

NEWSLINE



SEAN WARD RETURNS YOUTH TOUR 2024 RECAP

Sean Ward of Park Rapids represented Itasca-Mantrap at the Electric Cooperative Youth Tour in Washington, D.C., June 18–23. He spent an adventurous week with more than 1,800 other students representing cooperatives from across the country.

Sean and 40 other students from Minnesota participated in leadership training, engaged in conversation with elected officials, learned about electric cooperatives and the cooperative business model, and toured the many sites in Washington, D.C.

Sean, reflecting on his time spent at the Youth Tour, said, “My experience on the trip was one I will never forget. When I arrived in the Twin Cities and met fellow Minnesota Youth Tour repre-

sentatives, I could tell that everyone else was as nervous as I was. By the end of the trip, we had come to know and understand each other, which affected the atmosphere of our trip and made it much more memorable. I learned so much about our country and the electric co-ops like Itasca-Mantrap that keep it running. Thank you to Itasca-Mantrap and the members they serve for affording me the opportunity of a lifetime.”

Since 1964, the nation’s electric cooperatives have sponsored more than 50,000 high school students to visit their U.S. congressional delegations, attend energy and grassroots government education sessions, and enjoy sight-seeing in Washington, D.C. For more information about the Electric Cooperative Youth Tour, visit itasca-mantrap.com or www.youthtour.coop.



CEO UPDATE

BY CHRISTINE FOX, PRESIDENT-CEO

Last month, I started a short series on our strategic plan. I introduced you to our first two goals focusing on safety and member communications. I asked you to stay tuned for part 2 and in this newsletter, I'll share two more focus areas: Technology and Team Members. But again, I ask you to stay tuned for the September newsletter for the final installment (part 3) of our strategic plan update.

So, let's dive right in.

Our technology objective is to **"Implement and utilize proven technologies that add value and move the cooperative forward."** It is by design that we did not include innovative technologies in this objective. We are averse to the risks associated with expensive and untried technologies. Instead, we invest in proven technologies like our largest project yet - the Advanced Grid Infrastructure (AGI) project. This project includes metering, load management and meter data management systems. We are closing in on 90% completion of this project. Our next steps in this endeavor will be to maximize the benefits of our AGI system. To do this, we will develop a data analytics plan. This plan will enable us to utilize the data collected from the system to better serve you, our members.

We would be remiss if our strategic plan didn't include a focus on the very people that bring our services to our members. At Itasca-Mantrap, we know that if we care for our team members, our team members will be better prepared to care for you. Our goal for our Team Members is to **"Foster an environment that attracts and retains exemplary Team Members. Promote a culture of mutual respect and trust through open and honest communication. Provide opportunities for Team**

Members to do their best through clear direction, education, training, cross-functional learning, and teamwork." It seems our work in this area could never be complete. There will always be room for improvement. We recently contracted with an external firm to conduct a team member survey to hear from our Team Members about how they feel about their work for Itasca-Mantrap. While the results were overall positive, we identified a couple areas we thought could use some fortifying. I think communication is a struggle for any organization. Through a cross-functional, collaborative effort, we implemented new processes to provide better communication between departments allowing for better, timelier, communication with our members. Another area we targeted was training. We have long held the belief that education and training are critical components to building a cohesive team. To that end, we provide opportunities for every Team Member to participate in external training through regional and national organizations. Combined with the training we bring in-house, our team members are able to do and be their best.

I know there is much more that I could share about these focus areas, but my editor tells me the final piece of the strategic plan will have to wait until my next article. So, I hope you'll join me next month as I share the progress made on the final focus area of our strategic plan, "Positioning for the Future."

Thank you for allowing me to serve you.

BOARD MEETING HIGHLIGHTS:

The regular meeting of the Board of Directors for Itasca-Mantrap Co-op. Electrical Ass'n. was held on Thursday, May 30, 2024, at 9:00 a.m. at the Itasca-Mantrap office.

A quorum of directors was present.

Approved:

- Consent agenda
- April financials, subject to audit
- Director Kivi as the Itasca-Mantrap voting delegate to the annual meetings of the Cooperative Finance Corporation and National Cooperative Services Corporation.
- Work Order Certificates for January 2023-January 2024.
- Director Czczok and CEO Fox to attend the Minnesota Rural Electric Association's (MREA) District 2 meeting.
- CEO Fox and Directors Cook, Roehl, Czczok and Breitbach to attend the MREA Energy Issues Summit.

Reports heard:

- Operations and Safety
- Marketing and Member Services
- Financial
- CEO
- Meeting attendance

Reviewed:

- Changes to Itasca-Mantrap's membership
- GRE Power Cost Adjustment detail for April 2024

NEXT BOARD MEETING:

The next regular meeting of the Board of Directors is Thursday, August 29, 2024, at 9:00 a.m.

What to know about Solar with Itasca-Mantrap!

Q: Does Itasca-Mantrap sell and install solar panels?

A: No, we do not sell or install solar panels.

Q: Are there any rebates or incentives for solar?

A: Itasca-Mantrap does not offer solar rebates or incentives. However, the federal government does have a tax credit called the "Residential Clean Energy Credit." You can learn more at irs.gov/credits-deductions/residential-clean-energy-credit.

Q: Do I need to contact Itasca-Mantrap before installing solar?

A: Yes! We are here to answer questions and assist you through the process of interconnecting your solar.

Q: Will my solar panels supply power during an outage?

A: No. Solar panels need power to operate. For safety reasons, they will shut down during an outage so they do not feed electricity into the

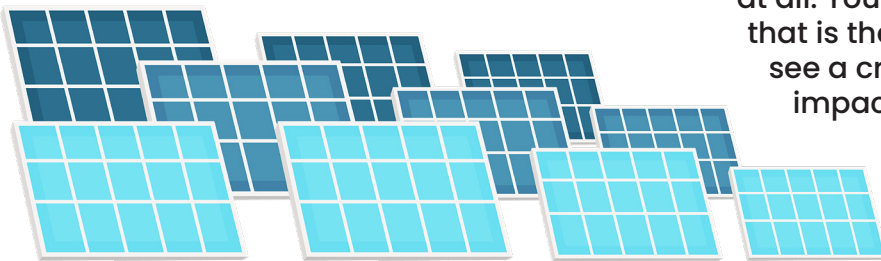
power lines. To have power during an outage with solar panels, you will need to add a battery system with an inverter and transfer switch or generator.

Q: Will I receive payment for the energy I produce with my solar panels?

A: Yes! For systems under 40 kW, Itasca-Mantrap will compensate you the average retail cooperative energy rate, per Minnesota statute. If a member produces more electricity through their panels than they can use, Itasca-Mantrap will compensate members for the energy generated at the average retail cooperative energy rate.

Q: If I have an energy credit for production, why do I still have a usage charge?

A: During the day when it is sunny out, you may be producing enough energy to cover your usage and then some. However, there will be times when it is cloudy and your panels will not be generating as efficiently, or at night when they are not producing at all. You will need the electric grid for power, and that is the kWh usage you see on your bill. You will see a credit and charge on your bill to reflect the impact of your solar panels.



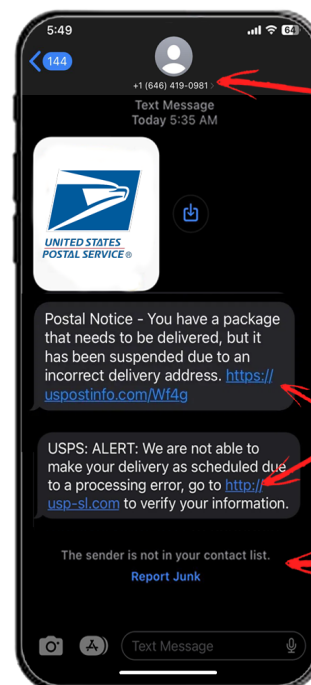
Be Aware of the signs! SCAMS

Cyber criminals continue to target consumers with phishing emails and text messages about recent purchases urging recipients to take action.

A very common scam includes fake shipping delays. They are designed to catch you off guard and prompt you to click and give up your information.

Be cautious and avoid clicking any links that look suspicious, especially from an unknown contact.

Visit uspis.gov for more information!



Unknown Contact

Never click on a link

Do not reply, report spam immediately



Summer is ramping up, and with it, strong storms capable of causing power outages. An outage can range from a blink to a dangerous event, depending on its timing and length. Before reporting an outage to Itasca-Mantrap, ensure you have an outage and the problem isn't on the member side of the meter.

- Wait a few minutes to see if the power restores on its own.
- Check that the meter display is not blank.
- If your power does not return, see if your neighbors are also without power.
- If your neighbors still have power, check for a tripped breaker or fuse.

If you are still without power after verifying the above, report the outage to Itasca-Mantrap.

How to Report an Outage

There are a few ways to report a power outage.

Phone: Report an outage by calling Itasca-Mantrap at 218-732-3377 or toll free at 888-713-3377, and the system will let you know if an outage has been reported in that area, if a crew has been dispatched, or if a crew is on site.

SmartHub: Click on "Report an Issue" in your

SmartHub app, then click on "Power Outage" and select your location.

Texting: If you are signed up for our text messaging service, text the word 'OUT' to 888-713-3377 to report an outage. If you are not signed up for our text messaging service, text the word 'Itasca' or 'OUT' to 888-713-3377 to be opted into the service. Ensure that your cell phone number is in our system and linked to your service location.

Check the status of an outage

Utilize the outage map on our website for updates. The outage map will display the location of outages within Itasca-Mantrap's territory, if a crew has been assigned to the outage, and how many members are affected by a particular outage.

Follow Itasca-Mantrap on Facebook for larger outage updates. Text 'STATUS' to 888-713-3377 in order to receive outage updates specific to your home.

Itasca-Mantrap crews work hard to restore outages as quickly and safely as possible. We appreciate your cooperation and patience during these times.

The End of Summer Social!

@ Itasca-Mantrap

16930 County 6, Park Rapids, MN

Friday, August 23, 2024

2-4 p.m.

Face painting • Sweet treats • and more!



YOUR SOURCE FOR ENERGY EFFICIENT HEATING AND COOLING

Take advantage of our additional promotional rebates when you install a qualifying, energy-saving ducted/ductless air source heat pump! Don't miss out on this deal starting July 1 to August 31!

Ducted ASHP

Efficiency Rating Requirements	Regular Rebate	Promo Rebate
≥14.3 SEER2 & ≥7.5 HSPF2	\$750.00	\$850.00
≥15.2 SEER2 & ≥8.1 HSPF2	\$1,000.00	\$1,100.00

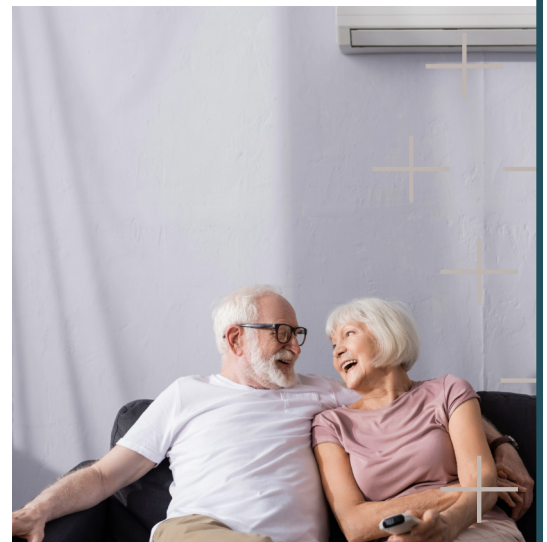
Ductless ASHP

Efficiency Rating Requirements	Regular Rebate	Promo Rebate
≥14.3 SEER2 & ≥7.5 HSPF2	\$200.00	\$250.00

Limited funds are available and awarded on a first-come, first-served basis. Rebate amounts are subject to change without notice. Installed centrally ducted ASHPs must be separately metered and controlled and must be installed by a participating quality install contractor to qualify for rebate.

ENERGY WISE MN

Learn more at:
energywisemn.com/air-heat-pumps



**TIP OF THE MONTH:
ENERGY EFFICIENCY**

Did you know ceiling fans can make a room feel 4 degrees cooler? To save energy through ceiling fan use, remember to raise your thermostat a few degrees while fans are turned on. Ceiling fans can help improve comfort year-round. In the summer, operate ceiling fans in a counterclockwise direction. Reverse the direction to clockwise during winter months and set fans on a low speed so warm air can circulate from the ceiling to the lower levels of the room.

Remember, ceiling fans cool people, not spaces. Be sure to turn them off when you leave the room.

Source: energy.gov





ITASCA-MANTRAP ELECTRIC COOPERATIVE

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www.itasca-mantrap.com



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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DISTRICT 2

Patricia Roehl, Treasurer

DISTRICT 3

Terrence Cook, Vice Chair

DISTRICT 4

Al Czczok, Assistant Secretary-
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DISTRICT 5

Nancy M. Utke, Director*

DISTRICT 6

Tim Kivi, Secretary

DISTRICT 7

Dan Breitbach, Director

PRESIDENT-CEO

Christine Fox

*Great River Energy Director Representative

Your Touchstone Energy® Cooperative 

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



Office closed on Monday, September 2 in observance of Labor Day

Operation Round Up Application Deadline Monday, Sept. 16

To be considered at the October Trust Board Meeting,
grant applications must be received in the
Itasca-Mantrap office by September 16.

Download the latest application form at
www.itasca-mantrap.com or pick one up
at our office.



Itasca-Mantrap Electricity Bill Payment Options

Pay through
the SmartHub
app



Mail in
your
payment



Setup
autopay



Pay in
office



Pay online
at our
website



Put your
payment in
the drive-up
drop box

