



NEWSLINE



May 2020

Potential Cancellation/Postponement of Annual Meeting

In light of recent developments with the Coronavirus, please be informed that our Annual Meeting scheduled presently for June 11, 2020 may need to be cancelled/postponed.

Annual Membership Meeting June 11



Meal will be served starting at 5:15 PM, with live music afterwards.



Bring your family for the chance to win one of four youth bicycles!

REMINDER: Mail in your voting ballots!

5:15 PM - Doors open and registration begins

5:15 PM to 6:30 PM - Free meal and entertainment

6:45 PM - Business meeting

Door prize drawing will follow the business meeting, must be present to win great prizes! Present the card from the back cover of the Annual Meeting Booklet to be eligible for one of the two \$100 cash prizes.



2020 Annual Meeting Agenda

1. Reports of Officers, Directors, and Committees.
2. Voting and election of directors.
3. Members to vote on proposed Articles of Incorporation and Bylaws revisions.
4. Any other business that may properly come before the meeting.

Annual Meeting Notices will be mailed Mid-May.

Ducted Air Source Heat Pump	Promo Rebate
≥ 8.2 HSPF	\$1,000
≥ 9.0 HSPF	\$2,000
Ductless Air Source Heat Pump	Promo Rebate
≥ 9.0 HSPF	\$450

WHETHER TEMPS RISE OR FALL, YOUR ENERGY BILL WILL STAY COOL.



Air source heat pumps provide home cooling and supplemental heating, using 72% less electricity than conventional air conditioners and furnaces.

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



CEO Update - By Christine Fox, President-CEO

As I write this, we are a few weeks into the Coronavirus Pandemic. As you read this, we are coming out the other side (hopefully). I know that we

are all very tired of hearing/reading about the virus, but I did want to share a couple things with you:

First, I want to assure you that our electrical cooperative is here to help you. We have always had an Emergency Plan that has served us well in a variety of circumstances, from ice storms to tornadoes to windstorms. Early in this crisis, our leadership team updated that plan with emphasis on ensuring we can continue to provide the reliable electric service that you have come to expect from us. So far that has happened. We know that electricity is one of the things you need in order to maintain some sense of normalcy.

Some of the steps we have taken to ensure the power keeps flowing include:

- Closing our lobby to prevent the spread of germs. Instead, we are encouraging our members to use the many other options that we provide for paying their bill: drop box, smart hub, online and phone

payments, and the U.S. Postal Service. Additionally, our after-hours service is taking messages and we are calling members back as soon as we possibly can. We encourage you to leave a message with them or e-mail us.

- Our team members are working from home to the extent possible. Only when they absolutely cannot perform an essential job task from home are they coming into the office. This ensures that there are only a handful of team members in the office at one time, making it easier to social distance themselves.
- Our lineworkers are at home, working on an on-call basis. This will ensure that we have healthy team members to respond to emergencies as the need arises.
- We have signed a mutual aid agreement with nearby cooperatives ensuring that if the need arises, we can rely on them to come and help us.
- We are in constant contact with other cooperatives, our state association and our national association.
- Our leadership team is meeting frequently to fine-tune this plan.

Secondly, although the coronavirus is highly contagious and it is inevitable that many Americans will be infected, the financial crisis that comes along with this pandemic

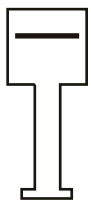
is sure to affect every one of us in varying degrees. Again, our electrical cooperative is here to help:

- We have waived late fees through April 30th.
- We have stayed disconnects for non-payment through April. No one will be disconnected for non-payment until May at the earliest. Members will still get a notice of disconnect as it is required for our members to get energy assistance.
- We have extended the terms of our payment arrangements. If you are unable to pay your electric bill, please contact our office so that we can work out the best payment arrangement to fit your situation.
- We are keeping our team members employed, not adding to the huge strain on the unemployment insurance program.

As an electrical cooperative, we are no stranger to crisis management. Nothing brings out the best in our team members better than a crisis. Every one of our team members is dedicated to you and we are also dedicated to keeping the power on.

Thank you for allowing me to serve you.

Itasca-Mantrap Electricity Bill Payment Options



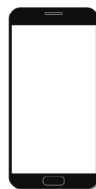
Drive-up Drop Boxes

Located in the East end of our parking lot and in the alley of the Park Rapids Post Office



Mail the payment

PO Box 192
Park Rapids, MN 56470



Pay online through SmartHub



One-time online payment with Pay Now



Auto Pay

Payments made automatically on 15th of month, or following business day

Cooperative Bylaws

In 2020, the Itasca-Mantrap Board of Directors is asking members to approve proposed amendments to the Cooperative's Articles of Incorporation and Bylaws.

Over the last year, a committee conducted a review of the Cooperative's Articles of Incorporation and Bylaws. This committee consisted of Board members, Itasca-Mantrap staff and an attorney. After reviewing these documents line by line, and comparing them to Cooperative business procedures, future needs, and industry advancements, they identified and suggested necessary alterations.

While the proposed amendments have been reviewed and approved by the current Board of Directors, they cannot be placed into effect without a majority vote (of those that participate in the voting process) of approval by members. This membership vote will take place in conjunction with the Director elections and Annual Meeting on June 11, 2020.

Each member will receive an Annual Meeting booklet in the mail that will include a full summary and complete text of the proposed amendments to the Articles of Incorporation and Bylaws recommended by the Itasca-Mantrap Board of Directors. Members will have the option to vote by mail or in person at the Annual Meeting on June 11, 2020



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!

Board Report: Meeting Highlights

The regular meeting of the Board of Directors for Itasca-Mantrap Co-op Electrical Ass'n was held on Thursday, February 27, 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. February Financials were received and filed subject to audit.
- Kristi Robinson, Senior Electrical Engineer with Star Energy Services, provided an introduction to the services available through Star Energy.
- Darrick Moe, President and CEO of the Minnesota Rural Electric Association (MREA), provided information on membership in the Action Committee for Rural Electrification (ACRE) and the Rural Electric Political Action Committee (REPAC) organizations. Mr. Moe also provided additional information on changes to the MREA bylaws and dues structure.
- The Articles of Incorporation and Bylaws were approved to present for vote by the Members of Itasca-Mantrap at the Annual Meeting on June 11, 2020.
- Reviewed and approved Board Policy changes recommended by staff.
- Heard the Privacy Committee report.
- Watched the Great River Energy (GRE) Regional Meeting video featuring comments by GRE President and CEO, David Saggau.
- Sharon Berglund, a Human Resources consultant, provided annual harassment prevention training.
- Discussed attendance at the GRE Annual Meeting on April 1, 2020.
- Directors and the CEO reported on their meetings attended on behalf of the Cooperative.

The May meeting of the Board of Directors is Thursday, May 21, 2020 at 9:00 a.m.

Team Member Spotlight

TERRY COOK

Job Title:
Director

How I serve the Co-op: As a member of the Board of Directors, I serve all of our members and support our team members.



Started at Itasca-Mantrap: June 2017

Hometown: Robbinsdale, MN

Education/ Training: Bachelor of Arts in Business Administration, Licensed MN Peace Officer, Certified Cooperative Director

Prior Experience: 29 years Law Enforcement, 32 years Emergency Manager, Emergency Management Director

Why I like working at Itasca-Mantrap: It is challenging work and great people to work with.

Family: Married with three children, and seven grandchildren

Community Involvement: Commander Sons of the American Legion Post 202 Hackensack

Hobbies: Hunting, fishing, tinkering, driving my wife nuts comparing prices on things to buy off of the Internet.

Fun Fact: I met my wife when I was 16 years old and decided she was "the one". I married her at 20 (46 years ago). Best decision ever...

ESTHER SIMON

Job Title: Chief Financial Officer

How I serve the Co-op: I work with the billing and accounting team to help ensure that we remain a financially strong organization.



Started at Itasca-Mantrap: November 2007

Where I live: Nevis, MN

Hometown: Sebeka, MN

Education/ Training: Finance/Accounting Undergraduate at Bemidji State University, Accounting & Financial Management Masters, and CPA License

Prior Experience: Commercial Real Estate Accounting at CB Richard Ellis, Member Services at Itasca-Mantrap

Why I like working at Itasca-Mantrap: The people. We are committed to providing high quality service to our members.

Family: Married with three boys and one girl.

Community Involvement: Rotary, St. Joseph's Hospital Board Member, Nemeth Art Center Board Member

Hobbies: Spending time with family outdoors - hiking, kayaking, hunting, reading

Fun Fact: I have been to 24 countries so far. I enjoy seeing things from a different perspective through different cultures and experiences.

Summer Residential Rates

Itasca-Mantrap's summer electric rates will go into effect in June. The general service rate for June, July and August is 12 cents per kilowatt-hour (kWh), compared to 10 cents per kWh from September through May. The Basic Charge for residential services is \$38 per month throughout the year.



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

Thank you!

May is Electrical Safety Month

Electricity plays many roles in our lives, from powering baby monitors, cell phones and lighting, to running HVAC systems and appliances. Electricity provides comfort with its instant availability and when we flip a switch, we expect most systems or devices to do the job.

May is National Electrical Safety Month, a great time to look around your home and check for potential safety

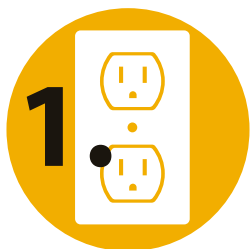
hazards. According to the Consumer Product Safety Commission, approximately 51,000 electrical fires are reported each year in the United States, causing more than \$1.3 billion in annual property damage.

Electricity is an essential necessity for modern living, and Itasca-Mantrap is committed to providing safe, reliable and affordable power to all of our members.



4 COMMON CULPRITS OF ELECTRICAL FIRES

Outdated wiring and overloaded circuits are the most common causes of electrical fires. Check the following areas of your home to ensure your home's electrical safety is up to par.



Electrical outlets: Faulty electrical outlets are a leading cause in home fires. As outlets age, so do the wires behind them that you can't see. Any loose, damaged or warm-to-the-touch outlets should be repaired or replaced.



Electrical wiring: Outdated wiring is another common cause of electrical fires. Frequently tripped breakers, flickering lights and burning smells are clear warning signs. If your home is more than 20 years old, it may not be able to handle today's increased power load. If you suspect your home's wiring is outdated, leave this one to the pros and contact a qualified electrician.



Overloaded cords and outlets: Extension cords are not permanent solutions. If your big-screen TV, home theater system and other electronics are plugged into one extension cord, it's time to call an electrician and install additional outlets.



Old appliances: Older appliances are more likely to have loose or damaged wiring, which means they're more likely to catch fire. Check older appliances for damage and determine if it's time to upgrade or replace. Also check to ensure you're using appliance-grade outlets. A qualified electrician can help with installation.

Energy Efficiency

Tip of the Month

When the weather is nice, put your grill to use! During summer months, cooking outdoors is a great way to save energy and eliminate unwanted heat from cooking indoors.



Source: U.S. Dept. of Energy

GreenTouch Cancelled

GreenTouch 2020 has been cancelled. We hope to have many volunteers for GreenTouch next year!

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



MAHUBE-OTWA COMMUNITY ACTION PARTNERSHIP, INC ENERGY ASSISTANCE PROGRAM

COVID-19 RELIEF THROUGH ENERGY ASSISTANCE PROGRAM

THE MINNESOTA ENERGY ASSISTANCE PROGRAM HAS RELEASED **REVISED** INCOME GUIDELINES & PROGRAM EXTENSION EFFECTIVE APRIL 1ST, 2020

Application Signature month:	Provided month of income proof:	Number of household members:	GROSS income = (1) month:
April 2020	March 2020	1	\$2,253
May 2020	April 2020	2	\$2,947
June 2020	May 2020	3	\$3,641
APPLICATIONS MUST BE RECEIVED OR POST MARKED BY <u>JULY 1ST 2020</u>		4	\$4,334
		5	\$4,334

****ADDITIONAL HOUSHOLD SIZES & INCOME LEVELS
PLEASE CONTACT US.**



PLEASE CALL OR EMAIL INFO@MAHUBE.ORG WITH QUESTIONS
OR VISIT WWW.MAHUBE.ORG TO DOWNLOAD AN APPLICATION
APPLICATIONS AND INCOME PROOFS CAN BE MAILED OR EMAILED
MAILING ADDRESS: 1125 WEST RIVER RD, PO BOX 747 DETROIT LAKES, MN 56502

Office Closed on Monday, May 25 in observance of Memorial Day

ITASCA-MANTRAP COOPERATIVE

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

OFFICE HOURS

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Fax: 218-732-5890
E-mail: itasca@itasca-mantrap.com
www.itasca-mantrap.com



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