



MANAGER'S MESSAGE • PAT CARRUTH



General Manager

Seems a Lot like Last Fall

Rain, rain and more rain. Again, it has been a trying year for our farmers and everyone else who needs periods of rain free weather to get their crops out and projects done. We too have been working hard to stay on schedule with our construction and maintenance projects. In many cases, that has involved shifting scheduled projects around to where we are able to work, especially service upgrades from members. Many requests came in last minute and our crews have been working hard to meet those requests. We are still hopeful for more productive weather to get all our construction and maintenance projects done before we roll right into next year.

Contact Us to Avoid Unforeseen Costs

If you are adding significant load, for example upgrading your grain drying site, give us a call so that we can make sure we have enough capacity available to serve you properly. Too many times we have members install a new dryer, only to find out that we need to make improvements on our system to adequately provide voltage to serve their upgrade. Most of the cost of our improvements, in a situation like this, are borne directly by that individual member. If you add load, such as a drying setup, that may cause your neighbors' lights to dim or voltage to dip when you operate it. We will need to take immediate remedial action. Improvements to remedy these situations need to be made before you would be able to run your dryer. Give us a call before you buy a new dryer system or add any type of substantial load. We want you to make a completely informed decision to avoid any unforeseen costs or operating delays.

2020 Work Plan and Budget to Board This Month

This next year, we will begin work on the projects in year 3 of our 4-year, \$10,750,000 Construction Work Plan. The

2020 plan calls for \$4.6 million in construction and system improvements. Over \$1.6 million will be for the first 10 miles of the 18 miles of transmission rebuilt from just west of our Watson Substation to the City of Madison. In addition to the construction projects, we will continue to work hard on our maintenance projects, such as pole testing and treating and continue to work to catch up on our right-of-way clearing. We have had two right-of-way crews working full time on our system this past year and expect that to continue next year. Next year, we hope to finish the northwest quadrant of our project.

Department heads will present the 2020 Work Plan and Budget to the Board at their regular meeting this month. Everyone working here understands that we work for you, the member-owners. We understand that it is your money we are spending on your electric power cooperative from mine mouth to the meter in your yard. We work hard to be good and effective stewards of both your money and your power grid. You, of course, elect your board to provide oversight and make sure that we are being good stewards.

Prepare for Winter

Get your heating system tuned up—whether gas, oil or electric. Give us a call to get on the schedule. A properly tuned heating system can not only save you money, it will also give you a better chance of making it through the winter without a problem.

Veteran's Day Observed on November 11th

Thank you to all Military Veterans who have served our country in the U.S. Armed Forces; we appreciate your service and sacrifice.

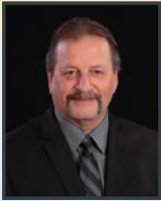
Have a blessed Thanksgiving!



**Minnesota Valley Cooperative will be closed
Thursday, November 28th for Thanksgiving.**



ENGINEERING & OPERATIONS • BOB KRATZ



Manager of Operations

It looks like we are still going to try to get a few projects done before the ground becomes frozen. The wet weather in early and mid-October set the schedule back a bit. Besides getting to last minute service upgrades and larger transformers for added load, the line crews are also doing pole changeouts. In early October, our crews replaced the meter shack in Riverside Substation, which had flooded this year due to the amount of moisture this spring. The shack was built here in the pole yard and

transported to the substation. All of the electronic components, which are very costly, were raised along with the shack itself so we hope this never has to be done again.

This year when the weather gets inclement, the crews will be patrolling Echo, Wood Lake, Minneota, Rosewood, Vallers and AMPI Substations.

In closing, I would like to extend a wish to you all for a great holiday season.



2020 Caucus Meetings

Thursday, February 6th, 2020

District 7: Wayne Peltier • 10:30 AM • Cottonwood Community Center

District 5: Darryl Bursack • 1:30 PM • Clarkfield City Hall

Save the Date

Annual Meeting

Saturday, April 4th, 2020

Prairie's Edge Casino

Comparative Report

	Jan-Sept 2019	Jan-Sept 2018	Jan-Sept 1999
Kwh Purchased	157,785,511	161,668,510	100,678,583
Kwh Sold	148,473,468	152,317,342	94,029,555
Cost Of Purchased Power	\$7,626,422	\$7,935,843	\$3,141,900
Patronage Capital Margins	\$896,483	\$1,269,412	\$341,556
Reserve For Taxes	\$191,997	\$206,250	\$256,000
Cost Per Kwh Purchased (mills)	48.33	49.09	31.20
	September-19	September-18	September-99
Total Plant	\$74,916,427	\$73,445,454	\$32,508,802
Number of Active Services	5,281	5,295	5,191
Average Residential Bill	\$183.59	\$190.58	\$103.28
Average Residential Kwh Consumption	1,421	1,454	1,383
Average Kwh Usage All Consumers	2,452	2,520	1,768
Peak Kw Demand (Peak Load)	27,754	29,644	21,597

Find Your Location Number and Receive a Bill Credit!

We hide two account numbers in every issue of our newsletter. If you find your number, you receive a \$10 bill credit (*Operation Round Up* participants get a \$10 bonus). If neither number is claimed before the 25th of the month, **the unclaimed amount rolls over into the next month!** If both location numbers are claimed in a month, the recipients will split the credit. Once claimed, it will start again at \$10. If you find your number, call 320.269.2163 or 800.247.5051.



Congratulations to Daisy Hansen of Canby who identified her location and received a \$10 credit on her energy bill!

CLAIM BEFORE NOVEMBER 25TH FOR **\$10**



Meet Your Employees



Name	Stacey Boike
Hometown	Montevideo, MN
Family	Husband: Eric; Sons: Kaden (15) and Carson (13)
When did you start at Minnesota Valley?	I started at Minnesota Valley Cooperative on November 5 th , 2001 as Operations Assistant.
What do you like best about working here?	The sense of community among the employees and with the members.
What do you like to do in your free time?	Attend my boys' sporting events, bike and hang out with friends and family.
If you could be anyone from any time period, who would it be and why?	My mom when she was a teenager in the mid-1950's. She was number eleven of fifteen children. It would have been interesting to see what it was like to grow up in such a large family in that era.

Have Fun Decorating and Stay Safe

As the holiday season approaches and everyone starts pulling out the ornaments and lights, make sure to make safety part of your decorating plans. It is important to be intentional about safety, as this time of year has the highest incident rate of household accidents and fires. According to reports from the United States Fire Administration (USFA), fires caused by cooking, heating and open flame all increase during the winter holiday period. Holiday decoration and Christmas tree fires, in particular, are substantially more damaging than other fires. These fires result in twice the injuries and five times the fatalities per fire as the average winter holiday home fire.

Fire is not the only danger facing families during the holiday season. Injuries resulting from falls are a serious concern this time of year as well. R four zero four zero two B About 5,800 individuals are treated annually in hospital emergency rooms for injuries sustained from falls involving holiday decorations. In addition, 4,000 people a year are treated in emergency rooms for injuries associated with extension cords. Half of these injuries involve fractures, lacerations, contusions or sprains as a result of people tripping over the cords. To help make sure your holidays don't go from merry to scary, remember the following holiday safety tips:

- ★ Keep decorations at least three feet away from heat sources – especially those with an open flame, like fireplaces and candles. And remember to blow out your candles when you leave the room or go to sleep.
- ★ The best decorations are safe decorations; so when you are decorating, make sure not to run cords under rugs or furniture, out of windows, or across walkways and sidewalks.
- ★ If you have a natural Christmas tree, water it to keep it fresh and safe. Real trees can dry up and turn into kindling in no time at all. Get rid of the tree after Christmas. Dried out trees are a fire hazard and should not be left in the home or garage.
- ★ Always turn off your decorations when you leave your home and when you're sleeping. Most deadly fires happen while people are asleep.
- ★ Be mindful of how you are using electrical outlets. If you're using extension cords or adapters that add receptacles, consider having a qualified electrician add more outlets to your home.
- ★ Need a perfect gift idea? How about a smoke alarm? Every home needs a working smoke alarm in each bedroom, outside sleeping areas and on every level, including the basement. And remember to test to make sure they're working.
- ★ If you're using a space heater, switch it off before leaving the room. It only takes seconds for a fire to start if a space heater tips over or comes in contact with something combustible, like a blanket or curtains.
- ★ Only use electronics in dry areas. As tempting as it is, you just can't decorate your aquarium with icicle lights.
- ★ Inspect your decorations and discard any that are damaged or worn out.





Member Services Manager

Smart Management. Smart Life. SmartHub.

Life is fast and it can be hectic, but it doesn't all have to be complicated. Paying your Minnesota Valley bill shouldn't be a complex task and with our SmartHub web and mobile app, it won't be.

You may have heard about SmartHub, our innovative tool for account management, but what can it do for you? SmartHub can help you take control of your Minnesota Valley account like never before, giving you more time to focus on other responsibilities.

SmartHub has several features that make managing your account as easy as possible. Whether through the web or your smartphone or tablet (*Android or iOS*), you'll be able to pay your bill, view your usage, contact customer service.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks... or taps, if you're using the app. You'll be able to see your current bill, along with bills from the previous month or even the previous summer, if you want to compare costs. Not only will you see your billing history, but you'll be able to view your actual use. You can see how your use is trending over time, which will allow you to take steps to lower your bill.

Making payments through SmartHub is fast and easy. The first time you make a payment either through the web or through your mobile device, you'll be able to

securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

You'll be able to select how you want to be notified about your bill, including email and text messaging. You will be able to track energy usage daily, monthly or annually. This usage can also be compared to monthly temperature recordings to see how it correlates to your energy usage and billing. We currently have over 1,100 members exploring the many options afforded them by SmartHub.

Reporting a service issue is also quick and easy from the SmartHub mobile app. There's no need to call the office, just let us know about the issue with a few taps. You can also contact Minnesota Valley for customer service requests or with any questions you may have. SmartHub's contact feature makes it quick and easy. G two twenty seven zero three Please do not use SmartHub to report power outages though. This email reporting site is not monitored on a 24 hour basis for power interruptions.

Access SmartHub by visiting www.mnvalleyrec.com or by downloading the app on your mobile device through the Apple App Store (*iOS devices*) or Google Play Marketplace (*Android devices*).

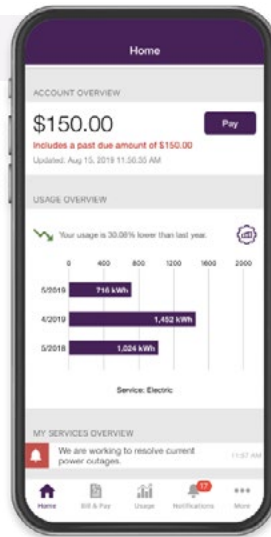
Plenty of things in life are complicated. Manage your Minnesota Valley Cooperative account simply, quickly and easily with SmartHub.



Introducing A New SmartHub Experience

It's the SmartHub you know, **ENHANCED**.

You'll be able to manage your account like never before with the new, improved SmartHub. A new app design featuring an enhanced, user-friendly experience is coming your way soon. With the new SmartHub, your usage details are right up front, allowing you to monitor your account quickly and easily. All of the features of SmartHub, like viewing and paying your bill and contacting us quickly and easily are available at the tap of a button with the new, intuitive app design.



New Look.

New Experience.

Same SmartHub.

Coming Soon!

Office Hours

8:00 a.m. - 4:30 p.m.
Monday through Friday

24-Hour Telephone Answering

320.269.2163
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