



AND ELECTION OUTCOMES FOR DISTRICTS TWO AND FOUR







THE 84TH ANNUAL MEETING of People's Energy Cooperative was broadcast live from the Cooperative's Conference Center through Facebook and YouTube on March 25. In-person attendance was limited to board members and board candidates due to COVID-19 restrictions.

Five candidates vied for two seats with three-year terms on PEC's Board of Directors. In District 2, Jodie Tvedt of rural Byron defeated Tony Bauer of rural Hayfield. Tvedt won with 1,286 votes compared to Bauer's 1,114 votes. District 4 incumbent Tracy Lauritzen of Elba defeated Rick Hodny of Plainview and Eugene "Brent" McNallan of Plainview. Lauritzen won with 1,279 votes; Hodny received 419 votes; and McNallan received 715 votes.

Board Chair Jerome Wooner presented a gift to Kenneth Wohlers on behalf of the Cooperative in recognition of his service on the Board since 2003. Wohlers announced late last year that he would not seek re-election for his seat representing District 2.

Newly elected Jodie Tvedt, representing District 2, is the third woman to be elected to the Board. The first was Sharon Hart of rural Stewartville in 1987. Tracy Lauritzen, from District 4, became the second in 2018.

President and CEO Mike Henke stated, "Our board is not only age and gender diverse; it is comprised of professionals from a wide variety of industries ranging from ag equipment, civil service, construction, auto licensing, farming, marketing, and now the rail industry with the addition of Jodie. This broad spectrum of backgrounds, along with the knowledge and experience, provides for rich discussion at board meetings and a level of leadership that ensures quality governance members can count on."

If you missed the meeting, you can still watch it on the Cooperative's Facebook page or YouTube channel available on peoplesenergy.coop.

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CEO MESSAGE FROM MICHAEL J. HENKE, PRESIDENT & CEO



mhenke@peoplesrec.com

One of the most asked questions I receive is, "Are electric vehicles (EVs) just a fad, or will they become mainstream?" In my opinion, they are not just a fad. That is why your Cooperative has developed an EV charging strategy to help us navigate toward our vision to be a national leader among rural electric cooperatives for the use of electrification in transportation.

I believe there are several factors which will drive EVs to becoming more mainstream in the next decade. The top three reasons: automakers are investing billions of dollars in EV technology, regulators are pushing for greenhouse gas reductions globally, and the challenges. to owning and operating an EV are decreasing.

AUTOMAKERS INVESTING BILLIONS: According to an article from Car and Driver. General Motors is investing \$20 billion to deliver 20 new EVs by 2023. Ford plans to invest \$11 billion, and Volkswagen has pledged \$91 billion. Last month, Volvo announced that its entire car line-up will be fully electric by 2030 and make up 50 percent of its global sales by 2025.

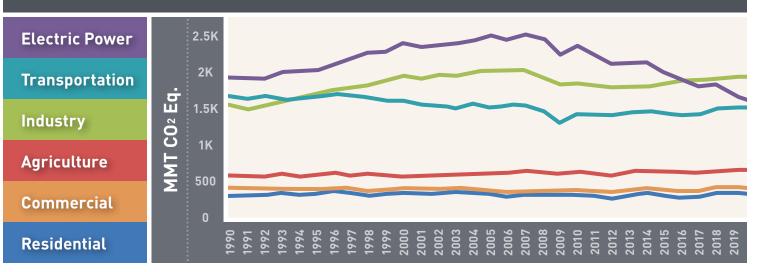
The push is, in large part, to satisfy emissions regulations. It's important to recognize that it's a global market and stricter emissions standards, especially in China (the largest auto market) and Europe, are driving automakers to invest in zero-emission technology.

REDUCING GREENHOUSE GAS EMISSIONS:

The push for zero-emission technology is to reduce greenhouse gas emissions. As you can see in the chart (bottom of this page) from the EPA's Draft Inventory of U.S. Greenhouse Gas Emissions and Sinks Report for 1990-2019, the transportation sector has replaced the energy sector as the single highest emitter of carbon into the atmosphere. So, it makes sense to replace carbon emitting internal combustion engine vehicles with zeroemission, all-electric vehicles,

Now some may be quick to argue, "Not so fast, if vehicles are powered by electricity and that electricity is generated by a fossil fuel such as coal, nothing is gained." I agree with that to a point. But our grid is becoming 'cleaner' due to technology that mitigates coal pollution by coal plants, and we (as a cooperative and an industry) are continually taking steps to transition to more renewable energy sources.

DECREASING CHALLENGES: One of the biggest challenges with EVs is known as "range anxiety." Improvements in battery technology enable today's EVs to drive ranges over 300 miles. For most people, this more than covers their daily needs. When charging at home during the night, members can take advantage of lower electric rates and start with a full charge each morning. (message continues on page 4)



U.S. GREENHOUSE GAS EMISSIONS ALLOCATED TO ECONOMIC SECTORS (1990-2019)

MONTHLY MEETING HIGHLIGHTS

PEC's Board of Directors held its monthly meeting on March 30. During the meeting, the following

items were discussed: the 2020 Safety, Reliability, and Service Quality report; the Cooperative's Electric Vehicle (EV) Charging Strategic Plan; EV charging options, rates, rebates, and incentives; Dairyland's EV charging incentive plan; Dairyland's EV fast charging pilot rate for level-three chargers; SmartHub capabilities; the PowerDown program; and the board governance video "The Board's Role as Regulator" was shown. A quorum of directors was present, and the following actions were taken:

Election of Jerome Wooner as Board Chair, Art Friedrich as Vice Chair, and Tracy Lauritzen as the Secretary/Treasurer.

- Elected Tracy Lauritzen as the alternate Dairyland Director.
- Reappointment of Mike Henke as President/CEO.
- Reappointment of Anthony Stern as CFO.
- **Approved** *the* 2020 *Financial Audit.*
- Approved a 3.042 mill power cost adjustment for Legacy members for March usage billed in April.
- Approved the Distributed Generation Rate Schedules and Riders.
- Approved member participation in the Dairyland Annual Meeting through the online streaming option.
- Set the next Member Advisory Committee meeting for May 18.



QUESTION: "Is People's Energy Cooperative considering adding broadband internet as part of your services for members? Why or why not?" - PEC member Don Srock

ANSWER: Since broadband is not our core competency, it is a very risky venture to spend the millions of dollars necessary to offer broadband in an already competitive market. The member survey we conducted in 2020 indicated that 85% of members surveyed already have high-speed internet.

We understand it is critical for most of our members to be able to access high-speed internet. PEC supports legislation that helps expand the reach of those services. We also support broadband companies by allowing them to attach their equipment to our poles.

While People's has made the decision to not directly invest in broadband infrastructure, we continue to communicate and advocate with legislators as well as work with the communications companies about the importance of providing highspeed internet for the members that still lack this service.

We also have a partnership with Viasat satellite service. To learn more, visit *peoplesenergy.coop/viasat-internet*.

You can email your questions to memberrelations@peoplesrec.com or message us on Facebook. Your question may be in the next newsletter!

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highline

MANAGEMENT

Michael J. Henke, President/CE0

Patrick Nelson, Director of Engineering and Operations

Michelle Olson, Director of Member Services

Anthony Stern, Chief Financial Officer

Gwen Stevens, Director of Cooperative Relations

BOARD OF DIRECTORS

DISTRICT 1: Joe Book

DISTRICT 2: Jodie Tvedt

DISTRICT 3: Robert Hoefs,

DISTRICT 4: Tracy Lauritzen, Secretary/Treasurer

DISTRICT 5: Jerry Wooner, Board Chair

DISTRICT 6:

Art Friedrich Vice Chair

DISTRICT 7: Jeff Orth

Visit peoplesenergy.coop for a listing of the areas covered by each district.

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GENERAL INFO Business Hours: 7:30 am – 4:00 pm, M–F **Telephone:** 507-367-7000

Toll-Free: 800-214-2694

Web Address: www.peoplesenergy.coop

Gopher State One Call: 1-800-252-1166 (digging & line location)

2021 PEC Board Election THANK YOU NOTES

District 2 Director: Jodie Tvedt • Byron:

"Thank you to all the Cooperative members who took the time to vote in the recent board election. I am humbled by the trust placed in me to represent District 2 and follow the legacy of service set by Ken Wohlers for the last 18 years. Additionally, my thanks to all the director candidates. Your willingness to serve keeps the Cooperative strong. "

District 2 Candidate: Tony Bauer • Hayfield:

"Thank you to all that voted for me for the District 2 board members. Wishing continued success to the board "

District 4 Director: Tracy Lauritzen • Elba:

"Thank you to all of our members who voted. I am grateful for the confidence members have in me and for being reelected to the Board. I also want to acknowledge and offer gratitude to all of the other candidates for demonstrating the Cooperative Principle of 'Concern for Community' by running in the 2021 election. Again, I thank you. It is truly my honor to continue to represent all members!"

District 4 Candidate: Rick Hodny • Plainview:

"I would like to thank everyone who participated in the voting process and those in District 4 who supported the candidates. I was honored to be a candidate for your Cooperative. Thank you for your support."

District 4 Candidate: **Brent McNallan** • **Plainview:** "Thanks for the nomination. And thank you for the support and your votes." Twenty-two thousand five hundred twenty-seven.



Minnesota's Cold Weather Rule is no longer in effect beginning April 16.

It is important to make sure that you are not past due on your account to guarantee continued electric service.

If you are in a position that makes it difficult to pay your bill, please contact us immediately, during business hours, to make payment arrangements. Failure to communicate and/or have active arrangements in place may result in disconnection.

As a reminder, there is energy assistance available. Qualifying households are now eligible to receive up to \$1,200 in crisis funds. Visit peoplesenergy.coop/ energy-assistance to learn more.

CEO MESSAGE (continued) The charging network is also expanding. Every day more chargers are added in public spaces by auto makers, federal, state, and local governments, and private entities. Your Cooperative is also doing its part to help in this area.

If you read the January newsletter, you saw the announcement about the Cooperative's partnership with 28 other electric cooperatives to form CHARGE EV, LLC, a regional electric vehicle charging network across rural Wisconsin, Illinois, Iowa, and Minnesota.

We live in exciting times and People's Energy Cooperative is striving to be your trusted energy resource in the realm of EV charging technology. If you are exploring EV ownership, I encourage you to visit the electric vehicle resource page on our website for a host of resources about EV technology, types of charging, and special charging rates.

Sincerely, Michael J. Henke, President & CEO, 800-214-2694

THE STAFF THAT SERVES YOU: THANK YOU FOR YOUR SERVICE!





Cristina





Mike



smart hub



Employee Recognition

MARCH ANNIVERSARIES:

- Rich Kendall, 25 years: Crew Leader
- Cristina McNallan, 5 years: Flectric Services & Programs Coordinator

APRIL ANNIVERSARIES:

- Mike Beck, 5 years: Master Electrician
- Gretchen Tesch, 5 years: General Accounting

Also celebrating a milestone is District 7 Board Director Jeff Orth, who celebrated 10 years serving on the Cooperative's Board of Directors in March.

FEB. CORRECTIONS:

- Gary Schurhammer, Warehouse Worker, celebrated 45 years, not 40 years as previously stated in the Feb. newsletter.
- Nate Cliff. Area 1 Lineworker, celebrated **15 years**, not 10 years as previously stated in the Feb. newsletter.

We apologize for this oversight and thank them both for their years of service to the Cooperative. Thirtythree thousand one hundred forty-six.

the three most **FREQUENTLY-ASKED QUESTIONS**

WHAT IS THE DIFFERENCE BETWEEN THE MOBILE APP AND THE WEB VERSION OF

SMARTHUB? The mobile apps are native applications that can be downloaded and installed on your compatible mobile phone or tablet device. The web version is internet accessible from any web enabled device. Both the app and the web version give you secure access to maintain your account information, view your energy usage, review billing and payment history, make payments on one or more accounts, set up recurring payments, sign up for various notifications such as bill availability and Power Down alerts, and report outages.

IS THE APP SECURE? Yes! All critical information is encrypted in every transaction and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

HOW CURRENT IS THE ACCOUNT INFORMATION I SEE IN THE APP **OR ON THE WEB?** The information you see in the app and on the web is shown in real-time, so it is always current. However, if you keep your app or the web version open for an extended period of time, you should refresh the page by selecting a new option in order to ensure the information is still current.

Take control of your account and make interacting with PEC easy with SmartHub.

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Members will soon have the option to purchase smart electric vehicle (EV) chargers through People's Energy Cooperative. This is available as a result of our newly created partnership CHARGE EV, LLC.

Upon installation of these smart chargers, members will also be able to enroll in the Cooperative's EV Charging Off-Peak rate or the EV Charging Time-of-Use rate.

Smart EV CHARGERS AVAILABLE SOON THROUGH THE COOPERATIVE

Smart EV chargers come equipped with integrated metering, allowing them to communicate through a cellular network. They will not require the installation of a second meter. The smart charger is eligible for a \$1,000 rebate upon installation and enrollment in an energy management program or time-of-use rate.

"We ask that members who are interested in purchasing a smart EV charger contact the Cooperative to schedule a site visit," says Cristina McNallan, electrical services and programs coordinator at PEC. "The site visit will help determine eligibility and the member's service will be evaluated for the additional capacity requirements."

To learn more about People's Energy Cooperative's EV charging programs and eligibility requirements, email Cristina McNallan at chargeev@peoplesenergy.coop.

> **CHARGE** POWERED BY CO-OPS

VEGETATION MANAGEMENT 2021

Everyone gets excited to see buds on trees and new spring growth. During this time, it is extremely important to be aware of how close your trees may be growing to overhead power lines. Unfortunately, we've already had one incident this spring where trees that were too close to power lines caused a fire resulting in significant damage. Every year, PEC hires tree contractors, **Carr's Tree Service** and **New Age Tree Service**, to help us execute our vegetation management program for annual line maintenance. **During the month of May,** Carr's Tree Service will be working in New Haven township and the Genoa area. Also, during this time, New Age Tree Service will be working in Viola and Eyota townships.





Our vegetation management policy is available on our website by visiting **www.peoplesenergy. coop/vegetation-management**. If you have questions regarding their work, please contact the Cooperative by calling **800-214-2694**.

ORU® SPOTLIGHT: RCTC

(Learning Is ForEver) PROGRAM



While many programs have struggled during the past year, Rochester Community and Technical College's (RCTC) Learning Is ForEver (LIFE) Program is experiencing unexpected growth. The program, which has temporarily switched to an online-only format, seeks to enrich participants' lives by bringing them fun, educational classes covering a wide range of topics.

"People are embracing the Zoom format and enjoying it immensely," says Chrisanne Pieper, RCTC's senior programs director. "It's convenient for them not to have to go out, find a parking space, and walk to and from a classroom."

With classes now available from the comfort of home, the LIFE Program is able to reach a larger audience. Pieper notes how they currently have people from seven different states attending classes, in addition to participation throughout the state of Minnesota. The program is available to people of all ages.

People's Energy Cooperative's Operation Round Up program recently awarded RCTC's LIFE Program \$1,500 to help cover the cost of printing and mailing class catalogs that will be sent out for the coming year. The catalogs contain a list of all upcoming classes, calendars for people to use as reminders, and registration sheets to sign up for the classes. Funds will also be used to advertise the program in local newspapers.

"Thank you to all of the Operation Round Up participants who are helping us with the funding of this program. It really means a lot to us," Pieper says. She adds how she's also grateful for the program's volunteer advisory board members who help make the program a success. Thirteen thousand two hundred twenty-three.

As a part of RCTC's outreach effort, Learning Is ForEver (LIFE) provides stimulating educational programs and encourages social and personal growth for lifelong learners in a growing and diverse community. This is accomplished through a variety of affordable courses including lectures, discussion groups, day trips (which will resume after the pandemic), and other learning opportunities in an accessible setting. Learn more at **learningisforever.net**.



PEC Distribution Grid access fee change & compliance statement

The Cooperative conducted its annual calculation of our distributed generation rates per Minnesota State Statute and the Board of Directors approved them at its board meeting held on March 30.

All changes to what the Cooperative pays members for excess energy take effect with the May usage period. The Cooperative's Cogeneration and Small Power Production Tariff filing can be viewed on the Cooperative's website.

The distributed generation rate changes include a change in the Distributed Generation Grid Access Fee. This fee has been adjusted and is applied to all qualified small power or cogeneration facilities *(under 40kW)* interconnected on or after May 1, 2016. Twenty-eight thousand nine hundred.

Effective with May usage, the distribution grid access fee will be applied monthly as follows:

TYPE OF SERVICE	KW IN EXCESS OF 3.5KW	NOT TO EXCEED*
Residential Service	\$2.69 per kW	\$22.00
Small General Service	\$1.30 per kW	\$31.00
Med. General w/Demand	\$1.52 per kW	\$55.00

* Where the Cost of Service Study determined value is greater than is possible to charge a system under 40kW the maximum possible charge is shown.

IN COMPLIANCE WITH

People's Energy Cooperative's (PEC) adopted rules relating to cogeneration and small power production, PEC is obligated to interconnect with and purchase electricity from co-generators and small power producers, who satisfy the conditions as a qualifying facility.

PEC is obligated to provide information free of charge to all interested members upon request regarding rates and interconnection requirements.

All interconnections require an application and approval to become a qualifying facility. Any disputes over interconnections, sales, and purchases are subject to resolution by the PEC Board.

Interested members should contact the Cooperative by emailing DERInterconnect@ peoplesrec.com or calling 800-214-2694.

Solar\$ense

If you are thinking about your own solar energy system, make sure to visit our website to learn more about Solar\$ense, our program for residential members.

This program gives residential members another choice in how they can benefit from installing their own net-metered (40kW or less in size) photovoltaic (PV) solar system. Depending on the size and type of system, members are eligible to receive up to \$4,000 in incentives for 'properly sizing' their system to match their power needs.

For more information, visit peoplesenergy.coop/memberowned-renewable-energysystems or call Cristina McNallan at 800-214-2694.

KEEPING PEC MEMBERS INFORMED OF SOME RECENT CHANGES



ELECTRICAL CODE CHANGES

Members considering any new home projects should be aware of some recent changes to the national electrical codes and standards.

As of November 17, 2020, the Board of Electricity adopted the 2020 National Electrical Code *(NEC)*. This means all electrical work authorized by permits issued on or after November 17, 2020, must comply with the 2020 National Electrical Code. According to the Minnesota Department of Labor and Industry, concerns were brought up regarding the availability of 2-pole ground fault circuit interrupter (*GFCI*) circuit breakers. Due to this concern, the Department decided to delay enforcement of the requirements for 250-volt GFCI receptacles and outlet requirements found in two sections of the NEC.

"On April 5, 2021, DLI (*Department of Labor and Industry*) will begin enforcing the 250-volt GFCI receptacle and outlet requirements found in NEC 210.8(*A*) and 210.8(*F*)," the Minnesota DLI announced in its 2020 NEC update. "Industry circuit breaker manufacturers have confirmed that supply-chain challenges will be resolved in March 2021. Electrical work authorized by permits issued on or after April 5, 2021, must comply with the 2020 NEC."

People's Energy Cooperative members interested in finding out more about Minnesota's electrical codes and standards should visit: dli.mn.gov/sites/default/files/pdf/ eli_inspection_checklist2.pdf.

This is a direct link to a PDF of the Minnesota DLI Electrical Inspection Checklist for One-Family Homes. The checklist is based on the 2020 National Electrical Code. It contains valuable information every homeowner should have before taking on an electrical project.

Contractors looking for some general information about the 2020 NEC changes are encouraged to check out the 2020 National Electrical Code FAQs at: dli.mn.gov/sites/default/files/pdf/NECFAQ20.pdf



YOU DON'T HAVE TO CHOOSE. MORE MINNESOTANS THAN EVER ARE HAVING DIFFICULTY PAYING HEATING AND ELECTRICITY BILLS.

Energy assistance can help. Eligible applicants receive \$200-\$1,600 for energy expenses and can be eligible for up to \$1,200 or more. Learn more and apply at mn.gov.commerce/eap.jsp, or call 800-214-2694.

easy & **SAUE**

Want to save money? Check out the Home Energy Savings page on PEC's website: peoplesenergy.coop/home-energy-savings.

The page features a variety of resources members can use to identify where their home uses energy and how that energy may be used more efficiently. With everything from an extensive home and energy guide to an appliance/electronic energy use calculator, the website provides a convenient place for members to learn more about how to start saving today. Resources featured include:

- ► Home Energy Savings Kits: PEC has partnered with several local libraries and city halls so people can check out home energy savings kits free of charge. The kits are useful for evaluating a home's energy usage and identifying places for improvements. The website has a list of where to find the kits.
- Home Energy Adventure: If you're interested in testing your energy efficiency knowledge, this game will not only reveal how energy efficient you are but also show you ways to improve your home's efficiency and save money.
- Use Energy Wisely: A link to this publication is available online. Use Energy Wisely helps members understand their unique energy needs and the technologies that are there to help.

- 101 Easy Ways to Save Energy & Money: From lighting to electronics and water heating to laundry, these 101 tips from Touchstone Energy Cooperatives will help you save.
- Home Energy Guide: Download the Minnesota Department of Commerce's Home Energy Guide. The guide outlines steps to achieve energy efficiency and explains how reducing energy use will lower energy bills, make homes safer and healthier, and contribute positively to the environment.

Consider Energy Efficient Appliances:

Before purchasing new appliances, check out EnergyStar's listing of the most efficient clothes washers, refrigerators, dishwashers, dryers, ventilating fans, heating and cooling, ceiling fans,



computer monitors, and windows.

Energy Use Calculator: Estimating appliance and home electronic energy use is simple with the energy use calculator. Members can estimate their annual energy use and cost to operate specific products.

Know what's **below. Call before you dig.**

5 STEPS FOR SAFE DIGGING

Spring has arrived, and there's never been a better time to get outside and enjoy the fresh air. Perhaps you're making plans for a new garden or a lawn makeover. However you're planning to revamp your backyard oasis, remember to keep safety in mind for all projects – especially those that require digging near underground utility lines.

Most of us never think about the electric, gas, water, and other utility lines buried below the ground, but hitting one of these lines while digging is not the reminder you'll want – trust us! People's Energy Cooperative reminds all members who are planning a digging project to call 811 at least three business days before you start. Or you can submit a request online by visiting www.call811.com/811-In-Your-State.

By taking these important steps before you break ground on your project, you can help protect not only yourself but our community.

Disrupting an underground utility line can interrupt service, cause injuries, and be costly to repair, so remember to call 811 first and know what's below.

1. NOTIFY: Call 811 or

make a request online two to three days before your work begins. The operator will notify the utilities affected by your project.



2. WAIT: Wait two to three days for affected utilities to respond to your request. They will send a locator to mark any underground utility lines.

3. CONFIRM: Confirm that all affected utilities have responded to your request by comparing the marks to the list of utilities the 811 call center notified.



4. RESPECT: Respect the markers provided by the affected utilities. The markers are your guide for the duration of your project.

5. DIG CAREFULLY: If you

can't avoid digging near the markers (within 18-24 inches on all sides depending on state laws), consider moving your project location.



1775 Lake Shady Avenue South Oronoco, Minnesota 55960

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WHEN THE LIGHTS GO OUT, SO DO WE *Call even if you think your neighbors have reported the outage. Leave one light on so you know when power has been restored. Have an emergency kit prepared.*

507.367.7000 or 800.214.2694

NATIONAL WORK ZONE AWARENESS

NATIONAL WORK ZONE AWARENESS WEEK

(April 26-30) is an annual spring awareness campaign held at the start of construction season which encourages safe driving through highway work zones.

- DRIVE SAFE: Work zones, whether road construction or utility work, need everyone's undivided attention. Remember, when approaching anyone working on the side of the road, slow down, follow signs, and be alert. In Minnesota, it's the law.
- WORK SAFE: Work zone safety begins with workers who are dedicated to keeping everyone safe. Each year, our field employees are trained in the skills they need to keep themselves, and their colleagues, safe.
- SAVE LIVES: When we work together in the name of safety, we can save lives.

SPOT YOUR NUMBER

Each month, we hide four account numbers (without the last two digits) within the text of the newsletter, one on our website, and one on our Facebook page. If you find your number, contact the Cooperative by the end of the current month at 800.214.2694 or memberservices@peoplesrec.com to receive a \$30 credit on your electric bill.

GOOD LUCK IN FINDING YOUR ACCOUNT NUMBER!

FLASHING LIGHTS? MOVE OVER! IT'S THE LAW!

MN'S TED FOSS MOVE OVER LAW

was named in honor of the State Patrol trooper who was killed while on the shoulder of I-90 in Winona in 2000. Failing to take these actions endangers personnel who provide critical and life-saving services. Fines can exceed \$100. The law states:

- When traveling on a road with two or more lanes, drivers must keep over one full lane away from stopped emergency vehicles with flashing lights activated – ambulance, fire, law enforcement, maintenance, construction vehicles, tow trucks, freeway service patrol, solid waste vehicle, recycling vehicle, and utility trucks.
- Reduce speed if unable to safely move over a lane.

WHILE OUR LOBBY REMAINS CLOSED, we want to remind members that our staff is only a phone call away during our regular business hours (7:30 am - 4:00 pm). We encourage members who have questions and would prefer to meet in person to set-up an appointment. This ensures a staff member is available to meet at a time that works for you and enables them to prepare if necessary. THERE ARE SEVERAL OPTIONS FOR PAYING YOUR BILL that don't require a trip to our office. You can pay online, over the phone, through auto pay or your bank's payment program, or by mail.