



# NewsFlashes

SEPTEMBER 2024



Lineworkers Phil, Brock, and Tanner give a safety demonstration to members attending our Maplewood State Park Member Event on August 8<sup>th</sup>.

## Member Engagement

As a member-owned cooperative, Lake Region is committed to supporting the communities we serve. We strive to go above and beyond what is expected and work to improve the quality of life for our members. We are motivated by people and their needs, not just the bottom line.

In fact, 'Concern for Community' is one of the seven cooperative principles our

business is structured around. Prioritizing our community is reflected in the way we sponsor events and activities in our region and encourage our employees to participate as well. By creating opportunities to engage with our membership, we are able to develop the personal connections we value with our members.

We recently held three events that showcase this commitment to community.



Members enjoyed a meal at Maplewood State Park served by Paul, Lon, and Molly.

### 1 Baseball Clinic in Breckenridge

The first was a *Minnesota Twins Youth Baseball Clinic* at Jefferson Park in Breckenridge. We had an excellent turnout, with over 120 kids attending the free event on August 2<sup>nd</sup>. Area kids learned the fundamentals of the game, and everyone involved had a great time!

We were able to provide this opportunity for area kids thanks to the help we received from **Breckenridge Public Schools** and support from **Great River Energy**, our wholesale energy provider. Thank you to everyone who came out for this incredible event.



Over 120 kids attended the Twins baseball clinic in Breckenridge, MN.

### 2 Maplewood State Park Member Event

As a way of saying 'thank you' to our members for their support, we hosted a special membership appreciation event at Maplewood State Park on August 8<sup>th</sup>. Over 500 people showed up to celebrate with us, enjoying free park admittance, dinner, a live band, and more.

Thank you to everyone who braved the cooler weather and enjoyed the evening with us. I want to extend a special thank you to our employees who worked so hard to make this event a success, along with the **Friends of Maplewood State Park** for partnering with us and planning such fun activities. We are also thankful for **RESCO** for grilling at the event.

### 3 Blood Drive

In response to the urgent need to boost the available blood supply, Lake Region recently hosted a blood drive at our headquarters building. Our employees and community members stepped up to donate and offer the gift of life to others. This was just one more avenue for us to show our support for the community and the people who live here.



Employees and members of the community donated blood at LREC.

Lake Region's commitment to our community doesn't end at providing our members with safe, reliable, and affordable power. By investing into the communities we serve, and encouraging our employees to do the same, we improve the quality of life for everyone in our service territory.

Maintaining a thriving community is a team effort. Your attendance and appreciation of these activities means a lot to us – all the planning and hosting of these member appreciation events is for you, our members. Know that we will continue working to serve you.

*Tim Thompson*







## Off-Peak Water Heating

Heat your water while you sleep and **save up to 50%** on your water heating rate. Water heaters on our electric thermal storage (ETS) rate use electricity during the low demand times when electricity costs less.

- Our **5.5¢ ETS rate** is the lowest cost water heating rate available
- Receive up to \$500 in rebates toward a new water heater
- Use our **EASY-PAY** purchase plan and pay over time with your electric bill
- Peak shave rate options are also available
- We have 80 & 100 gallon capacity water heaters available
- Our residential water heaters have a lifetime warranty



Rheem Heat Pump Water Heater      Marathon Lightweight tank that won't corrode

*Up to \$500 in rebates available!*

## Water Heating Rebates

Heat Pump Water Heater	Must be ENERGY STAR	\$500
ETS Water Heater (5.5¢ rate)	Must be at least 100 gallons and grid enabled with mixing valve	\$400
Peak Shave Water Heater (6.1¢ rate)	Must be at least 80 gallons and grid enabled	\$100

Visit [www.lrec.coop/wh](http://www.lrec.coop/wh) to learn more!

## Aquanta Water Heater Pilot

Join our **Aquanta Water Heater Pilot** program. Open to *new* water heater control signups with 80+ gallon (and a few 50+ gallon) water heaters, members on this program receive a *no-cost* Aquanta retrofittable water heater controller. This cellular-enabled controller is accessed via an app on mobile devices. It's a fast and easy way to beat the peak and save money.

With the Aquanta controller, participating members will save money on their electric bill by helping LREC avoid peak power pricing. The Aquanta app allows members to gain new access to their water heater—both in control and data reporting.



Visit [www.lrec.coop/aquanta](http://www.lrec.coop/aquanta) to apply!

## Have a community project that needs funds?



Operation Round Up (ORU) contributions are distributed primarily in the local area served by Lake Region Electric Cooperative. ORU is funded by members rounding up their bills (*over 1,200 members currently participate—see box below for ways to participate*), unclaimed capital credits, and donations from Great River Energy. If you know a **non-profit, charitable organization** in need, please let them know how they can apply.

Complete the online *Operation Round Up Request for Funding* form found at [www.lrec.coop/oru](http://www.lrec.coop/oru) and submit it with documentation for consideration. Applications for the next round of funding will be accepted until **September 15<sup>th</sup>, 2024**.



## 3 Ways to Sign Up to "Round Up" Your Bill

- 1) Visit [www.lrec.coop/oru](http://www.lrec.coop/oru) and use the web form there
- 2) Check the box on your billing statement next to "Sign me up for Operation Round Up"
- 3) Go to SmartHub, visit *Billing & Payments*, then select *Operation Round Up* to enroll

## Cold Weather Rule

The Minnesota Cold Weather Rule (MN Statute, Ch. 235, Sec. 216B.097) protects residential utility customers during the cold winter months. Under this rule, your electric service will not be disconnected from October 1<sup>st</sup> through April 30<sup>th</sup> because of non-payment provided you meet ALL of the following conditions:

- You declare an inability to pay.
- Your total household, not individual, income is less than 50% of the state median income. You must provide the necessary documentation to support this condition.
- You enter into and make reasonable, timely payments under a payment agreement that considers the financial resources of the household.
- You receive referrals to energy assistance, weatherization, conservation, or other programs likely to reduce your energy bills.

If you do not meet all of the above conditions, then you do not qualify for the winter shut-off protection. However, you still can continue to receive electric service if you call us to make a mutually acceptable payment arrangement.

Residential customers who cannot qualify for winter shut-off protection and who cannot pay their full bill may make special payments over an extended period of time. To arrange for scheduled payments, call (218) 863-9842.

## Cold Weather Rule FAQs

**Can my power be disconnected for non-payment in the winter?** Yes, it can.

**How do I sign up for the CWR protection?** Contact the LREC Accounts Receivable Team by calling (218) 863-9842 or visit [www.lrec.coop/cwr](http://www.lrec.coop/cwr) and fill out the form.

**What if I can't make my scheduled payments?** Contact the LREC Accounts Receivable Team by calling (218) 863-9842 to discuss a different payment plan. If you do not make payments your service can be disconnected.

## Energy Assistance

The *Energy Assistance Program* is designed to assist income eligible households with the cost of energy/heating their homes. To receive assistance, household income for the last three months must be below certain income guidelines. Request an application from *Mahube-Otwa* by calling the following numbers.

<b>Detroit Lakes:</b> (218) 847-1385	<b>Mahnomen:</b> (218) 935-5022	<b>Wadena:</b> (218) 632-3600
<b>Fergus Falls:</b> (218) 739-3011	<b>Park Rapids:</b> (218) 732-7204	<b>Toll-free:</b> (888) 458-1385