



MEMBER HANDBOOK
Your Guide to Co-op Ownership



Todd-Wadena
ELECTRIC COOPERATIVE

CONTACT US



Todd-Wadena Electric Cooperative
550 Ash Ave NE,
PO BO 431
Wadena, MN 56482



todd-wad@toddwadena.coop



www.toddwadena.coop



(218) 631-3120 | (800) 321-8932



@twec.coop



www.facebook.com/ToddWadenaElectricCooperative

To report a power outage call us day or night, or report the outage using the SmartHub app. Crews are on call, ready to respond to any emergency situation. Have your account number handy, and report the name on the account and the address of the outage.

ACCOUNT INFORMATION

MY ACCOUNT NUMBER: _____

Todd-Wadena Electric Cooperative is a member-owned, not-for profit electric distribution cooperative founded in 1940 with the help of the Rural Electrification Administration.

Our service territory covers over 2,300 miles of line, and serves a majority of the rural areas of Todd and Wadena counties along with portions of Becker, Cass, Douglas, Hubbard, Otter Tail, and Morrison counties.

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In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form.

To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights; 1400 Independence Avenue, SW; Washington, D.C. 20250-9410

(2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

WELCOME TO

Todd-Wadena Electric Cooperative

As CEO of Todd-Wadena Electric Cooperative (TWEC), I want to welcome you on behalf of your Board of Directors and our employees.

You became a member-owner of Todd-Wadena Electric Cooperative when you applied for electric service. As a not-for-profit cooperative, Todd-Wadena Electric Cooperative is here to serve you. Our cooperative is 100% owned by our members. We work hard to provide our members with safe, reliable electricity at fair and reasonable prices.

Since 1940, TWEC has provided electric service to North Central Minnesota. Todd-Wadena Electric Cooperative serves an 1,800-square mile area including the majority of the rural areas of Todd and Wadena counties along with portions of Becker, Cass, Douglas, Hubbard, Otter Tail and Morrison counties.

We are members of the communities we serve and have a vested interest in helping to support our local communities- be it through our community outreach, economic development, educational, or youth leadership programs.

Inside this handbook, you will find information about the Cooperative and the variety of benefits of being a member-owner. For more information on material covered in the member handbook, visit our website at www.toddwadena.coop.

If you have any additional questions, please don't hesitate to call us at 218-631-3120 or 800-321-8932, or email us at todd-wad@toddwadena.coop.

Sincerely,



DAN CARLISLE

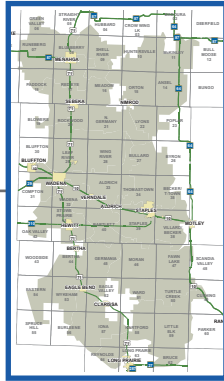
TWEC President/CEO & General Counsel

Daniel Carlisle
President/CEO & General Counsel

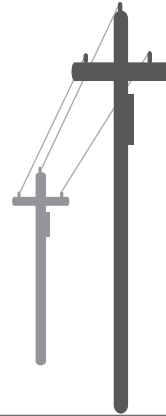
1940
YEAR FOUNDED



28
EMPLOYEES



1,800
SQUARE MILES
SERVED



OVER
2,300
MILES
ELECTRIC
LINE



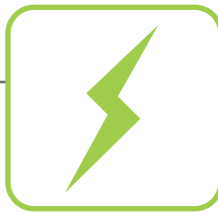
\$25
MILLION
ELECTRIC
REVENUE
IN 2025



\$75
MILLION
TOTAL PLANT
ASSETS
AS OF
DECEMBER 2025



186.5
MILLION
kWhs
SOLD IN 2025



Power Suppliers
Great River Energy (87%)
Western Area Power Admin (13%)



1.1
MILLION
kWhs Saved
IN 2025



7,693
MEMBER-OWNERS

CO-OP PRINCIPLES

Cooperatives are guided by a set of principles that reflect the best interests of our member-owners:



**OPEN AND
VOLUNTARY
MEMBERSHIP**



**DEMOCRATIC
MEMBER
CONTROL**



**MEMBERS'
ECONOMIC
PARTICIPATION**



**AUTONOMY AND
INDEPENDENCE**



**EDUCATION,
TRAINING, &
INFORMATION**



**COOPERATION
AMONG
COOPERATIVES**



**CONCERN FOR
COMMUNITY**

MEMBER OWNERSHIP

As a member of TWEC, you are also an owner because TWEC belongs to those it serves. You are entitled to have a voice in the operation of TWEC. You have the right to run for, and vote for, the TWEC Board of Directors. A copy of the co-op's bylaws can be found at www.toddwadena.coop. A print copy can also be requested by contacting Todd-Wadena. Each member (single or joint account) has one vote, even though he/she may have more than one meter connection or multiple accounts on the co-op's lines.

BOARD OF DIRECTORS

Todd-Wadena Electric Cooperative is governed by a seven-person board of directors. Cooperative operations are carried out under policies set by the Board of Directors. This includes setting rates, mitigating risk, strategic planning, financial decision making, meeting member expectations, and more.

The Board of Directors are elected by the members at the Annual Meeting each April. Each of the seven directors is elected to a staggered three-year term and may be re-elected. Each director is a member of the co-op, just like you! You have a voice in the operation of the cooperative by running for a seat on the board and voting in director elections. Information regarding the director election process is available annually in the member newsletter, on our website, or available upon request. View the current Board of Directors on our website at www.toddwadena.coop.

ANNUAL MEETING OF THE MEMBERS

The Annual Meeting is held each April. All members are invited to attend the annual meeting to hear reports on the operations of the co-op for the past calendar year. Members also have the opportunity to elect their board of directors.



HOW CAPITAL CREDITS WORK

Todd-Wadena Electric Cooperative is a not-for-profit cooperative with members who share in the ownership, construction, maintenance and prosperity of the Co-op.

ALLOCATION

An allocation is made annually for each member based on the amount of electricity purchased. The allocation is the member's share of the net margins. The Co-op sets this money aside to be used as operating capital for improvements and maintenance over a period of years.

When a person establishes service with us, they become a member and are eligible for capital credits.



Capital credits represent a member's share of the Cooperative's margins during the time they have membership.

At the end of each year, any revenue remaining after expenses (margins) are allocated to the member's account based on percentage of electricity purchased.



The allocated funds are used as operating capital for system improvements and maintenance until the Board of Directors retires capital credits.



When the Board elects to retire capital credits, we calculate the amount to pay each member based on historical allocation.



Annually, the Board of Directors evaluate the financial condition of the Cooperative to determine whether to retire capital credits.



A retirement is the amount a member receives back as a refund. It is a portion of the total allocation, based on the years the Board decides to retire. When capital is no longer needed for operating expenses, it is retired. The amount paid is decided annually by the Board of Directors based on the financial conditions of the Cooperative, and is subject to Rural Utility Services (RUS) and other lending institutions.

Capital credits will be returned to active members as an energy credit on their bill. For inactive members, a check will be issued. For retirements less than \$10, inactive members are not issued a check and the allocation remains in the member's capital credit account until their refund exceeds \$10.



MEMBER COMMUNICATIONS

As a cooperative we value transparent communication with our member-owners. Throughout the year, we communicate to our members through the following channels:

- Annual meeting
- Annual report
- Pine to Prairie newsletter
- Cooperative website
- Cooperative social media channels
- Bill messages/ads
- Radio

COMMITMENT TO COMMUNITY

Being an active part of the communities we serve is at the heart of TWEC's values. When our local communities thrive, we all thrive. We're proud to give back through:

- Operation Round Up®
- NRECA Youth Tour – Washington, D.C.
- Academic Scholarships
- Economic Development Initiatives
- Community sponsorships and donations to local organizations

ELECTRICAL SAFETY DEMOS

TWEC brings electrical safety to life with a hands-on tabletop model that includes miniature vehicles, buildings, equipment, and live electric lines. Our trained cooperative team offers this engaging safety demonstration free of charge for local schools and community groups.

COLLEGE SCHOLARSHIPS

After a period of seven years, Minnesota law allows cooperatives to use unclaimed capital credits for charitable or education purposes. TWEC's unclaimed capital credits are used to provide scholarships for graduating high school seniors and adult learners. Information regarding scholarships can be found at www.toddwadena.coop.

NRECA Youth Tour

The National Rural Electric Cooperative Association (NRECA) Youth Tour brings hundreds of high school students to Washington, D.C. each summer for a week of educational activities, tours, and fun. TWEC accepts applications each February to select one local high school student for a 6-day, all-expenses-paid trip to our nation's capital.

OPERATION ROUND UP®

Each month, TWEC 'rounds up' the electric bills of participating members to the next highest dollar and funds are placed in a Community Trust and distributed to local charitable, community-based programs. 100% of the contributions are distributed to local service projects. The Operation Round Up® fund is administered by a seven-member volunteer Community Trust Board, appointed by TWEC's Board of Directors.

IMPROVE-IT LOAN

TWEC's Improve-It Loan Program makes it easier to tackle energy-efficient and essential home upgrades. Qualifying projects may include new windows, dual heat installations, whole-home generators, insulation improvements, major electric appliances, electrical service upgrades/new service construction, and private sewer systems.

ECONOMIC DEVELOPMENT

TWEC is committed to supporting the sustainable development of the communities we serve. To help advance this mission, we offer two Economic Development Loan Programs designed to create jobs, strengthen local infrastructure, and enhance quality of life in rural areas.

KNOW WHAT TO DO

if you're in an accident involving power lines or pad-mounted transformers



1



Do **NOT** leave the vehicle and warn others to stay away. The ground near the vehicle could be energized.

2



CALL 911 to have the utility company notified of the situation. Make sure first responders do not approach until it is deemed safe by the utility company.

3



STAY in the vehicle until utility workers have deemed the area safe. The **ONLY** reason to exit the vehicle is **IF IT'S ON FIRE**.

4



IF THE CAR IS ON FIRE, **Jump** clear of the vehicle **WITH FEET TOGETHER**, and **WITHOUT TOUCHING THE CAR AND THE GROUND AT THE SAME TIME**.

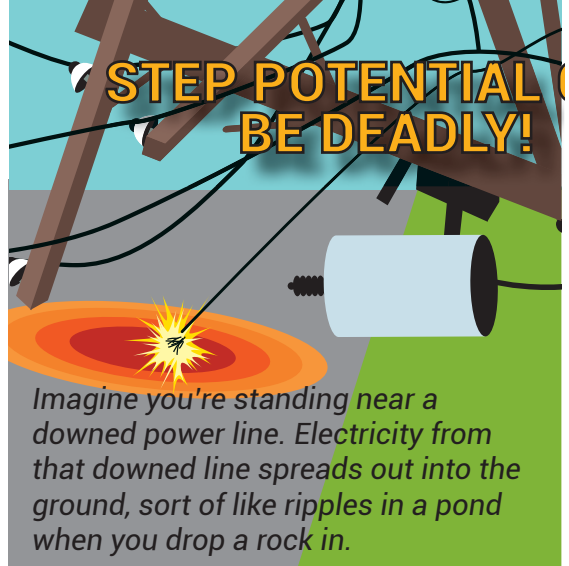
5



Continue to **HOP AWAY** with your **FEET TOGETHER** at least **50 feet or further**, if you are able.

To view the accompanying video on what to do if you are in an accident with a power line, scan the QR code with your mobile device.

STEP POTENTIAL - BE DEADLY!



Imagine you're standing near a downed power line. Electricity from that downed line spreads out into the ground, sort of like ripples in a pond when you drop a rock in.

Step potential happens because different points on the ground around that electrical source have different amounts of voltage. If you step with one foot in a high-voltage area and the other foot in a lower-voltage area, electricity can flow through your body to balance the difference. Since your body conducts electricity, this can cause electrocution or serious injury.

- ✓ Stay away from downed power lines or damaged pad-mounted transformers.
- ✓ Always assume any fallen wire is live and alert emergency services and the utility.
- ✓ Do **NOT** attempt to rescue anyone in proximity to a downed power line and maintain a safe distance (at least 50 feet) until lineworkers from the utility confirm that the line has been de-energized.



POWER OUTAGES

TWEC works diligently to provide consistent power quality and reliability. However, with thousands of miles of power lines exposed to weather, vegetation, and wildlife, outages can still occur. When they do, it's essential that members report the outage as this is the fastest way for us to pinpoint the location, identify the cause, and restore service.

For outage updates, please visit the outage map on our website or check our Facebook page. Because social media and email are not monitored 24/7, outages should only be reported by calling 1-800-321-8932 or 218-631-3120, or by using the SmartHub app.

DURING AN OUTAGE

1. Verify that your entire house is out of power. Check your circuit breaker panel or fuse box. A tripped breaker or blown fuse is often the cause of a loss, or partial loss, of electricity.

2. Check with neighbors. If your circuit breakers or fuses are fine, check with a neighbor to see if the power outage extends beyond your location.

3. Report the outage. Call us to report the outage at 1-800-321-8932 or 218-631-3120 or on the SmartHub app. Have your account number handy, and report the name on the account and the address of the outage.

Stay away from downed power lines, flood areas, and debris. Treat all fallen wires and anything that is touching them as though they are energized. Report any downed power lines to TWEC and/or 911 immediately.

OUTAGE MAP

Members can view outages within the service territory on the interactive map found at www.toddwadena.coop. The interactive map offers details about current system outages, including the general location and number of members affected. Detailed location and information on system outages are not provided to protect the safety and security of our members and their property.

OUTAGE NOTIFICATIONS

Members can enroll in outage notification texts to receive alerts when outages occur and when they have been restored in your area. Once Todd-Wadena Electric Cooperative has been notified of an outage in your area or if your service is predicted to have an outage you can receive a text notification regarding the outage, and when the outage has been restored.

Wed, February 3 at 8:52 AM

TWEC: Your service location is currently involved in a power outage. Service Address: 550 Ash Ave NE

TWEC: This number is opted in to receive power outage notifications from Todd-Wadena Electric Cooperative. Reply STOP to cancel.

Wed, February 3 at 10:06 AM

TWEC: Our system shows your power has been restored. If not, please call [800-321-8932](tel:800-321-8932). Service Address: 550 Ash Ave NE

Scan the QR code for more information on how to sign up for outage notifications.



CRITICAL MEDICAL ACCOUNTS

TWEC maintains a Critical Medical Accounts list to support households using life-support equipment. If you're enrolled, we'll attempt to notify you before planned outages via automated calls, texts, and emails.

During unplanned outages, restoration begins with the system backbone, then considers medical alert members. Because outages can pose serious risks, we strongly recommend having a backup power source or arranging access to a facility with a generator.

STANDBY GENERATORS

A properly installed and maintained standby generator can keep your home, farm, or business powered during an outage. For safety and code compliance, always work with a licensed electrician. Help us protect your household and our crews—**let us know if you have a standby generator.**

PORTABLE GENERATORS

Portable generators can supply electricity to appliances in your home during a power outage. Set up and run your generator in a well-ventilated area outside the home and away from the garage, doors, windows, and vents. The carbon monoxide that is generated is **deadly**. Use a heavy-duty extension cord to connect electric appliances to the outlet on the generator and start the generator first **before** connecting appliances.

NEW CONSTRUCTION/ ELECTRIC SERVICE UPGRADE

Building a new home or upgrading service? It is important to communicate with us while you are in the planning stages.



- 1. Contact the office** by calling TWEC at (800) 321-8932 or by filling out the New Construction/Service Upgrade inquiry form on our website.
- 2. A representative from TWEC** will contact you to set up a meeting with our staking technician at your job site.
- 3. The staking technician will flag** and measure a proposed cable route and calculate construction costs based on the information gathered during the site visit.
- 4. If you are not already a TWEC member,** you will be asked to fill out a membership application. A deposit may be required.
- 5. TWEC will send out a construction packet** for you to review, sign and return to Todd-Wadena. Depending on the construction project, it may include the construction agreement, right-of-way easement, and a wiring affidavit from your electrician. Members will also need to pay the aid-to-construction fee that is determined by the Cooperative.

RIGHT-OF-WAY ACCESS

It is a condition of membership that all employees and agents of Todd-Wadena Electric Cooperative be granted the right to have access to your premises at reasonable times to read meters, test, repair or replace any of the Cooperative's equipment, or to connect or disconnect service.

VEGETATION MANAGEMENT

A tree close to a power line may come in contact with the line and eventually grow into it. You should never trim these trees yourself. It is TWEC's responsibility to maintain adequate line clearance to assure safe, reliable service along the right-of-way of our power lines. Trees or brush that threatens the reliability of our electric service will be pruned or removed. TWEC contracts out to Carr's Tree Service and Central Applicators.

If you feel that you have trees that need to be trimmed or removed because they are too close to our power line, please call us and we will work with you to resolve the issue.

GOPHER STATE ONE CALL

Before beginning any digging project, state law requires you to contact the underground locating service by dialing 811 at least 48 hours in advance (excluding weekends and holidays). This important step protects you, the public, and underground utility infrastructure.



**Know what's below.
Call before you dig.**

Please note that private facilities such as power to outbuildings, gas lines, invisible fences, and sprinkler systems, are not marked by 811.

Homeowners are responsible for locating any privately owned underground lines. To assist TWEC members, Johnson Locating Service, Inc. (JLS) offers a reduced rate for private locates when contacted immediately after notifying Gopher State One Call. For details, call Jeff Johnson at (218) 821-7672. Payment is due at the time of service.

Before starting your project, call 811 or visit www.gopherstateonecall.org.

KNOW WHAT'S BELOW: STEPS FOR SAFE DIGGING



CALL

It is required by law to have underground utilities located **BEFORE** you dig to prevent costly and dangerous situations with buried lines.

Call 811 or make a request online 2-3 days before you plan to start your project.



WAIT

Wait 2-3 days for a response to your request. Affected utilities will send a locator to mark any underground utility lines.



CONFIRM

Confirm that all affected utilities have responded by comparing the markers to the list of utilities the 811 call center notified.



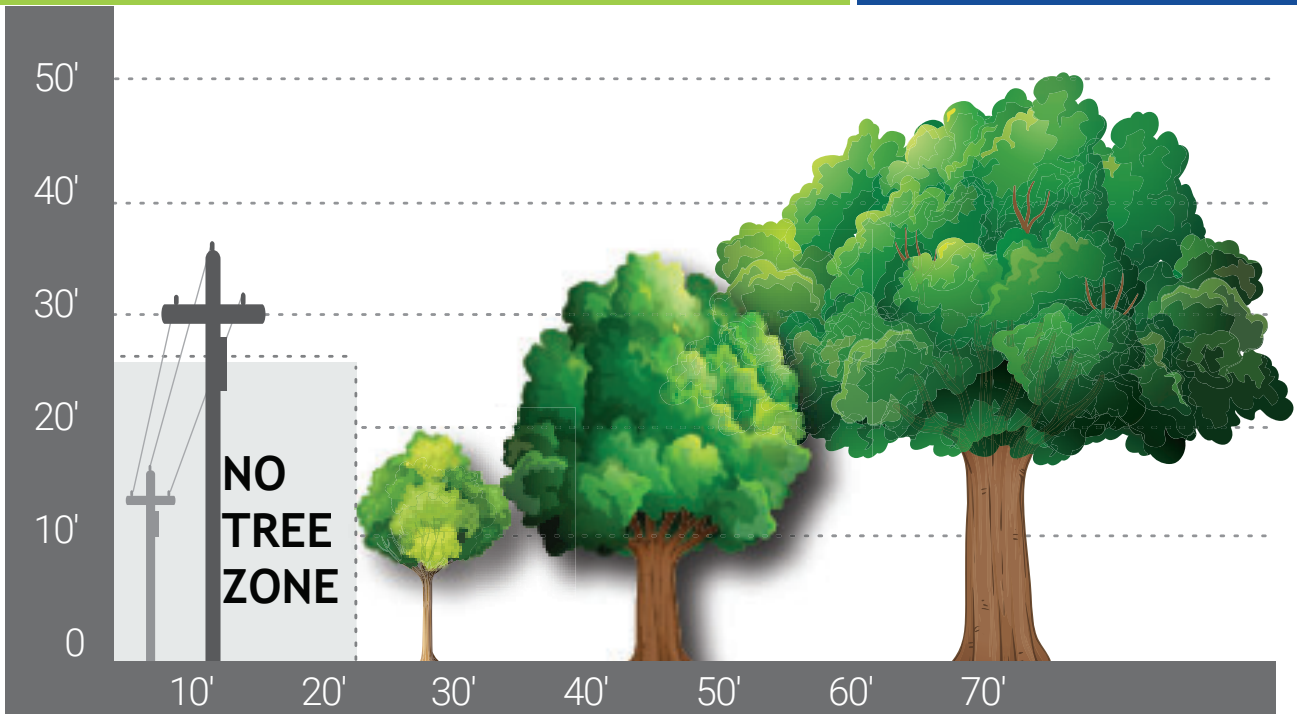
RESPECT

Respect the markers provided by the affected utilities. They are your guide for the duration of your project.



CAUTION

Dig with caution. If you can't avoid digging near the markers (within 24 inches on all sides), consider moving your project.



PLEASE BE SURE TO CONTACT TWEC if you are planning to plant near power lines.

SMALL TREE ZONE: Trees less than 20' height/spread at least 20' from lines.

MEDIUM TREE ZONE: Trees 25'-40' in height/spread at least 40' from lines.

LARGE TREE ZONE: Trees larger than 40' in height/spread at least 60' from lines.

- **Plant trees away from underground utilities** to prevent roots from interfering with underground pipes, cables and wires. Future repairs to these facilities could damage the health and beauty of nearby plants and trees.
- **If you are planting trees on your property**, make sure not to plant them directly under or within at least 20 feet of power lines for short trees, at least 40 feet away for medium-sized trees, and at least 60 feet for large trees. Make sure you contact Gopher State One Call at least 48 hours prior to digging.
- **Always look up.** Make sure to always look for nearby power lines before you cut down any tree or trim branches. If a tree falls onto a power line, contact TWEC.
- **Keep areas around electric meters**, transformers or other electrical equipment free of any vegetation that could limit utility service access.
- **If you have trees growing** into or leaning towards power lines, contact TWEC. Never try to prune them yourself.

I. 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.

J. Billing Graph: This graph shows the amount of kWh by main meters and sub meters for the last 12 months.

K. Service Availability: The service availability charge is each member's share for the cost to distribute electricity (wires, transformers, construction, meters, etc.) before one kWh is used.

L. Energy Charge: This is the rate you pay for kWhs used in the billing period. You may have additional energy charges with different rates based on the meters and/or programs/rates you are enrolled in (Off-Peak, Dual Heat, ETS Water Heating, etc.)

M. Power Cost Adjustment (PCA): is an adjustment on your monthly rate and is implemented to account for fluctuations in wholesale power costs while keeping the base rate stable.

N. Water Storage House Credit: Members on the Peak Shave Water Heating program will receive a credit listed here when they have fulfilled the enrollment period and usage requirements.

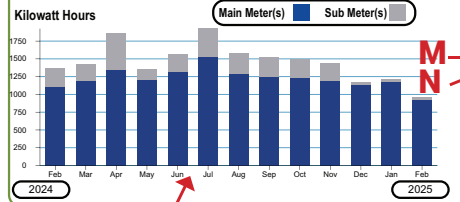
O. Co-op Advertisements: This area will have different information each month with co-op happenings and other co-op specific information.

P. Update your Account Information: If you need to update your contact information, please fill this section out and return to TWEC.

Service Address: 123 ANY ST N

Service Description:

Meter #	Rate	Reading Dates		Days	Readings		Meter Mult	kWh Usage	kW Demand
		From	To		Previous	Present			
987654	General Service	02/01/2025	03/01/2025	28	84,064	85,029	1	933	9.784
5432 - Sub	Auto Backup-No AC Control-6T	02/01/2025	03/01/2025	28	22,993	23,025	1	32	0.048



Current Activity

Service Availability - General Service	← K	\$38.00
Energy Charge (933 kWh @ 0.11672 per kWh)	← L	\$108.90
Power Cost Adj. (933 kWh @ 0.01144 per kWh)	← L	\$10.67
Water Storage House Credit		-\$8.00
Service Availability - Auto Backup-No AC Control-6T	← L	\$2.00
Energy Charge (32 kWh @ 0.0580 per kWh)	← L	\$1.86
MN Sales Tax (all taxable meters)		\$10.28
Wadena County Sales Tax		\$0.75
Total Current Charges		\$164.46

THREE REASONS TO VOTE
IN CO-OP DIRECTOR ELECTIONS

Electric cooperatives are led by the members they serve, which means you have a say in who governs our co-op.

- As a member of Todd-Wadena Electric Cooperative, your input matters.
- Directors represent the membership on important energy-related issues.
- With convenient voting options available, it only takes a minute!

Join us for the 2025 Annual Meeting on Tuesday, April 22, 2025 at the Maslowski Wellness & Research Center in Wadena.

Other Ways to Pay Your Bill



SmartHub
Log into your account at toddwadena.coop, or through the SmartHub app.



Autopay
Payments are drafted from your checking or savings account on the due date. Payments can also be charged to a credit or debit card on the due date.



Pay By Phone
Call 1-844-971-1080. Please make sure to have your account number available when calling.



In Person
Payments may be made in the office Monday-Friday 8:00 a.m. to 4:30 p.m. except during summer hours from Memorial Day to Labor Day hours are 7:00 a.m. to 3:30 p.m., or the outside drop box at any time.



Update Your Account Information

Is your account information up-to-date? Fill out the form below or visit toddwadena.coop to update your phone number or email address. Changes may take up to two billing cycles to reflect on your account.

Mailing Address

JOHN DOE
Phone Number: (218) 631-3120

Phone Number:

Primary Email Address:

MONTHLY BILLING STATEMENTS

TWEC bills are due on the 25th of each month. When the 25th falls on a weekend or a holiday, the next working day is considered the due date. In the event the current bill is not paid by the due date, a \$1, or 1.5% (whichever is greater) charge will be added to the bill.

DEPOSIT REFUNDS

If you keep your bill current for one full year, the deposit will be applied to your bill*. If you discontinue service, the deposit will be applied to your final bill and refunded after the final bill cycle in the form of a check.

*Terms and conditions may apply.

SALES TAX EXEMPTION

Electricity sold for residential use is not taxable for the billing months of October - May, when sold to members who use it for their primary source of heat. Contact TWEC to see if you qualify.

AUTHORIZED USER

The privacy of our members is important. In an effort to protect it, we have created an 'Authorization for Access to Member Account Information' form. A completed form must be on the file for us to give account information to anyone other than the member(s). Authorized users have the ability to schedule payment arrangements on your account. Authorized users are not able to make changes to your account or end service.

SINGLE VS JOINT ACCOUNT

You can change your electric account from a single to a joint account at any time. As a joint membership, both parties would have access to change account information, inquire about balance, pay on account, enroll in AutoPay and/or paperless billing, and have a 50/50 ownership of the capital credits earned.

PAY BY MAIL

Payments sent by mail should be mailed at least five business days before the due date to ensure they arrive on time. Include the payment and the bottom portion of the bill.

PAY IN PERSON

Payments may be made in person at our office or by using the drop box located outside of the office.

PAY BY PHONE

Call the Interactive Voice Response (IVR) line, our secure automated phone payment system, 24/7 at (844) 971-1080. You will need your account number.

AUTOPAY

Automatic electronic transfer from your designated checking or savings account, or debit or major credit card.

VARIABLE BUDGET BILLING

The variable budget plan recalculates each month based on the last 12 months' usage. The variable budget accounts for fluctuation in weather and how you use electricity each month. Therefore, your bill amount may vary monthly.

DISCONNECT DUE TO NON-PAY

Members need to contact TWEC prior to the due date if they are unable to pay their bill. TWEC will work with the member to develop an acceptable payment plan. Should an account become disconnected for non-payment, the account will be charged a collection fee. There is an additional fee to have it reconnected during normal business hours after the disconnection date. A disconnected service wanting reconnection after normal business hours will pay an additional fee of \$150*.

*These fees are removed unless a line crew has to be dispatched.

COLD WEATHER RULE

The Cold Weather Rule does **not** forbid all winter disconnections. If you have a disconnect notice on your bill between October 1 and April 30, you must act before the disconnect date on the bill. Each year, some TWEC members are unable to pay their electric bill during the cold weather months. If you can't pay your electric bill, please contact the office.

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

1. The disconnection would affect your main heating source.
2. You and TWEC agree on a payment plan and payments are kept current.
3. You have returned the Cold Weather Rule Declaration Plan to TWEC.

ENERGY ASSISTANCE

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 Community Action Council (CAC) listed below. You may also apply for assistance online at www.mn.gov/home.

Becker, Hubbard, Otter Tail & Wadena (MAHUBE OTWA)

218-847-1385 or 888-458-1385

Cass (Bi-Cap)

218-547-3438 or 800-332-7135 (Walker)
218-751-4631 or 800-332-7161 (Bemidji)

Douglas (West Central 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

ONLINE ACCOUNT MANAGEMENT



Manage your electric account 24/7 by computer or smartphone with SmartHub. Download the [FREE SmartHub mobile app](#) from the Apple Store or Google Play store.

How Can You Use SmartHub?

- **Billing & Payments:** Access your electric bill from anywhere at anytime. Save time and postage with easy payment options.
- **Alerts & Notifications:** Stay informed on important account notices via text messages or email.
- **Usage Monitoring:** Be in control of your account by monitoring your electric usage.
- **Paperless Billing:** Save time and trees by enrolling in paperless billing. Enrolling in paperless billing is an eco-friendly way to access your electric bill.
- **Report an Outage:** Report a power outage from the palm of your hand with SmartHub.



ENERGY MANAGEMENT PROGRAMS & REBATES

Todd-Wadena offers several programs and rebates to help members use energy wisely and manage electric costs. Depending on the program, you may receive rebates, monthly bill credits, or access to electricity at significantly reduced rates. Nearly half of TWEC members participate in one of these energy-saving options.

By reducing energy use during peak demand, our load management programs help lower wholesale power costs. We pass those savings directly to participating members. For the latest rebates and program rates, visit www.toddwadena.coop.

DUAL FUEL PROGRAM

Dual Fuel systems combine two heating sources to incorporate a low-cost electric heat source with fuel oil, natural gas, propane or electric storage as the backup heating system. The electric heat is your primary heating source and is supplemented with your back-up heating source. Dual fuel heating systems are controlled up to a maximum of 400 hours per heating season (October-May), with a maximum continuous control time of 12 hours per day. Todd-Wadena offers its members a low off-peak heating rate for dual fuel heating systems with automatic back-up. Dual Fuel members can enroll their central A/C or Air Source Heat Pump (ASHP) unit in the program for a special rate on cooling.



STORAGE HEATING PROGRAM

This energy program helps conserve energy by charging your electric heating system during off-peak hours (overnight) when electric costs are the lowest. Your storage heating system will charge overnight and will keep your home warm during the day. Members enrolled in storage heating will receive a discounted rate. *Hours differ from winter and summer seasons.

PEAK SHAVE WATER HEATING PROGRAM

The Peak Shave Water Heating program is designed to reduce demand on the electrical grid on days of high demand, high wholesale energy prices, or system emergencies. The water heater is controlled up to eight hours a day during peak demand times. Members enrolled in the Peak Shave Water Heating program will receive a monthly credit once they have fulfilled the enrollment period and usage requirements.

ETS WATER HEATING PROGRAM

The ETS water heating program conserves energy by heating water during off-peak hours when electric costs are the lowest (overnight) and stores enough water to use during the 16-hour, on-peak portion of the day. Members will receive a special electric rate for enrolling in the ETS Water Heating program.



ELECTRIC VEHICLE CHARGING PROGRAM

TWEC offers two different rates for electric vehicles charging. The storage rate is a very low cost per kWh, but charging can only take place overnight. The Time-Of-Use Rate allows charging at any time, however certain times of the day are more expensive than others. TWEC also offers up to a rebate for the installation of an in-home charging unit, the member must be enrolled in one of the EV rates.

LOAD CONTROL NOTIFICATIONS

Members can sign-up to receive load control notifications via text or emails on days when load control will be initiated. Load control notifications are available to members enrolled in Dual Fuel, Commercial & Industrial, Irrigation, and Cooling. Members must have a SmartHub account to sign-up for load control notifications.

RESIDENTIAL REBATES

TWEC offers residential rebates for the following:

- Air Source Heat Pumps (ASHPs)
- Battery Powered Yard Tools
- Electric Vehicle Charging
- Ground Source Heat Pumps (GSHPs)
- Lighting
- Energy Star Rated Electric Appliances
- Water Heating
- Wi-Fi Smart Thermostats

A list of all of our rebates and forms are available at www.toddwadena.coop or contact the Member and Energy Services Department.

DISTRIBUTED ENERGY RESOURCES

Renewable energy is growing in popularity, many members want to learn more about installing their own solar or wind generation system. TWEC will work with members to interconnect their electric generation system with our infrastructure. Members who are interested in installing their own solar or wind system for interconnection, must use the **NOVA Power Portal** tool located on our website at www.toddwadena.coop for interconnection information, applications, project status, and more. TWEC follows Minnesota statewide standards for interconnection. TWEC does not offer rebates for solar or wind projects. We encourage members interested in a solar or wind system to get quotes from multiple reputable companies.



COMMERCIAL & INDUSTRIAL REBATES

TWEC offers several types of rebates for commercial and industrial accounts. The

- Variable Frequency Drives (VFDs)
- Lighting Retrofits
- Industrial Equipment
- Agriculture Equipment & More

Please contact the Member and Energy Services Department for more information on Commercial & Industrial rebates.



OUR MISSION

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

OUR VISION

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

OUR VALUES

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



Todd-Wadena
ELECTRIC COOPERATIVE