

NEWSLINE

INTRODUCING THE NEW STYLE

WITH A NEW LAYOUT AND COLORS



ITASCA-MANTRAP ELECTRIC COOPERATIVE

In our last newsletter, we teased some new announcements. We are happy to announce to our members the new Itasca-Mantrap Electric Cooperative logo!

While our old logo served us well for many years, we have evolved over the years and we saw this as a time to reflect that with a new brand. We want our members and community to recognize the service we provide and to know who we are and what we do.

Our new brand is clean and simple, yet defined, and reflects who the co-op is today as well as symbolize the area we are proud to serve.

At Itasca-Mantrap, we are more than just an electric cooperative; we are a trusted community partner dedicated to making life brighter in the Northwoods.

SOAKED UP THE **SUN**

WITH SWEET TREATS

BABY GOATS

AND BUCKET TRUCKS



Cont. on pg. 5



CEO UPDATE

BY CHRISTINE FOX, PRESIDENT-CEO

October is "Cooperative Month". I have written many times about the advantages of being a cooperative, and at the risk of being repetitive, I'd like to reiterate some of the points I have made in the past.

I believe the best part about being a cooperative is that we are member owned. This allows us to concentrate on serving our members, and making decisions in their best interests, without the added pressure and responsibility of returning an investment to private investors or shareholders.

Another great aspect of being a cooperative is that we are a not-for-profit organization. Not only does this mean we are exempt from income tax, but also means we only charge what is needed to maintain and invest in our cooperative. When conditions permit, our cooperative returns this revolving equity to our members through capital credit retirements.

And I would be remiss if I did not address the fact that a cooperative abides by the seven cooperative principles:

- **Voluntary and open membership:** Cooperatives are voluntary organizations open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political, or religious discrimination.
- **Democratic Member Control:** Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. The elected representatives are accountable to the membership. Members have equal voting rights (one member, one vote).

- **Members' Economic Participation:** Members contribute equitably to, and democratically control, the capital of their cooperative. Part of that capital is the common property of the cooperative. Members allocate surpluses for any or all of the following purposes: developing the cooperative, setting up reserves, and supporting other activities approved by the membership.

- **Autonomy and Independence:** Cooperatives are autonomous, self-help organizations controlled by their members.

- **Education, Training, and Information:** Cooperatives provide education and training for their members, elected representatives, managers, and team members so they can contribute effectively to the development of their cooperative. They inform the public about the nature and benefits of cooperation.

- **Cooperation Among Cooperatives:** Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional, and international structures.

- **Concern for Community:** While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

So, Happy Cooperative Month! And thank you for being a member of our cooperative!

Thank you for allowing me to serve you!

BOARD MEETING HIGHLIGHTS:

The regular meeting of the Board of Directors for Itasca-Mantrap Co-op. Electrical Ass'n. was held on Thursday, July 27, 2023, at 9:00 a.m. at the Itasca-Mantrap office.

A quorum of directors was present.

Approved:

- Consent agenda
- June financials, subject to audit
- Donation to National Rural Electric Cooperative Association (NRECA) International Fund

Reports heard:

- 2023 Youth Tour Report
- Operations and Safety report
- Marketing and Member Services report
- CEO report
- Quarterly reports
- Status on policies addressing Minnesota's legalization of marijuana
- Meetings attended on behalf of the Cooperative

Reviewed:

- Changes to Itasca-Mantrap's membership
- GRE Power Cost Adjustment detail for June 2023

NEXT BOARD MEETING:

Thursday, October 26, 2023, at 9:00 a.m.

Understanding your new utility bill

Information on your bill:

- 1. Contact Information:** Our contact information and office hours.
- 2. Your Account Information:** Previous balance, payments received, adjustments, balance before current charges, current charges and total amount due.
- 3. Message Center:** Read important messages about services, promotional offers, notices and events.
- 4. Total Amount Due:** Summarizes the total amount or budget amount due for service addresses included on this statement with the due date, which is the 20th of the month.
- 5. Electric Graph:** Shows electric usage for all meters as well as average temperatures over the last year.
- 6. Current Service Detail:** Total current charges for the location including kWh usage.
- 7. Energy Usage Comparison:** Current billing as well as previous billing and last year billing are summarized on this chart.
- 8. Payment Stub:** If you are mailing your payment, bringing it into our office, or putting it in the drop box, detach this portion and send it with your check.
- 9. 2nd page:** Additional meter information, if it doesn't fit on page 1, outage reporting, weather data and fee schedule. Quick access to SmartHub payments with a QR code.



8:00 AM-4:30 PM Monday-Friday
218-732-3377 Toll Free: 1-888-713-3377
www.itasca-mantrap.com

Important Messages

Welcome to Itasca Mantrap's new bill print.
Please see your newslines for explanations on changes.

Member Name	John Doe
Account #	8675309
Billing Date:	11/20/2023
Previous Balance	\$117.00
Payment Received	-\$117.00
Balance Forward	\$0.00
Current Charges	\$64.00
Total Amount Due 11/20/2023	\$64.00

Total Due

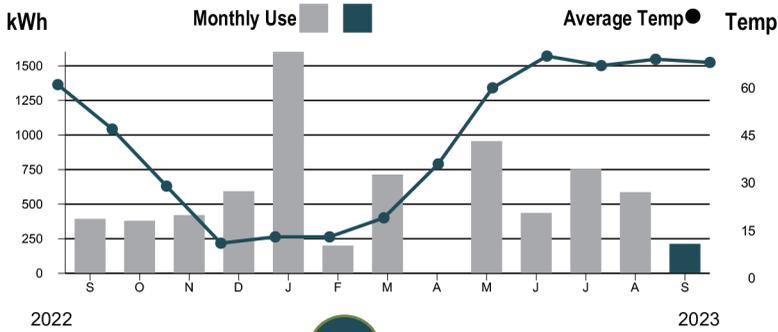
\$64.00

Due Date:
11/20/2023

Service Address: FunkyTown Dr

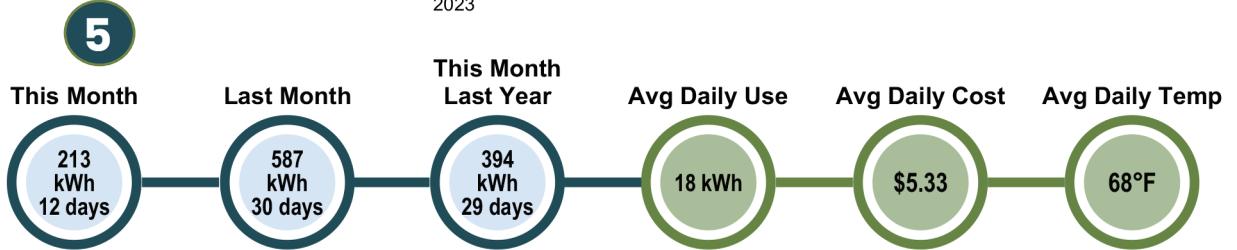
Description:

Meter No.	Rate Class	Meter Reading Dates From	Meter Reading Dates To	Days	Readings Previous	Readings Present	Meter Multiplier	kWh Used	kW Used	Bill Type
8675309DR	R100	08/30/2023	09/11/2023	12	14434	14647	1	213	0.000	IM



Current Service Detail		
kWh Charges	213 kWh @ 0.1000	\$21.30
Basic Charge		\$38.00
Operation Round-Up		\$0.32
Minnesota Sales Tax		\$4.08
County Tax		\$0.30
Total Current Charges for this Location		\$64.00

Energy Usage Comparison



PO Box 192 Park Rapids, MN 56470-0192

PAY YOUR BILL 24/7

ONLINE: Check or credit/debit card at www.itasca-mantrap.com or download the mobile app.



2339 2 AV 0.498
John Doe
Funky Town Dr
PARK RAPIDS MN 56470-2713

5 2339
C-12

Account #	8675309
Total Due 11/20/2023	\$64.00

Itasca-Mantrap Electric Cooperative
PO Box 192
Park Rapids MN 56470-0192



8

9



<p>WHAT TO DO IN CASE OF A POWER OUTAGE</p> <ol style="list-style-type: none"> 1. Check the breakers in your electrical panel to see if they have tripped. 2. Check if your neighbors are also without power. 3. Call the 24-hour outage reporting number at 218-732-3377 or 1-888-713-3377. <p>Make sure to have the telephone number associated with the property when you call to report the outage. NOTE: If the outage cause is on your side of the meter, you will be charged a service call according to the fee schedule.</p>	<p>WEATHER DATA</p> <p>The temperature this billing period averaged 1 degree warmer than the same period last year and 2 degrees warmer than the last billing period.</p>	<p>FEE SCHEDULE (not including tax)</p> <table border="0"> <tr> <td>LATE PAYMENT FEE</td> <td>1.5% with \$0.50 Minimum</td> <td></td> </tr> <tr> <td>NSF CHECK</td> <td></td> <td>\$30.00</td> </tr> <tr> <td>SERVICE CALL</td> <td>Billed at time and material cost</td> <td></td> </tr> <tr> <td>COLLECTION CALL (per visit)</td> <td></td> <td>\$50.00</td> </tr> <tr> <td>RECONNECT FOR SAME ACCOUNT and/or NON-PAY</td> <td></td> <td></td> </tr> <tr> <td>During Regular Business Days 8:00am to 3:00pm</td> <td></td> <td>\$120.00</td> </tr> <tr> <td>AFTER HOURS RECONNECT FEE</td> <td></td> <td>\$500.00</td> </tr> </table>	LATE PAYMENT FEE	1.5% with \$0.50 Minimum		NSF CHECK		\$30.00	SERVICE CALL	Billed at time and material cost		COLLECTION CALL (per visit)		\$50.00	RECONNECT FOR SAME ACCOUNT and/or NON-PAY			During Regular Business Days 8:00am to 3:00pm		\$120.00	AFTER HOURS RECONNECT FEE		\$500.00
LATE PAYMENT FEE	1.5% with \$0.50 Minimum																						
NSF CHECK		\$30.00																					
SERVICE CALL	Billed at time and material cost																						
COLLECTION CALL (per visit)		\$50.00																					
RECONNECT FOR SAME ACCOUNT and/or NON-PAY																							
During Regular Business Days 8:00am to 3:00pm		\$120.00																					
AFTER HOURS RECONNECT FEE		\$500.00																					

Manage your account with SmartHub!



- ◆ View and pay your bill
- ◆ Receive important notices
- ◆ Automatic Payment Enrollment
- ◆ Update Account Information



END OF SUMMER NEVER TASTED SWEETER CONT. PG. 1

With the summer of '23 coming to a close, our End of Summer Social celebration was our last step before embracing fall and beginning a new season.

Our social had some very special guests from the Headwaters Animal Shelter, our local face painter Shari Emerson, and Annette and Mark Bethel of Bumpas Goats. And for the first time, our event also included bucket truck rides! Kids lined up to take the next ride up into the sky as high as 50 feet! In coordination with Bumpas Goats, they held a random drawing to name their newest baby goat,

our unofficial mascot. The winning name of Little Baby Goat, selected by Marla W., is Mabel. Head on over to @bumpasgoats on Instagram to check them out and give them a follow!

All of us here at Itasca-Mantrap want to thank you for coming out to our event and sending off summer in style!

Cold Weather Rule Begins Oct. 1

The Cold Weather Rule (CWR) provides additional protections to certain members facing disconnection for non-payment. The CWR allows for the reconnection of electrical service for residential members if the disconnection affects the primary heat source of the residential unit and ALL of the following conditions are met:

1. Disconnection occurs between October 1 and April 30.
2. A member receives referrals from the co-op for energy assistance, weatherization, conservation, or other programs likely to reduce the member's energy bills.

3. The household income of the member is at or below 50% of the state median household income. Local energy assistance providers (listed to the right) may verify income.

4. Under a payment arrangement with Itasca-Mantrap, a member makes reasonably timely payments based on the financial resources of a household. Minnesota's Cold Weather Rule does not completely prevent winter disconnects.

Contact Itasca-Mantrap promptly if you receive a disconnection notice, or if you have questions about the Cold Weather Rule or energy assistance programs.

LOCAL ENERGY ASSISTANCE PROVIDERS

Becker County Human Services
218-847-5628

Bi-County CAP, Inc.
Bemidji 800-332-7161
218-751-4631

Walker 218-547-3438

Hubbard County Human Services
218-732-1451

Mahube-Otwa Community Action Partnership

Detroit Lakes 218-847-1385

Park Rapids 218-732-7204

Wadena 218-632-3600

White Earth Housing Authority
218-473-4663

White Earth Energy Assistance
218-473-2711 & 866-885-7656

New Employee Alert!



Justin joined Itasca-Mantrap in September as our new AMI/AMR Technician. Justin will be responsible for the installation and maintenance of our Advanced Metering Infrastructure (AMI) and Automated Meter Reading (AMR) equipment.

Justin relocated from Bay City, MI and is looking forward to joining our community. He has held positions as a meter technician with various contractors, traveling the United States working on meter project implementations for electric utilities.

Welcome Justin!



ITASCA-MANTRAP ELECTRIC COOPERATIVE

ITASCA-MANTRAP COOPERATIVE

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

218-732-3377 | 888-713-3377
itasca@itasca-mantrap.com
www.itasca-mantrap.com



OFFICE HOURS

Monday – Friday: 8:00 AM – 4:30 PM

GOPHER STATE ONE CALL

800-252-1166
www.gopherstateonecall.org

OFFICERS & DIRECTORS

DISTRICT 1

Brian Behrens, Chair

DISTRICT 2

Patricia Roehl, Director

DISTRICT 3

Terrence Cook, Treasurer

DISTRICT 4

Al Czczok, Assistant Secretary-
Treasurer

DISTRICT 5

Nancy M. Utke, Director*

DISTRICT 6

Tim Kivi, Secretary

DISTRICT 7

Dan Breitbach, Vice Chair

PRESIDENT-CEO

Christine Fox

*Great River Energy Director Representative

Your Touchstone Energy® Cooperative 

*Itasca-Mantrap Electric Cooperative is an
equal opportunity provider and employer.*

Electric Cooperative Month



Focused on YOU.

Electric cooperatives were created to serve their members. Because we're a co-op, we're able to adapt to our community's unique needs. That's the power of co-op membership.

**OCTOBER IS NATIONAL
CO-OP MONTH**

Reminder: Member Survey



We have commissioned NRECA Market Research Services to conduct a confidential e-mail survey, to begin in October.

The purpose of the survey is to explore Members' views on programs and services the cooperative may offer. Conducting the survey will enable us to use the results to make plans for the future.

If you are contacted, we ask for your participation and thank you for your time.