

# KILOWATT



## WATT'S UP

We are excited to announce our upcoming Watt's Up on October 3rd! Watt's Up is the perfect opportunity to connect and share with other members, KPC staff and Board members in a relaxed and friendly atmosphere.

Here's what you can look forward to: meet and greet with KPC staff and Board members, engaging conversations, a chance to meet new members and catch up with your neighbors, light refreshments, plenty of smiles, and door prizes.

### Save the Date

When: October 3rd from 3-5pm  
Where: Kandiyohi Civic Center,  
432 Atlantic Ave, Kandiyohi MN 56251

Mark your calendars. We can't wait to see you there!



LIKE US ON  
FACEBOOK

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

## ENGAGEMENT MATTERS AT KPC

*How to stay connected and informed  
with our SmartHub app*



Ryan Nelson, CEO

Member engagement is the active participation and involvement of the members in the affairs and decisions of the cooperative. It is the foundation of the cooperative model, which is based on the principles of democracy, equality, and solidarity. Member engagement ensures that KPC is responsive to the needs and preferences of its member-owners, and that it operates in a transparent and accountable manner.

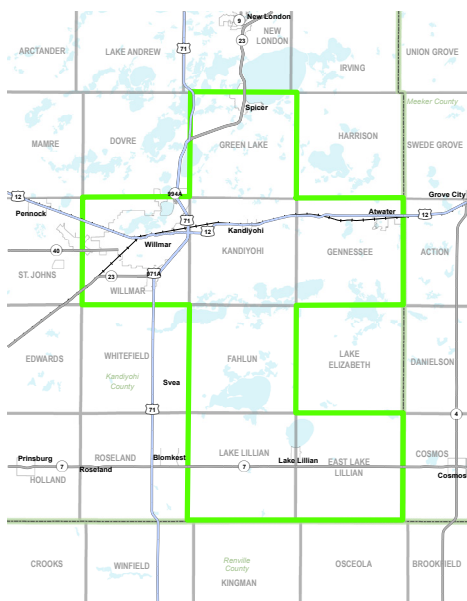
Member engagement is important for the health and sustainability of your cooperative. It helps to build trust and loyalty among the member-owners, and to foster a sense of belonging and ownership. Member engagement also enhances the performance and efficiency of your cooperative, as it allows you to provide feedback, suggestions, and ideas that can improve the quality and reliability of the electric service. Member engagement also strengthens the advocacy and influence of your cooperative, as it enables member-owners to voice their concerns and interests to policymakers and regulators.

One of the easiest and most convenient ways to engage with us is to use our SmartHub app. Our app is designed to provide you with critical notifications on your electric service such as outages, restoration, billing, and your energy consumption history down to the hour. You can access relevant information from us such as audited financial statements, Articles & Bylaws,

and other annual company communications. Our app also allows you to communicate with us by sending messages, questions, or feedback.

In the future, with enough active users, member-owners could participate in polls, surveys, or contests. We also want to use our app as a tool to keep you informed and engaged on the legislative and reliability issues that could affect your cooperative and your electric service. As we head toward a carbon free grid in Minnesota by 2040, we will face many challenges and opportunities that will require your input and support. Our app could enable us to quickly and efficiently notify you of any bills, regulations, or changes that could impact your rates, reliability, or rights as a member-owner. We hope to use our app to help you to understand and support KPC's efforts to save energy and money while maintaining a safe and reliable grid.

SmartHub is available for both Android and iOS devices. You can download it for free from the Google Play Store or the Apple App Store. You will need to register with your account number and email address to use SmartHub. Once you have downloaded and installed our app, you can start enjoying the benefits of member engagement. You can also invite your friends and family members who are also member-owners of KPC to download our app and join the conversation.



## TREE TRIMMING

KPC has contracted with TreeStory to do our trimming and ground clearing. Their trucks are clearly marked with their TreeStory logo. Throughout the rest of the year, they will be working in the townships Green Lake, Kandiyohi, Genessee, East Lake Lillian, Lake Lillian, Fahlun and Willmar. Prior to trimming, a door hanger is placed on the member's door, notifying them of the work to be done. Maintaining clearances around facilities is critical to proving safe and reliable power to you, our member-owners. Thank you for your cooperation!

Operation Round Up Board Opening ORU is a volunteer community support program. It is designed to provide financial assistance to worthwhile projects and charities throughout our area. It's people helping people. The ORU Board Members review grant applications at a quarterly meeting to determine grant award amounts. This nine-member board has an open seat. If you are interested in serving on the board and helping your local community, please email [contactus@kpcoop.com](mailto:contactus@kpcoop.com) or call 800-551-4951 for more information.



## 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.

## NOTICE OF TAX EXEMPTION FOR ELECTRIC HEAT

Electricity sold for residential heating use is exempt from Minnesota sales tax for the months of November through April if qualified. To qualify, a member must have electric heat as their primary source of heat. Primary source of heat is the source that supplies more heat than any other source for the largest period of time during the heating season.

If the primary source of residential heat is electricity and there is only one meter for that utility, then all electricity measured through that meter is not taxable during the winter heating months. A separate exemption form is required for each qualifying service location.

Members who have previously signed the form for their existing service location or members who have a dual fuel meter are already receiving the exemption. The Residential Sales Tax Exemption printable or online form can be found on our website: <https://www.kpcoop.com/sales-tax-exemption>.



### August's \$25 Winner: Chad and Sara Lundquist

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

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 regular agenda:

- CEO Evaluation & Meeting Dates.
- CEO Report
  - IJJA Consortium, Topic 3 update.
  - Energy Issues Summit recap..
  - KPC Handbook completion and roll out.
  - LM changeout project update.
  - Heartland Security quarterly meeting update..
  - Strategic plan review.
  - Homestead Funds.
- Member Services/Communications
  - Update on rebate programs.
  - October Save the Dates: Watts Up 10/3 & Halloween event 10/31.
  - Cold Weather Rule update.
  - EV/Load Champ update.
  - Insights and analytics.
  - Autopay metrics.
- Engineering Report
  - Twenty new services; twenty-one retired to date.
  - IJJA GRIP & New ERA grants- touch base.
  - Minnesota State Competitiveness Funds update.
  - Evaluation of engineering software underway with IT.
  - Outage breakdown YTD 2024.
  - Employee safety update.
- IT/Maintenance (Ryan Nelson in place of Bryan Ashburn)
  - Fleet radio upgrades completed.
  - Employee computer changeout project underway.
  - New vulnerability assessment tool implemented.
  - Air quality tests done & passed by Chappell Central.
  - Heartland Security replaced ineffective security cameras.
  - Overhead door four has been replaced.
  - Parking lot project completed at old office.
- Finance Report
  - Review of financials for July.
  - Biennial insurance renewal update.
  - Grant tracking training done.
  - Tax Credit and Form 990 completed.

Executive Session

Upcoming Meetings & Conferences

NRECA Voting Delegate

CFC Voting Delegates

Motions made and approved by the Board:

- Regular Agenda.
- July Meeting Minutes.
- Approval of the resolution regarding Homestead Funds 457(b) plan for Employees with further education prior to implementation.
- Approval of the resolution regarding Homestead Funds 457(b) plan for Directors with further education prior to implementation.
- August write-off.
- Approval of Form 990.
- NRECA voting delegate.
- CFC voting delegate.
- CFC alternate voting delegate.
- Adjourn meeting.

Meeting Adjourned- Next regular board meeting is September 25, 2024.



8605 47th Street NE, Spicer, MN 56288  
 www.kpcoop.com  
 Email: contactus@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

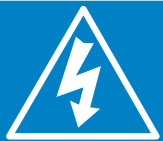
BOARD OF DIRECTORS:	District
Dale Anderson, Chair - 320-894-1687	1
Rollo Campe - 320-894-1601	1
Larry Powers - 320-212-7960	1
Dan Pomranke - 320-894-7113	2
Todd Post, VC - 320-212-1119	2
Stan Wubben, Secretary - 320-905-8325	2
Kelly Erickson - 320-894-2930	3
Diane Helgeson - 320-220-3745	3
Darrell Fostervold - 320-212-4824	3

**KILOWATT STAFF:**  
 Michele Scheffler, Editor

*Equal opportunity provider and employer.*



**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.



**TRICK  
 OR  
 TREAT**

**OCTOBER 31ST  
 3-5 PM**

8605 47th St NE, Spicer, MN

**COSTUMES - CANDY - TREATS**

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 COOPERATIVE**

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