



**Todd-Wadena**  
ELECTRIC COOPERATIVE

**Pine to Prairie**  
[www.toddwadena.coop](http://www.toddwadena.coop)  
**June 2025**

# Upcoming Co-op Events

## Discussions with Dan



Join TWEC President/CEO, Dan Carlisle this summer as he tours the service area to meet up with TWEC members.

These events are a perfect time for questions about power supply, service reliability, rates, outages, upcoming industry trends, or anything you've been wondering about.

We hope you will join us at one of these special events this summer! *Non-alcoholic beverages will be available.*

### **Thursday, June 19<sup>th</sup>**

4:30 p.m. – 5:30 p.m.

*Cherry Grove Market in Browerville*

### **Tuesday, July 22<sup>nd</sup>**

4:30 p.m. – 6:00 p.m.

*The Pirates Den in Verndale*

### **Tuesday, August 19<sup>th</sup>**

4:30 p.m. – 6:00 p.m.

*Hub 71 in Sebeka*

## 8<sup>th</sup> Annual Co-op Strong

Join Todd-Wadena Electric Cooperative, West Central, and Lakes Community Cooperative for the 8<sup>th</sup> Annual Co-op Strong Lunch! This drive-through lunch is **FREE** to all members. Join us on Friday, August 1<sup>st</sup> from 11 a.m. to 1 p.m. at the Memorial Forest Park & Campground just south of Menahga (825 Aspen Ave. SE).

### **Friday, August 1<sup>st</sup>, 2025**

11 a.m. to 1 p.m.

*Memorial Forest Park & Campground in Menahga*

## Pancake Supper Member Appreciation

Todd-Wadena Electric Cooperative will be hosting a member appreciation pancake supper on Wednesday, August 27<sup>th</sup> from 4:00-6:30 p.m. All members are invited to attend this event and enjoy a pancake supper, electrical safety demonstrations, and a bounce house for the kids!

### **Wednesday, August 27<sup>th</sup>, 2025**

4:00 p.m. – 6:30 p.m.

*Todd-Wadena Electric Cooperative HQ in Wadena*

# Load Control Factors

Members enrolled in one of Todd-Wadena Electric Cooperative's load management programs know that when extremely hot or extremely cold temperatures are in the forecast, it's likely they will receive a notification of a scheduled control event. That's because weather, particularly temperature, is the primary determinant for load control dispatch. Extreme weather events drive energy demand due to heating or cooling needs.

Load management is a strategy Todd-Wadena, and our wholesale power provider Great River Energy (GRE), utilize to reduce demand for electricity during high demand periods. These programs encourage members to voluntarily install equipment that stores energy when it is less expensive during off-peak times or appliances that can be temporarily controlled to reduce energy consumption during times when electricity is most expensive.

But there are also days when factors beyond temperature come into play when determining whether to initiate a load control event, including:

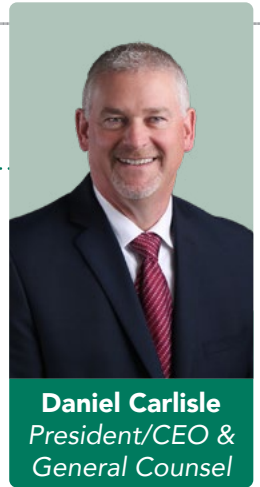
- **Market position:** GRE forecasts the demand needs of its member-owner cooperatives on a daily basis and makes purchases from the regional energy market to serve them. Similarly, generation is bid into the market daily, including wind energy. In instances where there is high demand, load management programs can reduce the cooperative's overall market exposure.

- **High prices:** These can be driven by natural gas prices, which are often price setters in the energy market.
- **Localized outages:** Either generation or transmission outages can affect pricing.
- **Reliability concerns:** While not a frequent driver, there are instances where load control is used to help mitigate reliability concerns. During these events, load is reduced so transmission congestion is brought below a system operating limit.
- **Monthly events:** GRE will often initiate a load control event one time per month for contractual reasons, ensuring that member-owners receive the value from load management over the billing peak (*i.e., the highest demand that is experienced on the system each month*).

Using load management as a strategy saves our members money by helping mitigate high-cost market purchases. Additionally, there are capacity benefits that accrue to members, allowing the cooperative to better position its resources and reduce costs needed to acquire or build more generation.

Todd-Wadena members who choose to participate in our load control programs receive a reduced electric rate or credit for allowing their devices to be controlled when needed. Whether it's your water heater or air conditioner, irrigation or electric heating system, we appreciate your participation in our load management programs.

As always, we are committed to providing you with affordable and reliable electricity for all of your energy needs.



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

*Sign up for  
load control  
notifications  
here!*



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



## Send Us Your Best Photos for our 2026 Calendar Contest!

Do you have jaw-dropping photos of spring blossoms, summer sunsets, autumn foliage, or winter wonderlands? We want to see them! 📷

Submit your best landscape shots, showcasing all four seasons, for a chance to be featured in our annual *Photo Calendar Contest!*

✔ *Note: Landscape/horizontal orientation required*

Winners will have their images printed in our 2026 calendar and receive a \$20 credit on their TWEC account!

Join in and share the beauty of nature through your lens! Learn more at: [toddwadana.coop/photo-contest](http://toddwadana.coop/photo-contest)

**Deadline: September 10<sup>th</sup>, 2025**



### How to Get the Best Photos from Your Smartphone



**Don't Zoom:** Digitally zooming into a photograph usually results in a more pixelated image.

**Hold Steady:** Use both hands or a tripod to avoid blurry images.

**Tap to Focus:** Ensure sharpness by tapping on the main subject in your frame.

**Use Portrait Mode:** Great for capturing depth and making subjects pop.

**Experiment with Angles:** Try different perspectives for unique shots.

**Use Grid Lines:** Enable the rule of thirds grid to improve composition.

**Find the Best Light:** Golden hour (sunrise & sunset) provides soft, warm lighting.

**Keep the Horizon Straight:** Use your phone's grid lines to ensure a level horizon.

**Use Leading Lines:** Roads, rivers, or fences can guide the viewer's eye into the scene.

## Sign Up for Load Control Notifications

Members who participate in any of our **voluntary load management programs** can receive a notification of control events. It's as easy as 1-2-3 to enroll in notifications!



We offer text/email notifications for the following load management programs:

- ✔ Air conditioning
- ✔ Dual heat
- ✔ Gen-set (C&I)
- ✔ Irrigation
- ✔ Peak alert (C&I)

- 1 SmartHub Instructions:** Sign in (or sign up) at [toddwadana.smarthub.coop](http://toddwadana.smarthub.coop). If you have previously added a contact for notifications, you may proceed directly to **Step 3** to enable load control notifications.
- 2 Add Contacts:** Under the settings menu, click *Contact Methods*. Add an email contact and/or a phone contact. Follow directions and enter verification code where appropriate.
- 3 Set Up Notifications:** Under the settings menu, click *Manage Notifications*. Select *Reports*, select the contact(s) you wish to receive load control notifications next to the appropriate alert type(s), and then click *Save*.

\*Please allow up to 24 hours after signing up to receive notifications. Notifications will **only** be sent out on days when a load control event will be initiated.

# Have you *Herd* the Moos ?

June is *Dairy Month* and we want to take this opportunity to thank our dairy farmers, from the largest operations to the smallest. We want to honor our dairy farmers who work hard 365 days a year to provide us with safe, nutritious dairy products.



## Ways to Pay your Bill

For your convenience, TWEC offers several options for members to pay their electric bill.

### 1) SmartHub: AutoPay or One-Time

SmartHub is free, quick, and convenient for you to access your account on-the-go from your mobile device or computer. You can make a one-time payment or enroll in AutoPay (*check out our promotions this summer for both AutoPay and paperless billing*).

### 2) Pay Online Without SmartHub

Don't have a SmartHub account? *Pay Now* is another convenient way to pay your bill. You will need your account number, and the last name or business name must match your billing statement. Visit [toddwadena.coop/account/payment-options](http://toddwadena.coop/account/payment-options) for the *Pay Now* link.

### 3) Pay by Phone

Call (844) 971-1080 to pay your bill by phone 24 hours a day with a major credit/debit card (*MasterCard, VISA, or Discover*) or by providing your checking or savings account information. Please have your account number ready. It can be found on the top right-hand corner of your Todd-Wadena Electric Cooperative bill.

### 4) Pay in Person or at the Drop Box

You can make payments at the Cooperative's headquarters in Wadena, during our business hours. A payment drop box is located near the exit at the headquarters building. Payments placed in the drop box will be posted by the end of the next business day.

### 5) Third-Party Payment Processors

It is **not recommended** for members to use third-party payment processors. We do accept these payments, but we cannot guarantee payments, fees and/or charges not made directly to the Cooperative. TWEC recommends using SmartHub if members want to pay online.

## Go Paperless & Get \$10!

Switching to paperless billing is simple and easy. Never worry about missing a bill again!

Switch to paperless this summer and receive a **one-time \$10 energy credit!**

*New residential paperless enrollment only. Promotion runs June 8<sup>th</sup> through September 8<sup>th</sup>, 2025.*

## Set Up AutoPay & Get \$10!

Take the worry out of paying your electric bill on time when you enroll in AutoPay!

Switch to AutoPay through ACH (through your bank) payments this summer and receive a **one-time \$10 energy credit**. It's simple to enroll—sign up in the SmartHub app!

*New residential AutoPay ACH enrollment only. Promotion runs June 8<sup>th</sup> through September 8<sup>th</sup>, 2025.*

# Cooling System Tune-up Rebate

The best way to ensure efficient operation of your central air conditioner or air source heat pump (ASHP) is by having it tuned-up every two years. Todd-Wadena offers a \$25 rebate for central air conditioner and ASHP tune-ups! See if you qualify for this opportunity to keep your equipment running at top level.

## To qualify for the tune-up rebate:

- ✓ Tune-up must be completed where electricity is supplied by TWEC.
- ✓ The central air conditioner or ASHP must be in operating condition, over three years of age, and have not had a tune-up in the last two years.
- ✓ Rebate submittal must follow the guidelines as listed.
- ✓ Subject to change or cancellation without notice.
- ✓ Program is for tune-ups only; it does not cover the cost for repairs of the central air conditioner or air source heat pump.
- ✓ Rebate credits under \$100 will be applied to the member's account.



## Contact a local HVAC contractor and follow these steps to receive a \$25 rebate:

- 1) Hire the contractor (members qualify for a tune-up rebate every 2 years).
- 2) After completing the tune-up, have your contractor fill out the *contractor portion* below.
- 3) Complete the *member portion* of the application.
- 4) Return the coupon to Todd-Wadena, along with a copy of the **contractor invoice** within 90 days of purchase.

### Member Information

Member name: \_\_\_\_\_  
Account number: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact phone number: \_\_\_\_\_

☐ I certify that the items for which I am claiming a rebate are qualifying items and are installed at the address listed above and that this address represents a valid Todd-Wadena Electric Cooperative account.

☐ I have attached a copy of the contractor's invoice with rebate coupon.

Member signature: \_\_\_\_\_

**Mail to:** Todd-Wadena Electric Cooperative  
ATTN: Mary Williams  
P.O. Box 431  
Wadena, MN 56482

### Contractor Information (to be filled out by HVAC tech)

Equipment brand: \_\_\_\_\_  
Model number: \_\_\_\_\_  
Serial number: \_\_\_\_\_  
Approximate age of unit (years): \_\_\_\_\_  
SEER rating: \_\_\_\_\_

☐ I certify that I have completed the following on this unit:

- |   |  |
|---|--|
| <input type="checkbox"/> Clean condenser coil           | <input type="checkbox"/> Test all controls                     |
| <input type="checkbox"/> Check coolant level            | <input type="checkbox"/> Check indoor furnace filter           |
| <input type="checkbox"/> Check coolant pressure         | <input type="checkbox"/> Check belt, if needed                 |
| <input type="checkbox"/> Blow out drain lines           | <input type="checkbox"/> Lube motor, if needed                 |
| <input type="checkbox"/> Visually inspect entire system | <input type="checkbox"/> Educate homeowner on system operation |

Contractor signature: \_\_\_\_\_

Contractor company: \_\_\_\_\_



## 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



Limited Time!!!  
Promotion Runs  
through July 31<sup>st</sup>,  
2025

TAKE ADVANTAGE OF THESE

## HOT PROMO REBATES

WHEN YOU INSTALL A QUALIFYING, ENERGY-SAVING AIR SOURCE HEAT PUMP!

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

Ducted Air Source Heat Pump* §	Regular Rebate	Promo Rebate
≤5-ton, ≥14.3 SEER2 & ≥7.5 HSPF2	\$500	<b>\$750</b>
≤5-ton, ≥16.0 SEER2 & ≥8.0 HSPF2	\$700	<b>\$1,000</b>

\* Ducted Air Source Heat Pump must be installed by a quality installer to qualify for TWEC rebate. A list of QI installers can be found at [www.toddwadena.coop](http://www.toddwadena.coop).

Ductless/Mini Split Air Source Heat Pump** §	Regular Rebate	Promo Rebate
≤1-ton, ≥14.3 SEER2 & ≥7.5 HSPF2	\$150	<b>\$250</b>
≤1-ton, ≥16.0 SEER2 & ≥8.0 HSPF2	\$250	<b>\$300</b>
>1-ton, ≥14.3 SEER2 & ≥7.5 HSPF2	\$500	<b>\$600</b>
>1-ton, ≥16.0 SEER2 & ≥8.0 HSPF2	\$700	<b>\$800</b>

\*\* Must be Energy Star rated. Rebate amounts and programs are subject to change without notice. **Promotion runs May 1<sup>st</sup>-July 31<sup>st</sup>, 2025.**

§ Must provide AHRI paperwork that shows SEER2 and HSPF2 ratings.

## TWEC Board Minutes

Highlights from the April 30<sup>th</sup>, 2025, regular board meeting:

- The board elected Mike Thorson as its 2025-2026 Great River Energy (GRE) Board Member and Dale Adams as its 2025-2026 STAR Board Member.
- CEO Dan Carlisle shared highlights from the recent MREA CEO Spring Conference, provided an update on the MnDOT project, and gave a precursor to the board's upcoming strategic planning session.
- Board Member Mike Thorson gave the GRE report, noting that GRE feels it is sitting in a good position with capacity for the coming summer and winter seasons.
- Updates and changes were made to TWEC's Capital Credit and Employee policies. The board also approved a new policy on the use of Artificial Intelligence (AI) at TWEC. The policy includes acceptable uses, proper protocol and approval steps, documentation of such use, and training guidelines.
- Lisa Graba-Meech, CFO, presented the March financials to the board. Monthly kWh sales were 5 percent under budget. Energy revenue was 2 percent under budget. March's purchased power expense was 9 percent under budget. Tier is 0.76 and Equity is 40.34.
- Jeff Haase and Lisa Orpen from GRE joined the meeting to give a detailed overview of GRE's load management program and initiative.
- Member & Energy Services Manager Allison Frederickson gave a recap of the annual meeting, discussing voter participation and feedback from the member survey.
- Operations Manager Tyler Fisher continues to work with MnDOT on the relocation of distribution lines along the Highway 10 corridor.
- Board Member Dale Adams gave the STAR Energy report. STAR continues to carry a high equity, ending 2024 at 72 percent.

## Protecting Electronics From Power Surges

**Power surges** are brief overvoltage spikes or disturbances of a power waveform that can damage electronic equipment. Most electronics are designed to handle small variations in voltage; however, power surges can reach amplitudes of tens of thousands of volts—this can be extremely damaging to your electronic equipment. Surges can be caused by internal sources, like HVAC systems with variable frequency drives, or external sources, like lightning and damage to power lines and transformers.

Todd-Wadena Electric Cooperative encourages all members to install **surge protective devices** (such as surge protector power strips) to safeguard your sensitive electronics. If you're experiencing frequent surges in your home or business and you believe the cause is internal, contact a qualified electrician to inspect your electrical system.

## Authorized User Vs. Joint Account

The Federal Trade Commission (FTC) requires many businesses and organizations to implement an identity theft prevention program in their day-to-day business operations. Todd-Wadena Electric Cooperative adheres to the FTC’s Red Flags Rule to protect our members’ information. The data privacy of our members is very important to us, and you may be asked to provide additional information and identification when you make inquiries on your account.

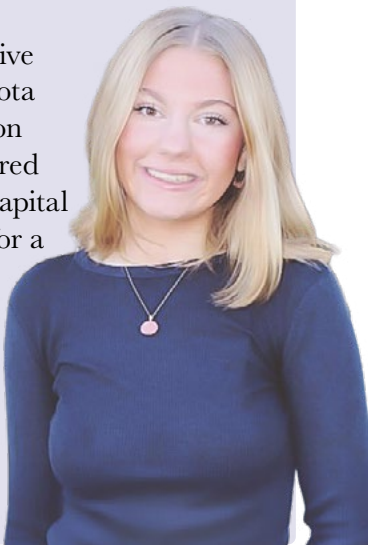
A member may complete an **Authorized User** form to allow Todd-Wadena to give account information to anyone other than the member themselves. The authorized user is permitted to make inquiries on the account which they are authorized on. An authorized user can inquire about the balance or pay on the account. He or she is not authorized to start/stop service, not entitled to unretired capital credits, nor is he/she financially responsible for the account. The authorized user will be asked to verify his/her identity with the last four digits of his or her social security number.

A member may also choose to add a person to the account as a **Joint Member**. The original member can add a joint member to the account by filling out a form. Both parties are required to sign a form stating it has been moved to a joint account. As a joint member, both users are entitled to the same rights. Joint members are financially responsible for the account, able to make service status changes, and will acquire dual ownership of unretired capital credits.

## 2025 Youth Tour Representative

Iva Hinson, daughter of Steven and Amanda Hinson of Staples, is the 2025 Youth Tour representative for Todd-Wadena Electric Cooperative. She will be attending the NRECA Youth Tour in Washington, D.C. June 16-21<sup>st</sup>. Iva will be a senior this year, completing her homeschooling degree.

Each year, the National Rural Electric Cooperative Association and Minnesota Rural Electric Association send cooperative-sponsored students to the nation’s capital city, Washington, D.C. for a week of leadership and educational training, historical perspectives, tours of city sites, and experiences in the heart of the federal government.



**Todd-Wadena Electric Cooperative will be closed on July 4<sup>th</sup> for Independence Day. Have a safe, happy 4<sup>th</sup> of July!**

Joint Member	Authorized User
<ul style="list-style-type: none"><li>✓ <b>HAS</b> the same rights as original member</li><li>✓ <b>IS</b> financially responsible for the account</li><li>✓ <b>WOULD</b> acquire joint ownership of unretired capital credits</li><li>✓ <b>IS</b> able to request electric service status changes</li></ul>	<ul style="list-style-type: none"><li>✓ <b>CAN</b> inquire/pay on account(s) he/she is authorized on</li><li>✗ <b>CANNOT</b> start/stop electric service</li><li>✗ <b>CANNOT</b> change any billing information (including address, etc.)</li><li>✗ <b>IS NOT</b> financially responsible for account(s)</li><li>✗ <b>IS NOT</b> entitled to unretired capital credits</li></ul>

Todd-Wadena Electric Cooperative is an equal opportunity provider and employer.

# Pine to Prairie News

*A monthly publication for members & friends of*



**Todd-Wadena**  
ELECTRIC COOPERATIVE

**Office Hours:** 7:00 a.m. - 3:30 p.m. (summer)  
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**

Miles Kuschel, Chair  
Tom Brichacek, Vice Chair  
Marie Katterhagen, Secretary  
Dale Adams, Treasurer  
Michael Thorson, Director  
Gene Kern, Director  
Kristine Spadgenske, Director

Daniel Carlisle, President/CEO &  
General Counsel

## **LOCAL ELECTRICAL INSPECTORS**

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

Find us on



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

## Summer Office Hours

Our summer office hours are **7 a.m. to 3:30 p.m.**, Monday through Friday, through **Labor Day**.

## Safety Corner

*The safety corner replaces our reader's contest, which will resume in September.*



### Kite Flying Safety

- ✓ Fly your kite in an open area, far away from overhead power lines and electric facilities.
- ✓ If the wind pushes your kite near a power line, immediately let go of the string and/or handle.
- ✓ Avoid flying kites made with metallic wires or parts.
- ✓ Never fly a kite that is damp or wet.
- ✓ Never attempt to remove a kite or any object caught in power lines.

**Bruce Mittleider** of **Menahga** was the April reader's contest winner. The reader's contest will resume in September.