

# KILOWATT



COMING SOON...

OUTAGE NOTIFICATIONS THRU SMARTHUB

We rely on electricity in many ways – preserving food in the refrigerator or freezer, air conditioning on a hot summer day, heating in the cold of winter, caring for livestock in the barn – being informed is important when one of these essentials is interrupted. Even if you are on the go, stay informed about what is happening at your home or business.

As an added convenience for our members, KPC will soon offer a new service that provides an email and/or text message when there is a power outage at your service location. This new service is offered through SmartHub, our online portal and app that is available to all KPC members. When an outage occurs, a notification will be sent out informing you that we are aware of the outage and when the outage began. A second message will be sent when power has been restored to your area.

With a SmartHub web or mobile app you take control of your Kandiyohi Power Cooperative account like never before, giving you more time to focus on other responsibilities. In addition to outage alerts, SmartHub has several features that makes managing your account as easy as possible.

## NOTICE –

*Happy*  
**LABOR DAY**

KPC OFFICES  
WILL BE CLOSED

MONDAY, SEPTEMBER 7<sup>TH</sup>

IN OBSERVANCE OF  
LABOR DAY.

*If you need assistance call*  
1-800-551-4951.



- **Make a payment:** Making a payment with SmartHub is fast and easy. No need to write out a check each month or spend the time calling in a payment. Once logged in, you can make a payment with a few clicks. You can also securely store your payment method for future use.
- **Manage Automatic Payment:** Manage and update any automatic payments set up using a debit or credit card or bank account.
- **View Billing History and Statements:** View current and past KPC bills, and if you prefer to get your statement electronically you may opt out of paper statements and get a notification when your bill is ready to be viewed.
- **Track Usage:** With SmartHub you have various tools to track your usage. The usage is updated daily so you are able to compare it day by day. You can also see how your use is trending over time, which will allow you to take steps to lower your bill.
- **Contact Us:** Report a service issue or contact us with a customer service request or any questions.

A SmartHub account allows you to get contacted in the way that is most convenient for you. You have the option to get contacted via email and/or text message. Just log into your SmartHub account and under “Notifications”, you can add phone numbers and emails to the “Manage Contacts” screen. Then, choose which contact method you would like to see which notifications on, in the “Manage Notifications” screen. Multiple phone numbers and email addresses can be added to an account so everyone in your household or business can receive the notifications desired.

Visit our website at [www.kpcoop.com](http://www.kpcoop.com) or download the SmartHub app to sign up for a SmartHub account today, so that you are all set for outage notifications in the future. You will just need your KPC account number to get started.



LIKE US ON  
FACEBOOK

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

## COVID PRECAUTIONS CONTINUE

Sonja Bogart- KPC'S CEO



Kandiyohi Power Cooperative (KPC) employees continue to take COVID-19 precautionary measures at our headquarters building and when working in the field. Employees are following the governor's order that began on July 25, wearing masks inside our building and anytime we are within six feet of each other outdoors. KPC employees have done an excellent job ensuring the same high level of service for the membership, even though extra precautionary measures are needed at this time. Even though our lobby remains closed, service representatives are available by phone at 800-551-4951. Additionally, a SmartHub app and web portal is available for member use. SmartHub provides an excellent method of self-service in paying monthly bills and looking up personal energy use data.

As noted in the story on page one, SmartHub will soon also provide members the option of receiving text and/or email outage alerts when power outages occur. Messages will be sent when outages first occur as well as when power is restored.

### Capital Credits are Another Advantage of Membership

You have likely noticed us refer to our customers as "members". But, what does this mean? I have often been asked what it means to be a member.

There are many advantages to being a member of an electric cooperative. One of the advantages is that, as a not-for-profit utility, any revenues left over after expenses are paid are allocated back to members as capital credits and are then paid later as financial conditions permit. Capital credits represent your share of ownership and become your capital investment in the cooperative.

Capital credits for 2019 were allocated to members in July of this year. If you were a member of KPC in 2019, you had allocation information in the Account Summary section of last month's bill. The amount of your allocation is based on your electric use in 2019. The dollar amount of electric service each member paid in 2019 is compared to the total electric service paid by all members and this percentage is used to calculate the portion of the overall

margin each individual account receives as an allocation.

Allocations are held by the cooperative until a future general retirement is approved by the Board of Directors and then they are returned to individual members.

This is why it is important to keep your current address on file with KPC – even if you move out of the service area – so that future capital credit retirement checks can be sent to you.

Allocation of capital credits is based on the cooperative principle of doing business at cost – and is one of the many advantages of membership in an electric cooperative. If you would like more information about capital credits or your allocation account balance, please contact a KPC service representative at 800-551-4951.

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## FARM SAFETY

## POWER SOURCES

Make sure EVERYONE is trained on safe practices around power transmission. This includes you, your employees, seasonal workers, family members, and anyone else accessing your farm. Keep in mind:

- Bigger equipment allows farmers to cover more ground in less time; however, this can be a hazard when electrical infrastructures are nearby.
- Inexperienced, fatigued or distracted operators are more likely to come in contact with a power line or pole.
- Sources of electricity include power lines, electrical boxes, and damaged (non-grounded) guy wires.

If your equipment does hit a power line, pole, or guy wire, do not leave the cab. Immediately call 9-1-1, warn others to stay away, and wait for the utility crew to cut the power.



Safe  
Electricity.org

## HELP KEEP OUR CREWS SAFE

Orange road signs are not just for highway construction zones; they also apply to utility work zones. Slowing down before entering work zones helps save lives, including the lives of our crew members, who must often work roadside to maintain or restore power.

Cars or trucks that go too fast not only endanger workers on the ground. Driving too fast or not moving over can also put a line-worker who is working high up in a bucket in serious danger by causing it to move or sway into high-voltage lines.

Please, take extra care in work zones. Our crews and their families thank you.

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# KANDIYOHI POWER COOPERATIVE (KPC) HAS SEVERAL CONTRACTORS WORKING IN THE AREA DURING AUGUST.

Power line pole inspection contractors will be testing poles in Holland and Roseland townships during August. They will also be working in parts of Edward, Whitefield and Lake Lillian. These contractors have KPC decals on their trucks. Power line poles are checked every ten years, measuring their level of decay. Those poles needing replacement are then changed out the following year.

As part of ongoing equipment maintenance, a contractor is painting distribution system equipment throughout KPC’s service territory. Equipment they are painting includes transformers, vaults and cabinets. The paint contractor’s vehicles are marked with KPC decals.

Tree trimming work continues in the New London, Spicer and Hawick areas. This contractor’s trucks have their company logo – TreeStory – on the side. Prior to trimming, a door hanger is placed on members’ doors, notifying them of the work to be done. Clearing trees and overgrown vegetation is vital to providing safe, reliable power to our members. Areas that are ground cleared may have wood shavings left behind. The shavings should be left in place, as they will decompose.

## Energy Efficiency Tip of the Month

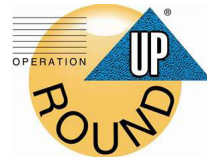
Installing a smart power strip is a quick and easy way to start saving money while making your home more energy efficient. Smart power strips can actually cut power off to save energy since they are able to detect when a device is in standby mode.

Source: energy.gov



# OPERATION ROUNDUP

The KandiyoHi Power Cooperative Charitable Trust is a state-chartered, non-profit, 501-c3 organization that administers funds from the Trust (Operation Round Up) program. The Board of Trustees meet quarterly to review applications.



The Board of Trustees are volunteers from each of KPC’s 3 districts. Current board members include: President, Kathy Rowan; Vice-President, Shelli Peterson; Secretary, Tim Helgeson and Trustees: Kathy Steffenson, Aaron Christensen, Pat Freeland, Bruce Grosland and Lisa Groff. KPC Board representative is Diane Helgeson. We have one spot open in District 3, so if you are interested in serving, please contact Robin at 796-0989 for more information.

Thanks to everyone who donates each month. Your communities appreciate it.

## RECENT DONATIONS MADE

Atwater Area Help for Seniors	\$1000.00
Bethesda Day Break	\$1500.00
Lutheran Social Services (KandiyoHi County)	\$1000.00
(PWELC Youth EC) Solution	\$1000.00
Relay for Life	\$1000.00
Spotlight Theatre Workshops	\$ 500.00
Willmar Area Community Foundation (on behalf of Willmar Area Womans’ Fund)	\$3500.00
Pennock First Responders	\$1000.00
<b>TOTAL DONATIONS</b>	<b>\$10,500.00</b>

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## 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. Steve Onnen, Clinton Henseth, and Ralph Enderle call claimed their account number last month. Each account number is worth \$5.00.



# Kandiyohi Power Cooperative

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 headquarters building near flag pole.

## MANAGEMENT STAFF

Sonja Bogart, CEO  
Diane Maurice, Member Services  
Michele Scheffler, Communications/HR  
Ryan Nelson, Engineering  
Scott Luberts, Line Superintendent  
Darla Ruschen, Finance Manager

## BOARD OF DIRECTORS:

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:

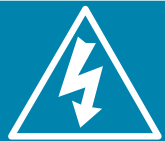
Michele Scheffler, Editor



**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**



# LOVE THE OUTDOORS? BE SAFE OUT THERE



**2/3**

of lightning fatalities are associated with outdoor **recreational activities**.



Pay attention to weather forecasts **before you go canoeing or boating**. Get off the open water as soon as you **hear thunder**.



**Do not use generators in enclosed areas.** The same goes for grills, camping stoves or other small appliances that produce carbon monoxide.



**Look up** for power lines while fishing or sailing.

**FACT: Fishing is the most common outdoor activity associated with lightning-related deaths.**



## Going for a hike?

If you hear thunder or see lightning, **do not seek shelter under a tree.**



**X**

**Tent camping?** Plan ahead, seek shelter in a hard-top vehicle or four-sided building during a storm or at the first sight of lightning.

**Safe Electricity.org**