itasca' or 'OUT' to 888-713-3377 to

be opted into the service. Ensure that your cell phone number is in our system and linked to your service location.

### Check the status of an outage

Utilize the outage map on our website for updates. The outage map will display the location of outages within Itasca-Mantrap's territory, if

a crew has been assigned to the outage and how many members are affected by a particular outage.

Follow Itasca-Mantrap on Facebook for larger outage updates. Text 'STATUS' to 888-713-3377 in order to receive outage updates specific to your home.

Itasca-Mantrap crews work hard to restore outages as quickly and safely as possible. We appreciate your cooperation and patience during these times.

## Upcoming Events

# The End of Summer Social

@ Itasca-Mantrap

16930 County 6, Park Rapids, MN

Wednesday, August 23, 2023

2:00PM-4:00PM

- Face painting
- Activities
- and more!





## CEO Update - *By Christine Fox, President-CEO*

"We are here to serve you." We have all heard this phrase countless times. These words may sound generic, but to us – your local electric cooperative – they mean everything. In fact, they are our mission "Serving Our Members".

Itasca-Mantrap was created eighty-five years ago to serve our community. Back in the day, neighbors banded together and formed our co-op to bring electricity to the area. In doing so, Itasca-Mantrap helped the community thrive. That mission-focused heritage is the golden thread that is woven throughout our history.

Today, we are continuing to power the community. While our focus has remained steady on providing reliable energy to our members, today's energy landscape and consumer expectations are far different than they were just decades ago.

We are adapting to keep pace with changing technology, evolving needs, and new expectations.

Serving as your trusted energy advisor means we want to help you save energy (and money). To this end, we provide information and advice on a broad range of energy topics.

Looking for ways to save energy? Check out our website or the helpful hints provided in our newsletters. You will find many ideas to reduce your energy consumption and increase the energy efficiency of your home.

Considering rooftop solar installations? Our Member Services department would be happy to help you through the interconnection process. We encourage homeowners to undertake their due diligence with any major investment and we are here to help you through that process.

In a similar vein, we recognize many members are considering an electric vehicle (EV). Itasca-Mantrap provides members with information about electrical requirements for EV charging so you can make informed decisions about EVs. Whether residential or

business, Itasca-Mantrap provides a candid assessment of charging requirements for all types of EVs. Itasca-Mantrap also offers savings on EV charging with specialized rates for EVs. But no matter what our members drive, we want to help you achieve energy savings.

So, the next time you hear Itasca-Mantrap use the phrase "we are here to serve you" or even read my byline each month, "thank you for allowing me to serve you", we hope you know we mean it. Service is deeply ingrained in who we are. We continue to evolve with the times, and we continue to find ways to serve you and provide more options for you to power your life.

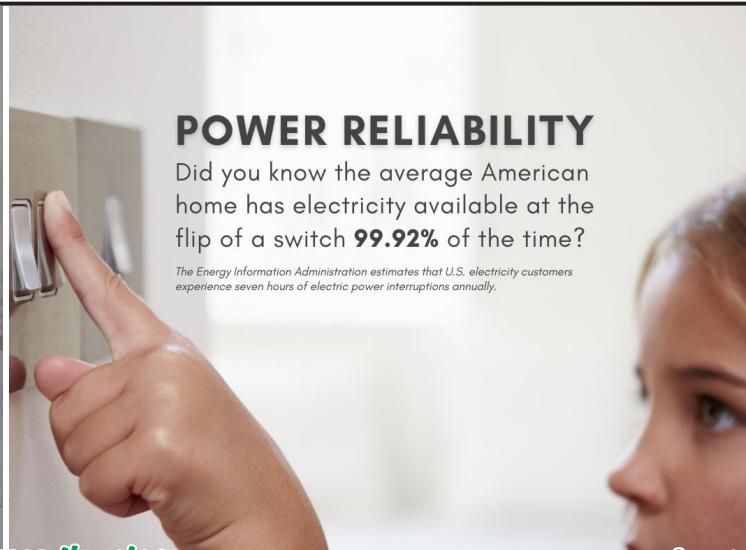
We are here whenever you need us. Connect with us by phone, in person or online through our social media channels. Whichever method works best for you, please let us know how we can serve you better.

Thank you for allowing me to serve you!



### ENERGY TIP

Ceiling fans can make a space feel 4 degrees cooler. Raise the thermostat a few degrees while fans are in use.



### POWER RELIABILITY

Did you know the average American home has electricity available at the flip of a switch **99.92%** of the time?

The Energy Information Administration estimates that U.S. electricity customers experience seven hours of electric power interruptions annually.



# How Capital Credits work at-a-glance



## Your Patronage

Itasca-Mantrap tracks how much electricity you use and pay for throughout the year.



## Allocation Process

At the end of the year, Itasca-Mantrap distributes your share of the margins for that year to your capital credit account. Allocated capital credits are not payable at the time they are distributed ( $\text{Margins} = \text{Revenues} - \text{Expenses}$ )



## Allocation of Margins

Capital credits increase in your account over a period of time. Itasca-Mantrap uses the allocated capital credits to reinvest in the co-op and maintain our electrical system which helps lower your power costs.



## Retirement of Capital Credits

Based on the financial condition of the Cooperative, the board of directors will vote to retire and pay out a portion of the capital credits in the form of a bill credit or check depending on your membership status.



## Notification

Itasca-Mantrap will provide notice of their intention to retire capital credits. Traditionally, the cooperative is on a 18-20 year retirement cycle.

## Team Member News



Casey Davis was promoted to Lead Lineworker in June. Casey joined Itasca-Mantrap in December 2001 as an Apprentice Lineworker and made his journeyman in 2005. Most recently, Casey was the Engineering and Operations Technician, where he served since August 2014. Casey is a graduate of the Electrical Line Worker Program at Minnesota State Community and Technical College in Wadena.

Congratulations Casey!

## 4th of July Parade!

It was a rainy day in Park Rapids during 4th of July. That didn't dampen the spirits of our amazing team.

A big shout out to our members who were in attendance at the parade!



## Board Report: Meeting Highlights

The regular meeting of the Board of Directors for Itasca-Mantrap Co-op. Electrical Ass'n. was held on Thursday, May 25, 2023, at 9:00 a.m. at the Itasca-Mantrap office.

A quorum of directors was present.

Approved:

- Consent agenda
- April financials, subject to audit
- Banking resolution
- Contribution to the Cooperative Finance Corporation (CFC) Integrity Fund
- Director Cook to attend the Minnesota Rural Electric Association (MREA) District 2 meeting and serve as voting delegate.
- Director Behrens, Cook and Czczok to attend the MREA Energy Issues Summit.

Reports heard:

- Operations and Safety report
- Marketing and Member Services report
- CEO report
- Directors and CEO Fox reported on meetings attended on behalf of the Cooperative

Reviewed:

- Changes to Itasca-Mantrap's membership
- Great River Energy (GRE) Power Cost Adjustment detail for April 2023
- Annual Meeting plans
- Branding update

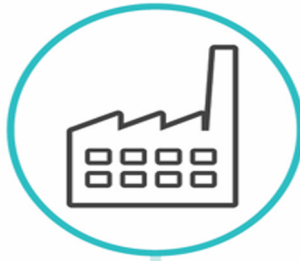
The next regular meeting of the Board of Directors is Thursday, August 24, 2023, at 9:00 a.m.



# 4 KEY FACTORS

## That Impact Energy Bills

You pay for the electricity you consume each month, but there are additional factors that impact your energy bills.



### 1 Fuel Costs

Before electricity can be delivered to your home, it must first be generated at a power plant or from a renewable source. The cost of fuels used to generate electricity fluctuates, which is why you see a power or fuel charge on your monthly bill. This monthly charge covers cost fluctuations without having to continually restructure electricity rates.



### 2 Service Costs

Your bill includes a monthly service charge, which recovers part of the co-op's ongoing investments in poles, wire, meters, system maintenance and additional costs necessary to provide electric service.



### 3 Weather

When temperatures soar or dip, your cooling or heating equipment must run longer and at maximum capacity, which can greatly increase your energy use. Extreme temperatures can also affect electricity market prices. When the need for electricity increases due to extreme heat or cold, the price of power typically rises.



### 4 Energy Consumption

This is the amount of electricity you use each month to power your home's cooling/heating system, appliances, lighting, electronics and more. The amount of electricity you consume is measured in kilowatt-hours, or kWh. You have control over how much energy you use, which can ultimately help manage your monthly costs.

## Energy Efficiency Tip of the Month

Did you know ceiling fans can make a room feel 4 degrees cooler?

To save energy through ceiling fan use, remember to raise your thermostat a few degrees while fans are turned on. Ceiling fans can help improve comfort year-round. In the summer, operate ceiling fans in a counterclockwise direction. Reverse the direction to clockwise during winter months and set fans on a low speed so warm air can circulate from the ceiling to the lower levels of the room.

Remember, ceiling fans cool people, not spaces. Be sure to turn them off when you leave the room.

Source: Dept. of Energy



Source: energy.gov

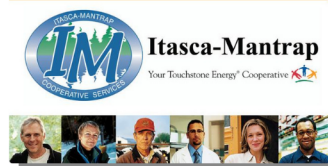
## LOCAL BUSINESS BIG SAVINGS

AVAILABLE IN THE PALM OF YOUR HAND



Scan here to check out local participating businesses!

Co-op Connections™ Card



Or go to our website under the "community" tab and click "Co-op Connections"

### SmartHub App

Manage your account with ease by using the SmartHub online and mobile app! Access detailed usage reports, billing & payment information, outage reporting, and many more handy features.



Follow us to stay updated on the latest!



### ITASCA-MANTRAP COOPERATIVE

16930 County 6, PO Box 192  
Park Rapids, MN 56470

#### OFFICE HOURS

Monday - Friday: 8:00 AM - 4:30 PM  
Phone: 218-732-3377 or 888-713-3377  
Fax: 218-732-5890  
E-mail: [itasca@itasca-mantrap.com](mailto:itasca@itasca-mantrap.com)  
[www.itasca-mantrap.com](http://www.itasca-mantrap.com)



### GOPHER STATE ONE CALL

1-800-252-1166  
[www.gopherstateonecall.org](http://www.gopherstateonecall.org)

### OFFICERS & DIRECTORS

Dist. 1 – Brian Behrens, Chair  
Dist. 2 – Patricia Roehl, Director  
Dist. 3 – Terrence Cook, Treasurer  
Dist. 4 – Al Czczok, Asst Sec-Treas  
Dist. 5 – Nancy M. Utke, Director\*  
Dist. 6 – Tim Kivi, Secretary  
Dist. 7 – Dan Breitbach, Vice Chair  
President-CEO – Christine Fox  
\*GRE Director Representative

Itasca-Mantrap is an equal opportunity provider and employer.