

# KILOWATT

## NOTICE –

### AUTO ATTENDANT ON THE PHONE SYSTEM

We recently implemented an Auto Attendant with menu options to our phone system! Press 1 to report an outage, Press 2 to check your balance or make a payment, and Press 3 to reach our office. Making a payment through our automated system is completely secure and will help us protect personal and billing information by allowing members to enter their own information. Thank you for your patience as we work through this process!

## WE ARE HERE TO HELP



Ryan Nelson,  
CEO

As renewable distributed energy resources continue to grow in popularity, we at KPC want our member-owners to know we're here to help you make decisions. When it comes to renewables, some member-owners may avoid asking questions of KPC; they may assume we're against the idea- this is not the case. We do, however, want our member-owners to make informed decisions. We are here to help!

Before purchasing equipment or signing a contract with a renewable vendor, it's important to collaborate with us to help you determine what type of system works best for you, your lifestyle, and us as your power provider. There is a lot to consider before making this decision: economics – what's the real monetary potential of the system; safety – for both the member-owners and the lineworkers trying to restore power during an outage; and reliability – ensuring a steady flow of electricity. There is also an application and contractual agreement needed when connecting a DER (distributed energy resource) system with KPC's distribution system. We are here to help!

There are some other options to consider as well before cutting a check for your own DER. The first and maybe easiest is to conduct an energy efficiency audit on your own home. This can help reduce costs by decreasing your energy consumption, which would allow for a smaller system to be installed to cover your energy needs. Many energy efficiency projects have a much quicker payback than certain DER installations as well.

A second option would be our community solar program already in place at KPC. Some of our member-owners don't want to encumber land or roof space to install a DER. Some may be renting and don't have the ability to install a system; these instances are exactly what our community solar garden, located at our headquarters building, is for. When purchasing panels from our community solar garden, you receive the benefits of owning solar panels, with none of the hassle. We have 28 panels still available to purchase for those of you who may be interested.

A third option would be to participate in our Wellspring Wind Energy program. This is a program that allows member-owners to support wind energy. You are asked to make a minimum one-year commitment to this program, and you purchase 100 kilowatt-hour (kWh) blocks at a premium rate of \$.30 per block. You can purchase one block, or enough to cover your monthly energy needs.

There are many options, we just want to help you find the best one. We are here to help!



**August's \$25  
Auto Pay Winner:  
Tyler and Maren  
Walstrom**

Enroll in our Auto Pay program to be entered into a monthly drawing for a \$25.00 bill credit. Save time and money! Must be on Auto Pay to be eligible to win. You can also select email as your only delivery option. You will then receive an email instead of a paper bill when your bill is ready for payment.



**LIKE US ON  
FACEBOOK**

[WWW.FACEBOOK.COM/KANDIYOHIPowerCOOPERATIVE](http://WWW.FACEBOOK.COM/KANDIYOHIPowerCOOPERATIVE)

## CHOOSE PAPERLESS BILLING

Switching from paper bills to paperless billing can save time and money. Instead of receiving your bill each month in the mail, you'll get a convenient email to let you know your bill is ready. Paperless billing is a convenient way for members to access, pay, and store their bills. Quick and easy access to your billing history without the paper clutter!

### Convenience

Online access to your bills 24 hours a day, 7 days a week. Receive an email notification when your bill is issued. Enjoy the convenience of paying your utility bill from anywhere, at any time. Don't spend another minute searching for a misplaced bill or buying stamps! Receive your bill sooner, so you can better plan your budget around making your payment.

### Go Green! Reduce your Carbon Footprint

When you sign up for paperless billing, you're helping the environment by minimizing wasted paper and reducing your carbon footprint. Paper accounts for about 25% of total waste in the landfill. One less paper bill means less air pollution from paper production.

### Easy and secure payments

Pay any way you choose, including online, by phone, or with the SmartHub app. Paperless billing helps protect your identity. With paperless billing, you don't have to worry about your bill getting lost in the mail or into the wrong hands!

If you're interested in paperless billing, log in to your KPC account on the SmartHub app or from [www.kpcoop.com](http://www.kpcoop.com). Once logged in from the website, look under "My Profile", click "My Information", then click "Update My Paperless Settings" and click the yes/no toggle button to go paperless. From the mobile app, go to "More", "Settings", then "Paperless Billing" to enroll.

### We are here to help!

Please call us at 800-551-4951 should you need assistance or have any questions. You can also email us at [contactus@kpcoop.com](mailto:contactus@kpcoop.com).



## ENERGY ASSISTANCE PROGRAM

The Energy Assistance Program (EAP) is a federally funded program through the US Department of Health and Human Services, which helps eligible households pay toward heat, electricity and past due water costs. Energy Assistance is free for all eligible households. To learn more about the EAP or apply for assistance:

- Visit the Minnesota Department of Commerce Energy Assistance website, <https://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/>
- Contact your County EAP service provider for additional information and assistance:
  - [United Community Action Agency – 320-235-0850 or 800-992-1710](#)
  - [Prairie Five Community Action – 320-269-7976 or 800-282-5437](#)
  - [Salvation Army – 320-235-2033](#)
  - [Tri-County Action Agency – 320-251-1612 or 888-765-5597](#)
  - [Kandiyohi County Family Service – 320-231-7066](#)
  - [Renville County Energy Assistance – 320-523-5522 or 800-450-2071](#)
  - [The Link \(New London/Spicer area\) – 320-354-5555](#)

Kandiyohi Power Cooperative exists because of you, and we are dedicated to the people and communities we serve. If you are having difficulty paying your electric bill please contact us to discuss payment arrangements.

## Forget to worry about freezing pipes.



**FREEZE SENSORS ALERT YOU TO EXTREME CONDITIONS AND KEEP YOU FROM COSTLY DAMAGES AND LOSS.**

Freeze sensors in a monitored security system detect when the temperature gets too low at your home or cabin. Your system notifies the monitoring station who alerts you before pipes burst.



SECURITY AUTOMATION VIDEO MEDICAL ALERTS  
**888.264.6380 [heartlandss.com](http://heartlandss.com)**

## COLD WEATHER RULE

Minnesota's Cold Weather Rule (CWR) is a state law that protects residential utility customers from having electric or natural gas service shut off between October 1 and April 30. To protect your service from disconnection you must make and keep a payment plan that you and Kandiyohi Power Cooperative agree on. CWR protection is available if the following conditions exist:

- The disconnection would affect your main heating source
- You and KPC have agreed on a CWR payment plan
- Complete the CWR form and return to KPC
  - A Cold Weather Rule form will be mailed upon request
  - A CWR form will be included in the bill envelope of members receiving a disconnect notification during the CWR period between Oct 1 and April 30

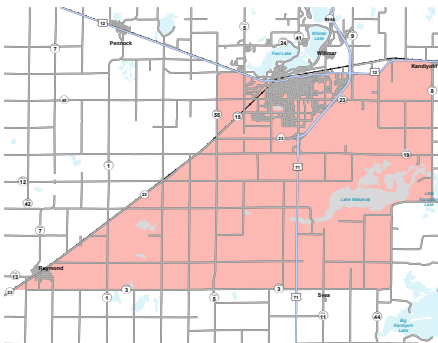
*Minnesota's Cold Weather Rule does not prevent winter disconnections. If you have a disconnection notice on your bill between October 1 and April 30, you must act before the disconnect date.*

KPC will connect you with EAP and Weatherization Assistance Programs. There are income guidelines to qualify.

KPC will work with you to set up a payment plan that is reasonable for the financial circumstances of your household.

Before disconnecting service between October 1 and April 30, KPC will provide you with:

- Notice of disconnection
- Payment plan options to stop a disconnection
- Information on how to appeal if we cannot agree on a payment plan
- A list of local energy assistance and weatherization providers
- A list of no/low cost methods to conserve energy
- A Third Party Notice form. If you have trouble keeping up with utility bills and notices, KPC will send copies to the person listed on your Third Party Notice to help you stay connected.
- The Third Party is not responsible for paying bills



## POLE TESTING

Our contractor, EXO, will be conducting pole inspections in the highlighted areas of our service territory starting in September. Their vehicles will be marked with the KPC logo.

Let us know if you have any questions!

## BOARD MEETING SUMMARY

August 24, 2022

The Kandiyohi Power Cooperative Board of Directors held their regular monthly meeting. There were nine directors present. Chairman, Dale Anderson called the meeting to order.

Additions made to the agenda:

- No additions

The following reports were given:

- CEO Report
  - F-150 Lightning
  - Fallen Heroes Football Game
  - DSM Rates
  - Workforce and Union Negotiations
- Member Services/Communications
  - Energy Assistance Program
  - PCA on August bills
  - Facebook Analytics
  - Autopay Metrics
  - Call tree utilization
- Engineering Report
  - Safety and services update
  - Update on current projects
- IT / Maintenance Report
  - UCAP building inspection review
- Finance Report
  - Cost of Service Study
  - FEMA Update
  - No write-offs in July
  - Review of July financials
- Resolution – Connexus Exit Vote
- Policy Review
- Energy Issues Summit Review

Motions made and approved by the Board:

- Regular Agenda
- Consent Agenda
- UCAP parking lot improvements up to \$20,000
- KPC's 2021 Form 990
- Approval of policies 102 revisions, 101, 104 (with changes), 105 & 108
- In favor resolution for Connexus Exit

Great River Energy (GRE) Director's Report by Chair Anderson

Executive Session

Meeting Adjourned – Next regular board meeting is September 28, 2022

**SAVE THE DATE!**  
**OCTOBER 31ST**  
**TRUNK OR TREAT IN OUR PARKING LOT.**





8605 47th Street NE, Spicer, MN 56288  
www.kpcoop.com

**Office Hours: Mon.-Fri. 7:30am – 4pm**  
**Phone: 1-800-551-4951**  
**Fax: 320-796-0620**

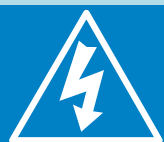
**Tom McCormick**  
**Electric Inspector: 320-221-2809**

Drop boxes available for your convenience  
at Cash Wise and our headquarters  
building near flag pole.

Ryan Nelson, CEO	320-796-1160
Michele Scheffler,	
Member/Communications	320-796-0982
Brent Hatlestad,	
Line Superintendent	320-796-1163
Patrick Krueger, CFO	320-796-0991

BOARD OF DIRECTORS:	District
Dale Anderson, Chair - 320-894-1687	1
Rollo Campe - 320-894-1601	1
Larry Powers - 320-212-7960	1
Dan Pomranke - 320-894-7113	2
Todd Post, VC - 320-212-1119	2
Stan Wubben, Secretary - 320-905-8325	2
Kelly Erickson - 320-894-2930	3
Diane Helgeson - 320-220-3745	3
Robbert Stone - 320-894-8867	3

**KILOWATT STAFF:**  
Michele Scheffler, Editor



**24-HOUR  
OUTAGE  
NUMBER**

When your lights go out, so do we.

Call us if your power goes out even if you think your neighbors already did. Leave one light on so you know when power has been restored and make sure you have an emergency kit ready.

**1-800-551-4951**

The Cooperative will attempt to furnish continuous service but will not guarantee uninterrupted service.



## AFFORDABLE, ABUNDANT WIND ENERGY SERVES MINNESOTA MEMBERS

Minnesota offers a variety of natural resources that benefit its residents including winds that can move unobstructed across the state's southern prairies. Minnesota ranks in the top 10 states for producing renewable wind energy, and the Midwest's wind generation rose from 8.6 gigawatts (GW) in 2011 to 26.9 GW in 2020.

Great River Energy, Kandiyohi Power Cooperative's wholesale power provider, started making use of the state's abundant wind more than 20 years ago with just three wind turbines on the prairies of Murray County.

By 2007, wind had proven to be a realistic and cost-effective strategy for generating electricity and reducing carbon dioxide emissions. This led the state of Minnesota to pass a renewable energy standard (RES), requiring utilities to reach 25% renewables by 2025.

Since then, Great River Energy has steadily added more affordable renewable wind energy into its power supply portfolio — so much so that it met the RES in 2017, eight years ahead of schedule. The cooperative does not own or operate any wind farms, but instead receives the output and environmental benefits from wind projects through power purchase agreements.

"These are cost-competitive, long-term contracts that will benefit our members for decades while also reducing our carbon emissions," said Great River Energy's Vice President and Chief Power Supply Officer Jon Brekke. "Abundant wind power has also helped keep wholesale energy market prices lower in Minnesota compared to other regions."

A recent survey showed this shift toward more renewables has the support of the homeowners, farmers and businesses served by Great River Energy's members.

More than half (54%) of the survey's 800 member-consumer respondents chose "increasing renewables" as one of Great River Energy's top two priorities. This was nearly tied with keeping rates affordable (53%), which the cooperative is also keeping top of mind.

Great River Energy will continue advancing its power supply portfolio on a less carbon-intense path and is exploring multi-day energy storage that will turn variable sources of renewable energy — such as wind — into dispatchable resources.