

NEWSLINE



Scholarship winners pictured w/ Steve Johnson (L-R): Allison Michaelson, Carter Hirt, Kaden Gartner, Makenna Oelschlager **Not Pictured:** Hayden Rettke

SCHOLARSHIPS AWARDED

5 RECIPIENTS AWARDED \$1,000 SCHOLARSHIP

Itasca-Mantrap Electric Cooperative is proud to invest in the next generation through its annual scholarship program. As a member-owned cooperative, supporting local students is one way we strengthen the communities we serve and help future leaders take their next step.

This year, Itasca-Mantrap awarded five \$1,000 scholarships to graduating seniors across the service territory. Scholarships were awarded to three students from Park Rapids and two students from Walker.

These scholarships help students pursue college, technical school or other continuing education opportunities while easing the financial burden that often comes with continuing their education.

Itasca-Mantrap congratulates this year's recipients and wishes them success as they begin this exciting new chapter.



LAST CALL FOR THE ANNUAL MEETING!

JOIN US ON JUNE 11!

The 2026 Itasca-Mantrap Annual Meeting is coming up soon. Join us Thursday, June 11, at the Itasca-Mantrap office. Registration and lunch begin at 11:30 a.m., and the business meeting starts at 12:15 p.m.

This is your chance to stay informed on co-op operations, future plans and be part of the decision-making process.

Meeting highlights include reports from officers and directors, a Q&A presentation by Youth Tour delegate Grace Officer and results of the director election.

Don't forget to vote if you have not already.

Please note: our office will close at 11 a.m. on June 11 and reopen around 2 p.m.

We look forward to seeing you there.



Marketing & Member Service Update

BY NIKKI TORKELSON, MARKETING & MEMBER SERVICES MANAGER

What You Told Us: Highlights from Our 2026 Member Satisfaction Survey

Earlier this year, more than 700 members shared feedback through our annual Member Satisfaction Survey. Thank you—your input helps guide decisions at your cooperative.

Below is a quick snapshot of what we heard and how it's shaping our work.

Overall Satisfaction Remains Strong

Members continue to express strong confidence in Itasca-Mantrap Electric Cooperative:

- Overall satisfaction: 8.6 out of 10
- Most members say we meet or exceed expectations
- A strong majority would choose the co-op again

These results reflect what members value most: local ownership, reliable service, and dedicated employees.

Reliability and Outages: Positive Progress, Ongoing Focus

Members rated reliability and outage restoration highly—especially:

- Speed of restoration
- Long-term reliability improvements
- Line-crew professionalism and commitment

Many members shared that reliability has improved over time. You also asked us to keep focusing on:

- Reducing brief “blink” outages
- Earlier, clearer outage notifications
- Better estimated restoration times when possible

We're investing in system upgrades, vegetation management, and communication tools to keep improving.

Rates and the Monthly Basic Charge: A Key Concern We Hear

The most common concern relates to electric rates—especially the monthly basic service charge, particularly among seasonal members.

We understand why this feels frustrating when a home or cabin is unoccupied. Your feedback reinforces the need to clearly explain why this charge exists and how it supports reliable service for everyone.

The basic charge helps cover fixed costs required to keep the system available to every member, including:

- Lines, poles, transformers, and meters

- Maintenance, inspections, and equipment replacement
- Vegetation management and storm preparedness
- Crews and 24/7 response readiness

Whether a property is occupied full-time or seasonally, the infrastructure must be maintained and ready to serve year-round.

As a not-for-profit, member-owned co-op, our goal is fairness—so no group of members subsidizes another and system costs are shared as equitably as possible.

Communication and Transparency Matter

Members rated customer service and staff professionalism highly, with many positive comments about helpful interactions.

You also asked for clearer, more proactive communication about:

- Rates and fees
- Reliability investments
- Outage causes and restoration efforts
- Programs, rebates, and cooperative governance

This feedback reinforces our commitment to sharing information more clearly, consistently, and proactively.

Digital Tools Are a Bright Spot

Members also reported strong satisfaction with:

- The online account portal (SmartHub) and the SmartHub app
- The outage map
- Text and email alerts

These tools are especially helpful for seasonal members and those who travel, and we'll keep improving them based on your feedback.

What Happens Next

Based on the survey, we're focused on:

- Continuing reliability and system improvements
- Improving communication and transparency around rates and decisions
- Enhancing outage notifications and updates

We appreciate members taking time to share their perspectives. Our commitment remains the same: provide safe, reliable electricity and operate the cooperative fairly and transparently for all members.

Thank you for being a valued member of your electric cooperative.

BOARD MEETING HIGHLIGHTS:

The regular meeting of the Board of Directors for Itasca-Mantrap Co-op. Electrical Ass'n. was held on Thursday, March 26, 2026, at 9:00 a.m. at the Itasca-Mantrap office.

A quorum of directors was present.

Approved:

- Consent agenda
- February financials, subject to audit
- Update to the electric rate book
- Revisions to Board Policy 5.40, Requests for Cooperative Information
- Adoption of Board Policy 5.20, Financial Management
- Rescission of Board Policy 5.70, Equity Management
- Independent Audit Report for years ended December 31, 2025 and 2024 (accepted)

Reports heard:

- Operations
- Safety
- Financial
- Marketing and Member Services
- CEO
- Privacy Committee
- Summaries of meetings attended

Reviewed:

- Changes to Itasca-Mantrap's membership
- GRE Power Cost Adjustment detail for February 2026
- Board Expenses to Budget YTD
- Scrap Transformers
- MREA Legislative Priorities
- RESCO – Director Candidate Nominations Request
- Operation Round Up Director Terms
- Administrative Policies 2, Miscellaneous Charges, and 8, Disconnection and Reconnection
- 2026 Operational Plan

NEXT BOARD MEETING:

The next regular meeting of the Board of Directors is Thursday, June 25, 2026, at 9:00 a.m.



ITASCA-MANTRAP ELECTRIC COOPERATIVE

Operation Round Up Awards More Than \$36,000

Operation Round Up, a charitable program unique to electric co-ops, is designed to provide grants to non-profit or community-based organizations that demonstrate a commitment to enhancing the quality of life in the local area served by Itasca-Mantrap.

The Operation Round Up® Trust Board recently awarded \$36,102 in Operation Round Up grants for 65 civic projects in the Itasca-Mantrap and surrounding areas. Applications received indicated a need for more than \$107,000.

Since the program’s inception in 2006, the Operation Round Up Trust Board of Directors has awarded more than \$1.4 million to local organizations. The Operation Round Up Trust Board meets twice a year to select grant recipients from the applications received. Operation Round Up is possible thanks to the generosity of Itasca-Mantrap members.

The next application deadline for Operation Round Up is Tuesday, September 15, 2026.

Grant Recipients

All Veterans Memorial in Hubbard County	\$500	Park Rapids Panther Golf	\$500
Armory Arts & Events Center	\$1,000	Park Rapids Post Prom.....	\$700
BIO Girls	\$500	Park Rapids Rotary Foundation Inc.....	\$500
Boy Scouts of America, Central MN Council.....	\$500	Park Rapids Softball Program.....	\$450
Camp Olson YMCA.....	\$500	Park Rapids Volleyball Program.....	\$500
Carsonville Vol. Fire & Rescue.....	\$1,500	Park Rapids Water Ski Team.....	\$1,000
Civil Air Patrol Tri-County Composite Squad	\$600	Tall Pine Toms Park Rapids Chapter NWTf	\$500
Heartland Arts	\$250	Walker Adult Day Services	\$830
Heartland Homes	\$500	Youth Emergency Shelter & Support (YESS).....	\$500
Heartland Homes	\$500	Heartland Lakes Community School	
Hubbard County Historical Society	\$250	We Want to Go Outside and Play!.....	\$400
Kinship of the Park Rapids Area	\$500	Heartland Lakes Health and Hygiene	\$500
Lakes Area Relay For Life Minnesota	\$1,000	Building our Music Program	\$450
Laurentian Lakes Chapter.....	\$400	Math Enrichment Materials.....	\$300
Living at Home of the Park Rapids Area	\$1,000	Menahga School	
Lutheran Social Service of Minnesota.....	\$1,250	Adaptive Shop Program.....	\$1,200
Minnesota Adult & Teen Challenge.....	\$500	Cheerleading Camp.....	\$300
Northwoods Arts Council.....	\$250	Nevis District 308	
Nutrition Services, Inc	\$2,000	2nd Grade Novel Studies/Nonfiction Books.....	\$500
Osage Bait & Tackle Senior Nutrition Meals.....	\$1,500	Sensory Speech.....	\$400
Osage Lions Park Foundation	\$1,500	Summer Reading Student Pacts/Ebooks.....	\$300
Park Rapids Farmers’ Market.....	\$250	STEM & Reading Class (3rd Grade).....	\$350
Park Rapids Firemen’s Relief Association.....	\$1,500	Classroom Flexible Seating.....	\$500

Balance Boards for Upper Elementary.....	\$650
Christmas Tree Replacement.....	\$500
Nevis Positive Behavioral Interventions & Supports (PBIS).....	\$150
Nevis Post Prom 2026.....	\$700
Cooking In The Classroom - Life Skills.....	\$300
Rec. & Leisure Skills - Special Olympics.....	\$300
5th Grade Flexible Seating.....	\$200
Enhancing Literacy via Wonderbooks.....	\$300

Park Rapids Area School District 309

End of Year Gear.....	\$150
Recess Toys.....	\$172
Helping Hands Back to School Event.....	\$750
Public Speaking Rewards.....	\$500
Full Size Tuba Replacement.....	\$500
Park Rapids Clay Duster Team.....	\$500
New Track and Field Project grades 3-6.....	\$500

Pine Point School ISD # 25

Classroom Econ. & Financial Lit. Program.....	\$1,000
Total.....	\$36,102



THANK YOU

for your continued support of the Operation Round Up program to help local civic and charitable organizations.

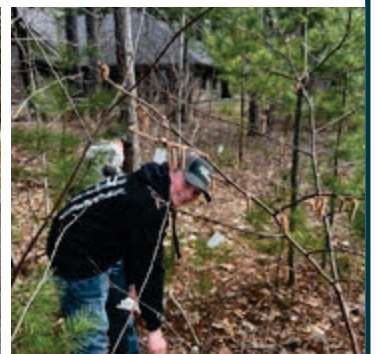
GreenTouch 2026

Park is back in action!

On May 2, Itasca-Mantrap partnered with Clearwater Polk to spruce up Itasca State Park for visitor season 2026!

Through our combined effort of 25 volunteers, we were able to quickly assemble and install tree cages, pick bud caps and clean up around the campground.

Because of our volunteers, 133 tree cages are now in place and protecting new growth for years to come. Thank you to everyone who helped make it happen.



Get Plugged In: *Attend Member How-to Class at Itasca-Mantrap!*



Itasca-Mantrap invites members to a How-To Session on Tuesday, June 23, designed to help you get the most out of your co-op tools and resources.

Bring your own device and join us for a hands-on learning experience. Sessions will be offered from 9 to 10 a.m. and 1 to 2 p.m.

Our staff will walk you step-by-step through how to:

- Get the most out of SmartHub, including helpful features to manage your account
- Navigate our website to find current rates, rebates, and outage information
- Use the outage map to stay informed during service interruptions

Whether you're new to these tools or just want a refresher, we're here to help.

Welcome Nolan Boeckermann!

Our newest Seasonal Lineworker



Nolan Boeckermann joined Itasca-Mantrap in May as a temporary seasonal lineworker. Nolan is a recent graduate of the Electrical Line Worker program at Minnesota State Community and Technical College in Wadena.

Most recently, he worked as a Tree Service Groundsman for a tree service company in his hometown area and will be assisting Itasca-Mantrap linecrews and rights of way clearing team.

Welcome to the team, Nolan!

Limited-time Air Source Heat Pump Rebate Promotion!

Take advantage of our limited-time promotional rebates when you install a qualifying, energy-saving ducted or ductless air source heat pump, available July 1 to Aug. 31.

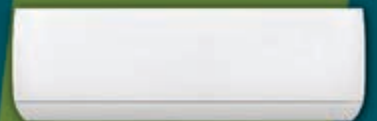
Ducted ASHP

Efficiency Rating Requirements	Original Rebate	Promo Rebate
≥14.3 SEER2 & ≥7.5 HSPF2	\$750	\$1,000
≥15.2 SEER2 & ≥8.1 HSPF2	\$1,000	\$1,200

Ductless ASHP

Efficiency Rating Requirements	Original Rebate	Promo Rebate
≤ 1 ton ≥ 14.3 SEER2 & ≥ 7.5 HSPF2	\$300	\$500
> 1 ton ≥ 14.3 SEER2 & ≥ 7.5 HSPF2	\$750	\$1,000
> 1 ton ≥ 16.0 SEER2 & ≥ 8.0 HSPF2	\$1,000	\$1,200

Funds are limited and rebates are first-come, first-served. Rebate amounts may change without notice. Centrally ducted ASHPs must be separately metered, controlled, and installed by a participating quality install contractor to qualify.





ITASCA-MANTRAP ELECTRIC COOPERATIVE

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OFFICE HOURS

Monday - Friday: 8:00 AM - 4:30 PM

GOPHER STATE ONE CALL

(800) 252-1166

www.gopherstateonecall.org

OFFICERS & DIRECTORS

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Your Touchstone Energy® Cooperative 

Itasca-Mantrap Electric Cooperative is an
equal opportunity provider and employer.

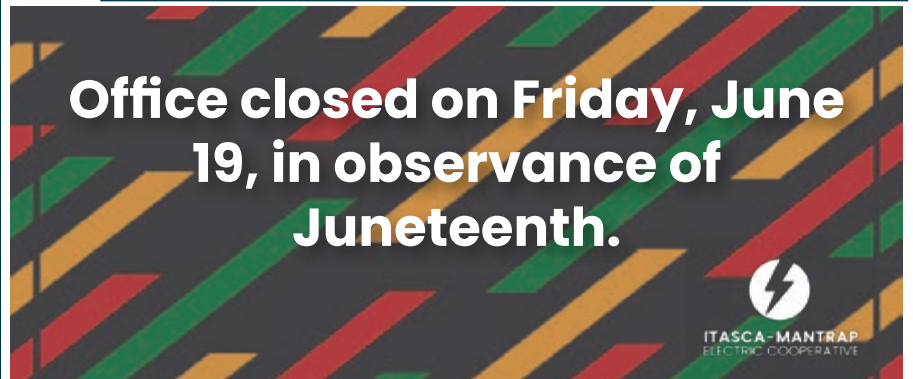


Twins
COMMUNITY FUND
YOUTH BASEBALL CLINIC!


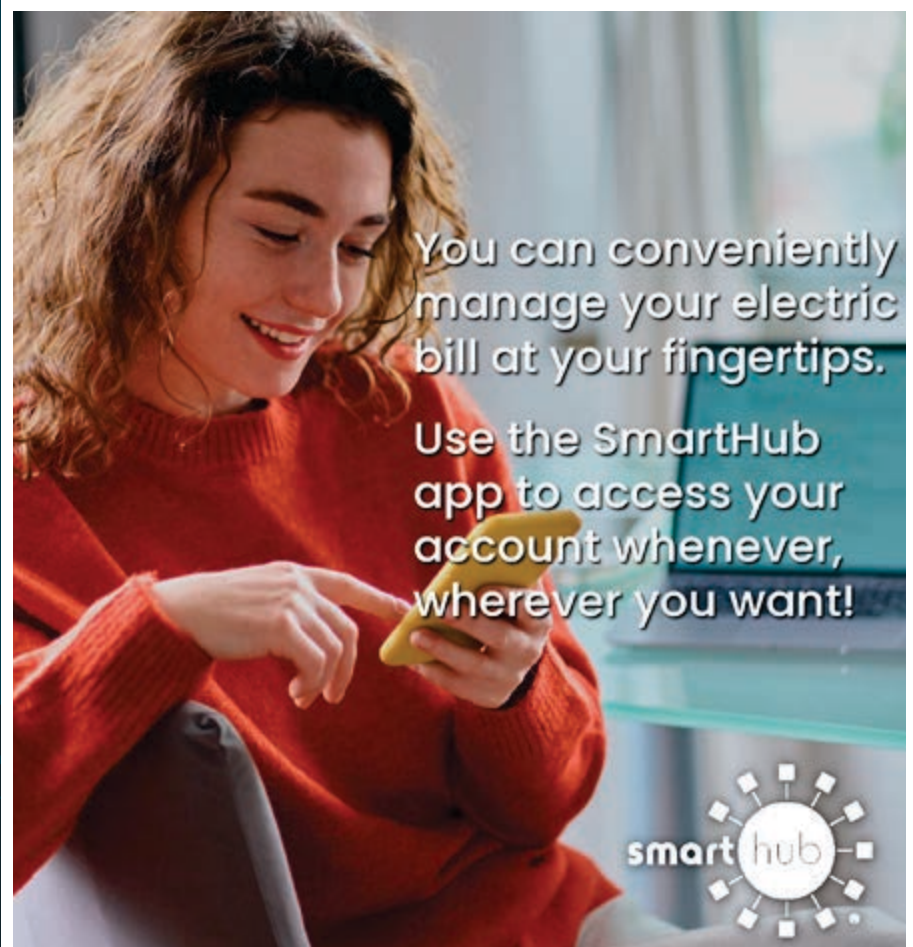
PARK RAPIDS, MN
FREE TO ATTEND! OPEN TO EVERYONE, AGES 6-12!

DATE: THURSDAY, JUNE 25	TIME: 4:00-6:00 PM
FIELD: Park Rapids Baseball Field 501 Helten Avenue Park Rapids, MN 56470	HOST: Itasca-Mantrap Electric Cooperative

REGISTER FOR FREE: TWINS.COM/CLINICS

Office closed on Friday, June 19, in observance of Juneteenth.

You can conveniently manage your electric bill at your fingertips.

Use the SmartHub app to access your account whenever, wherever you want!

