



Power Cost Adjustment Implementation

Starting January 1st, 2025 (for February bill statement), Todd-Wadena Electric Cooperative (TWEC) members will see a Power Cost Adjustment (PCA) on their monthly bills. This adjustment ensures TWEC can manage fluctuations in wholesale power costs from its suppliers, Great River Energy (GRE) and the Western Area Power Administration (WAPA). As we approach implementation, we'd like to provide additional clarity on how the PCA works and offer tips to help members manage their energy use effectively.

How the PCA is Calculated

The PCA is designed to account for increases in power costs while maintaining the cooperative's financial stability.

The PCA is calculated in two parts:

- 1) Annual Cost Increases:** *This component addresses projected annual power cost increases from GRE and WAPA, ensuring TWEC can meet its financial obligations without raising base rates. For 2025, general service members will see an additional PCA charge that will fluctuate based on their monthly usage. Members with more usage will see a higher charge, whereby, members with less usage will see a lesser charge. On average (based on average usage) a member will see a 4% increase in their bill or roughly \$6.60 per month.*
- 2) Monthly Power Cost Variations:** *GRE's actual power purchase costs can fluctuate monthly due to market conditions, fuel prices, and other variables. This component of the PCA may result in either a charge or credit on your bill based on what GRE either passes through as a charge or a credit.*

The two components that make up the calculation of the PCA will appear as one line item on your bill. **This will fluctuate monthly.** This will go into affect for January usage—you will first see the PCA on your February billing statement.

(PCA Implementation continued on page 4)

Meals 4 Members

We are now collecting food items for our *Meals 4 Members* program which serves TWEC members in need. Your food donations are gathered and then distributed directly to members who can use assistance. Please donate **unexpired goods/non-perishable** food items now through April in our lobby. Monetary donations are also welcome.



If you are in need of a one-time food delivery basket, please scan the QR code to the right or contact Kallie at (218) 632-3216



toddwadena.coop/meals4members

IN THIS ISSUE:

Youth Tour

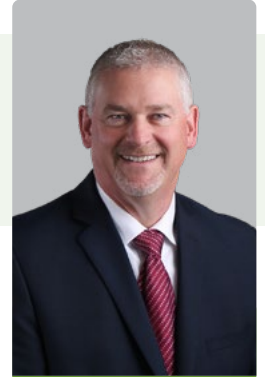
One local high school student could win an all-expenses-paid trip to our nation's capital (page 3).

Scholarships

TWEC uses unclaimed capital credits to offer scholarships in our service area (page 3).

Reflecting on Your Voice: Insights from our Membership Survey

At Todd-Wadena Electric Cooperative, your voice shapes our direction and helps us grow as a member-focused organization. Our recent Fall 2024 Membership Survey provided valuable insights into your experiences, expectations, and priorities. Thank you for your feedback; as a member-owner, your voice truly matters.



Daniel Carlisle
President/CEO &
General Counsel

Satisfaction Levels

We are thrilled to see that 80.45% of respondents are very satisfied with their overall experience with Todd-Wadena Electric Cooperative, with an additional 18.18% indicating satisfaction. This reinforces our commitment to delivering reliable, high-quality service that meets your needs. However, we recognize there is always room to improve and are working to further enhance your experience.

Excellence in Member Service

Providing excellent member service is a cornerstone of our mission, and your responses reflected this priority:

- 78.38% are very satisfied with our service, and another 19.82% are satisfied.
- Additionally, 81.98% of members are very satisfied with the friendliness and courtesy of our employees.

This feedback is a testament to the dedication of our team. We will

continue to prioritize training and tools that enable our staff to deliver exceptional service.

Reliability Matters

Minimizing outages and restoring power quickly are critical to our operations. The survey revealed 77.73% of members are very satisfied with the minimal number of outages, while 73.42% are very satisfied with how quickly we restore power after an outage.

Reliability remains a top focus of the cooperative. We are investing in technology and infrastructure improvements to further reduce disruptions and expedite restoration times.

Community Involvement

As a cooperative, we take pride in giving back to the community. We believe that when our communities thrive, we all thrive. Members who noted they were very satisfied with TWEC's involvement and support in the community came in at 67.12%. Todd-Wadena will continue

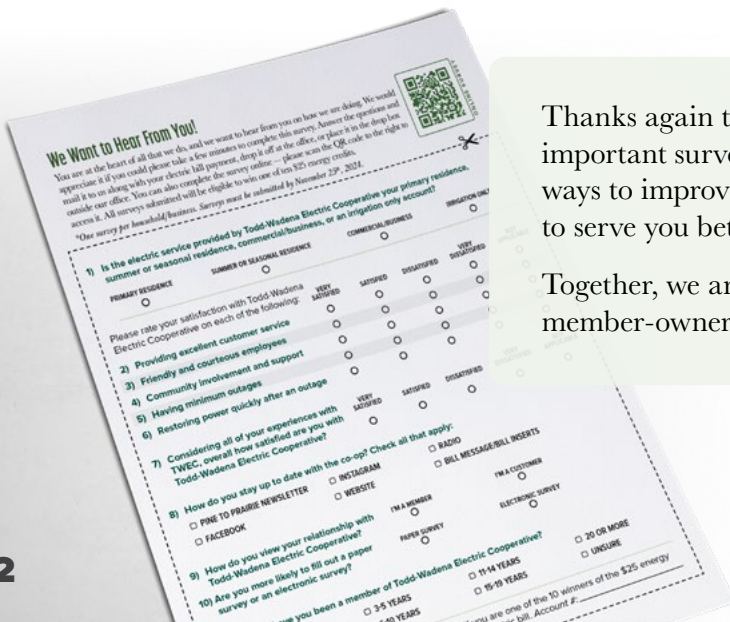
to support local programs, events, and initiatives that matter most to our members and area communities.

Staying Connected

Understanding how our members prefer to stay informed helps us communicate effectively. An impressive 91.12% of members surveyed responded that they stay up-to-date through our *Pine to Prairie* newsletter, followed by social media platforms like Facebook and Instagram. We will keep these channels vibrant and engaging while exploring additional ways to connect with you, ensuring you never miss important updates or news.

Cooperative Spirit

We are especially heartened that 77.38% of respondents view their relationship with us as members, not just customers. This cooperative spirit reflects our mutual commitment to shared values and goals.



Thanks again to all of our members who took time to participate in this important survey. We take all feedback to heart and are always looking for ways to improve and better serve our membership. Your insights inspire us to serve you better every day.

Together, we are stronger as a cooperative. Thank you for being a valued member-owner of Todd-Wadena Electric Cooperative.

Daniel Carlisle
President/CEO & General Counsel



2025 NRECA Youth Tour **JUNE 16-21, 2025**

One local sophomore or junior will win a trip of a lifetime to explore Washington, D.C. for the *2025 NRECA Youth Tour*. Each year, Todd-Wadena Electric Cooperative holds a contest to select one high school student to attend the NRECA Youth Tour.

The trip to Washington, D.C. is an all-expense-paid trip to see our nation's capital. The winner will travel with approximately 40 other Minnesota teens, and join 1,900 students from across the nation. Participants will learn about cooperatives, visit with their congressional representatives, tour some of the most famous museums in the world, and make memories and friends that will last a lifetime.

What is Youth Tour?

- ✓ An all-expense-paid trip to Washington, D.C., paid for by Todd-Wadena Electric Cooperative.
- ✓ A week of visiting historic monuments, touring world class museums, learning about cooperatives, and meeting with elected officials.
- ✓ A chance to develop life-long friendships with other students from across the state and country!

Who is Eligible?

- ✓ Applicants must be a sophomore or junior in high school.
- ✓ Their parent(s)' or guardian(s)' primary residence must receive electric service from Todd-Wadena Electric Cooperative.

How to Apply

- ✓ Applicants must fill out the online application by 4:30 p.m. on **February 10th, 2025**.
- ✓ Visit www.toddwadena.coop to apply!

2025 Scholarships



Scholarships are made available with unclaimed capital credits. After a period of seven years, Minnesota law allows cooperatives to use unclaimed capital credits for charitable or educational purposes. Each year, Todd-Wadena is able to use these unclaimed capital credits to offer student scholarships in our service area. This year, we are offering up to four \$1,000 scholarships to graduating high school seniors, and up to two \$1,000 scholarships to adult students.

Graduating Senior

Todd-Wadena Electric Cooperative will award up to (4) \$1,000 scholarships to local 2025 graduating seniors for their first year as a (freshman) college student.

Power Up Adult Student

Todd-Wadena Electric Cooperative will award up to (2) \$1,000 Power Up Adult Scholarships to adult students who are headed to college for the first time, returning to complete an interrupted education, or looking to return to college to improve their career opportunities.



Scan the QR code to visit our website for the fillable application and list of requirements and procedures. Scholarship applications must be postmarked by **February 10th, 2025** and must be typed.

OUR MISSION, VISION, AND VALUES

► Mission Statement

To be a trusted partner providing safe, reliable, and affordable energy options to our members.

► Vision Statement

To improve the quality of life for our members and embrace beneficial opportunities in a changing industry.

► Values

Service › Safety › Fiscal Responsibility › Integrity › Communicate & Educate › Commitment to Community

Power Cost Adjustment Implementation (Continued from page 1)

Frequently Asked Questions

Q: Why not increase the base rate instead of adding a PCA?

A: The PCA provides flexibility to adjust costs dynamically based on actual expenses, ensuring fairness to members and avoiding overcharging during months with lower costs.

Q: Will the PCA always be a charge?

A: Not necessarily. If GRE's power purchase costs decrease, the monthly PCA component may result in a credit on your bill.

Q: How can I see the PCA on my bill?

A: Both components of the calculated PCA will appear as a combined line item on your monthly statement.

Q: What steps is TWEC taking to reduce costs?

A: TWEC is actively managing our controllable expenses, investing in efficient infrastructure, and advocating for stable power supply costs with our wholesale suppliers.

Energy Efficiency Tips

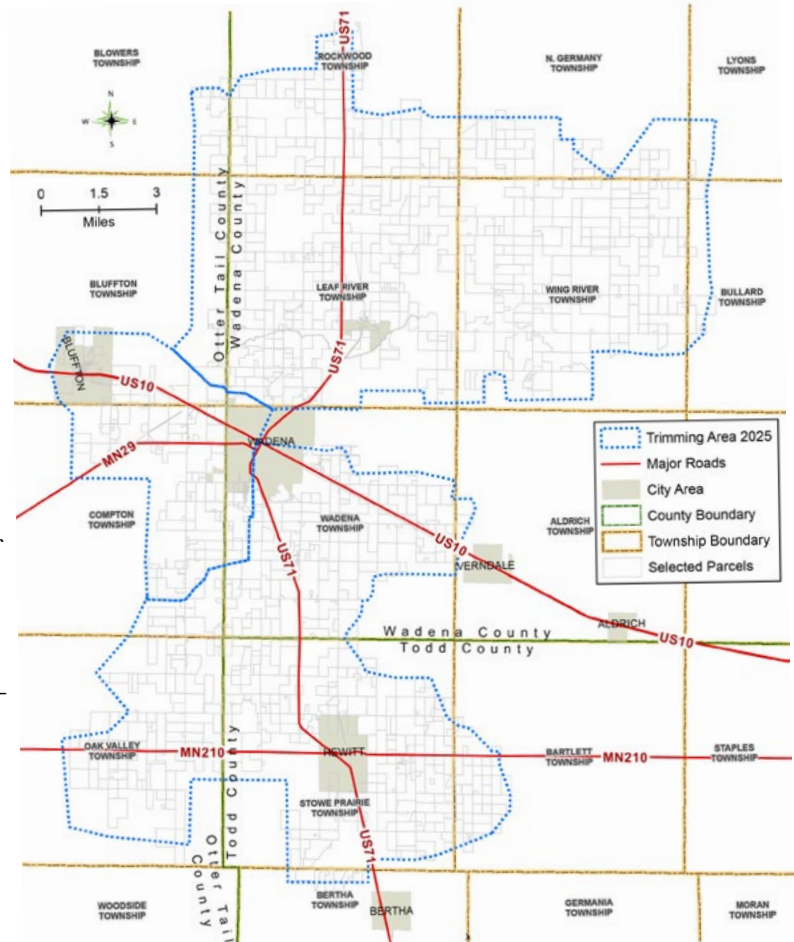
To help manage energy costs and reduce the impact of the PCA, consider these energy-saving strategies:

- **Use Energy-Efficient Appliances:** Look for ENERGY STAR®-rated appliances that consume less electricity.
- **Seal Drafts:** Prevent heat loss in the winter by sealing windows and doors.
- **Adjust Your Thermostat:** Lowering your thermostat by a few degrees in winter or raising it in summer can significantly reduce energy consumption.
- **Switch to LED Bulbs:** Replace traditional incandescent bulbs with energy-efficient LED lighting.
- **Use Smart Power Strips:** Eliminate "phantom loads" by using smart power strips to turn off electronics when not in use.

2025 Vegetation Management

Vegetation Management is vital to the safe and reliable operation of the electric distribution system at Todd-Wadena Electric Cooperative (TWEC). What does this mean for property owners and our members? In order to deliver your electricity in the safest, most reliable, and most cost-effective way, we must work together to keep vegetation growing near power lines trimmed to minimize outages and maintain safe clearances.

In 2025, TWEC, along with Carr's Tree Service, will be performing vegetation management in the *Bertha*, *Hewitt*, *Verndale*, *Wadena*, and *Bluffton* areas. Property owners will receive a *Notice of Vegetation Management* letter in early 2025. A representative from the Cooperative will then be sent out to visually inspect the overhead power lines and determine where and what type of vegetation management activity is required. Then, a crew from either TWEC or Carr's Tree Service will be scheduled to complete the work.



2025 Member Services Programs



Off-Peak Water Heating

Peak Shave Water Heating	\$450* for 85 gallon Marathon \$550* for 105 gallon Marathon Non-Marathon- \$400 cash rebate (must be at least 85 gallons)	\$8/month credit after 36 months for new construction or gas switching. \$8/month credit after 60 months for existing electric to controlled electric. *New program enrollment only.
Electric Thermal Storage (ETS) Water Heater Program	\$450* for 85 gallon Marathon \$550* for 105 gallon Marathon Non-Marathon- \$400 cash rebate (must be at least 85 gallons)	Low 4.5¢ kWh rate (plus \$2/mo meter fee). Must enroll in the ETS Water Heater Storage program. *New program enrollment only.
Existing Controlled Replacement	\$100/heater	Must provide receipt. Total gallons must equal at least 85 gallons.

Off-Peak Space Heating

Slab Heat/Dual Heat	\$35/kW rebate	Up to 10 kW/\$350
Plenum Heater (New DH only)	\$500 rebate	Must install at least 10 kW
Ground Source Heat Pump	\$400/ton rebate	Must be Energy Star rated
Storage Heat	\$50/kW rebate	Up to 10 kW/\$500

NOTE: Ducted and Ductless Air Source Heat Pump rebates will be featured in the February newsletter.

Appliances

Freezer/Refrigerator (with recycling)	\$50 rebate	Must be Energy Star rated
Clothes Dryer	\$25 rebate	Must be Energy Star rated
Dehumidifier	\$25 rebate	Must be Energy Star rated
A/C Tune Up	\$25 rebate	Documentation by contractor
Wi-Fi Thermostat	\$25 rebate	Must be Wi-Fi Smart Thermostat

Bulbs

LED Bulbs	\$2/bulb	Proof of Energy Star rating. Rebate cannot exceed 50% of purchase price.
LED Yard Light Rebate	\$20/fixture	Proof of Energy Star rating (min. 50 watt LED).

Electric Vehicles

ChargeWise	\$500	Rebate is to be used towards installation of electric vehicle charger. Must enroll in an electric vehicle charging rate.
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Battery Powered Yard Tools

Lawn Mower/Snow Blower	\$50 (Pre-tax purchase price of \$200- \$500) \$100 (Pre-tax purchase price of \$501 and up)	Must purchase at a participating local retailer. Limit of one yard tool per member, per year.
Lawn Care Equipment: Edger, Trimmer, Chainsaw, Pole Saw, or Leaf Blower	\$25 (Pre-tax purchase price of \$100- \$200) \$50 (Pre-tax purchase price of \$201 and up)	Rebate is not to exceed 50% of purchase price. Purchased tools must be battery powered.

*Rebates subject to product availability and price adjustments. Call for latest pricing.

Improve-It Loan Program

Todd-Wadena's loan program is designed to help members finance small-scale improvement projects.

Have you been thinking about making your home more energy efficient? TWEC has a loan program available for \$1,000-\$15,000! We make it easy for you by adding your loan payment directly to your monthly energy bill. Some loan project ideas that may qualify are listed to the right. Interest rates vary depending on the length of the loan and current market rates. **Call us today to see if you qualify for our Improve-It Loan Program!**



LOAN PROJECT IDEAS

- ☑ New windows
- ☑ Dual heat installations
- ☑ Lighting upgrades
- ☑ Insulation
- ☑ Major electric appliances
- ☑ Private sewer systems
- ☑ Electrical service upgrades/new service construction

Visit www.toddwadena.coop or call (800) 321-8932 to learn more.

Keep Your Contact Info Updated

It is important to keep the Cooperative informed of any changes to your contact information so we can reach you when needed. The current contact information on file for each member is printed on the remit statement on your electric bill.

Having the correct contact information in our database helps us in a variety of ways — such as speeding up power outage reports, helping us notify you of scheduled power outages in your area, ensuring future capital credit earnings find their way to your mailbox, and more! Call our office during business hours or update your mailing address, phone, and/or email address. by visiting our website, toddwadena.coop/account-forms, then click *Update Membership Information*.



Operation Round Up Deadline



Make sure your organization applies for an Operation Round Up grant by the deadline of **January 15th**! Local, nonprofit community service groups may apply for Operation Round Up grants by downloading a copy of the application form and guidelines at www.toddwadena.coop.



Congratulations, Abby!

Congratulations to Abby Harrison on her promotion to **Director of Corporate Services, IT, & Cybersecurity**. Abby has been with Todd-Wadena since August 2018 when she started out as the Executive Assistant. In her new position, she will continue to provide support and manage activities for the Board of Directors and the CEO. Abby will oversee the day-to-day administrative functions of the Cooperative, including corporate policies, insurance, strategic initiatives, and more. A large part of her new responsibilities will be supervising the Cooperative's IT infrastructure to ensure efficient operation of all technology systems and uphold a comprehensive cybersecurity strategy as it has become more important than ever in protecting the Cooperative and our members' safety.

Winter Storm Safety Kit

Rain, sleet, ice, and snow can cause many winter power outages. Make sure you have adequate supplies in case of a power outage!



- ✔ Drinking water
- ✔ Canned goods
- ✔ Prescriptions
- ✔ Blankets, pillows, and clothing
- ✔ Baby and pet supplies
- ✔ Basic toiletries
- ✔ Flashlights
- ✔ Batteries
- ✔ Portable phone charger
- ✔ Basic first-aid supplies
- ✔ Battery-operated radio
- ✔ Battery-operated clock



Note: members with critical health issues should always be prepared with back-up plans in case of an outage. Please make sure you have adequate back-up plans.



Save the Date

Save the date for the
2025 Annual Meeting on
Tuesday, April 22nd, 2025
 at the Maslowski Wellness &
 Research Center in Wadena.



Non-Discrimination Statement

Todd-Wadena Electric Cooperative is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form.

Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410, by fax (202) 690-7442, or email at program.intake@usda.gov.

TWEC Board Minutes

Highlights from the November 26th, 2024, regular board meeting:

- *CEO Dan Carlisle provided an update on the status of TWEC's load control system.*
- *The 2025 legal retainer with Pemberton Law was reviewed and approved.*
- *Board Member Mike Thorson gave the Great River Energy (GRE) report. GRE continues to monitor and analyze load needs coming on board in the coming years. It is predicted that the new load will be larger than all current loads combined.*
- *Lisa Graba-Meech, CFO, presented the October financials to the board. Monthly kWh sales were 9 percent under budget. Energy revenue was 6 percent under budget. October's purchased power expense was 4 percent under budget. Tier is 2.17 and Equity is 41.29.*
- *Management presented the proposed 2025 budget, along with the 10-year forecast.*
- *The board approved the implementation of an \$800,000 fixed PCA to help offset GRE and WAPA rate increases and a monthly PCA that will be directly passed on based on GRE's PCA.*
- *Operations Manager Tyler Fisher gave the October report on new construction, outages, and vegetation management.*

Pine to Prairie News

A monthly publication for members & friends of



Todd-Wadena
ELECTRIC COOPERATIVE

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Monday - Friday

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Todd County:

Bob Kent (612) 528-5326

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



www.facebook.com/toddwadanaelectriccooperative
www.instagram.com/twec.coop

Todd-Wadena Electric Cooperative

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January Reader's Contest

You may have noticed recent *Pine to Prairie* newsletters being delivered to your mailbox later than usual. We send the newsletter to our printer at approximately the same time each month, and each month it is placed in the mail at about the same time. Unfortunately, we are unable to control when the newsletter is delivered to your mailbox. Due to this, we are extending the deadline for the reader's contest to the **15th of the following month**.

1. Scholarship applications *and* Youth Tour applications are due February ____, 2025! Apply Today!
2. In 2025, TWEC, along with _____ Tree Service, will be performing vegetation management in the Bertha, Hewitt, Verndale, Wadena, and Bluffton areas.
3. If your _____ number, mailing address, or email address has changed, please contact us to update it.

Name:

Your TWEC Account Number:

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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 with the subject line "Reader's Contest". Be sure to include your name and TWEC service address. Entries must be received by **February 15th**.

The winner of our December Reader's Contest will be announced in February.

