



DURING A POWER OUTAGE

CLEAR COMMUNICATION IS KEY IN *HELPING US HELP YOU*



As reliable and resilient as we try to make our system, outages are inevitable with over 3,000 miles of power lines exposed to severe weather, curious animals, people digging where there shouldn't be, and vehicles hitting poles and equipment. The abnormal and severe weather this spring and early summer has led to more occurrences of outages than normal. We apologize for any inconvenience and thank you for your patience during restoration efforts. To help us restore power as efficiently as possible, please remember your role in the effort.

REPORTING AN OUTAGE: While our automated metering infrastructure (AMI) notifies us when outages occur, we still count on members to report outages to help determine cause and location. It's helpful when members communicate when they see or hear anything they think may be related to the cause of the outage.

THERE ARE MULTIPLE WAYS YOU CAN REPORT AN OUTAGE.

- 1.) **THE FASTEST WAY TO REPORT AN OUTAGE** is by texting 'OUTAGE' to 55050. However, you must be registered for outage texting before using it. To register, simply click on the "Power Outages" button at the top of our home page on our website. This will take you to the "Power Outage Information" page of our website that contains the link to register for outage texting. It's important to note that the phone number you are registering for outage texting capabilities must be associated with your account in our billing system. If it's not, you can contact us to update your account information. During the registration process you will receive a verification code via text that you will need to enter to complete your registration. For more details on outage texting and how to register, please visit our website.
- 2.) **ANOTHER WAY TO REPORT AN OUTAGE** is through the outage quick link in SmartHub. You must be a registered user to use SmartHub, but then you can report outages from any mobile device.
- 3.) **YOU CAN ALSO CALL 800-214-2694** to speak with someone but, depending on call volume, this can take a while, so we encourage reporting by text or through SmartHub. *(continued on page 4)*

inside:

04. *Right-Of-Way: Why Do We Clear Trees?*

06. *20 Years of Heartland Security*

09. *Stay Efficient: Evergreen & Power Down*

10. *Five Reasons to Get Rid of Inefficient Bulbs*

CEO MESSAGE

FROM ELAINE J. GARRY, PRESIDENT & CEO



Elaine J. Garry

egarry@peoplesrec.com

Recently, some groups and news articles from other regions have falsely asserted that electric cooperatives are not regulated and question the value of self-governance or why cooperatives are different from other utilities. I'd like to set the record straight on these points.

Like all electric cooperatives in the state, People's Energy Cooperative is owned by the people we serve and is a not-for-profit entity. Because of this member-ownership structure, the directors you elect to govern the Cooperative are entrusted to make decisions that are in the best interests of all members and our local communities. To do so they undergo extensive training and have a fiduciary responsibility to the Cooperative and face personal liability for breaching that duty.

To govern effectively, our directors bring a diverse and well-rounded background to the boardroom. They have financial skills, industry knowledge, an understanding of regulatory and legislative policymaking, and an aptitude for determining the ongoing and future strategic direction of the Cooperative.

This type of self-governance is successful in many forms – through schools, churches, credit unions, and various types of cooperatives. It enables you, a member, to run for the Board of Directors and serve your neighbors, friends, and community in a meaningful way. Even if you don't run for the Board, you can hold the Board accountable by attending the Annual Meeting and other member meetings and voting on bylaw amendments.

While this structure allows for local decision-making, it's imperative to recognize that self-governed organizations – including People's Energy Cooperative – must adhere to all local, state, and federal laws and regulations. Electric cooperatives are, in fact, significantly regulated and audited.

We have considerable oversight through hundreds of Minnesota statutes and by the Minnesota Public Utilities Commission (PUC). We follow Occupational Safety and Health Administration (OSHA) regulations, National Electrical Safety Code® standards, and Environmental Protection Agency regulations, to name just a few.

Where PUC regulation primarily differs for electric cooperatives is in rate regulation. The PUC plays a regulatory role for investor-owned utilities (IOUs) in the rate-making process to provide checks and balances between shareholders and ratepayers. Without this oversight, it could be in the IOU's interest to charge as high of rates as possible to return profits to their shareholders.

Because the board members, who are setting rates for People's, are also rate-paying members of the Cooperative, there is no benefit in charging any more than necessary for power. We undertake extensive cost-of-service studies to ensure rates are appropriate and adequate to solely cover the costs of providing service and are fair to all classes of ratepayers.

Please know that most cooperative boards and managers conduct themselves with high ethical and moral standards and "live by" the Cooperative Principles. It's important to note that who you elect to the Board of Directors makes a difference. For this reason, I encourage you to vote when you have the chance and to do some research on the candidates who are running for board positions.

It is equally important as to who your board of directors hires to manage your cooperative. As I prepare myself for retirement in a few months, I am encouraged by the process and effort your board is putting into finding a new president and CEO. I am confident they will find a candidate who will bring new ideas, processes, and skills to make your cooperative an even better place to work and one that provides a high-quality service to all of you.

Since 1936, the cooperative business model and the Cooperative Principles have been guiding us as we make long-term decisions to ensure reliable, safe, and affordable energy for our members. We're proud of our track record of powering homes, businesses, schools, and other essential services in our communities. If you have questions about our policies or our cooperative structure, please don't hesitate to contact me.

Sincerely,
Elaine J. Garry,
President & CEO,
507-367-7000

MONTHLY MEETING HIGHLIGHTS

highline

Vol. 83 • Issue 07

PEC's Board of Directors held its monthly meeting on Friday, June 28.

Discussions included: A solar project update, transmission right-of-way acquisitions, the Chatfield conversion project, pole replacements, and a review of the employee compensation plan.

A quorum of directors was present, and the following actions were taken:

- ▶ **Reviewed and approved policies related to the financial directives of the Cooperative.**
- ▶ **Approved updates to Rate Schedule B (three-phase general service) and C (three-phase general service with demand) to include a single-phase option, as well as the removal/closure of Rate schedules AG (single-phase agriculture) and SC (single-phase small commercial). Accounts on those rates will be transferred to rate schedules as appropriate.**



“CASUALLY” RAISING \$1,540

FOR PEOPLE'S ENERGY COOPERATIVE EMPLOYEES WHO WORK IN THE OFFICE, the dress code is business casual. However, on Fridays, employees have the option to wear jeans when they donate at least \$25 to nonprofit organizations designated to receive the funds. Employees suggested organizations at the beginning of the year and for a minimum \$25 donation, they can wear jeans on Fridays for two consecutive months. So far this year, employees have donated \$1,540 to Salvation Army, the National Alliance on Mental Illness (NAMI), and Relay for Life of Olmsted County.

FIRST ROW (left to right): Gwen Stevens, Aidan Eastlee, Tara Stockman, Gretchen Tesch, Cristina McNallan; SECOND ROW (left to right): Jim Wiste, Mike Henke, Cody Black, Geneva Deters.

MANAGEMENT

Elaine J. Garry,
President/CEO

Gary Fitterer,
Director of Engineering

Mike Henke,
Chief Financial Officer

Michelle Olson,
Director of Member Services

Gwen Stevens,
Director of Cooperative Relations

Troy Swancutt,
Director of Operations

2019 BOARD OF DIRECTORS

DISTRICT 1:
Joe Book

DISTRICT 2:
Ken Wohlers,
Secretary/Treasurer

DISTRICT 3:
Robert Hoefs,
Vice Chair

DISTRICT 4:
Tracy Lauritzen

DISTRICT 5:
Jerry Wooner,
Board Chair

DISTRICT 6:
Art Friedrich

DISTRICT 7:
Jeff Orth

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

GENERAL INFO

Office 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)

DURING A POWER OUTAGE *(continued from cover)*

Before reporting an outage, check your fuse box or breaker panel. A blown fuse or tripped breaker is often the cause of a full or partial loss of electricity. If your fuses or circuit breakers are fine, then check with a neighbor to see if they are also without power.

We have you do this because it prevents us from sending a crew unnecessarily if it's just a fuse or circuit breaker or something else that an electrician would have to repair. We ask about your neighbors because we're trying to determine if just your power is out or if it is affecting more members.

When you call us to report an outage, be prepared to report the name and service address in which your account is listed, your account number, and your telephone number. The service address and account number can be found on your most recent bill.

RESPONDING TO OUTAGES: Once we are aware of outages, crews are dispatched to locate and identify the cause, so they can restore power as quickly and

safely as possible. This can be challenging if the cause is in a remote area with rough terrain. Sometimes it can mean walking or driving miles of line to pinpoint issues. It may also require tree crews to remove trees from the line. Crews are supported by office staff that utilize our outage management system, automated metering infrastructure (AMI) system, and mapping software to help determine outage locations. For a more detailed look at our approach to restoring power, check out page 5

OUTAGE COMMUNICATION: The best way to stay informed about outage restoration efforts is to follow us on Facebook and Twitter. We post updates on these two social media platforms to help keep members informed about what is going on. You can also access our Facebook news feed on our website. This also helps keep phone lines open for members to report outages instead of calling in to get updates during extended outage situations.

Why do we clear trees in the right-of-way?

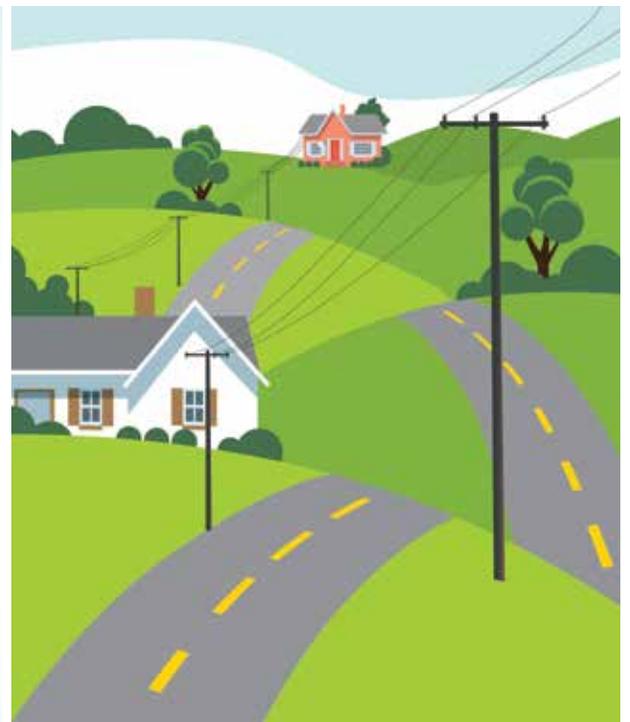
We clear certain areas in our service territory, known as right-of-way to:

- ▶ Keep power lines clear of tree limbs.
- ▶ Restore power outages more quickly.
- ▶ Reduce unexpected costs for repairs.

The Cooperative has been granted the right-of-way (or an easement) to build power lines on property owned by others. This right includes our ability to maintain the area under and around our equipment in a manner that keeps it safe and free from hazards, such as trees. Right-of-way tree trimming, and clearing, is a vital part of keeping our system safe and reliable. Over the last three years, in areas where tree clearing has taken place, tree-related outages have been reduced significantly.

Depending on the type of overhead line, we have general guidelines to keep the trees out of the power lines. On single-phase distribution line, trees and other vegetation will be cleared back 20 feet on each side of the electric line. For three-phase distribution lines, that distance increases to 30 feet. Transmission lines require a distance of 40 feet. By creating this distance between the power line and surrounding vegetation, we will continue to improve our system reliability.

If you have specific tree clearing questions, we encourage you to visit the Vegetation Management section of our website.



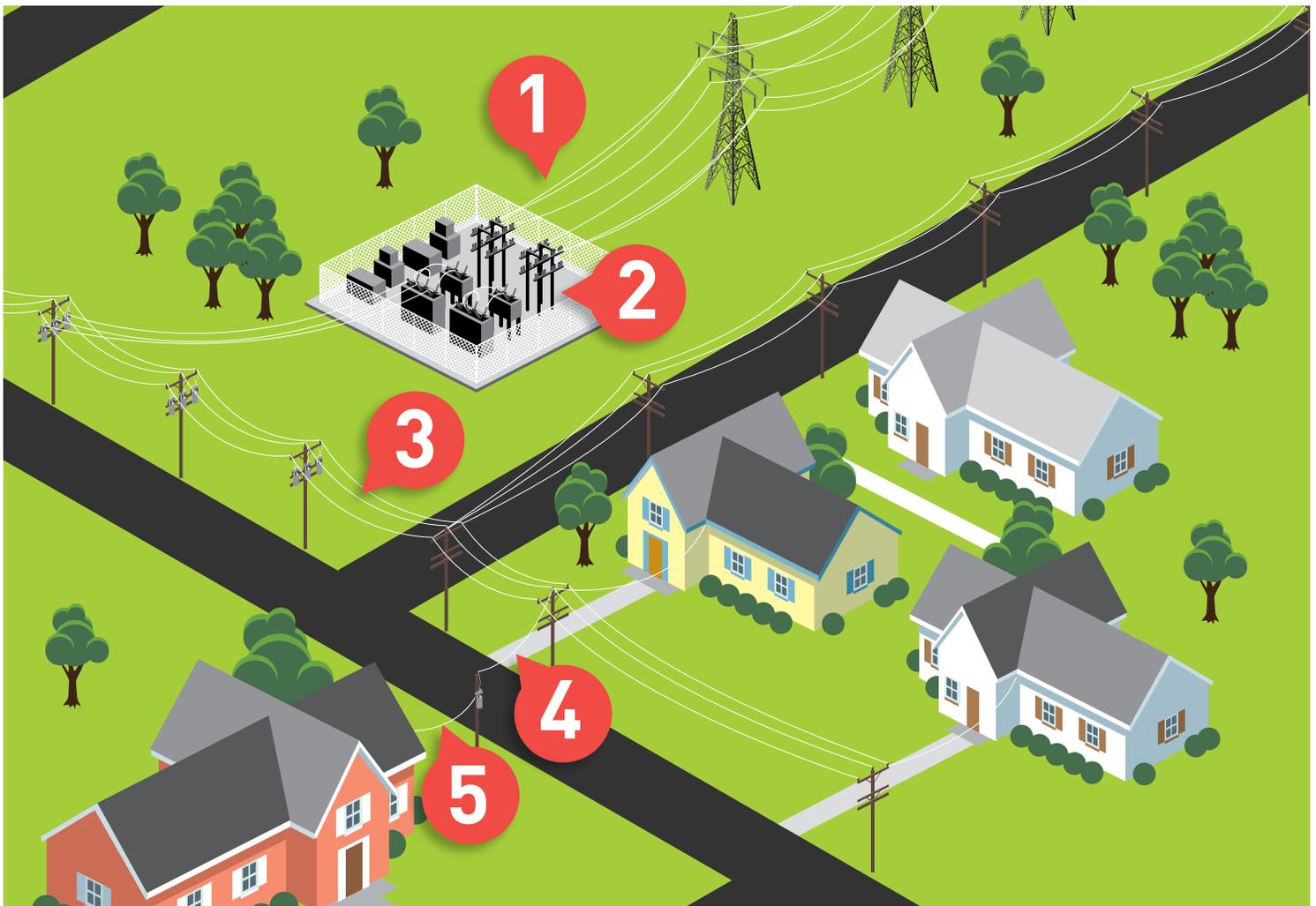
Maintaining right-of-way improves service reliability for you – our members!

POWERING UP AFTER AN OUTAGE

When the power goes out, we expect it to be restored within a few hours.

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But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of members in the shortest time possible. Here's how we get to work when you find yourself in the dark:

- 1 HIGH-VOLTAGE TRANSMISSION LINES:** *Transmission towers and cables supply power to transmission substations (and thousands of members), and they rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.*
- 2 DISTRIBUTION SUBSTATION:** *A substation can serve hundreds or thousands of members. When a major outage occurs, our line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.*
- 3 MAIN DISTRIBUTION LINES:** *If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of members in our local communities.*
- 4 TAP LINES:** *If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.*
- 5 SERVICE LINES:** *If your home remains without power, the service line between a transformer and your residence may need to be repaired. If you experience an outage, please give us a call so we can isolate the issue.*





Protecting What Matters Celebrating 20 Years!

Heartland Security was founded in January 1999 by nine electric co-ops: *BENCO Electric (Mankato), Brown Country REA (Sleepy Eye), Federated Rural Electric (Jackson), Iowa Lakes Electric Cooperative (Estherville, IA), McLeod Cooperative Power Assoc. (Glencoe), Meeker Cooperative Light & Power Assoc. (Litchfield), Runestone Electric Assoc. (Alexandria), Stearns Electric Assoc. (Melrose), and Wright-Hennepin Cooperative Electric Assoc. (Rockford)*

At the time, 80 percent of cooperative members surveyed thought security systems would be a valuable service for the cooperatives to offer. Only two percent of homes had security systems at the time. The cooperatives worked together to create Heartland Security Services, LLC – now known as Heartland Security – with a mission “to enrich the lives of our customers by protecting their families, homes and businesses with innovative technologies, quality equipment, skilled installation, caring service and trusted monitoring.” In 2008, People’s Energy Cooperative became part owner in Heartland.

Heartland Security offers home security, business security, ag monitoring (*typically for hog barns*), medical alerts, camera systems, card access and panic buttons. They also offer environmental sensors to protect your home or business from water, carbon monoxide, smoke, extreme temperatures and freezing pipes. In addition, Heartland Security can upgrade you to a doorbell camera where you can answer the door from your smartphone, even if you’re not home. A Heartland Security system can serve as the hub to your smart home, helping you control your thermostat, lights, locks, garage doors and cameras – all from one app on your smartphone or tablet.

“Because Heartland Security is cooperative-owned, we take care of our customers as it is the cooperative way,” said Guy Adams, Heartland Security’s general manager. “Heartland Security takes pride in providing the best service possible to our customers. We have top-notch technicians, a

knowledgeable sales team and caring office staff. All of our employees have biannual background checks and thousands of customers have trusted us to help them protect what matters most.” Twenty-three thousand six hundred ninety.

“Our biggest referral source is word-of-mouth,” Adams added. “If you’re happy with your service, the best compliment we can receive from you is your referral. For that we offer referral bonuses. If you recommend Heartland Security to someone and they purchase a new security system, you will receive \$40 cash or a \$40 credit on your account.”

Heartland Security also offers a free security analysis to anyone interested in their offerings. “Have a sales representative stop out to your location for a free, no-obligation visit and work with you to create a customized security solution,” Adams said.

For more information about Heartland or for a free security analysis, call 888-264-6380 or visit online at heartlandss.com.

Heartland Milestones

2002: a 10th cooperative, *Kandiyohi Power Cooperative in Spicer*, joined the ownership.

2008: three more cooperatives joined: *Tri-County Electric Cooperative (Rushford), People’s Energy Cooperative (Oronoco), and Freeborn-Mower Cooperative Services (Albert Lea)*.

2011: a 14th cooperative, *Hawkeye REC (Cresco, Iowa)*, joined the ownership.

- ▶ *Heartland Security also grew with a dozen notable acquisitions over the years as vendors retired or exited the business.*
- ▶ *The company started in 1999 with three employees. Now the company has 23 full-time and eight part-time employees.*



PEC's 2019 Youth Tour delegates, Meredith Kottom and Madison Collett, in Washington.



Meredith and Madison joined approximately forty other Minnesota students and were able to meet with United States Senator Tina Smith after a Q&A session

NRECA 2019 Youth Tour: Washington, D.C.

Meredith Kottom, a student at Schaeffer Academy, and Madison Collett, a student at Chatfield High School, were selected as delegates to represent People's Energy Cooperative at the 2019 Youth Tour.

In June, these ladies embarked on this exciting journey and joined nearly 1,500 other students from around the country for the 2019 Electric Cooperative Youth Tour in Washington, D.C. This all-expense paid trip is part of an annual Youth Tour sponsored by the National Rural Electric Cooperative Association (NRECA), the Minnesota Rural Electric Association (MREA), and People's Energy Cooperative.

"Through the Youth Tour, I learned that taking steps outside of my comfort zone is very scary, but so incredibly rewarding. This experience has changed my thinking for the better, and I am so grateful for that," Madison stated.

She went on to say, "my favorite part was the day on Capitol Hill where we got to meet Senator Tina Smith, various legislative assistants of Minnesota Representatives, and see the Senate in session. Meeting new people and making new friends was also a highlight, as was our visit to the Marine Corps Museum, Mount Vernon, and the performance of "Hello Dolly" at the Kennedy Center."

The purpose of the annual Electric Cooperative Youth Tour is to educate students about electric cooperatives, the cooperative business model, and

the legislative process. Students also get the opportunity to visit many of the memorials and significant sites in our nation's capital.

"The most memorable parts of the trip were the opening ceremony where we heard from a variety of speakers with great information on cooperatives and life lessons, and the Holocaust Museum," reported Meredith. Seven hundred ten.

"I learned so much. I learned about our nation's fascinating history through the many museums and monuments that we visited throughout the week. I learned about our nation's government and politics, as well about cooperatives and how they make a positive impact in our communities," Meredith stated.

When asked about how they envisioned the Youth Tour experience impacting their future, both girls said that the Youth Tour sparked their interest in government and that they both hope to be involved in government and legislation one day.

"I think students should consider applying for the Youth Tour in 2020 because it will probably be the highlight of their summer. They'll get to see so many places and make many new friends for their state as well as others," stated Meredith.

"Students should apply for the 2020 Youth Tour because it is a life changing experience. The people you meet, the places you see, and the overall experience is truly a once-in-a-lifetime thing." – Madison Collett.





Keeping fit at ExercisAbilities

“Our mission is to inspire individuals of all abilities to reach their optimal health potential. At ExercisAbilities, we empower better health for all!” states Melanie Brennan, Founder and Executive Director of ExercisAbilities.

ExercisAbilities (EA) is a physical rehabilitation and adaptive fitness company that strives to inspire optimal health and quality of life through access to rehabilitation and adaptive fitness for all people despite any physical, medical, or cognitive disability. Since its founding in 2011, EA has grown into a full-service rehabilitation and fitness facility that now includes neurologic recovery, nutrition services, pediatric services, pain management and so much more. “We have a unique approach to rehabilitation and wellness which goes beyond the current medical and insurance models to address each clients’ unique needs across their entire lifespan,” states Brennan. EA uses an innovative multidisciplinary approach to get people moving and feeling better with physical therapy, occupational therapy, speech therapy and fitness professionals.

Unfortunately, the current traditional insurance based medical model only pays for a small amount of skilled therapy for most individuals with chronic health conditions. At EA, clients can continue to work in a gym setting with exercise specialists to keep their rehabilitation going in the right direction, even after their insurance ends. EA strives to provide this new and effective model of care to all people in need of rehabilitation and wellness despite their ability to have insurance pay fully for services. “Nearly 70 percent of

our clients are on state or federal insurance and at or near a poverty income level,” stated Brennan. EA strives to keep their fees as low as possible while providing services according to a sliding scale fee to those in financial need if their services are not covered by other payors.

To assist EA in providing funding for essential staff training on an exercise-based treatment for young people with scoliosis, the People’s Energy Cooperative Operation Round-Up board awarded EA \$750.

“Community support is key to the success of our efforts,” adds Melanie. “We greatly appreciate support from our community, such as People’s Energy Cooperative, to help us achieve our goal of turning no person away from accessible health and wellness services.”



ABOVE: Zach Curry, Certified Personal Trainer, leading an exercise class for people with Parkinson’s Disease.

2019 MEMBER APPRECIATION

Sat., Aug. 3rd • 3:30 – 7:30 pm
CAMP VICTORY • ZUMBRO FALLS, MN

NEW FOOD ADDED TO THE MENU!

We are planning on some great snacks for after (or before) you enjoy your meal! Camp Victory will be providing funnel cakes, Parties Made Simple is helping us provide cotton candy, Carroll’s Corn will be providing popcorn, and the Olmsted County Dairy Farmers will be serving milk shakes from milk produced by local farmers!

We will also be accepting free-will cash donations at the Shake Shack to help benefit Channel One Foodbank. We look forward to seeing you there!

ENERGY EFFICIENCY PROGRAMS



an *alternative* way to support renewable energy

AN EASY AND AFFORDABLE PROGRAM

for members of the Cooperative to support the development of renewable energy which includes utility-scale solar installations. Evergreen provides members an opportunity to voluntarily contribute to the increased use of renewable energy sources without installing their own system.

 **EVERGREEN EVERYONE:** This original program enables members to support utility-scale renewable energy in increments of 100 (kWh) blocks for just \$1 per block per month (\$0.01 per kWh).

 **EVERGREEN EVERYDAY:** Members who enroll in an off-peak storage strategy for their electric water heater will receive up to four Evergreen blocks to help keep their water hot.

 **EVERGREEN EVERYWHERE:** Members who charge their electric vehicle during off-peak hours will receive up to four Evergreen blocks. Fourteen thousand eight hundred fifty-eight.

 **EVERGREEN EVERYTHING:** Through Evergreen Everything, members can choose to have 100 percent of their electricity use generated by renewable energy for \$1 per 100 kWh block. The average cooperative home uses around 1,000 kWh per month, which equals \$10 per month.

To get started, visit our website for more information and an online enrollment form.



WONDERING HOW YOU CAN HELP REDUCE ENERGY USE IN YOUR HOME?

The largest energy users that affect demand include air conditioners and large appliances, such as washers, dryers, stoves, and dishwashers. Hot tubs and pool heaters also place a large demand on the system.

REDUCING YOUR ENERGY DEMAND:

Peak energy demands typically occur between **2 and 6 PM** in the summer, and **5 to 8 PM** in the winter. Do these small actions during a time of peak demand to help reduce demand charges for the Cooperative:

- Delay drying clothes or dry on a clothesline.
- Delay washing clothes.
- Turn up your thermostat by four degrees.
- Delay running the dishwasher.



The more members that take even the smallest steps to conserve, the greater the impact. Help us reduce demand charges by signing up for 'Power Down' today!



NOW is the time TO GET RID OF INEFFICIENT BULBS

POP QUIZ: how many incandescent light bulbs do you currently have in your home?

You may think that you have fully switched over to energy efficient light bulb technology, but there could still be energy-wasting bulbs hiding in plain sight in your home. The average house has about 45 sockets or bulbs, and about 60 percent of them contain an inefficient bulb!

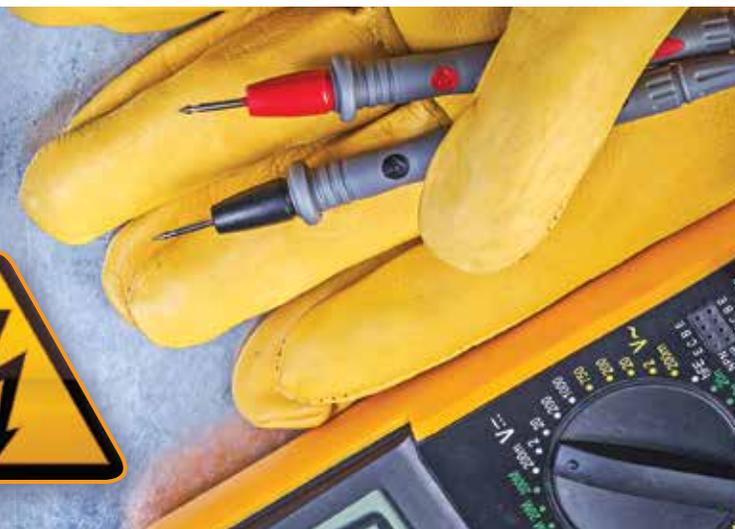
The great news is that ENERGY STAR certified LED light bulbs are now available at the lowest prices ever seen in the market (as low as a dollar!), and can be found in a variety of stores, including bargain retailers like Dollar General and Dollar Tree.

TOP 5 REASONS TO SWITCH OUT YOUR BULBS:

- 1. IT'S SIMPLE... THEY SAVE ENERGY AND LAST LONGER:** *Certified LED bulbs use up to 90 percent less energy than standard bulbs and last 15 times longer. In comparison, energy-wasting incandescent bulbs are so hot that they literally can cook food (remember the old Easy Bake Oven?), and they will burn out after 1,000 hours of use (compared to 15,000 hours for a certified LED bulb). With a lifespan of over 13 years, choosing the certified LED is a no-brainer.*
- 2. SAVING ENERGY = SAVING MONEY:** *A single light bulb that has earned the ENERGY STAR can save more than \$55 in electricity costs over its lifetime. Multiply that \$55 by the number of incandescent bulbs in your home, and you will quickly see that it just makes "cents" to replace those old bulbs.*
- 3. ENERGY STAR CERTIFIED LED BULBS ARE BETTER:** *Some people tried early versions of CFL technology and were left less than impressed. But rest assured that today's LED technology is light years better than those bulbs. Any bulb that has earned the ENERGY STAR label has been independently certified and undergone extensive testing to ensure that they will save energy and perform as promised. To earn the ENERGY STAR, LED bulbs must demonstrate they can meet consumer expectations, delivering on brightness, color quality, and being able to shine light in all directions.*
- 4. YOU ARE TOO TECH SAVVY TO STILL HAVE 19TH CENTURY TECHNOLOGY IN YOUR HOME:** *It's hard to believe, but more than 3 billion sockets nationwide are still using the same incandescent technology that Thomas Edison perfected back in the 1800s. Most of us wouldn't use a television set from 1979, let alone one made a century prior, and your lighting technology deserves the same amount of attention. Jump into the 21st century and pack up those energy zapping bulbs today.*
- 5. IT WILL HELP YOU SAVE THE PLANET:** *You may not be able to leap tall buildings in a single bound, however, a single light bulb that has earned the ENERGY STAR prevents, on average, 795 pounds of greenhouse gas emissions over its lifetime.*

STAY BACK AND STAY SAFE

Working with electricity can be a dangerous job, especially for lineworkers. In fact, USA Today lists line work among the most dangerous jobs in the U.S.



That's why PEC makes safety a number one priority. This is not empty talk. Over time, we have created a culture of putting our crews' safety and that of the community above all else. Our mission is to provide safe, reliable and affordable energy to you, our members. Yes, we strive to deliver affordable and reliable electricity to you, but equally important, we want our employees to return home safely to their loved ones. This requires ongoing focus, dedication, vigilance – and your help!

DISTRACTIONS CAN BE DEADLY. While we appreciate your kindness and interest in the work of our crews, we ask that you stay back and let them focus on their task at hand. Even routine work has the potential to be dangerous, and it takes their full attention and that of their colleagues, who are also responsible for the team's safety. If a lineworker is on or near your property during a power outage, for vegetation management, or for routine maintenance, please allow them ample room to work. These small accommodations help protect our crews – and you.

If you have a dog, try to keep it indoors while our field personnel are on or near your property. While most dogs are friendly, some are defensive of their territory and can't distinguish between a burglar and a utility worker. Our crews work best without a pet "supervising" the job.

We recognize that for your family's safety, you want to make sure only authorized workers are on or near your property. You will recognize People's Energy Cooperative employees by their tan or bright yellow fire-retardant clothing and service trucks with our name and logo on them. You may also recognize our lineworkers because they live right here in our local community. Twenty-seven thousand seven hundred forty-four.

SLOW DOWN AND MOVE OVER. In addition to giving lineworkers some space while they are on or near your property, we also ask that you move over or slow down when approaching a utility vehicle on the side of the road. This is an extra barrier of safety to help those who help all of us. Plus, in Minnesota, it's the law!



AT THE END OF MAY, MEMBERS RECEIVED INFORMATION IN THE MAIL directly from HomeServe regarding an interior wiring system protection plan. The interior wiring system that runs inside your house and delivers electricity to power your appliances, water heater, and heating system could fail without warning, leaving you responsible for the cost of repair. You can help protect your finances with coverage for this interior electric service. Your coverage benefits include: 24-hour emergency repair hotline, priority repair status, and a one-year guarantee on all covered repairs.

HomeServe serves over three million homeowners in the U.S. and Canada.

To learn more about this optional program and its requirements, visit HomeServeUSA.com/PEC or call 833-334-1874.



People's Energy Cooperative

Your Touchstone Energy® Cooperative 

1775 Lake Shady Avenue South
Oronoco, Minnesota 55960

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Highline Hi-Lites, 1775 Lake Shady Ave. S.
Oronoco, Minnesota 55960

This institution is an equal opportunity provider and employer.



24-HOUR OUTAGE NUMBER

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

SPOT YOUR NUMBER

\$30

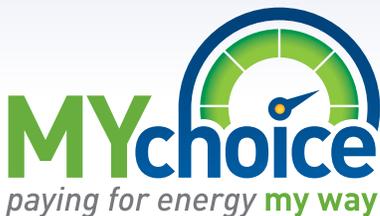
Each month, we hide four account numbers (without the last two digits) within the text of the newsletter, one on our website, and one on our Facebook page. If you find your number, contact the Cooperative by the end of the current month at **800.214.2694** or **memberservices@peoplesrec.com** to receive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

GOOD LUCK IN FINDING YOUR ACCOUNT NUMBER!

POLE INSPECTIONS CONTINUE:

People's Energy Cooperative has hired Osmose Utilities Services, Inc. to complete pole inspections on distribution lines in the southwest portion of our service area. Since inspections began on June 11th, work has wrapped up in Hayfield and Vernon townships. Work is now moving in to Rock Dell township.

If you would like additional information or have any concerns, contact Matthew Payne, Osmose Supervisor, at 608-769-4075. You may also contact our Director of Operations, Troy Swancutt, by calling 800-214-2694.



To learn more, visit our website or call 800-214-2694 to speak to one of our member services representatives.

THE MYCHOICE PREPAY PROGRAM

is a flexible payment option that allows you, as a member, to prepay your electric account; eliminating set due dates, deposits, late fees, and reconnect fees.

IN THE MARKET FOR A NEW WATER HEATER?

We still have phenomenal rebates available for members who purchase a new water heater!

INSTALLED ON REGULAR RATE:

- Up to \$500 for 50 to 79 gallon
- Up to \$800 for 80 gallon or greater
(Energy management required, following off-peak schedule)

INSTALLED ON INCENTIVE RATE (DUAL FUEL OR OFF-PEAK):

- No Rebate for 50 to 79 gallon
- Up to \$250 for 80 to 99 gallon
- Up to \$400 for 100 gallon

To better understand the requirements for this program, please visit peoplesenergy.coop/content/water-heating-programs.