



**Todd-Wadena**  
ELECTRIC COOPERATIVE

**Pine to Prairie**

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

**January 2026**



## Cozy Up at the Cozy Theatre this Valentine's Day!

Todd-Wadena Electric Cooperative is showing our members (*and our mini members*) some love with a special **Member Movie Event: Cozy Up at the Cozy Theatre** in Wadena.

- Saturday, February 14<sup>th</sup>, 2026 at Cozy Theatre (Wadena)
- Showtime: 11 a.m. (doors open at 10:15 a.m.)
- Free admission to GOAT + a free small buttered popcorn
- Concessions available for purchase

This is a member-only event—perfect for kids and adults alike to laugh, snack, and enjoy the animated hit GOAT!



## RSVP Required

Seating is limited (including handicap/wheelchair accessible spots), so RSVPs are **REQUIRED**. RSVP by scanning the QR code or by calling Kallie at (218) 632-3216. You'll need your TWEC account number to register. RSVP by February 2<sup>nd</sup>, 2026.

[www.toddwadena.coop/cozytheatre](http://www.toddwadena.coop/cozytheatre)



### Important:

- ♦ You must have an active TWEC account to attend.
- ♦ Your whole party must arrive together at check-in to receive tickets.

**Don't miss out on this cozy Valentine's treat—  
reserve your spot today!**



# Listening to Our Members: What We Learned from the 2025 Member Survey

At Todd-Wadena Electric Cooperative, our members are at the center of every decision we make. That is why your participation in our recent Member Survey is so important. I want to thank everyone who took the time to share feedback—it provides valuable insight that helps guide the work of our employees and Board of Directors.

### What the Survey Tells Us

The results of the 2025 Member Survey show strong overall satisfaction with Todd-Wadena Electric Cooperative. Members rated their overall satisfaction at 4.59 out of 5, and nearly three-quarters reported being “Very Satisfied.” Additionally, members rated how well the cooperative meets expectations at 4.41 out of 5. These results confirm that we are delivering reliable service while maintaining the cooperative values our members expect.

Reliability continues to be one of our greatest strengths. Members consistently rated us highly for keeping outages to a minimum, restoring power quickly when outages occur, and being easy to reach when assistance is needed. Many comments specifically recognized the dedication of our lineworkers and employees who respond day and night to keep power flowing safely and reliably.

### Our Employees Make the Difference

One of the most encouraging takeaways from the survey was the strong recognition of our employees. Members rated Todd-Wadena highly for professionalism, friendliness, problem resolution, and for having members’ best interests at heart. Comments such as “great people,” “always helpful,” and “quick to respond” were common throughout the survey. These results reflect the dedication of our employees and their commitment to serving members every day.

### Affordability Matters

While overall satisfaction remains high, the survey clearly reinforced that affordable rates are the top priority for our members. When asked to choose what is most important to them, affordable rates ranked first, ahead of reliability, capital credits, equity, renewable energy, and community involvement.

Rising costs were the most frequently mentioned concern throughout the survey, along with questions about the service availability fee (formerly called the basic charge fee), rate comparisons, and capital credits. These concerns are understood and taken seriously. The Board of Directors and leadership team continuously evaluate costs, power supply options, and long-term financial planning to balance reliability with affordability. Member feedback plays a critical role in those discussions.

### Communication and Education

Members also shared what they value in communication. The *Pine to Prairie* newsletter and bill inserts remain the primary ways members stay informed. Survey responses showed strong interest in continued education on legislative issues, load management programs, and electrical safety.

We also heard a desire for clearer explanations around rates, power supply, and capital credits. Improving transparency and understanding will remain a key focus of our communications moving forward. Members also wanted to see more updates on power outages. We utilize Todd-Wadena Electric Cooperative’s Facebook page to alert our members of large-scale power outages (outages affecting 100 people or more).

### Using Your Feedback to Guide the Future

Survey results are reviewed by staff and shared directly with the Board of Directors. They help shape the future, guide policy discussions, and inform decisions that impact both current operations and long-term planning.

Your feedback confirms that Todd-Wadena Electric Cooperative is providing reliable service with a strong commitment to our members, but it also reminds us to stay focused on affordability, transparency, and continued engagement.

On behalf of the Board, employees, and leadership team, thank you for sharing your thoughts and helping shape the future of Todd-Wadena Electric Cooperative. We are proud to serve you, and committed to listening.



**Allison Frederickson**  
Member & Energy  
Services Manager

**Allison Frederickson**  
Member & Energy Services Manager



# 2026 Youth Tour: A Life-Changing Opportunity!

**JUNE 15-20, 2026**

Do you know a sophomore or junior who deserves an unforgettable experience? Todd-Wadena Electric Cooperative is selecting one local high school student to represent our community on the *2026 NRECA Youth Tour* in Washington, D.C.



This all-expense-paid trip sends students to our nation's capital along with about 40 other teens from Minnesota and nearly 1,800 from across the country. It's an incredible opportunity for a young person you care about to learn how cooperatives work, meet with congressional leaders, explore world-class museums, and build friendships and memories they'll carry for life.

Encourage the young person in your family to apply. This could be his or her trip of 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.
- ♦ Develop **lifelong 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 guardians' primary residence must receive electric service from Todd-Wadena Electric Cooperative.

### HOW TO APPLY

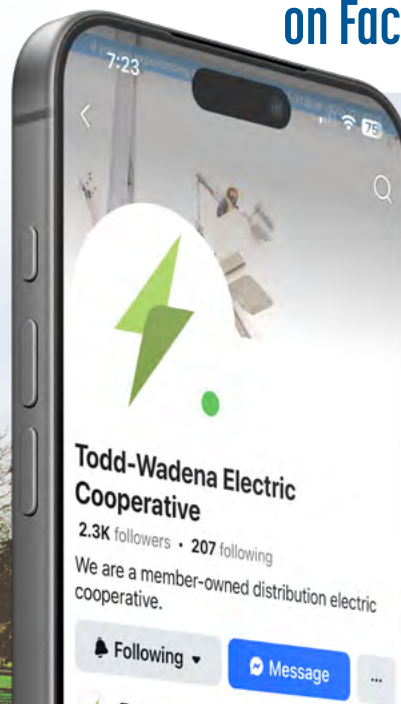
- ♦ Applicants must fill out the online application by **4:30 p.m. on February 10, 2026.**
- ♦ Visit **[www.toddwadena.coop](http://www.toddwadena.coop)** to apply!
- ♦ Students with the top applications and essays will be invited back for an interview. An interview committee determines the winner, basing the decision on written and verbal responses during the brief interviews. Interviews will be held February 16<sup>th</sup>-18<sup>th</sup>, 2026.

## SAVE THE DATE

Save the date for the  
**2026 Annual Meeting** on  
**Thursday, April 16<sup>th</sup>, 2026**  
at the Maslowski Wellness & Research Center in Wadena.



Stay Connected with Us  
on Facebook!



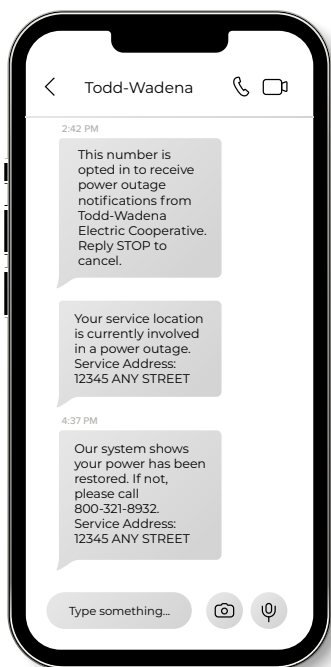
Get the latest on:

- ♦ *Outages and load control alerts*
- ♦ *Member events and happenings*
- ♦ *Energy saving tips and rebates*
- ♦ *Fun contests and giveaways*

Follow us today and stay current!



# STAY UP TO DATE



## Texts During Power Outages

Todd-Wadena Electric Cooperative members can stay connected and informed by signing up for outage notifications via text message. This free service provides timely updates when an outage affects your account and sends a follow-up message once power has been restored.

Enrollment is quick and easy. Visit [www.toddwadena.coop/outages](http://www.toddwadena.coop/outages) and select *Sign Up for Outage Notifications*. The website will guide you through a short setup process so outage and restoration alerts can be sent directly to your mobile phone.

To complete registration, you will need your Todd-Wadena Electric Cooperative **account number** and the **last name** listed on your account, which must match exactly as it appears on your bill. Once signed up, you can have added peace of mind knowing you will receive important updates when they matter most.

## Notifications for Dual Fuel Load Control

Members who participate in Todd-Wadena Electric Cooperative's dual fuel load management program have the option to receive notifications when a control event occurs. These messages help keep you informed about periods when your system is being managed and when normal operation resumes. To receive or manage dual fuel load control notifications, you will need an active SmartHub account with Todd-Wadena Electric Cooperative, where notification preferences can be updated at any time.

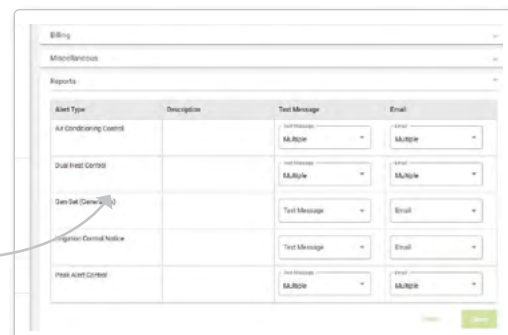
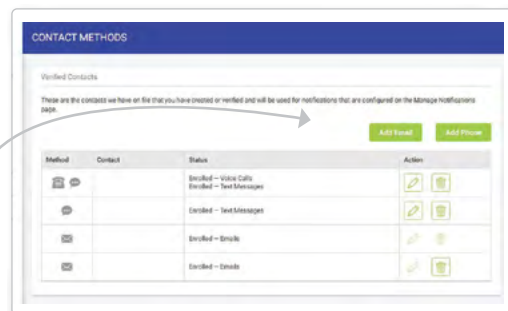


### SmartHub Instructions

Sign in (or sign up) at [toddwadena.smarthub.coop](http://toddwadena.smarthub.coop). If you haven't previously added a contact for notifications, you will need to start at **Step 1** below, otherwise you may go directly to **Step 2** to enable Dual Heat Control notifications.

**1 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.

**2 Set Up Notifications:** Under the settings menu, click *Manage Notifications*. Select *Reports*, then find *Dual Heat Control*. Use the dropdown menu under *Text Message* and/or *Email* to select the contact(s) you wish to receive load control notifications, and then click *Save*.





# Don't Overlook Appliance Nameplates!

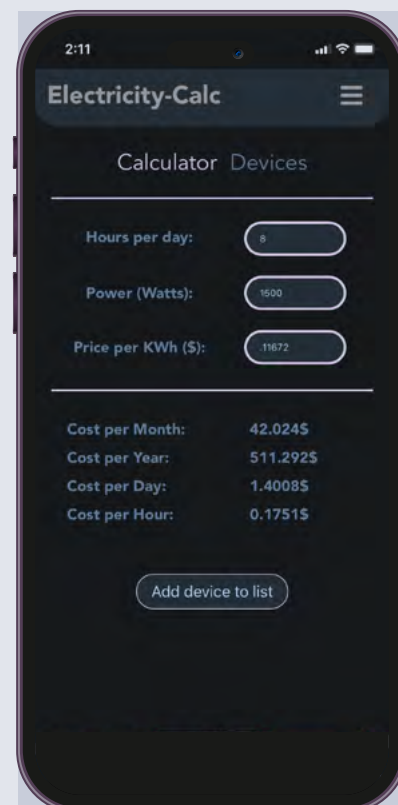
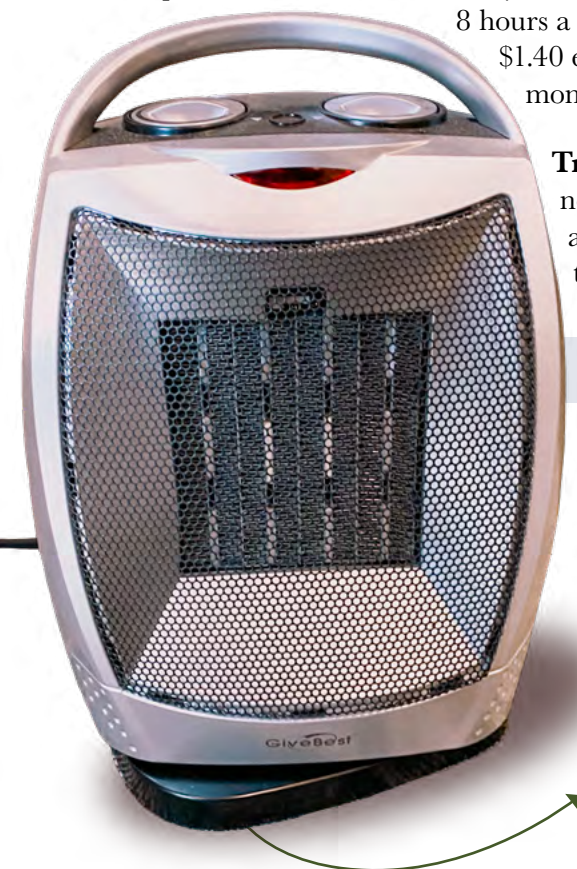
Every electric appliance or device has a nameplate packed with useful info that includes: model & serial number, manufacturing date & location, wattage, voltage, amperage, UL/ETL safety listing (*if applicable*), and more!

**Why it matters:** That little plate can help you estimate how much electricity an appliance uses each month. It's the first step in spotting hidden energy hogs in your home.

Below is the nameplate for a small electric space heater. If you look at the nameplate, it uses 1,500 watts. If you use this ceramic electric space heater for 8 hours a day, at \$0.11672/kWh, it will cost you \$1.40 each day to run this — or \$42.02 per month to run just one space heater.

**Try it yourself:** When shopping for a new refrigerator, oven, or other appliance, check the nameplate and plug the numbers into the *Electricity-Cost Calculator* app.

Download the **Electricity-Cost Calculator** from your app store.



Electricity-Cost Calculator  
Electricity costs at a glance

**A note on yellow *Energy Guide* stickers:** These stickers show average annual costs based on an average rate throughout the United States, not your local utility. For the most accurate numbers, use the nameplate and calculate using TWEC's general service rates.

## Let it snow, let it snow...let us know!

Help us serve you better this season by making sure your contact information is up to date.

- ♦ Double check your phone number, email, and mailing address
- ♦ Make sure your voicemail is set up and ready to receive messages
- ♦ Update us if your contact information has changed

Your connection matters—thank you for helping us keep in touch!

To update your information you can fill out the information on the back of the remit section of your bill or fill out our *301G-Update Membership Information* form on our website:  
[www.toddwadena.coop/updatecontact](http://www.toddwadena.coop/updatecontact)

## TWEC Board Minutes

*Highlights from the November 25<sup>th</sup>, 2025, regular board meeting:*

- CEO Dan Carlisle provided an update on WAPA matters and shared highlights from the recent Member Managers Group meeting
- The 2026 legal retainer with Pemberton Law was reviewed and approved.
- Board Member Mike Thorson gave the Great River Energy (GRE) report. October financials came in ahead of budget.
- Lisa Graba-Meech, CFO, presented the October financials to the board. Monthly kWh sales were 12 percent under budget. Energy revenue was 4 percent under budget. October's purchased power expense was 4 percent under budget. TIER is 1.96 and Equity is 41.88.
- Management presented the proposed 2026 Budget, along with the 10-Year Forecast.
- Member & Energy Services Manager Allison Frederickson discussed the DRU workplan project, including the additional labor and how it affects the capital versus expense labor costs.
- Operations Manager Tyler Fisher reviewed the 2026 workplan projects and other capital items that are part of the 2025-2028 approved workplan.
- Director of Corporate Services, IT, & Cybersecurity Abby Harrison presented the new IT and cybersecurity capital items, including cellular boost devices for fleet to improve connectivity in the field and the penetration testing that is required to remain in PCI compliance.
- Board Chair Miles Kuschel shared that GridEx, a cybersecurity exercise, is getting a lot of attention and participation. Organizations are encouraging the sharing of information to remain as secure as possible.

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

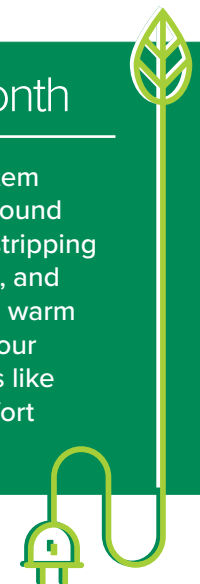
*Note: members with critical health issues should always be prepared with back-up plans in case of an outage. Please make sure you have adequate back-up plans.*



## Energy Efficiency Tip of the Month

Winter weather can cause your home heating system to work overtime. Check for air leaks and drafts around doors and windows, then seal them with weatherstripping or caulk. Close fireplace dampers when not in use, and consider installing insulating curtains to help keep warm air inside. You can also save energy by lowering your thermostat a few degrees. Even small adjustments like these can reduce heating costs and improve comfort during the coldest months.

Source: [www.energy.gov](http://www.energy.gov)



## 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](http://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](mailto:program.intake@usda.gov).

### 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



## Apply Now for Our 2026 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 the 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 Scholarship

Todd-Wadena Electric Cooperative will award up to (4) \$1,000 scholarships to local 2026 graduating seniors for their first year as a (freshman) college student.

### Power Up Adult Student Scholarship

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 the right to visit our website for the fillable application and list of requirements and procedures. Scholarship applications must be postmarked by **February 10<sup>th</sup>, 2026** and **must be typed**.



## MEMBERS MEALS 4 MEMBERS MEALS 4

At Todd-Wadena Electric Cooperative (TWEC), we do more than deliver energy. One way we do that is through our **Meals 4 Members** program. Thanks to generous donations, we're able to provide home-delivered food baskets to members who could use a helping hand. We invite you to support this effort by donating unexpired, non-perishable food items or monetary donations now through April.



If you are in need of assistance, you can request a one-time Meals 4 Members home delivery basket by scanning the QR code, visiting [toddwadena.coop/meals4members](http://toddwadena.coop/meals4members), or calling Kallie at (218) 632-3216. Deliveries will take place mid-January through April.

*Please note: Deliveries are organized by area to ensure we serve members efficiently. We will contact you the week when we will be delivering to your home.*



# 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**

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](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: our offices will be closed on  
January 19<sup>th</sup> for all-employee training.**

## January 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 **February 15<sup>th</sup>**.

1. Cozy up at the Cozy Theatre on February 14<sup>th</sup>. \_\_\_\_\_s are required due to limited seating.
2. \_\_\_\_\_ and Youth Tour application deadlines are approaching soon.
3. The appliance \_\_\_\_\_ plate contains useful info that includes: model & serial number, wattage, voltage, UL/ETL safety listing, and more!

Name:

Your TWEC Account Number:

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**Patrick McCormick of Sebeka was the  
November Reader's Contest winner.**