



## Meet Our Load Management Techs

Members who are enrolled in one of our load management programs (*i.e. dual fuel or water heating*) may notice a TWEC pickup and one of our Energy Management Technicians at your property conducting a device change out. The current Comverge system is nearing its end of life, and our technicians will be replacing them with a demand response unit when they are in the area. These units are located on the outside of homes/businesses and no appointments will be made. The change out will not interrupt your electric service.



**BOB DANIELS**



**BOB'S TRUCK**



**MIKE ORLANDO**



**MIKE'S TRUCK**



## To Members Enrolled in Our Water Heater Programs

If you no longer have the 85-gallon or 105-gallon electric **Marathon** water heater because you have switched to an on-demand water heater, natural gas water heater, or similar—please contact us so we can update our records.

*Notice: If you are a water heater-only account (meaning you are not also on dual fuel), look for a letter from TWEC within the next year scheduling an appointment for an Aquanta device. The Aquanta devices will be physically mounted onto your water heater. We are working on the water heater-only device change outs by substations. We've recently completed the **Ward** substation and are currently working on service orders out of the **Hartford** substation (southern territory).*



**Daniel Carlisle**  
President/CEO &  
General Counsel

## Driving Economic Development in Our Communities

Todd-Wadena Electric Cooperative's commitment to the communities we serve goes beyond providing reliable energy. We believe in the power of economic development as a cornerstone of a thriving community. That's why we are

proud to partner with key organizations that drive growth and prosperity in our region. Two such organizations, The Economic Alliance of Wadena County and Todd County Development Corporation (TCDC), are at the forefront of these efforts, each playing a vital role in shaping the future of our communities.



**The Economic Alliance**

**The Economic Alliance of Wadena County: A Catalyst for Business Success**

*The Economic Alliance of Wadena County* stands as a dynamic nonprofit organization focused on fostering economic growth and development across the county. With a mission to amplify the economic and business interests of Wadena County and its surrounding communities, The Economic Alliance serves as a bridge between public and private sectors, uniting them in a shared goal of prosperity.

Led by a dedicated Executive Board of volunteers and a full-time Executive Director, Hope Williams, The Economic Alliance provides a comprehensive suite of services designed to support business retention, expansion, start-ups, and workforce development. Their collaborative approach ensures that businesses have access to the resources they need, whether it's technical assistance, market identification, or help with permits and zoning.

A significant recent development is The Economic Alliance's partnership with the North Central Small Business Development Center (SBDC) and becoming a North Central SBDC Satellite Office. This partnership enhances their ability to provide high-quality, no-cost business consulting services, helping local businesses navigate the challenges of growth and sustainability. By offering these resources, The Economic Alliance ensures that Wadena County remains a vibrant place for businesses and families to thrive.



**Todd County Development Corporation: Empowering Growth from Within**

Meanwhile, in Todd County, the *Todd County Development Corporation (TCDC)* is making waves as a county-wide 501(c)(3) nonprofit dedicated to economic and community development. The organization is also led by a dedicated Executive Board of volunteers and a full-time Executive Director, Melissa Wyman. TCDC's mission is to sustain and promote diverse economic development through education, training, and technical assistance that improves the quality of life in Todd County.

TCDC offers an impressive array of services, including a Small Business Development Center (SBDC) Outreach Office, which provides free technical assistance to new and existing businesses. Their revolving loan fund is a key tool for providing low-interest "gap" financing, ensuring that financial hurdles don't stand in the way of business success.

Moreover, TCDC's Business Retention and Expansion (BR&E) program is instrumental in identifying the needs of existing businesses and providing the support necessary to address those needs. From site selection

## Starting/Expanding a Business?

If you are looking to start a new business, are planning an expansion for an existing business, or just have questions, please reach out to either Hope Williams or Melissa Wyman.

**Hope Williams**  
The Economic Alliance  
*Executive Director*

**Cell:** (218) 837-5950  
**Email:** [wceda@wcta.net](mailto:wceda@wcta.net)

**Melissa Wyman**  
Todd County Development Corporation  
*Executive Director*

**Office:** (320) 732-2128  
**Cell:** (320) 533-0934  
**Email:** [melissa.wyman@co.todd.mn.us](mailto:melissa.wyman@co.todd.mn.us)

services to grant writing assistance, TCDC serves as a one-stop resource for businesses looking to grow in Todd County.

TCDC's impact is clear, having provided over 3,000 hours of technical assistance, facilitated \$1.8 million in emergency COVID-19 grants, and supported numerous community projects in areas like housing, childcare, and broadband. Their ongoing initiatives, including housing projects and childcare development, continue to address the evolving needs of the communities they serve, ensuring that Todd County remains a place where businesses and residents alike can thrive.

### **A Shared Vision for a Prosperous Future**

At Todd-Wadena Electric Cooperative, we are honored to work alongside The Economic Alliance and TCDC. These organizations embody the spirit of collaboration and innovation that is essential for driving economic development in our communities. Their efforts not only support local businesses but also enhance the overall quality of life for our residents.

Together, we are building a future where our communities are vibrant, resilient, and prosperous. Whether through fostering entrepreneurship, ensuring access to essential services like childcare and housing, or providing the financial tools needed for business growth, The Economic Alliance and TCDC are making a lasting impact.

As we look to the future, we remain committed to supporting these organizations and the incredible work they do. By partnering together, we can continue to build strong, sustainable communities that offer opportunities for all.

**Daniel Carlisle**  
*President/CEO & General Counsel*

## **TWEC Board Minutes**

*Highlights from the July 31<sup>st</sup>, 2024, regular board meeting:*

- *CEO Dan Carlisle updated the board on 2nd quarter and year-end budget comparisons.*
- *The management team has been working on internal strategic initiatives and presented its findings and goals. The team focused on three major areas: Resource Optimization, Embracing Emerging Technologies, and Member Satisfaction & Feedback.*
- *Lisa Graba-Meech, CFO, presented the June financials to the board. Monthly kWh sales were 21 percent under budget. Energy revenue was 13 percent under budget. June's purchased power expense was 18 percent under budget. Tier is 1.90 and Equity is 40.5.*
- *Member & Energy Services Manager Allison Frederickson mentioned how the department is working with the State of Minnesota on a virtual inspection project. She shared some photos and highlights of the process.*
- *Jerome Miller, Ray Gildow, Heather Gilbreath, Dan Skogen, Gary Stracek, Annette Adamietz, John Fair, Wally Wiese, Samantha Krause, and Lloyd Lanz were appointed to the 2024-2025 Nominating Committee.*
- *Operations Manager Tyler Fisher provided an update on progress by Carr's Tree Service and Central Applicators. The Operations crew completed MREA pole top and bucket rescue training. TWEC continues to have an outstanding safety record, with zero OSHA reportables in five years.*
- *Board Member Dale Adams gave the STAR Energy report. Assets and revenue are ahead of budget, and up compared to 2023.*

# New Bill Layout in October

In October, you will notice a new and improved electric bill. This new layout features *average daily use* by kWh and cost.

Also, our interactive voice response (IVR) line that allows members to pay their bill over the phone is getting a *new number*. Members will need to dial **(844) 971-1080** (and have their account number ready) to pay their bills over the phone, starting October 1<sup>st</sup>.

**1) Your Account Number:** This is your TWEC account number. When contacting our office, please refer to this number to help us serve you better.

**2) Billing Date:** The date the statement was prepared.

**3) Billing Period:** These are the dates reflected in the billing statement and total number of days in the billing period.

**4) Bill Due Date:** This is when your bill is due by or AutoPay will be withdrawn on. It can also be found in the remittance section.

**5) Operation Round Up:** Members enrolled in Operation Round Up will see this line item.

**6) Your Average Daily Use:** This number is calculated by total kWh usage on all meters and divided by the number of days in the billing period. *\*This number is rounded.*

**7) Average Daily Cost:** This number is calculated by the total current charges found on the second page of your bill and divided by the number of days in the billing period. *\*This number does include sales tax and other fees. This number is rounded.*

**8) Message Center:** Important messages will be found here including information about events other pertinent account notices.

**Previous Account Activity**

Balance From Last Billing	\$151.00
Check Payment 07/22/24	-\$151.00
Balance Forward	\$0.00
Current Charges Due	\$209.05
Operation Round Up	\$0.95
<b>Total Amount Due</b>	<b>\$210.00</b>

**TOTAL AMOUNT DUE**

## \$210.00

Due Date: 08/26/2024

**Business Hours: 8:00 a.m. – 4:30 p.m. Mon – Fri**  
**Summer Hours: 7:00 a.m. – 3:30 p.m. Mon – Fri**  
**Phone: 218-631-3120**  
**Toll Free: 800-321-8932**  
**Email: todd-wad@toddwadena.coop**  
**www.toddwadena.coop**

Account #: 111111  
Member Name: JOHN SMITH

Billing Date: 08/07/2024  
Billing Period: 07/01/2024 - 08/01/2024 for 31 Days  
This bill does not reflect payments after 08/07/2024

Charge detail found on the back of this page.

**Monthly Energy Use Comparison**

Total Energy Use Last Month	Total Energy Use This Month	Total Energy Use This Month Last Year
902 kWh	1,412 kWh	1,420 kWh

**Your Average Daily Use**

46  
kWh  
AVERAGE DAILY USE

\$6.74  
AVERAGE DAILY COST

MESSAGE CENTER

Thanks for being a member of Todd-Wadena Electric Cooperative!

KEEP THIS STATEMENT FOR YOUR RECORDS  
PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT - WHEN PAYING IN PERSON BRING ENTIRE STATEMENT

<p><b>Todd-Wadena ELECTRIC COOPERATIVE</b></p> <p>PO BOX 431 550 ASH AVE NE WADENA MN 56482-0431</p> <p><input type="checkbox"/> Please check this box and see reverse side to update account information.</p> <p>0 0 AV 0.0 JOHN SMITH 123 4th Ave N WADENA MN 56482-0000</p>	<p>Account #: 111111 Total Amount Due 08/26/2024 \$210.00 Total Amount Due After 08/26/2024 \$210.00</p> <p><b>Todd-Wadena Electric Cooperative</b> P.O. Box 431 Wadena MN 56482-0431</p> <p>1 2345 C-0</p>
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**9) Meter Reading Details:** This section provides the meter number(s), electric rate, reading dates, number of days in billing cycle, kWh usage, and kW demand.

Meter #	Rate	Reading Dates	Service Description:	Days	Readings	Meter Mult	kWh Usage	kW Demand
		From To			Previous Present			
123456	General Service	07/01/2024 08/01/2024		31	9,363 10,455	1	1,092	10.924
123456 - Sub	Auto Backup 6 Month Exempt	07/01/2024 08/01/2024		31	74,137 74,457	1	320	2.140

**10) Service Availability Charge:** The service availability charge is each member's share for the cost to distribute electricity (wires, transformers, construction, meters, etc.).

<p><b>Current Activity</b></p> <ul style="list-style-type: none"> <li>Service Availability Charge \$38.00</li> <li>Energy Charge (1,092 kWh @ 0.13172 per kWh) \$143.84</li> <li>Water Storage House Credit -\$8.00</li> <li>Service Availability Charge Auto Backup \$2.00</li> <li>Energy Charge (320 kWh @ 0.0580 per kWh) \$18.56</li> <li>Wellspring Wind Energy \$0.30</li> <li>MN Sales Tax (all taxable meters) \$13.38</li> <li>Wadena County Sales Tax \$0.97</li> <li><b>Total Current Charges \$209.05</b></li> </ul>	<p><b>11</b></p> <p><b>12</b></p>
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**14) This graph shows the amount of kWhs by main meters and sub meters for the last 12 months.**

**15) This area will have different information each month with co-op happenings and other information.**

**MN COLD WEATHER RULE**

The Minnesota Cold Weather Rule, under statute 216B.097, protects residential utility customers during the cold winter months. Under this rule, your electric service will not be disconnected from October 1 through April 30 if you meet Cold Weather Rule requirements. You must fill out a Cold Weather Rule form and return to our office. Visit our website at [www.toddwadena.coop](http://www.toddwadena.coop)

**FINANCIAL ASSISTANCE RESOURCES**

If you need help paying your electric bills, you may qualify for state or federal energy assistance. For complete qualifications and application information, contact your local Social Services or Energy Assistance Provider. You may also apply for assistance online at [www.mn.gov/home](http://www.mn.gov/home)

# Things to Know about Dual Fuel Load Management Program



Combine two heating sources to best fit your budget, and tailor your energy investment to meet your heating needs. Todd-Wadena's **dual fuel program** offers the option to incorporate a *low-cost electric heat source* with an alternate heating system.

**What is dual fuel?** Dual fuel is incorporating an electric heat source (i.e. baseboard heat, slab heating, plenum heater, or ASHP.) in conjunction with an alternate heating system (fuel oil, natural gas, propane, or electric storage heat) as the back-up heating system.

**How does it work?** When members are enrolled in the dual fuel program, the co-op is able to “shave” demand. During times when the regional electric needs are higher than average, based on weather conditions and/or market prices, the co-op is able to send a signal to your electric heating system to turn off during these peak demand times. This is when your back-up heating system would take over and continue to heat your home during a control event.

**What heating systems will work for me?** There are many options that can pair well with your electric heating system. Contact your local HVAC technician for options and pricing.

**What's in it for me?** Members receive a reduced electric rate for heating and/or a rebate when they enroll in dual fuel heating. The dual fuel rate is **5.8¢ per kWh** for most applications, and even lower in true storage heating. The full list of rebates is listed to the right, as well as the rates.

## RATES

Todd-Wadena offers its members a low dual fuel heating rate of just **5.8¢ per kWh**. It is a requirement of the dual fuel program to have a non-electric, automatic back-up heat system (such as propane, fuel oil, or natural gas) that is large enough to heat the whole house.

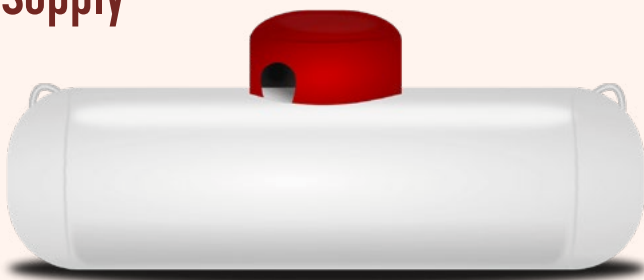
## SPECIAL SLAB HEAT STORAGE RATE

Slab heating that is installed under the concrete with a significant sand layer to create a heat sink receives a special storage rate of **4.5¢ per kWh**. This is controlled daily for 16 hours, October–April. Other slab heating methods qualify for the above dual fuel rate of 5.8¢/kWh.

## REBATES

<b>Slab Heat/Dual Heat</b>	\$35/kW rebate	Up to 10 kW/\$350
<b>Plenum Heater</b> <i>(New DH only)</i>	\$500 rebate	Must install at least 10 kW
<b>Quality Installed Air Source Heat Pump</b> <i>(QI contractor required for rebate)</i>	\$500 rebate \$700 rebate	≥ 8.2 HSPF ≥ 9 HSPF
<b>Ground Source Heat Pump</b>	\$400/ton rebate	Must be Energy Star rated
<b>Storage Heat</b>	\$50/kW rebate	Up to 10 kW/\$500

## Reminder for Dual Fuel Members: Check Your Back-up System Fuel Supply



TWEC members who are on a dual fuel load management program are encouraged to make sure they have **adequate supplies of their secondary fuel source for winter**.

As a reminder, the primary heating systems of participants can be controlled up to 12 hours per day (during a control event) and up to 400 hours per heating season. Control occurs on days of high electrical demand, high wholesale energy prices, and/or system emergencies.

Both morning and evening control is expected throughout the cold weather months. If you have any questions, please contact TWEC's office.

# m MN Energy Assistance Program

## WHAT IS IT?

Minnesota's Energy Assistance Program helps renters and homeowners keep homes heated and the lights on. The deadline to apply for energy assistance during the winter of 2024-2025 is May 31<sup>st</sup>, 2025.

## WHO IS IT FOR?

People who rent or own their home and struggle with utility bills.

## HOW MUCH CAN I RECEIVE?

- ◆ Primary grants range from \$200 to \$1,400 depending on energy consumption costs and income.
- ◆ **Additional funds are available for crisis situations.**
- ◆ Free home energy upgrades for homeowners and renters.

## Contact your local energy assistance by county:

- Becker, Hubbard, Otter Tail, & Wadena (Mahube OTWA)**  
(218) 847-1385 or (888) 458-1385
- Cass (Bi-Cap) Beltrami**  
(218) 547-3438 or (800) 332-7135 (*Walker Office*)  
(218) 751-4631 or (800) 332-7161 (*Bemidji Office*)
- Douglas (West Central Minnesota Communities Action)**  
(218) 685-4486 or (800) 492-4805
- Morrison (Tri-County)**  
(320) 251-1612 or (888) 765-5597
- Todd**  
(320) 732-4516 or (888) 838-4066

## WHO IS ELIGIBLE?

The program is based on income guidelines. The program offers extra support for seniors over 60 years old.

APPLY ONLINE



## Weatherization Assistance Program

The *Weatherization Assistance Program* in Minnesota provides free home energy upgrades to income-eligible homeowners and

renters to help save energy and make sure your home is a healthy and safe place to live.

Weatherization works closely with its companion program, the *Energy Assistance Program*, to help permanently reduce the energy bills for low-income Minnesotans.

If your household qualifies, an energy auditor may evaluate your home to determine if weatherization is needed. The auditor will look for opportunities to make your home more energy efficient by sealing air leaks, adding insulation, and checking if the furnace is working properly.

VISIT [MN.GOV/COMMERCE/ENERGY/CONSUMER-ASSISTANCE/WAP](https://mn.gov/commerce/energy/consumer-assistance/wap) FOR MORE INFORMATION.

## Cold Weather Rule

Each year, some members are unable to pay their electric bill during cold weather months. The *Minnesota Cold Weather Rule* was established to protect residential members from electrical service disconnection between October 1<sup>st</sup> and April 30<sup>th</sup>.

**Cold Weather Rule protection is available if the following conditions exist:**

- 1) The disconnection would affect your main heating source
- 2) You and Todd-Wadena Electric Cooperative agree on a payment plan
- 3) You have returned the Cold Weather Rule form to TWEC

\* *Note: the Cold Weather Rule form will be mailed with all September bills.*

**The Cold Weather Rule does not prevent winter disconnections. If you have a DISCONNECTION NOTICE on your bill between October 1<sup>st</sup> and April 30<sup>th</sup>, you must act before the disconnect date on the bill.**

To avoid disconnection between October 1<sup>st</sup> and April 30<sup>th</sup> you **must** complete the following steps:

### 1. Set Up a Payment Plan

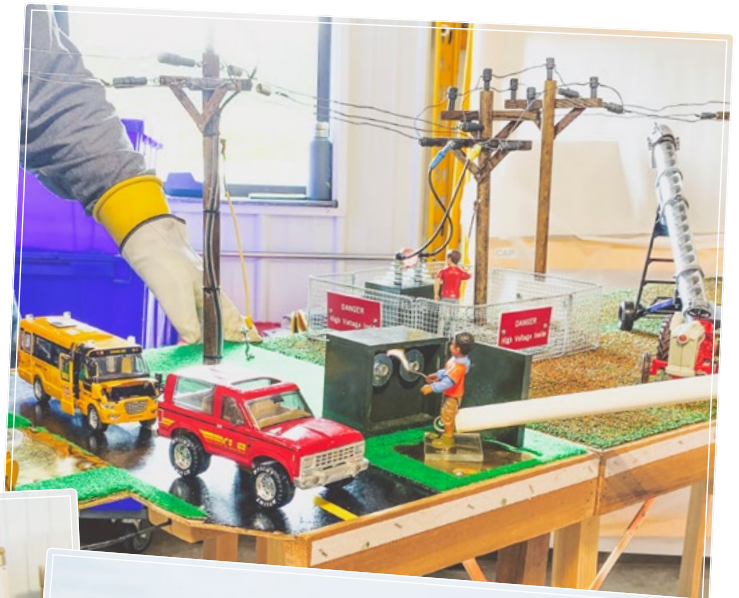
If you receive a disconnect notice on your bill, you must call TWEC and set up a mutually agreed upon monthly payment plan before the disconnect date on the bill. This payment plan must be kept current to be protected by the Cold Weather Rule and avoid disconnection.

### 2. Return the CWR Form

Complete the Cold Weather Rule form and return it to TWEC before the disconnect date on your bill. You may complete this form online at [www.toddwadena.coop](http://www.toddwadena.coop).

## Member Appreciation Pancake Supper

Nearly 300 members partook in the annual member appreciation pancake supper event on Tuesday, August 20<sup>th</sup> at the co-op's headquarters. Members and their families enjoyed pancakes and sausages served by the Sebekia Lions. Kids enjoyed the 40-foot long inflatable obstacle course. Operations Manager Tyler Fisher and Energy Management Tech Mike Orlando presented the tabletop electrical safety demonstration to members. This demo is given to area 4<sup>th</sup> grade students each year and shows the hazards of electricity and how to stay safe around it.



## Stay Connected! Update Your Contact Information

To ensure that we can better help you, please make sure we have the correct contact information on file. Todd-Wadena may need to contact you from time to time regarding:

- Scheduled power outages
- Billing information
- Other customer service-related information/notices

The easiest way to review the contact information we have on file is to look at the remit stub on your electric bill. You can find this on your *paper bill* and on your *paperless bill on SmartHub* (follow the steps below to find it).

1. Click on *Bill & Pay*
2. Click *Billing History*
3. Click on *View Bill* or the paperclip (on mobile device) to view your most recent billing statement

**Please contact us by scanning the QR code and filling out the form if:**

- Your email address has changed
- You change phone numbers or disconnect a phone line
- Your billing address has changed
- Your last name has changed



# Pine to Prairie News

A monthly publication for members & friends of



**Todd-Wadena**  
ELECTRIC COOPERATIVE

**Office Hours:** 8:00 a.m. - 4:30 p.m.  
Monday - Friday

**Telephone:** (218) 631-3120 or  
(800) 321-8932

**Website:** [www.toddwadena.coop](http://www.toddwadena.coop)

**Email:** [todd-wad@toddwadena.coop](mailto:todd-wad@toddwadena.coop)

**Address:** 550 Ash Avenue NE  
P.O. Box 431  
Wadena, MN 56482

## BOARD OF DIRECTORS

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Gene Kern, Director  
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Daniel Carlisle, President/CEO &  
General Counsel

## LOCAL ELECTRICAL INSPECTORS

Todd County:

Mike Ramsdell (612) 246-8410

Wadena County:

Brandon Disselbrett (218) 580-8614

District 10 (Todd & Wadena Counties):



Sheldon Monson (218) 689-3260

### **If your electric power goes out:**

First, make sure the problem is not on your side. (Members may be billed for service calls if the problem is caused by their own equipment.) Check fuses and circuit breakers in your home and by the meter pole. (Call us for help, if necessary.)

Second, check with your neighbors to see if they have power. Then call Todd-Wadena to report the problem. Give your name and account number. Then report any tree branches, twisted wires, broken poles, and whether or not your neighbors are also out of power.

**Before digging call:**  
Gopher State One-Call  
811 or (800) 252-1166

Find us on  

[www.facebook.com/toddwadenaelectriccooperative](http://www.facebook.com/toddwadenaelectriccooperative)  
[www.instagram.com/twec.coop](http://www.instagram.com/twec.coop)

## Todd-Wadena Electric Cooperative

P.O. Box 431

Wadena, MN 56482

Printed on recycled paper.

PRSRT STD  
U.S. Postage

**PAID**  
DPC

## Please Note

- **TWEC's office hours have returned to 8AM to 4:30PM, Monday through Friday, now that summer is over.**
- **In October there will be a new bill layout and new number for paying bills over the phone (see page 4)!**
- **The office will be closed Tuesday, October 29<sup>th</sup> for employee training.**

## September Reader's Contest

For your chance to be entered in a drawing to **win a \$10 credit** on your bill, correctly answer the questions and include with your TWEC bill. Mail to TWEC, P.O. Box 431, Wadena, MN 56482. Or email the answers to [mbrservices@toddwadena.coop](mailto:mbrservices@toddwadena.coop) with the subject line "Reader's Contest". Be sure to include your name and TWEC service address. Entries must be received by September 25<sup>th</sup>.

**Duane Lorsung of Browerville was the winner of our August Reader's Contest.**

1. In October, members will notice a new and improved electric \_\_\_\_\_ redesign.
2. Make sure to \_\_\_\_\_ your contact information so TWEC can better serve you.
3. Our \_\_\_\_\_ management technicians will be conducting device change outs.

Name:

Your TWEC Account Number:

<input type="text"/>	<input type="text"/>
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