

KILOWATT

MEET THE MEMBER SERVICE REPRESENTATIVES



Michele Scheffler,
Member Services and
Communications Manager

At Kandiyohi Power Cooperative, we pride ourselves on providing top-notch customer service to all of our members. One of the key ways we do this is through our team of three dedicated Member Service Representatives who go above and beyond to ensure our members have the best experience possible, creating an environment where members are not just customers but valued members of our cooperative family.

They strive to exceed expectations, whether it's assisting you with your billing inquiries, helping with outages and storm restoration, resolving technical issues, or even just lending



From Left to Right: Ashley, Carmen, Jean

a sympathetic ear during a challenging time. No problem is too big or too small for them, and they work diligently to find the best possible solution for each member's unique needs.

But their impact doesn't stop there. Our Member Service Representatives love to go the extra mile in making our members' lives easier. They actively provide information on the latest energy-saving programs and tips to help you reduce your carbon footprint and save on your electric bill. This dedicated team is always eager to assist in any way they can, empowering you to make informed decisions about your energy consumption.

As we navigate these challenging times together, it's important to acknowledge the invaluable role our Member Service Representatives play

in keeping our cooperative running smoothly. Their unparalleled professionalism, cheerful disposition, and unwavering dedication make them one of the driving forces behind our cooperative's success.

So, the next time you interact with our Member Service Representatives, take a moment to appreciate the incredible work they do. They are the reason you have a smile on your face when you hang up the phone or walk out of our office. We are immensely fortunate to have such an amazing team representing Kandiyohi Power Cooperative.

Thank you for being a part of our cooperative family. We couldn't do it without you!



LIKE US ON
FACEBOOK

WWW.FACEBOOK.COM/KANDIYOHIPOWERCOOPERATIVE



ENERGY EFFICIENCY REBATE PROGRAM HAS ENDED FOR 2023

We are no longer accepting rebate submissions. Thank you for your participation!

We will resume the rebate program in 2024

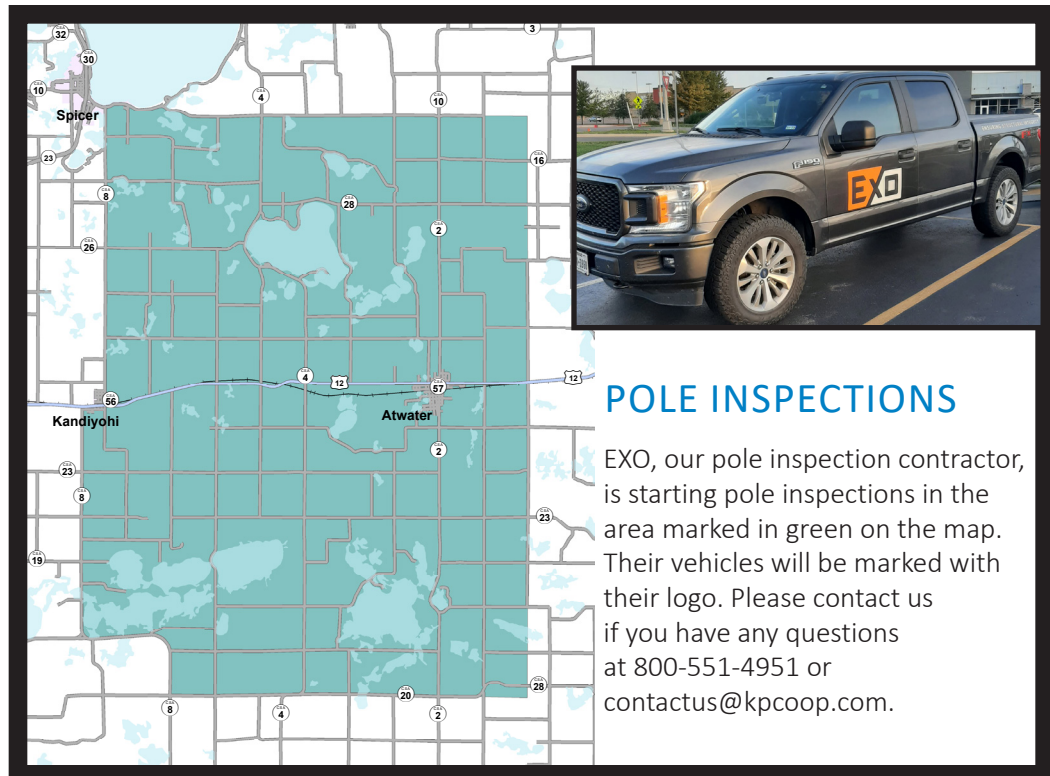


ENERGY ASSISTANCE PROGRAM

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 home heating costs. Energy Assistance is free for 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
 - Tri-County Action Agency – 320-251-1612 or 888-765-5597
- Other Local agencies that provide aid for those in need:
 - Salvation Army – 320-235-2033
 - Kandiyohi County Family Service – 320-231-7066
 - 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.



POLE INSPECTIONS

EXO, our pole inspection contractor, is starting pole inspections in the area marked in green on the map. Their vehicles will be marked with their logo. Please contact us if you have any questions at 800-551-4951 or contactus@kpcoop.com.



August's
\$25 Auto Pay
Winner:
Brad & Amy Scheibel

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.



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
 - o A Cold Weather Rule form will be mailed upon request
 - o A 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



BOARD MEETING SUMMARY

August 23, 2023

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

Additions made to the regular agenda:

- CEO Review
- Energy Issues Summit Roundtable

The following reports were given:

- CEO Report
 - 10% option update
 - Verizon Reseller Program
 - EV repair and maintenance course
- Member Services/Communications
 - Closing of Rebate Program for year
 - Cold Weather Rule
 - EV/Load Champ Update
- Engineering Report
 - Safety and services update
 - Update on current projects
 - All equipment operational
 - DOT vehicle inspections
- Finance Report
 - Review of financials for July
 - Cumulative PCA Passthrough
 - Kandiyohi County Board Meeting
 - MN Rural Electrical Trust

2024-2026 Construction Work Plan Project

Operation Round Up Update

Upcoming Meetings & Conferences

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

Energy Issues Summit Roundtable

CEO Review

Motions made and approved by the Board:

- Regular Agenda
- July Minutes
- August write-offs
- Form 990
- Adjourn meeting

Meeting Adjourned

Next regular board meeting is September 27, 2023



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.

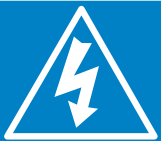
| | |
|---|--------------|
| Ryan Nelson, CEO | 320-796-1160 |
| Michele Scheffler, Member/Communications | 320-796-0982 |
| Brent Hatlestad, Line Superintendent | 320-796-1163 |
| Patrick Krueger, CFO | 320-796-0991 |

| | |
|---------------------------------------|-----------------|
| 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 |
| Darrell Fostervold - 320-212-4824 | 3 |

KILOWATT STAFF:
Michele Scheffler, Editor



811 CALL BEFORE YOU DIG!!!
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.

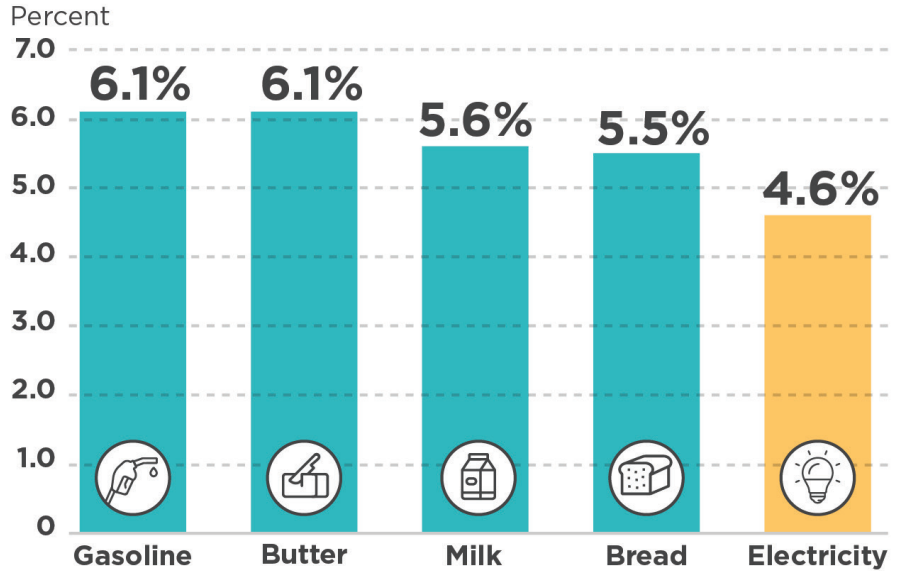
1-800-551-4951

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

ELECTRICITY REMAINS A GOOD VALUE

Although inflation has led to increasing costs in many areas of our lives, the cost of powering your home rises slowly when compared to other common goods. Looking at price increases over the last five years, electricity remains a good value.

Average Annual Price Increase 2017-2022



Source: U.S. Bureau of Labor Statistics
Consumer Price Index

Smart business security

Manage your system, locks, and access, all from one app.

888.264.6380
heartlandss.com