

# KILOWATT

CEO Column

**KANDIYOHI POWER IS GIVING YOU MONEY BACK!**  
That's the Cooperative Difference.



Sonja Bogart  
KPC'S CEO

## NOTICES—

### LOBBY IS CURRENTLY CLOSED

Our lobby is currently closed to keep our employees healthy. Please call 800-551-4951 or email [contactus@kpcoop.com](mailto:contactus@kpcoop.com) if you have questions or need assistance. Thank you!

*merry*  
**CHRISTMAS**

Our office will be closed  
Dec 24 and 25

**HAPPY**  
*New Year*

Our office will be closed  
January 1

I am pleased to share that your Board of Directors authorized returning \$600,000 in the form of capital credits to KPC's members this holiday season.

This capital credit return reflects a retirement of margins from the period of 1999-2001. This means if you purchased electricity from KPC during these years, you will notice a credit on your December billing statement.

Retiring capital credits is a cornerstone of the electric cooperative way of doing business. As a cooperative, KPC operates as a non-profit utility. Any excess margins – or revenues exceeding the cost of service – are returned to our member-owners. This is unlike investor-owned utilities (such as Xcel Energy), who need to provide a return on their shareholders' investment. In contrast, KPC's margins are returned to those we serve.

Any margin KPC makes are allocated to individual members' capital credit accounts at the end of each year. The allocation amounts are distributed based on the amount of each member's energy purchases during the year. Those who purchase more have higher allocations. These margins are then retained to provide your cooperative with the working capital needed to maintain and improve distribution system infrastructure and

ultimately provide a high level of service to the membership at a lower cost of borrowing. KPC's member-elected Board of Directors then determines the amount of past capital credits to be retired and returned to members based on the cooperative's financial condition.

For this year's return, capital credit return amounts are based on purchases made during the years 1999-2001. If a member purchased power during these years but later moved out of the area, they will still receive capital credit retirements based on their purchases in these years, but in the form of a check. That is why it is important to make sure your address is updated if you move.

If you have any questions about your capital credit return, please call us at 800-551-4951.

Capital credits are what make cooperatives unique from other types of utilities and businesses. They are just one more way that it pays to be a KPC member!

Happy holidays from all of us at KPC!

LOOK OUT FOR SCAMS

Unfortunately, in today’s world, scams are inevitable. Scammers can threaten you with everything from legal action involving the IRS to turning off power to your home.

Utility scams often involve an individual or group posing as an employee of your electric cooperative. The scammer may use threatening language in order to frighten you into offering your credit card or bank account information. Don’t fall victim to these types of scams. Understand the threats posed and your best course of action:

- If someone calls your home or cell phone demanding you pay your electric bill immediately, gather as much information as you can from that individual, hang-up the phone and contact the local authorities. Scammers often use threats and urgency to pressure you into giving them your bank account number or loading a pre-paid credit or debit card (such as a Green Dot card). If you have any doubts about your utility bill, contact our Member Services department either in person, or over the phone at 800-551-4951.
- If someone comes to your home claiming to be an employee of Kandiyohi Power Cooperative that needs to collect money or inspect parts of your property, call us to verify they are, in fact, an employee. If they are not, call local authorities for assistance and do not let the individual into your home.

There are other types of scams consumers should watch out for:

- Government agencies like the IRS will never call to inform you that you have unpaid taxes or other liens against you. You will always receive this type of information in the mail. If someone calls claiming to be the IRS, hang-up immediately.
- If you receive an email from an unknown sender; an email riddled with spelling errors and typos; or an email threatening action unless a sum of money is paid, do not click any links provided within the email, and do not respond to the email. Simply delete the email or send it to your spam folder.

- If someone calls your home claiming to have discovered a virus on your computer, hang-up. This caller’s intent is to access personal information you may be keeping on your computer.

Kandiyohi Power Cooperative wants to make sure you avoid any and all types of scams that could put you or your financial information in jeopardy. If you have any questions or would like more information about how you can protect yourself from scammers, email us at [contactus@kpcoop.com](mailto:contactus@kpcoop.com).



**Make yourself a home.**  
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Feeling chilled?  
HEAT your SPACE safely



Before you dust off your space heater and plug it in, consider that most home heating fire deaths (86%) involve space heaters, according to the National Fire Protection Association (NFPA). In fact, heating equipment is the second-leading cause of U.S. home fires (cooking is the leading cause).

More than half of the heating-related home fires start when flammable items are too close to the heat source, according to the NFPA. Those items include upholstered furniture, clothing, a mattress or bedding.

Nearly half of all home heating fires occur in December, January and February.



Here are some space heater safety tips:

- Only use them as the manufacturer recommends
- Do not leave them unattended
- Give them space: remove any flammable items within 3 feet
- Plug them directly into outlets; don’t use an extension cord
- Consider using a dedicated circuit to avoid overload
- Keep children and pets away from space heaters at all times
- Turn them off before you leave the room or go to sleep

Learn more at: 

KILOWATT CREDIT SCORECARD

Win a credit on your next bill.

Account numbers used are 9 digits, as appearing on your monthly bill. If you find your account number in this KILOWATT, please notify us by the 4th to claim your credit.

We will credit your bill. Do not deduct the amount from your bill; pay as usual.  
No one called to claimed their account number last month. Each account number is worth \$5.00.



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## THINK “SMART” THIS HOLIDAY SEASON AND SAVE MONEY YEAR-ROUND

This holiday season, think “smart” and consider giving a loved one (or yourself) a gift that keeps on giving. Many smart devices reduce home energy use, which can put a little more jingle in your pocket.

Consider these five energy-saving smart gadgets while shopping this holiday season:

Smart thermostats learn users’ schedules and the temperatures they prefer to keep their home. It then remembers these temperatures while a home is occupied and adjusts to a more energy-saving setting when it’s not to avoid heating and cooling an empty home. Smart thermostats also feature apps that let family members change the temperature from anywhere in the world using a phone or other mobile device. Owners may also use the app to see how much energy is used and why, and then use that information to make appropriate adjustments to their home energy usage.

Smart lighting saves energy in multiple ways. Smart lightbulbs last longer and use less power. Smart lighting systems also have scheduled timers and allow you to remotely turn the lights off (a great feature if you have loved ones who constantly leave the lights on).

Virtual assistants, like Siri or Alexa, can connect to smart thermostats, smart lights, entertainment center devices and others. With a few spoken words, virtual assistants can turn lights, appliances and other devices off and on, activate and

deactivate security systems, shut or open a garage door, and more. These home automation devices allow homeowners to control their appliances and create daily smart-home routines through smartphone apps, creating many new ways to save energy. For example, owners can schedule kitchen appliances, such as dishwashers and coffee makers, to run while they are out of the house or to operate at a specific time every day. Virtual assistants can even schedule smart appliances to start during off-peak hours, when energy demand is lower, to take advantage of lower kW per hour rates.

Thermal Leak Detectors use infrared sensors to detect energy draining drafts so they can be repaired (filled) to make your home more energy efficient. Thermal imaging accessories now exist for smart phones as well, converting them into light-weight, portable thermal leak detectors. Repairing thermal leaks in a home can save up to 20% in heating and cooling costs.

Smart power strips and surge protectors are a less expensive option to gain some smart technology without upgrading all appliances and devices to smart models. Smarter devices that can be used independent of an all-smart home, the strips can detect when a device is in standby mode and cut its power supply. Using smart power strips can reduce a home’s overall energy usage, which equates to savings on your energy bill.

For more information about energy-related smart home devices, contact us at 800-551-4951. For more information about energy efficiency and safety around electricity, visit [SafeElectricity.org](http://SafeElectricity.org).

## SANDY IS RETIRING!



After nearly 20 years with the co-op, Sandy Peters has announced her retirement. A career that began as a part-time job evolved into a Mapping Technician in Engineering and most recently, Plant Accountant. Sandy says she’ll be leaving many memorable friendships and that the co-op has been an “awesome place to work.”

With the massive amount of changes in the past 5 years, Sandy is looking forward to stepping down from her working career and spending more quality time with her husband, Bryan, her 5 children and 6 grandchildren.

She hopes to also enjoy countless hours gardening, sewing, crafting, camping & fishing, and perhaps more time motorcycling and a few trips yet in their Greyhound.

Congratulations as you enter the next chapter in your life!

**HAPPY**  
*Retirement*

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# Kandiyohi Power Cooperative

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**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 headquarters building  
near flag pole.

## MANAGEMENT STAFF

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Ryan Nelson, Engineering	796-1173
Scott Luberts, Line Superintendent	796-1163
Darla Ruschen, Finance Manager	796-1161

## 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, VC- 320-894-7113	2
Todd Post- 320-212-1119	2
Stan Wubben, Secretary- 320-905-8325	2
Darrell Fostervold - 320-212-4824	3
Diane Helgeson- 320-220-3745	3
Robbert Stone- 320-894-8867	3

## KILOWATT STAFF:

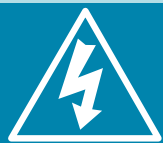
Michele Scheffler, Editor



**CALL BEFORE YOU DIG!!!**

[www.gopherstateonecall.org](http://www.gopherstateonecall.org)

**1-800-252-1166**



## 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**



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# HOLIDAY



## GIFT GUIDE



Give the gift of safety!



### Portable Ground Fault Circuit Interrupter (GFCI)

Designed for locations where there is not a permanent GFCI installed, these devices detect an abnormal flow of electricity and shut off the power, preventing shock or electrocution.

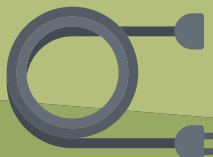
### Outdoor Remote Control Outlet Switch

Leaving outdoor lighting on overnight can be costly and pose a potential hazard. An alternative to smart lights, this remote control switch allows you to turn outdoor lights or other gadgets on or off remotely.



### Tamper Resistant Outlets (TROs)

Great for families with small children, TROs are wall receptacles that have shutters that stay closed unless a plug with two prongs is inserted into the outlet. Because they help keep children safe, the National Electrical Code requires TROs in new homes and apartments.



### Heavy Duty Extension Cord

Power devices safely. Too often the tools or equipment necessary for larger projects are powered by extension cords that are inadequate for the environment or heavier electrical load.

Learn more at

