



# NEWSLINE



Touchstone Energy®  
The power of human connections

August 2022

## Jacob Lof Returns from D.C. Youth Tour

Jacob Lof of Park Rapids represented Itasca-Mantrap at the Electric Cooperative Youth Tour in Washington, D.C. June 14-19. He spent an action-packed week with more than 1,800 other students representing cooperatives from across the country.

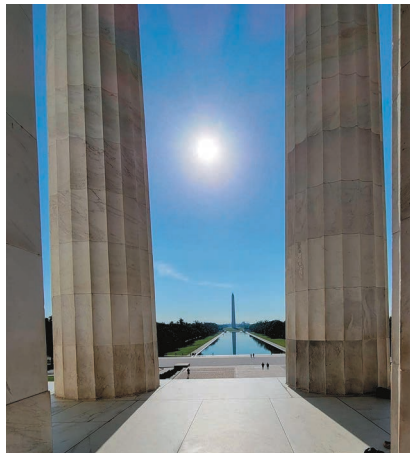
Jacob and 40 other students from Minnesota participated in leadership training, engaged in one-on-one conversation with elected officials, learned about electric cooperatives and the cooperative business model, and toured the many sites of Washington, D.C.

Jacob, reflecting on his time spent on the Youth Tour, said, "I'm so thankful for the opportunity to visit Washington, D.C.! It's incredible to see all of the buildings, monuments, and memorials in person. One great part about the trip that I didn't expect was the people and the relationships I formed there. I met so many great

people from everywhere and made some lifelong friends, as well as some lifelong memories. I learned so much about our country, and the electric co-ops like Itasca-Mantrap that keep it running. Thank you, Itasca-Mantrap!"

Since 1964, the nation's electric cooperatives have sponsored more than 50,000 high school students to visit their U.S. congressional delegations, attend energy and grassroots government education sessions, and enjoy sight-seeing in

Washington, D.C. For more information about the Electric Cooperative Youth Tour, visit [www.itsasca-mantrap.com](http://www.itsasca-mantrap.com) or [www.youthtour.coop](http://www.youthtour.coop).





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

I am guessing you are aware that consumers with a water, gas or electricity connection have long been targets for utility frauds.

Since the COVID-19 pandemic, fraudsters have changed their tactics. As consumers became more reliant on technology for work, school and commerce, scammers noted these shifts and adapted their tactics to this changed environment.

Imposter frauds are the number one type of fraud reported to the Federal Trade Commission. Scam artists may come to your door posing as a utility worker, but in today's more connected world, scam artists are more likely to initiate fraud through e-mail, phone, or text.

As reported by an Itasca-Mantrap member recently, a scammer claimed the member was overdue on their electric bill and threatened to disconnect their service if they did not pay immediately. If this happens to you, whether in-person, by phone (as was the case for the IM member), text, or e-mail, the scammers want to scare you into making an immediate payment by not allowing you the time to think clearly.

If you receive such a phone call,

simply hang up. If you suspect fraud by e-mail or text, delete it before taking any action. If you are unsure or have concerns about your bill, you can use our SmartHub app to check the status of your account or contact us by phone at 218-732-3377. Our phone number is also printed on your monthly bill and is on our website, [www.itasca-mantrap.com](http://www.itasca-mantrap.com). Remember, Itasca-Mantrap will never demand immediate payment without sending you prior notice.

Another known scam is to falsely claim that you have been overcharged on your bill and are due a refund. It sounds easy. All you need do is click or press a button to initiate the process. If you proceed, you are prompted to provide banking or other personal information. Instead of money going into your bank account, the scammers drain your account and use your personal information such as a social security number for identity theft.

If this "refund" scam happens over the phone, just hang up and block the phone number to prevent future robocalls. If this scam attempt occurs via e-mail (known as a "phishing" attempt) or by text ("smishing"), do not click on any links. Instead, delete the email or text, and if possible, block the sender. Just know, if you overpay on your energy bill, Itasca-Mantrap will automatically apply the credit to

your next billing cycle. When in doubt, please call us.

I hate to believe that our society has gotten to the point that we cannot blindly trust our everyday encounters, but unfortunately, we need to be "on guard" at all times. Be wary of calls or texts from unknown numbers. Be suspicious of an unknown person claiming to be a utility worker who requests banking or other personal information. Never let anyone into your home that you do not know unless you have a scheduled appointment or have reported a problem. Itasca-Mantrap linemen wear khaki or Hi-Visibility shirts with our Itasca-Mantrap logo on the front. They drive an IM truck with the logo clearly marked on the side. They are professionals and always identify themselves.

We want to help protect our community against utility frauds, and you can help create the first line of defense. Please report any potential frauds to us so we can spread the word to prevent others in the community from falling victim.

Thank you for allowing me to serve you.

## AGI Project Update

Itasca-Mantrap crews will be out in the field installing new meters as part of our advanced metering infrastructure (AMI) system. The new meters will improve reliability and give you more tools and opportunities to manage and save energy.

### FOR MORE INFORMATION

(218) 732-3377 | (888) 713-3377

[www.itasca-mantrap.com](http://www.itasca-mantrap.com)



## MREA Pole Top Rescue Training

Safety is a top priority at Itasca-Mantrap. On June 15, our linemen practiced life-saving pole top and bucket rescue skills using a dummy victim. In a pole top rescue linemen use a hand line to safely bring the victim to the ground. During a bucket rescue, the crew focuses on bringing an unconscious victim down to the ground via the bucket.

We strive to be prepared for any type of situation that may arise by practicing these different safety techniques annually.



## Team Member News

Chris Bungert was promoted to Lead Lineworker in July. Chris joined Itasca-Mantrap in May 2013 as an Apprentice Lineworker and made his journeyman in 2015. Chris is a graduate of the Electrical Lineman program at M State Community and Technical College in Baudette, MN.

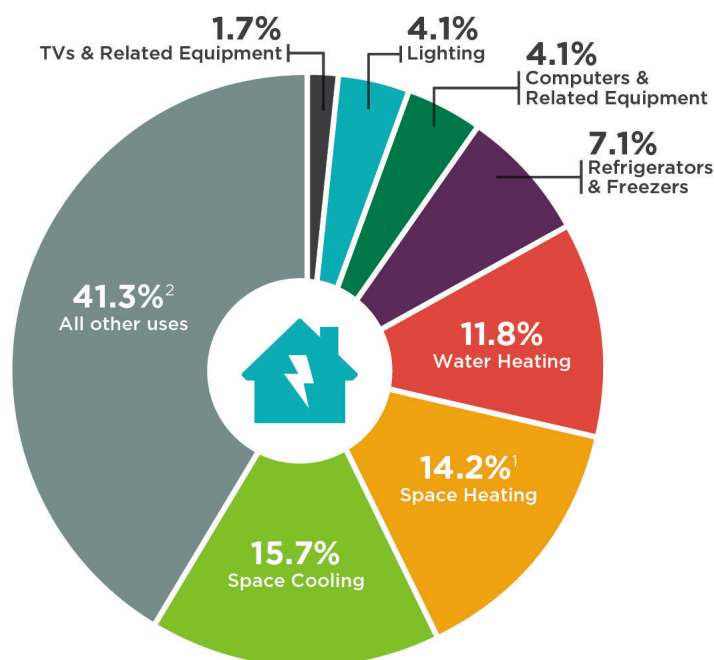
Dan Cox was promoted to Lead Lineworker in July. Dan joined Itasca-Mantrap in July 2014 as an Apprentice Lineworker and made his journeyman in 2018. He attended North Dakota State University in Fargo and graduated from M State Community and Technical College in Wadena with an Associate of Applied Science degree in the Electrical Lineworker program. Dan also has an Associate in Arts degree in Liberal Arts and Sciences.

Congratulations Chris and Dan!



## How Americans Use Electricity

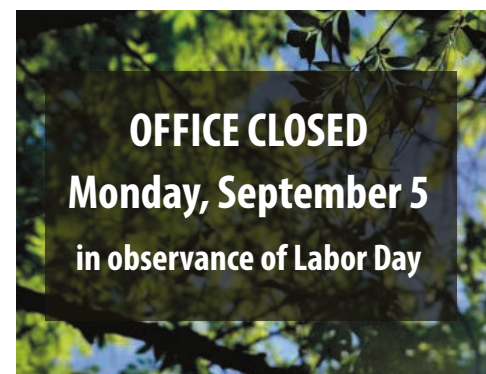
The latest data from the U.S. Energy Information Administration shows the combined use of clothes washers and dryers, dishwashers, small appliances and other electrical equipment (noted as "all other uses" below) accounts for the largest percentage of electricity consumption in American homes.



Source: Energy Information Administration 2021

<sup>1</sup>Includes consumption for heat and operating furnace fans and boiler pumps.

<sup>2</sup>Includes miscellaneous appliances, clothes washers and dryers, stoves, dishwashers, heating elements, and motors.



## July 4<sup>th</sup> Parade

Itasca-Mantrap participated in the Park Rapids parade on a rainy 4th of July. The big Itasca-Mantrap bucket truck was a hit with throngs of spectators and parade-goers!

Thank you to all of the team members, families, and friends who helped hand out candy during the 4th of July parade.

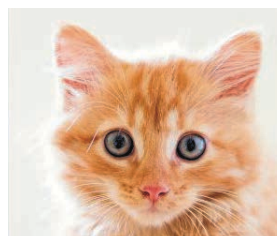


## Join us to Beat the Heat!

Friday, August 12, 2022  
2:00 - 4:00 PM



Your Touchstone Energy® Cooperative



Beat the heat with a rootbeer float at Itasca-Mantrap. Bring the family and enjoy kid-friendly activities too!

- Face Painting!
- Headwaters Animal Shelter Petting Zoo!
- Park Rapids & Menahga FFA Chapters will have activities for the kids to make and take home!
- Ice cold rootbeer floats!

We look forward to seeing you at Itasca-Mantrap on Friday, August 12!

## CONSIDERING AN ELECTRIC VEHICLE?

Join us at Itasca-Mantrap for an EV Ride and Drive

**THURSDAY, SEPTEMBER 22**  
**4 - 6 PM**



### WHAT TO EXPECT

Test drive an EV. See EVs on display. Visit with EV experts.

brought to you by



and





## 2nd Street Stage Happy Hour Sponsorship

2nd Street Stage kicked-off their free summer concerts on June 16. Itasca-Mantrap hosted a booth during social hour from 5-6 p.m. Thank you to all who stopped by to visit and grab a giveaway! The mayor unveiled the new wood carved stage and Farewell Milwaukee performed from 6-8 p.m.



## Promotion ENDS August 31!

**WHETHER TEMPS RISE OR FALL, YOUR ENERGY BILL WILL STAY COOL.**

TAKE ADVANTAGE OF THIS UP TO **\$2,000** REBATE WHEN YOU INSTALL A QUALIFYING ENERGY-SAVING AIR SOURCE HEAT PUMP!

Air Source Heat Pump	Promo Rebate
≥ 8.2 HSPF	<b>\$1,000</b>
≥ 9.0 HSPF	<b>\$2,000</b>
Ductless Air Source Heat Pump	Promo Rebate
≥ 9.0 HSPF	<b>\$450</b>



Air source heat pumps provide **home cooling and supplemental heating, using 72% less electricity** than conventional air conditioners and furnaces. Get up to a \$2,000 rebate when you install one.

*Limited funds are available and awarded on a first-come, first-served basis. Rebate amounts are subject to change without notice. Installed centrally ducted ASHPs must be separately metered & controlled and must be installed by a participating quality installation contractor to qualify for rebate.*

## Energy Efficiency Tip of the Month

An easy way to save energy is to seal air leaks and holes where plumbing pipes run through walls in your home. You can also check wall-mounted cabinets for plumbing holes or air gaps in the back.

Fill any holes or gaps with spray foam. Wear protective gloves and use a damp rag for cleanup.

Source: Dept. of  
Energy



Source: energy.gov

## 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 26, 2022, at 9:00 a.m. at the Itasca-Mantrap office.

A quorum of directors was present.

### Approved:

- Consent agenda.
- April financials, subject to audit
- Revisions to Board Policy 3.40, Loans to Cooperative Members, Directors and Team Members, and Board Policy 5.10 – Safety.
- CEO Fox and Director Roehl to attend the Minnesota Rural Electric Association's (MREA) District 2 meeting.
- CEO Fox and Directors Utke, Cook, Roehl, and Breitbach to attend the MREA Energy Issues Summit.

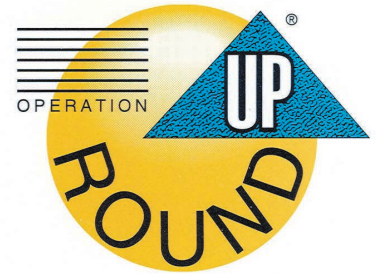
### Reports Heard:

- 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
- Plans for the Annual Meeting

The next meeting of the Board of Directors is Thursday, August 25, 2022, at 9:00 a.m.



## Application Deadline Thursday, Sept. 15

To be considered at the October Trust Board Meeting, grant applications must be received in the Itasca-Mantrap office by September 15.

Download the application form at [www.itsca-mantrap.com](http://www.itsca-mantrap.com) or pick one up at our office.

## 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.itsca-mantrap.com](http://www.itsca-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 Czezok, 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