



NEWSLINE



April 2020



Remember to #ThankALineworker on April 13

Lineworker Appreciation Day is April 13

Lineworkers serve on the frontlines of our nation's energy needs, and on April 13, Itasca-Mantrap, along with other electric cooperatives across the country, will honor the brave men and women who work hard to keep the lights on.

Line crews work around the clock, sometimes in difficult and dangerous conditions, to keep power flowing to our local communities. Whether they're restoring power after a major storm or maintaining critical infrastructure to our electric system, lineworkers are at the heart of our co-op.

When a storm hits, they set aside their personal priorities because Mother

Nature doesn't work around holidays, vacations and birthdays. A service-oriented mentality is one of the many admirable characteristics of an electric lineworker.

Itasca-Mantrap is proud to honor the lineworkers that maintain more than 2,000 miles of power lines in our service territory.

Itasca-Mantrap invites all co-op members to take a moment and thank a lineworker for the important work they do. On April 13, you can use #ThankALineworker on social media to show your support for the brave men and women who power our lives.

Director Nominations Open

Directors will be elected at the Itasca-Mantrap Annual Membership Meeting on June 11. Nominations are open for director candidates who live in districts 1, 2 and 3. Board directors serve three-year terms and represent all co-op Members. Nominees must meet eligibility requirements as specified in the Itasca-Mantrap Bylaws. For a full-text version of the bylaws, visit our website or office.

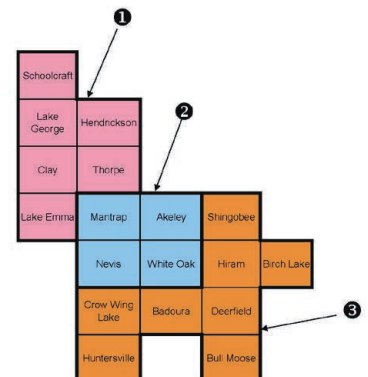
Please call our office and request a director candidate packet if you are interested in becoming a candidate.

DISTRICT 1 - includes Clay, Hendrickson, Lake Emma, Lake George, Schoolcraft & Thorpe Townships in Hubbard County.

DISTRICT 2 - includes Akeley, Mantrap, Nevis and White Oak Townships in Hubbard County.

DISTRICT 3 - includes Birch Lake, Deerfield, Hiram, Shingobee Townships and the north 6 sections of Bull Moose Township in Cass County; Badoura Township and the east 30 Sections of Crow Wing Lake Township in Hubbard County; and the NE 15 sections of Huntersville Township in Wadena County.

Completed petitions and forms must be received in the Itasca-Mantrap office by 4:30 p.m. Monday, April 6.





CEO Update - By Christine Fox, President-CEO

National studies consistently rank power line installers and repairers among the most dangerous jobs in the country, and for good reason.

Laboring high in the air, wearing heavy equipment and working directly with high voltage creates the perfect storm for a dangerous and unforgiving profession. But electric lineworkers are up to the task. These brave men and women are committed to safety, as well as the challenges of the job.

Itasca-Mantrap's lineworkers are responsible for keeping the power flowing day and night. To perform their jobs safely, lineworkers depend on their years of training, experience and each other. Beyond the years of specialized instruction and apprenticeships, it takes internal fortitude and a mission-oriented outlook to be a good lineworker. In fact, this service-oriented mentality is a

hallmark characteristic of lineworkers. The job requires them to set aside their personal priorities to better serve their local community.

Not only does it take a special person to be a lineworker, but it takes special people to be a strong support system at home. A lineworker's family understands and supports their loved one's commitment to the greater community during severe storms and power outages. They realize that national holidays, vacations, birthdays, weddings or other important family milestones do not necessarily take precedence when a storm or major outage is occurring.

In our area and across the country, electric co-op lineworkers' mission-focused mentality of helping others often extends beyond their commitment to their work at the co-op. Lineworkers are often familiar figures in the community. They can be found coaching youth sports teams, volunteering for local charities and serving on local advisory boards. At

Itasca-Mantrap, we have several coaches and volunteers on our staff.

Monday, April 13, is Lineworker Appreciation Day. I can't even begin to express the deeply felt appreciation that I have for our lineworkers. If you happen to see one of them (or one of their family members) out in the community, please take the opportunity to express the gratitude that all our Itasca-Mantrap family has for them.

Not to take anything away from our lineworkers, but I have to let you know that not only do I appreciate them, but I also deeply appreciate the rest of our team members here at Itasca-Mantrap. I believe I have the best team ever, and I hope any/all your interactions with our team members have left you feeling the same way.

Thank you for allowing me to serve you,

Career Day at Park Rapids High School

Park Rapids Senior High hosted a Panthers First Career Exploration Day for the junior and senior students to meet with local business professionals. Trevor Gwiazdon, Itasca-Mantrap Line Superintendent, shared information about lineworker careers during the Mentor-Mentee Program.



We are looking for your feedback!

We will send you a survey after you have recently contacted Itasca-Mantrap, so we can hear from you on how we are doing. We strive to provide the best possible experience for our members. With your feedback, we can continue to improve on the service you receive from Itasca-Mantrap. Thank you for taking the time to share your satisfaction rating with us!

Pick up your phone before you pick up your shovel

Call Gopher State One Call at least 48 business hours before digging. Gopher State One Call makes sure it is safe. Once you've got the green light, it is time to dig in.

1-800-252-1166

www.gopherstateonecall.org



OUR OFFICE WILL BE CLOSED

Friday, April 10

Volunteers needed for GreenTouch!

We are looking for volunteers to help ready Itasca State Park for visitor season! We will meet at the park Saturday, May 2 at 8:00 a.m. and serve a free lunch around noon. No park pass is required that day.

Volunteers are needed for pruning, transplanting trees and shrubs, installing tree cages, high pruning, removing bud caps, raking and various other projects.

This annual event is sponsored by Minnesota's Touchstone Energy Cooperatives in partnership with Minnesota State Parks.

Volunteers can RSVP by calling Itasca-Mantrap at 218-732-3377 or toll-free at 1-888-713-3377.



Board Report: Meeting Highlights

The regular meeting of the Board of Directors for Itasca-Mantrap Co-op Electrical Ass'n was held on Thursday, January 30, 2020 at 9:00 a.m. at the Itasca-Mantrap Co-op Electrical Ass'n office located in Park Rapids, Minnesota.

A quorum of directors was present.

Items discussed or Board action taken:

- Heard monthly CEO, financial, operations and member services reports. Financials were received and filed subject to audit. Reviewed quarterly financial ratios.
- Passed the Revenue Deferral Plan allowing for the offset of future expenses related to the advanced grid infrastructure project.
- Reviewed 2019 Board expenses.
- Approved the retirement of capital credits through 2002 and the retirement of Great River Energy capital credits from 1985-1988.
- Reviewed the Distributed Energy Resource Facilities report.
- Reviewed proposed changes to Itasca-Mantrap's bylaws.
- Discussed attendance at the Minnesota Rural Electric Association annual meeting.
- Viewed two Governance Talk videos discussing the process for nominating directors and the Board's role in Cybersecurity.
- Directors and the CEO reported on their meetings attended on behalf of the Cooperative.

The April meeting of the Board of Directors is Thursday, April 23, 2020 at 9:00 a.m.

Resolve to Save Energy

1
Install a programmable thermostat.
You could save an estimated \$180 annually!



Three easy ways to save energy:

2
Ditch incandescents.
Did you know incandescent bulbs release 90% of their energy as heat? Use LEDs instead.



3
Reduce energy used for water heating.
Lower your water heater's temp and consider installing low-flow showerheads.



Shop local with Co-op Connections!

Don't forget your Co-op Connections card when you are out shopping locally! Simply show your Co-op Connections card at any local participating business to save. Participating businesses have a Co-op Connections sticker on the business' door or cash register. This free program is one more way you benefit from being a cooperative member.

Co-op Connections® Card



Abigail's Attic Antiques, Collectables & New Gifts	612-720-8833	5%-10% off store wide, excluding new gifts
Amish Oak & Americana Furnishings	218-732-9544	10% off storewide, non-sale
Aune's Kauppala Gifts & Collectibles	218-573-2520	5% off storewide, non-sale items
Aunt Belle's Confectionery	218-732-7019	10% off any regularly priced item
Beagle and Wolf Books & Bindery	218-237-2665	10% off one Midwest Connections picks
Bella Caffé	218-732-7625	Free flavor in coffee drink
Beyond Juice	218-732-0422	10% off
Blue Sky Beads	218-652-3212	10% off when you spend \$30, excluding commissioned pieces
Brothers Self Storage.....	218-255-7057	10% off any size unit or 15% off 10x10 unit (1 year term limit)
Character Challenge Course	218-760-8442	Buy 1 combo package (\$50), get \$20 discount towards second
Citizens National Bank	218-732-3393	\$50 in Chamber Bucks for one originated Consumer Loan; \$20 deposit in your account after opening E-Checking account
Delaney's Sports	218-732-4281	Free fatheads with a \$5 tackle purchase
Dorset Corner Liquor	218-732-1770	10% discount on wine purchase, excluding sale items
Ecowater Systems	218-732-4332	1 year supply of salt with purchase of a new residential water softener & reverse osmosis system together
Evergreen Gifts & Fun Park	218-732-9609	5% off any purchase
Flying W Gardens	218-732-9782	10% off trees, shrubs & perennials, non-sale only
Haas Printing, Inc.	218-732-1430	10% off on color copies
Hafner's Greenhouse	218-732-8033	10% off storewide, non-sale items
Jerry's Budget Auto	218-732-8809	10% off service and repair on small engines
Kathy's on Main.....	218-366-2231	10% off any one regularly priced item
Lickin' Good Whole Pet Foods.....	218-237-7812	5% off Darford Dog Treats
Max Bailey Photography	218-732-7979	10% off original print order
Minnesoda Fountain.....	218-732-3240	10% off total purchase, cannot be combined with other discounts, not valid on sale items
New Frontier Resort	218-732-3643	5% off lodging for stays over three days
Orton's Menahga BP	218-564-4545	5 cents off per gallon
Orton's Park Rapids	218-237-2220	5 cents off per gallon
Owl's Nest Resort	866-336-4997	10% off weekly rate
Park Rapids Auto Centre	218-732-7210	5% off parts and labor
Park Rapids Building Supply & Rental	218-732-7633	5% off, non-sale items
Park Theatre	218-732-3461	Free bag of popcorn with purchase of ticket
Pixie Point Resort	218-652-2342	10% off
Quietwoods Resort, LLC	218-675-6240	10% off new lodging and camping reservations
Rapids Spirits Liquor Store	218-732-0998	10% off wine purchase, may not be used with other discounts
River Bend Home Expressions	218-237-7777	20% off one regular priced item, minimum \$10 purchase
Smoky Hills Art.....	218-237-7625	50% off up to 3 bead strands
Smokey Hills Outdoor Store	218-237-5099	25% discount on any live bait
Strandell Kennels	218-652-6502	5% off training service & puppy purchase, \$3 off daily boarding services (limit 2 days)
Tamarac Resort & Campground	218-573-3262	5% off five-day stay or more

(Continued)

The Flower Boutique.....218-237-7449
The Wild's Resort & Campground 218-573-3515
Tim Parker Family Glass 218-237-2300
Utke's Country Pine Furnishings 218-732-3860
Warnick's Janitorial Service 218-732-5019
3rd Street Market..... 218-732-9063

15% off storewide
15% off
10% off all windshields
5% off in-stock merchandise. Present card at time of purchase
20% discount on any service, excluding house cleaning
Free coffee with purchase of a pie

Deals subject to change. Visit www.itasca-mantrap.com for more information. Contact our office for a card.

Team Member Spotlight

NIKKI TORKELSON

Job Title:
Marketing &
Member
Services
Manager

How I serve the Co-op: Manage communications, marketing, and member services for the co-op.

Started at Itasca-Mantrap: July 2009

Where I live: Nevis, MN

Hometown: Park Rapids, MN

Education/ Training: Bachelor of Arts in Communications, University of Minnesota - Duluth

Prior Experience: Marketing Representative in Minneapolis Area, Communications/Marketing Specialist at Itasca-Mantrap

Why I like working at Itasca-Mantrap: I enjoy talking with and helping out our members, working with awesome team members, and representing the co-op in our community.

Family: Married with two step-sons and one spoiled dog

Community Involvement: Kinship Board Member, Reading Buddy, Itascatur Outdoor Group Volunteer, Spin Class Instructor

Hobbies: Enjoying our beautiful seasons, bike riding, spending time & making memories with family & friends



PAT ROEHL

Job Title:
Director

How I serve the Co-op: Assisting the CEO with guidance to govern and providing communication between Itasca-Mantrap and the community.

Started at Itasca-Mantrap: June 2017

Where I live: Nevis, MN

Hometown: Richfield, MN

Education/ Training: High School, some college credits, CCD Certificate

Prior Experience: My father was Itasca-Mantrap CEO for 12 years, and my husband was an I-M Director for 30 years. I learned a lot from them!

Why I like working at Itasca-Mantrap: The knowledge I have gained and working with a great Board of Directors. This is a great company with great employees.

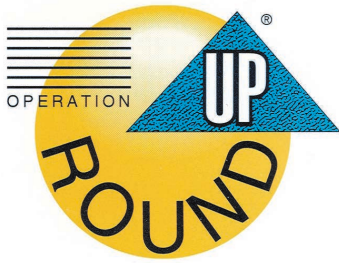
Family: Widowed - five children, ten grandchildren, seven great-grandchildren, one sister & family

Community Involvement: Co-President of CHI St. Joseph's Health Auxiliary for 6 years, active at church, Reading Buddies at Nevis School

Hobbies: Knit, sew, weave baskets, attend grandchildren's activities, be with family, work outside in my yard

Fun Fact: I like to go to the casino! (Fun) I still like to work occasionally which at 80+ is strange!





Your continued support of the Operation Round Up® program to help local civic and charitable organizations is appreciated.

Thank you!

Statement of Nondiscrimination

Itasca-Mantrap Co-op. Electrical Ass'n. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the USDA (U.S. Department of Agriculture) and is prohibited from discriminating in all its programs on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202)720-2600 (voice and TDD). The person responsible for coordinating the nondiscrimination compliance efforts of this organization is Christine M. Fox, President-CEO. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue SW, Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible. USDA is an equal opportunity provider and employer.

SmartHub App

The SmartHub online and mobile app help you manage your account by providing many features including, but not limited to:

- Billing & Payment Information
- Outage Reporting
- Quick, Easy Communication
- Billing Alerts
- Detailed Usage Reports



Energy Efficiency

Tip of the Month

This spring, consider using a rain barrel to save energy. Rain barrels capture rainwater from a roof that can be used later for watering your lawn, garden or indoor plants.



Source: U.S. Dept. of Energy

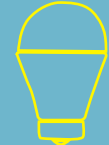
Buy Lumens, not Watts

Lumens measure the amount of light produced by the bulb. Watts measure the energy consumption.

Tip: to replace a 100-watt incandescent bulb, look for a bulb that produces about 1,600 lumens.



Incandescent
100 watt
1,600 lumens



LED
14-20 watt
1,600 lumens

ITASCA-MANTRAP COOPERATIVE

16930 COUNTY 6, PO BOX 192
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OFFICE HOURS

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

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888-713-3377

Fax: 218-732-5890

Email: itasca@itasca-mantrap.com
www.itasca-mantrap.com



GOPHER STATE ONE CALL

1-800-252-1166
www.gopherstateonecall.org

OFFICERS & DIRECTORS

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