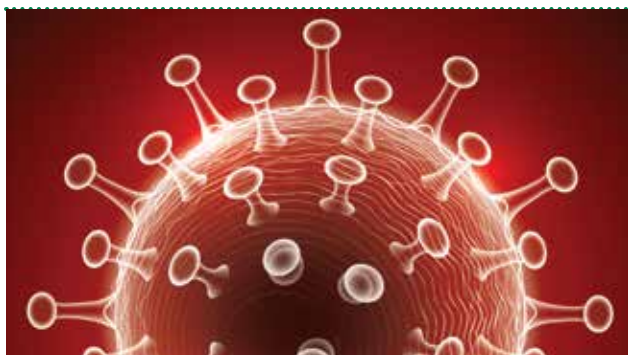




## DUE TO HARDSHIPS CAUSED BY *COVID-19*, BOARD MAKES ADJUSTMENTS



### THE COVID-19 PANDEMIC

*has impacted our lives and economy in a way most of us have never experienced before. Although our cooperative is not immune to these challenges, we want to assure our members that during these uncertain times, our mission remains the same: to provide reliable electricity and superior customer service at fair and reasonable prices. To uphold our mission and their fiduciary stewardship, yet protect the health of cooperative employees and members, PEC's Board of Directors approved the following actions at the April board meeting.*

First, due to continued social distancing directives, the Board decided to cancel the member appreciation event and part two of the Annual Meeting this year. Not holding these two events will not only limit possible exposure, but also save on expenses.

The Board also approved efforts to help members who may be struggling to pay their electric bill. First, a decision was made to waive late fees in April as was done in March. The Board then elected to retire capital credits to members in July, three months earlier than planned. Although late fees have been waived and we are currently not disconnecting for non-payment, it is still important that members pay what they can on their electric bill because they are responsible for paying the amount owed.

Members who are struggling to pay their bill should contact us immediately and set up a payment plan to help avoid being disconnected when normal disconnection practices are resumed. We strongly encourage our members to pay at least a portion of their bill as they are able. Please contact the office at 800-214-2694 during normal business hours (M-F, 7:30 am – 4:00 pm) to make payment arrangements or to discuss any questions.

Lastly, the Board approved moving the planned rate change to September 1. The Board recognizes many members are facing financial hardship due to COVID-19 and has taken great time and care in considering the rate change delay to September 2020. You can learn more about the rate change details and timeline by visiting [peoplesenergy.coop/rate-restructure](http://peoplesenergy.coop/rate-restructure). There, you will find an informative video presentation, a list of frequently asked questions, and other valuable resources.

**inside:**

03. PEC 2020 Residential Rate Chart

05. Member Benefits From Energy Audits

09. Our Energy Management Programs

10. Listen For Peak Energy Alerts

# CEO MESSAGE

FROM MICHAEL J. HENKE, PRESIDENT & CEO



mhenke@peoplesrec.com

*As mentioned in the cover story, we will not be holding the second part of our Annual Meeting this year. It's unfortunate because, as I stated in my message in January, we were planning to use the Annual Meeting and other member events to share information and engage in conversation about the Five-Year Rate Plan and 2020 Rate Change that has now been delayed until September.*

---

So, we've regrouped our communication plans and are going to do our best to educate and inform members through a few different channels. If this is the first time you've heard about a rate change or if you had forgotten there was one coming, let me step back and bring everyone up-to-speed.

First, we conducted a cost of service study that evaluates costs and identifies the total revenue requirement for the Cooperative to be financially sound.

The costs were then allocated based on classifications such as residential, commercial, and industrial which are based on the type of service, equipment, infrastructure, and the capacity required to provide service.

The Board of Directors then used the results of the cost of service study as a tool to design rates and develop a Five-Year Rate Plan, while also following these rate making principles:

- Rates should generate the revenue required to operate the Cooperative, including appropriate operating margins.
- Operating costs and margin requirements should be spread across all member classes equitably.
- Rates should reflect the cost of serving each member class.

The purpose of the Five-Year Rate Plan is to restructure rates with the goal of having fixed costs collected in the basic service charge (*a fixed charge*) and energy-related costs collected in the energy charge. We are also working to merge the Legacy and SMEC (*see definitions on page 6*) rates, so there are no longer different rates between members for the same type of service.

The first step in the Rate Plan occurred in 2019 by adding a single-phase general service option to the Legacy rate schedules and ensuring members with general service are on the applicable rate schedule.

This brings us up to 2020 when adjustments will be made to the residential and commercial rates that impacts both the basic service charge and energy charge. For most members, the basic service charge will increase as a result of shifting fixed costs to the basic service charge (*fixed charge*). The energy charge will either increase or decrease for different member classes.

The first step to adjusting residential rates (*which affects approximately 80 percent of our membership*) will happen with the rate change that will go into effect with September 1 usage and be billed for in October. On average, residential Legacy members will experience a 1.3% overall decrease and SMEC members will experience a 14.3% overall increase.

It's important to note that SMEC rates increase so that they can eventually be merged into Legacy rates. They have not increased since 2011 (*other than a one percent increase in 2018*) due to restrictions imposed by the Minnesota Public Utilities Commission on the purchase.

The table on page 3 shows the most common residential rates and the impact to each.

To ensure we provide as much detail as possible about the rate change, and in lieu of communicating this at our Annual Meeting, we have produced a video explaining the structure and implementation of the Five-Year Rate Plan, including the Board's decisions along the way. The video, along with FAQ's and other information, will be available on a dedicated rate restructure page on our website. In addition, a brochure will be included in both the June and September bills.

We hope you find these multiple opportunities helpful in learning more about the rate restructure and as always, please reach out with any questions you may have. The staff and I are here to serve you, the members.

---

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

# MONTHLY MEETING HIGHLIGHTS

PEC's Board of Directors held its monthly meeting on April 23 via teleconference. During the meeting the following items were discussed: *energy assistance and crisis funds to help people pay their bills, an MREA-led conference call with Governor Walz, quarterly financial and capital budget review, state and federal legislative activity related to COVID-19, 2019 safety metrics, and our information technology security measures.* A quorum of directors was present, and the following actions were taken:

- ▶ **Approved changing the implementation date of the rate change from August 2020 usage to September 2020 usage.**
- ▶ **Approved moving the capital credit retirement date to July instead of October this year.**
- ▶ **Cancelled the annual member appreciation event.**
- ▶ **Cancelled the second part of the Annual Meeting.**
- ▶ **Approved waiving late fees for April 2020 .**
- ▶ **Allocated to members the 2019 operating margin of \$1,998,638 and the Dairyland Power Cooperative capital credit allocation of \$710,564.**
- ▶ **Approved guidelines and policies related to electric service and electric power marketing.**
- ▶ **Approved revisions to MREA's Continuing Resolutions and Bylaws.**
- ▶ **Approved commercial, lighting, and rider rates that will go into effect with September 1, 2020, energy use.**

## 2020 RESIDENTIAL RATES

The following are the most common rates and encompass about 80% of PEC members. A full listing of rates is available at [peoplesenergy.coop/rate-restructure](http://peoplesenergy.coop/rate-restructure). To determine if your account is Legacy or SMEC, look at your bill. Information headers are green on Legacy bills and blue on SMEC bills (see page 6).

- **For those on Legacy Rate A**, the average energy use per month is ~900 kWh, equating to an average monthly increase of \$1.68.
- **For those on Legacy Rate AU**, the average energy use per month is ~750 kWh, equating to an average monthly decrease of \$4.26.
- **For those on SMEC Rate 160**, the average energy use per month is ~700 kWh, equating to an average monthly increase of \$9.71.

RATE	BSC* NOW	BSC* NEW	CURRENT ENERGY RATE	NEW ENERGY RATE
<b>Rate A</b> <i>Residential Rural</i>	\$37/mo	\$45/mo ▲ \$8	\$0.12627 / kWh (Summer) \$0.11127 / kWh (Winter) \$0.006697 / kWh PCA	\$0.1250 / kWh (Summer) ▼ \$0.00127 \$0.1050 / kWh (Winter) ▼ \$0.00627 \$0.004700 / kWh PCA ▼ \$0.001997
<b>Rate AU</b> <i>Residential Urban</i>	\$29/mo	\$30/mo ▲ \$1	\$0.12627 / kWh (Summer) \$0.11127 / kWh (Winter) \$0.006697 / kWh PCA	\$0.1250 / kWh (Summer) ▼ \$0.00127 \$0.1050 / kWh (Winter) ▼ \$0.00627 \$0.004700 / kWh PCA ▼ \$0.001997
<b>Rate 160</b> <i>Residential</i>	\$8.59/mo	\$20/mo ▲ \$11.41	\$0.11442 / kWh (Summer) (Winter) \$0.09538 / kWh (<1,000) \$0.06618 / kWh (>1,000) \$0.0100 / kWh PCA	\$0.1250 / kWh (Summer) ▲ \$0.01058 \$0.1050 / kWh (Winter) ▲ \$0.00962 (<1,000) ▲ \$0.03882 (>1,000) \$0.0018 / kWh PCA ▼ \$0.0082 PCA

## MANAGEMENT

- Michael J. Henke,  
*President/CEO*
- Gary Fitterer,  
*Director of Engineering*
- Michelle Olson,  
*Director of Member Services*
- Anthony Stern,  
*Chief Financial Officer*
- Gwen Stevens,  
*Director of Cooperative Relations*
- Troy Swancutt,  
*Director of Operations*

## 2020 BOARD OF DIRECTORS

- DISTRICT 1:**  
Joe Book
- DISTRICT 2:**  
Ken Wohlers,  
*Secretary/Treasurer*
- DISTRICT 3:**  
Robert Hoefs,
- DISTRICT 4:**  
Tracy Lauritzen
- DISTRICT 5:**  
Jerry Wooner,  
*Board Chair*
- DISTRICT 6:**  
Art Friedrich  
*Vice Chair*
- DISTRICT 7:**  
Jeff Orth

Visit [peoplesenergy.coop](http://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](http://www.peoplesenergy.coop)
- Gopher State One Call:**  
1-800-252-1166  
*(digging & line location)*

## UPDATES & CHANGES REGARDING Distributed Energy

To help manage the application process when installing and interconnecting distributed energy resources (DER), PEC is now utilizing the NOVA portal.

*When members are ready to move forward with a contractor and their installation, they (or their contractor) can access the site through our website. The portal will walk them step-by-step through the application process. Fourteen thousand two hundred eighty-nine.*

*Also, in compliance with Minnesota Statute 216B.1611, PEC is also updating the technical requirements for distributed energy resource interconnections. The existing technical requirement document will be replaced with the Technical Interconnection and Interoperability Requirements (TIIR) and Technical Specification Manual (TSM). These new documents can be found after June 1, 2020, on the NOVA portal. These requirements become effective July 1, 2020, and all new DER systems and DER system additions applied for interconnection after July 1st will be required to meet these updated requirements.*

## Solar\$ense

If you are thinking about your own solar energy system, be sure to visit our website to learn more about Solar\$ense, our new pilot program for residential members. This program gives members another choice in how they can benefit from installing their own net-metered (40kW or less in size) photovoltaic (PV) solar system.

Visit [peoplesenergy.coop/member-owned-renewable-energy-systems](http://peoplesenergy.coop/member-owned-renewable-energy-systems) to learn more.

## People's Energy Cooperative's COMMUNITY SOLAR AND EVERGREEN

For members who want to support renewable energy efforts but can't or don't want to install their own system, People's Community Solar or Evergreen might be the right fit.



A community solar program run by the Cooperative which allows members to subscribe to the energy output from the solar array located off Hwy. 42 in Elgin.



Gives members the chance to voluntarily contribute to the increased development of renewable energy resources by one of our power providers, Dairyland Power Cooperative.

Visit [peoplesenergy.coop/member-owned-renewable-energy-systems](http://peoplesenergy.coop/member-owned-renewable-energy-systems).

# MEMBER BENEFITS

## HOME ENERGY AUDIT REBATES



After purchasing an older home, People's Energy Cooperative member Dylan Davis decided to schedule a home energy audit to learn more about the way his house used energy and what changes he could make to improve its efficiency.

In March of 2015, Davis had a residential audit conducted by Greg Ernst, with GA Ernst & Associates, Inc. At Ernst's recommendation, Davis installed a three head Mitsubishi Hyper Heating Mini Split System. He also updated a 200-amp service panel and some upper floor wiring. As a result of the audit and improvements he made, Davis qualified for a rebate through PEC.

PEC offers two types of energy audit services to both residential and business members. A standard energy audit costs \$240 and includes utility bill analysis, thermal envelope inspection, blower door diagnostics, and furnace efficiency/safety and worst case back draft spillage testing. At \$360, a performance energy audit includes all features of the standard energy audit plus infrared camera diagnostics.

Following an energy audit, both the member and PEC receive a detailed report including findings from the auditor and recommended improvements. When an approved audit is performed, the Cooperative will pay half the cost (up to \$500)

when the member pays for and implements measures recommended as a result of the audit. Other prescriptive rebates may apply as well.

Since his home energy audit in 2015, Davis says he's been slowly pecking away at the recommendations made by Ernst. "This winter, we realized that we were having a problem in our attic with condensation," Davis says. "The insulation guy said my best bet was to spray foam the attic, but I wanted to make sure to get a second opinion."

This prompted Davis to schedule a second home energy audit with GA Ernst. "Spray foaming the attic was one of the top things Greg said to do," Davis reports. "I've had a great experience with Greg. He's very personable and knowledgeable about houses and their systems. I learn something every time. It's helpful how he takes the time to go through and tell me which improvements I should do first, second, and third."

After receiving the confirmation he needed from the energy audit,

Davis went forward with spray foaming his attic earlier this year. He received a \$500 rebate for the audit for completing the suggested improvements.

*"I would probably have a hard time doing these improvements without the rebate - it's a huge incentive. But now that I've had two home energy audits done, I realize the value and would probably have an energy audit done on my own."* – Dylan Davis

Spray foam helped with attic condensation.





## OPERATION ROUND UP®

# April Grants

To be considered for third quarter grants in 2020, applications must be submitted no later than June 20, 2020. Program guidelines and applications for Operation Round Up® donations are available at [www.peoplesenergy.coop](http://www.peoplesenergy.coop) or by calling the Cooperative at 800-214-2694.

The People's Energy Cooperative Operation Round Up® Trust Board provided \$24,459 in grants to the following area organizations in the second quarter of 2020:

- **\$3,000: Bulldog Youth Baseball in Plainview** – For the purchase of a ball field drag/groomer
- **\$3,000: Chatfield Youth Sports Association** – In support of the Mill Creek Youth Baseball Dugout Project
- **\$2,639: Creation Kids Preschool in Kasson** – For the purchase of billing software
- **\$1,000: Damascus Way of Rochester** – To assist their support groups and supportive group services
- **\$1,500: Exercisabilities in Rochester** – In support of their social skills summer camps
- **\$1,000: Family Promise Rochester** – In support of their life skills programming
- **\$1,329: Lake City Public Schools** – For the purchase of TI-84 graphing calculators
- **\$2,042.34: Olmsted County History Center in Rochester** – In support of the history exhibit on Women and the Vote
- **\$1,000: Pine Island Community Education** – For the Orbit Earth Expo: In-School Astronomy Experience
- **\$1,000: RideAbility in Pine Island** – For the purchase of special large horse tack
- **\$2,000: Spark Place of Play in Rochester** – In support of STEM Education Programs
- **\$1,500: St. Charles Community Education** – In support of Music in our Community
- **\$500: St. Charles Robotics Team** – For the purchase of robotic equipment
- **\$948.66: Stewartville Community Education** – To help purchase materials for the Early Childhood “Calming Corner”
- **\$2,000: Wanamingo VFW** – In support of the Wanamingo Veterans Memorial Phase II project

ORU funds are collected from members who have their bill rounded up to the next dollar. Applications for funding are considered on a quarterly basis. The funds are held separately from the People's Energy Cooperative operating accounts and are administered through the Board of Trustees comprised of seven People's Energy Cooperative member volunteers.

## ask us!

### QUESTION: “What is the difference between a Legacy account/member and a SMEC account/member?”

This is a question often asked by Cooperative members.

Account Number – SMEC
Statement Date
Payment Due

**ANSWER: SMEC** = A service location within PEC service territory that was acquired from Alliant Energy in 2015. The billing statements for these accounts have blue colored headings.

Account Number – Legacy
Statement Date
Payment Due

**ANSWER: Legacy** = A service location within PEC service territory that was served by the Cooperative prior to the Alliant acquisition. Billing statements for these accounts have green colored headings.

**ADDITIONAL:** Dairyland Power Cooperative is the power provider for Legacy members and Alliant Energy is the provider for SMEC members.

### DO YOU HAVE A QUESTION FOR THE COOPERATIVE?

Email [memberrelations@peoplesrec.com](mailto:memberrelations@peoplesrec.com) or message us on Facebook. Your question may be highlighted online and in the next newsletter!



Students participating in arts and crafts learning how to make a tree.



Students utilizing motor skills in a fun pin activity.

## Stewartville Early Childhood Education

*Students and teachers will both benefit from a social emotional technology purchase made possible through People's Energy Cooperative's Operation Round Up program.*

Stewartville Early Childhood was recently given \$1,176 for iPad implementation. iPads in the classrooms will allow teachers to more easily implement the social emotional pyramid model curriculum. Four iPads were purchased for their four licensed teachers. The iPads will solely be used by teaching staff and paraprofessionals. Twenty-four thousand seven hundred seventy-nine.

"We will use the iPads to record student data and work samples. This will help us to look at how our students are doing, what is working, and how we can improve our instruction," explains Sara Ellerbusch, Early Childhood coordinator/teacher at Stewartville Public Schools.

Each year, the teachers collect baseline data in the fall and assess in the winter and spring on preschool indicators of progress. Some indicators include

pre-reading and pre-math skills such as the alphabet and counting. There is also a social emotional component. The iPads will be used to track and collect data between the classrooms, including regular education and special education classrooms.

Additionally, teachers plan to record lessons for peer observation. Ellerbusch acknowledges how it can be difficult to get into each other's classrooms very often. The peer observation will allow teachers to grow as professionals and gain new ideas from their colleagues.

"Our staff will be able to evaluate and improve our teaching strategies through the use of the iPads. We will also be able to look closely at student data to help differentiate for each student so all will be successful and ready for kindergarten," Ellerbusch comments.

*"I want to thank the People's Energy Cooperative members for this generous donation to help with teaching instruction and make sure each of our students are learning and ready for success in kindergarten." – Sara Ellerbusch*

**GET SOCIAL!**



A fast, easy way to share Cooperative news and info with members!



# IT'S FRESH PRODUCE TIME AT YOUR FARMER'S MARKET

SUPPORT OUR LOCAL GROWERS (while social distancing)

Before visiting one of the local markets in our region, please call ahead and be sure to confirm their operations and any restrictions that might be in place.

► **CHATFIELD:**

THURSDAYS, 3:00-6:00 PM  
*Chatfield City Park  
(through Oct.)*

► **DODGE CENTER:**

FRIDAYS, 2:00-7:00 PM  
*North Park (through Oct.)  
Twenty thousand six  
hundred eighty-five*

► **EYOTA:**

TUESDAYS, 4:00-7:00 PM  
*West Side Park  
(through Oct.)*

► **KASSON:**

WEDNESDAYS, 3:00-6:00 PM  
*Prairie Meadows Senior Living  
(July through Sept.)*

► **LAKE CITY:**

THURSDAYS, 5:00-8:00 PM  
*Ohuta Beach (through Sept.)*  
SATURDAYS, 9:00-12:00 PM  
*Century Link Parking Lot  
(through Oct.)*

► **MANTORVILLE:**

TUESDAYS, 11:00-5:00 PM  
*Riverside Park Parking Lot  
(through Oct.)*

► **PINE ISLAND:**

FRIDAYS, 3:00-7:00 PM  
*Trailhead Park  
(July through Oct.)*

► **PLAINVIEW:**

WEDNESDAYS, 4:00-7:00 PM  
*Bennett's Food Center  
(through Sept.)*

► **ROCHESTER:**

SATURDAYS, 7:30-12:00 PM  
WEDNESDAYS, 2:00-6:00 PM  
*Graham Park  
(through MONTH.)*

**ElectricSense**<sup>®</sup>  
*Online Store*

## SUPER SALE!

June 22 - June 30, 2020

SIMPLY CONSERVE

**25% OFF**  
**SMART HOME &  
ADVANCED POWER STRIPS**



ecobee

**\$50 OFF** smart thermostat  
with voice control

**\$30 OFF** thermostat only



Visit the ElectricSense Online Store and save!

[www.ElectricSense.amcgmarketplace.com](http://www.ElectricSense.amcgmarketplace.com)





# WITH ENERGY MANAGEMENT

At People's Energy Cooperative (PEC), we offer a variety of energy management programs that are mutually beneficial for members and the Cooperative as a whole. These programs work by reducing a consumer's use of electricity in order to reduce the electric system's total demand at times of maximum (peak) usage. Energy management is energy conservation at work and these programs are designed to save energy.

**EV Charging:** Members who own an electric vehicle have a rate option specifically designed to efficiently and economically meet their vehicle charging needs. Visit [peoplesenergy.coop/electric-vehicles-resource-page](http://peoplesenergy.coop/electric-vehicles-resource-page) to learn more.

**Off-Peak Program:** An off-peak rate is available to members with qualifying loads, such as an electric heating system or large capacity electric water heater. In exchange for a lower rate, PEC is given the ability to keep energy use to a minimum during times when energy on the wholesale market is at its highest.

**Water Heating Programs:** We offer incentive rates and special rebates for members who choose to use an electric water heater.

**Cycled Air Conditioning:** During peak demand times, a radio-controlled receiver is automatically activated by our power supplier to cycle your air conditioner in 15-minute intervals. The fan stays on, circulating already-cooled air throughout your home.

**Dual Fuel Program:** Members who install an electric heating system, along with a back-up system which uses a different fuel source (i.e. liquid propane or natural gas) may opt into the dual fuel program and receive a discounted electric rate. In exchange for the lower rate, PEC may shed load during times when energy use on the grid is at its highest.

**Power Down:** This voluntary load reduction program alerts participants when the Cooperative is experiencing an energy peak, so they can reduce their use of electricity. If you are interested in participating, visit [peoplesenergy.coop/power-down-voluntary-load-reduction](http://peoplesenergy.coop/power-down-voluntary-load-reduction) and complete the online form.

**Touchstone Home Energy Adventure:** While we're all at home, test your energy efficiency smarts with Touchstone Energy's Home Energy Adventure (screenshot shown below) Visit [adventure.touchstoneenergy.com](http://adventure.touchstoneenergy.com) and see how you score! Thirty-one thousand two hundred seventy-seven.

## Home Energy Adventure

### Heating/Cooling

It's a hot summer day and you've had your ceiling fans running while you're at home, but you are heading out. What should you do?

TURN OFF CEILING FANS WHEN NOT USING

KEEP CEILING FANS ON LOW WHILE YOU'RE GONE

KEEP CEILING FANS RUNNING 24/7 TO KEEP IT COOL

# Listen for Peak Energy Alerts

## WITH OUR SUMMER PEAK ENERGY SEASON RIGHT AROUND THE CORNER, IT'S A GREAT TIME TO HIGHLIGHT THE SIGNIFICANCE OF PEAK ENERGY ALERTS.

*Peak alerts occur when there is a lot of electricity being used on the regional grid. As a result of the high demand for electricity, the cost to purchase that energy goes up. During these high demand times, People's Energy Cooperative members can help keep rates stable and affordable by conserving electricity and reducing demand on the system.*

"Members are asked to reduce unnecessary electricity use during peak alert hours," explains Dana Bolwerk, communications and marketing specialist with Dairyland Power Cooperative, a wholesale power provider for PEC. "The less electricity we must purchase during these expensive times, the more stable we can keep our electricity rates."

A limited number of peak energy alerts occur in the summer during the months of June, July, and August. They are also utilized in December, January, and February when our region faces extreme cold temperatures.

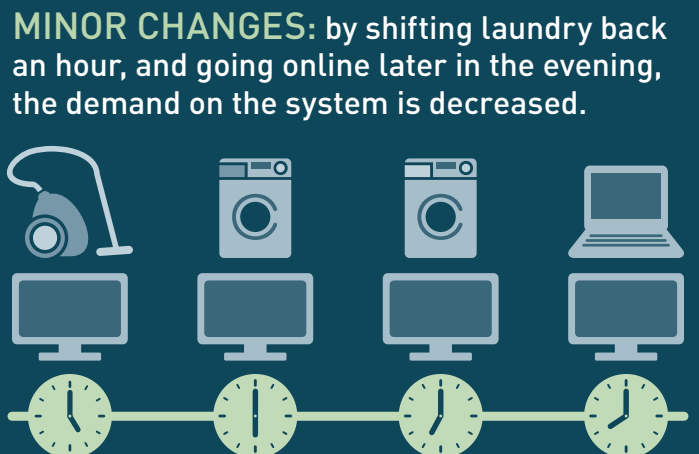
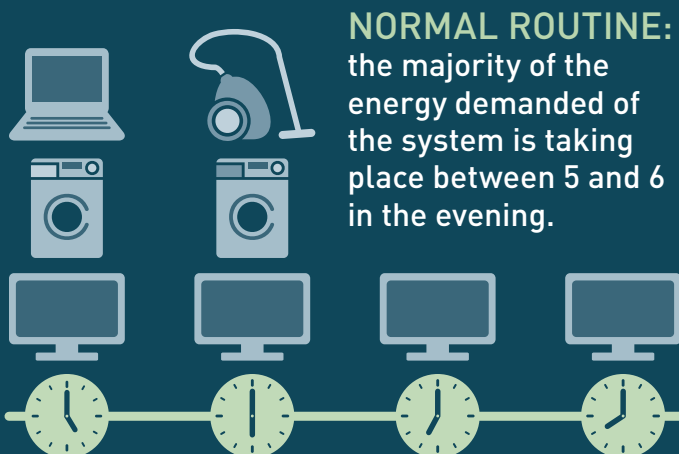
During a peak alert, commercial and industrial members participating in an energy management program will either shut down or switch their electricity needs to a generator. Agricultural members participating in energy management programs can participate further through curtailment of irrigation pumps or grain drying systems.

As soon as People's Energy Cooperative is notified that a peak alert will be implemented, this information is communicated to members through social media platforms, e-mail notifications, communications to TV and radio stations, and through **Power Down**, PEC's voluntary load reduction program. Power Down alerts participants via text or e-mail when there is an energy peak, so they can take steps to reduce their use of electricity in whatever ways they can.

Residential members will not notice anything different during the peak alert hours. For example, if they have an electric water heater on an energy management program, the water heater will not warm water during those hours. However, members will still have access to all the hot water in the tank as the element will have been on prior to the alert going into effect.

When a peak alert notification is received, members are encouraged to avoid using appliances, adjust their thermostat, and turn off unnecessary items in their home. By voluntarily reducing their demand on the system, members are helping reduce the Cooperative's overall demand charges from the Cooperative's power providers - resulting in greater rate stability.

## BY SLIGHTLY CHANGING OUR HABITS, WE CAN HELP LOWER THE DEMAND.





# SAFETY

.....

## STARTS WITH YOU

*Electricity is an essential resource to power our modern lives; however, it's important to remember safe practices when working with electric appliances and equipment. May is a good time to remind ourselves of the basics.*



1.

Overloaded circuits are a major cause of residential fires  
.....  
*Lower your risk of electrical fires by not overloading your home's electrical systems*



2.

Extension cords should not be used as permanent solutions.  
.....  
*Contact a licensed electrician to install additional outlets as needed in your home.*



3.

Watch for blown fuses and frequently tripped breakers.  
.....  
*They are clear warning signs of faulty electrical wiring. Schedule an inspection with an electrician.*



# People's Energy Cooperative

Your Touchstone Energy® Cooperative 

1775 Lake Shady Avenue South  
Oronoco, Minnesota 55960

## HIGHLINE HI-LITES • May 2020 • Vol. 84 • Issue 05

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Postmaster: Please send address changes to:

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!**

## REPORTING POWER OUTAGES

**SUMMER STORM SEASONS ARE FAST APPROACHING**, bringing the possibility of downed tree branches and other debris causing power outages. Do not report outages through email, Facebook, or Twitter as they are not monitored 24/7 and it may delay response time. In the case of ANY life-threatening emergency (*fire, downed power line, etc.*), call 911 before calling the Cooperative at **800-214-2694**.

- ▶ **TEXT YOUR OUTAGE:** You must be registered for outage texting before using it. To register, simply visit [peoplesenergy.coop/outage-texting](http://peoplesenergy.coop/outage-texting) and follow the instructions. The phone number you register for outage texting capabilities must be associated with your account in our billing system. If it's not, you will be alerted during the registration process.
- ▶ **CALL OUR OFFICE:** We are available 24 hours a day, seven days a week by calling **800-214-2694**. You can report your outage automatically or talk to a member services representative.
- ▶ **REPORT THROUGH SMARTHUB:** Click on the "Report an Outage" quick link on the left side of the SmartHub home page. Next, you will be asked if your power is out. Click on the "Report an Outage" button and an automated message will be sent to the Cooperative. You must be a registered user of SmartHub in order to use this method.

## Memorial Day

We will be closed Monday, May 25 to observe Memorial Day. Please call **800-214-2694** if you have an outage or an emergency.

PEC honors the men and women who made the ultimate sacrifice in serving our nation.



For more, visit [peoplesenergy.coop/account/management](http://peoplesenergy.coop/account/management).

## THE MYCHOICE PREPAY PROGRAM

is a flexible payment option that allows you, as a member, to prepay your electric account.