



# NEWSLINE



December 2021

## Member Appreciation Open House Drive Thru

Swing by Itasca-Mantrap to enjoy treats and receive  
a gift from the comfort and safety of your vehicle!

Salvation Army donations welcome.



Friday, December 10 | 16930 County 6, Park Rapids, MN 56470 | 12:00 PM - 2:00 PM



### Apps & Amps at Zorbaz

Itasca-Mantrap hosted 43 attendees at Zorbaz during our Apps & Amps event on Tuesday, November 2. Members enjoyed an evening of mingling, socializing, appetizers, and a chance to have their questions answered by Itasca-Mantrap team members and board members. Electric vehicles were the main topic of the evening, but there were conversations about Itasca-Mantrap in general as well.

Thank you to everyone who came out and enjoyed an evening of socializing with us!





## CEO Update - By Christine Fox, President-CEO

Here we are in the heart of the holiday season. A season of family traditions, reflection, and gratitude. When I reflect on my life, I am grateful for

so many things. Mostly, I am grateful for the decision we made eleven years ago to move to a small town up north. Back in the hustle and bustle of city life, I do not remember taking the time for reflection and gratitude. I am not sure if it is because of the busyness of working and raising a family or more of an age thing, but I am so glad to have learned the art of reflection and gratitude. It makes me a happier person, which in turn makes me happier to be around. Just ask my family.

Speaking of family, I am also grateful for "finding" my co-op family. I enjoy every single one of our team members and am happy to be part of their lives. We have a lot of young families amongst us, and it is such a joy to watch these families grow. Our team members at Itasca-Mantrap are dedicated to their families and to you, our members. We are driven by a sense of mission and purpose. We feel a strong connection to you and our community because we live here too.

We, at Itasca-Mantrap have many offerings that either help our members or help our community. Many of them help both. I would like to remind you of a few:

- **SmartHub** - We hope you have

taken, or will take, advantage of SmartHub, which empowers you to monitor, manage and pay your energy bill conveniently through your phone (app) or computer. You can also report an outage using SmartHub – it saves the hassle of having to make that phone call.

- **Dual Fuel Program** - Since we are anticipating a significant increase in propane prices, this may be a great year to check out our dual fuel program. On this program, you enjoy a lower rate on your electrical heating source if you allow us to control (or shut off your electricity to that source) during high electrical usage times. To enjoy this program, you must have an alternative heating source so that we do not freeze you out when we shut it off.
- **Tailored Rates** - We also have rates for off peak energy storage, air source heat pumps and electric vehicles that you may want to check out.
- **Operation Round Up** - Our Operation Round Up program helps our community. Just recently we contributed \$60,685 to the local non-profit organizations listed on the next page of this newsletter. We have contributed \$1,103,226 since the program's inception. These contributions are coming from our generous members who round up their energy bill to the next dollar and contribute the remainder to Operation Round-Up. If you are not currently rounding up, you may want to consider it for 2022.

- **Youth Tour Program** - We are excited that the Youth Tour program will be returning in 2022. Through an application process, we select a high school student to send to Washington, D.C. for a week-long immersion to experience democracy in action.
- **Apps & Amps** - Our Apps & Amps events have been successful. If you have not attended one, please consider attending in 2022. At this event, we meet at a local restaurant to enjoy some appetizers and casual conversation.
- **Member Appreciation Drive Thru** - We look forward to seeing several of you at our Member Appreciation Drive Thru this month. Please come by for some coffee/cookies and an appreciation gift. Do not forget that we will have the Salvation Army at this event – just one more way to give back.

These are just some of our programs and member/community engagement activities, please call our member services staff at 218-732-3377 to learn more about these and others.

I wish you and your loved ones a very merry holiday season and a bright future, full of traditions, reflection, and gratitude.

Thank you for allowing me to serve you.

## Red Flags Rule - For your Protection

As many as nine million Americans have their identities stolen each year. As a result, the Federal Trade Commission implemented a regulation called the "Red Flags Rule." The Red Flags Rule requires businesses to develop a program to detect, prevent and minimize the damage that could result from identity theft.

As an Itasca-Mantrap Member, you may be asked to provide additional information and identification when you make inquiries on your account, such as verifying the last four digits of your social security number. While these practices may seem intrusive, please understand that these procedures are in place to protect your Member data and prevent the occurrence of identity theft.

## Operation Round Up® Awards \$60,685

Thanks to the generosity of Itasca-Mantrap Members, the Itasca-Mantrap Operation Round Up® Trust Board recently awarded \$60,685 in Operation Round Up grants for 70 civic projects in the Itasca-Mantrap and surrounding area.

Operation Round Up, a charitable program unique to electric co-ops, is designed to provide financial assistance 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 meets twice a year to select grant recipients, based on applications received. The next application deadline is Tuesday, March 15, 2022. Official grant application forms are available at the Itasca-Mantrap office and at [www.itsca-mantrap.com](http://www.itsca-mantrap.com).



Akeley Regional Community Center	\$ 5,000	Tiger Time	300
Akeley/Nevis Community Food Shelf	2,000	Volleyball Team	500
Central Minnesota Council - Boy Scouts of America	750	Osage Bait & Tackle Senior Nutrition Meals	2,000
CHI St. Joseph's Health	5,000	Park Rapids Area High School:	
Forest Riders Snowmobile Club, Inc.	1,000	2021-2022 Ice Team Contest	500
GFWC Nevis Women's Club	500	BPA State and National Conferences	1,000
Girls Basketball Boosters	500	Operation E-sports 2021-2022	500
Hackensack Area Fire Rescue Dept	2,270	Park Rapids Area Library	400
Helping Hands through Century PTA	1,000	Park Rapids Boys Basketball Booster Club	320
Let's Go Fishing-Headwaters Chapter	1,000	Park Rapids Century Elementary School:	
Living at Home of the Park Rapids Area	1,500	Brain Calming Center	400
Lutheran Social Service Meals – Hubbard County	1,500	EBD-Character education books and materials	380
Lutheran Social Service Meals – Menahga	1,500	EBD-Creating a safe sensory space	600
Mantrap Valley Conservation Club	250	Flexible Seating	140
Nevis Football	250	Help the young and the old!	220
Nevis Public Schools:		Home Away from Home: Flexible Seating	300
American Indian Art Club	300	"Make Way for Learning"	300
American Indian Book Club	300	Seat Sacks for Students	375
Art Mentoring	400	Smart Board Laptop	1,000
Flexible Classroom Seating	500	Park Rapids Century Middle School:	
Flexible Seating - 3rd Grade	500	Color Printer for Classroom	1,000
Life Skills-Cooking in the Classroom	300	Indians of North America	180
Living and cooking on a budget	300	Panther Pride	500
Middle School Book Club	300	School Counseling Program	400
Nevis Positive Behavioral Interventions & Supports	300	STEM-Basic Electrical Repair	900
Nevis Robotics Team - Team 3102 Promotions	500	Park Rapids Clay Dusters	750
Physical Education GaGa ball pit	500	Park Rapids Fire Department	3,000
Promoting A Healthy Environment & Lifestyle	300	Park Rapids Post Prom	750
Reluctant Readers-Graphic Novel Library	350	Park Rapids Senior Center	2,000
Resilient Readers Lending Library	500	Park Rapids Tennis Association	1,000
Senior Class Trip	400	Park Rapids Volleyball Booster Club	500
Sensory Integration Support	500	PEACE Parent Support Group at Century Elementary	500
Special Olympics-Leisure Skills	300		
Student Wellness: Wellbeing, Resiliency & Support	450		

**CONTINUED ON NEXT PAGE...**



# Pine Point School:

Art in the Classroom!	400	Multi-Sensory	1,000
Germ-Free Reading!	500	Speaking Clearly in 1st Grade	1,750
Leveled Literacy Black and White Books	500	Teaming up with Technology	3,500
Mindfulness Matters!	300	True Friends	1,000

<b>TOTAL</b>	<b>\$60,685</b>
--------------	-----------------

## Team Member News

In May, Clay Eberhart and Andrew Sandberg joined Itasca-Mantrap as temporary seasonal apprentice linemen.

Andrew came to us from Skyline Utilities in Brainerd, MN where he was a fourth-step apprentice. Andrew graduated from Minnesota State Community and Technical College in Wadena with an Electrical Line Worker diploma.

Clay came to us from Irby Construction/Okay Construction out of the Two Inlets/Park Rapids area. He has completed his first year in the apprenticeship program. Clay graduated from Minnesota State Community and Technical College in Wadena with an Electrical Line Worker Technology degree.

We are happy to report that both Clay and Andrew have accepted permanent positions with Itasca-Mantrap and will continue their apprenticeships with us.

Please welcome Clay and Andrew to the Itasca-Mantrap team!



## Shop Local this Holiday Season



Pictured (L-R): Aunt Belle's Confectionary (Grandpa's Cabin), Amish Oak & Americana Furnishings, and 3rd Street Market.

## Board Report: Meeting Highlights

The regular meeting of the Board of Directors for Itasca-Mantrap Co-op. Electrical Ass'n. was held on Thursday, September 30, 2021, at 9:00 a.m. at the Itasca-Mantrap office.

A quorum of directors was present.

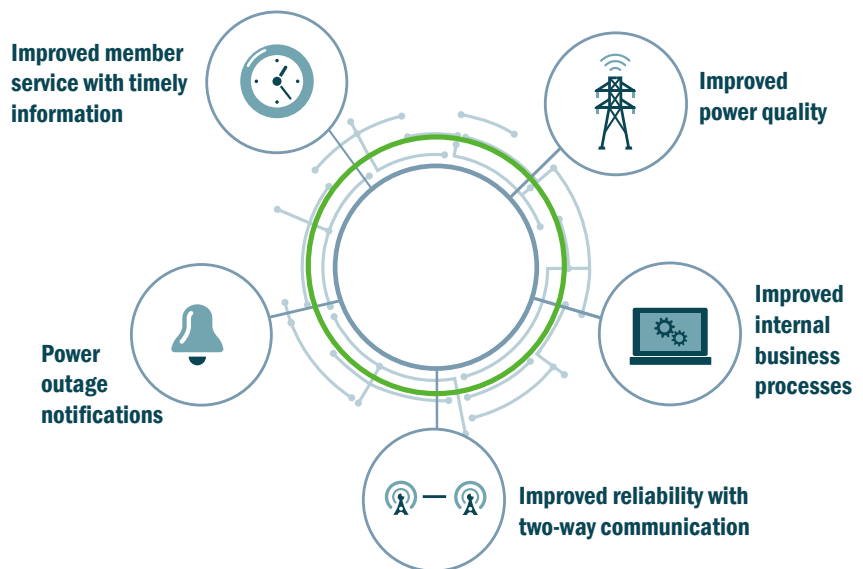
Items discussed or Board action taken:

- Approved the consent agenda.
- Heard the Operations and Safety report and the Marketing and Member Services report.
- Received an update on the Advanced Grid Infrastructure project.
- August financials were received and filed subject to audit.
- Approved the donation of unclaimed capital credits to the Operation Round Up Trust fund.
- CEO Christine Fox gave her monthly CEO report.
- Approved the reorganization of Board policies and revisions to Board Policy 3.99 – Social Media and Board Policy 8.80 – Equipment Tampering and Energy Theft.
- Heard a presentation by Alison Deelstra of the National Rural Utilities Cooperative Finance Corporation on Itasca-Mantrap's Key Ratio Trend Analysis.
- Directors and CEO Christine Fox reported on meetings attended on behalf of the Cooperative.

The December meeting of the Board of Directors is Thursday, December 23, 2021, at 9:00 a.m.

# WHAT ARE THE BENEFITS OF AN AMI METER ?

Unlike the older-style electricity meters, AMI meters use sensors to measure the amount of electricity used.



**AMI METERS\*** had been installed across the country.

*\*Includes hourly interval meters and real-time meters that are capable of recording and transmitting instantaneous data.*

**88%** **88%, or 83.4 million, were residential.**

**Almost 65% of residential units had an AMI meter.**



*Source: U.S. Energy Information Administration*

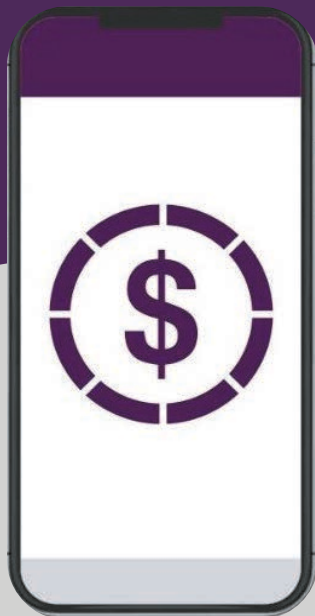
## Energy Efficiency Tip of the Month

### Heading out of town for the holiday season?

Remember to unplug electronics that draw a phantom energy load. Some gadgets like TVs, phone chargers, gaming consoles and toothbrush chargers use energy when plugged into an outlet—even when they're not in use.



Source: energy.gov



## Make smart payments with SmartHub

Easy bill pay.  
Report an outage.  
View electric use.

**MERRY  
CHRISTMAS  
&  
A HAPPY NEW  
YEAR!**

### Our Office will be Closed

**Fri., Dec. 24 - Noon - 4:30 PM**

**Mon., Dec. 27 - All Day**

**Fri., Dec. 31 - Noon - 4:30 PM**

**Mon., Jan. 3 - All Day**

### ITASCA-MANTRAP COOPERATIVE

16930 County 6, PO Box 192  
Park Rapids, MN 56470

### OFFICE HOURS

Monday - Friday: 8:00 AM - 4:30 PM  
Phone: 218-732-3377 or 888-713-3377  
Fax: 218-732-5890

E-mail: [itasca@itasca-mantrap.com](mailto:itasca@itasca-mantrap.com)  
[www.itasca-mantrap.com](http://www.itasca-mantrap.com)



### GOPHER STATE ONE CALL

1-800-252-1166  
[www.gopherstateonecall.org](http://www.gopherstateonecall.org)

### OFFICERS & DIRECTORS

Dist. 1 – Brian Behrens, Director  
Dist. 2 – Patricia Roehl, Director  
Dist. 3 – Terrence Cook, Treasurer  
Dist. 4 – Al Czczok, Asst Sec-Treas  
Dist. 5 – Nancy M. Utke, Chair  
Dist. 6 – Tim Kivi, Secretary  
Dist. 7 – Dan Breitbach, Vice Chair  
President-CEO – Christine Fox