# ORTHERN

**July 2022** 



# Congratulations Class of 2022 BEC scholarship recipients!

Beltrami Electric Cooperative awards scholarships annually to students attending high schools within the BEC service territory. This year, the cooperative awarded \$1,250 scholarships to seven area high schools in our service area. To be eligible, a student's parent(s) or guardian(s) must be a Beltrami Electric member and the student must show proof of enrollment in a post-secondary education institution the following year. Each school selected the winners through committees or guidance centers. Beltrami Electric scholarships are funded with unclaimed capital credits that otherwise would be forfeited to the state.



Bemidji High School (Parents: Matt & Shawna Gjovik)



Malori Burmeister Blackduck High School (Parents: Max & Tori Burmeister)



(Parent: Jeanette Chosa)



Kelliher High School (Parents: Rick & Mary Thayer)





**Pemberton-Kingbird** Red Lake High School (Parents: Kimberly Pemberton-Kingbird and Gerald Kingbird)



**Allyson Sea** Walker-Hackensack-Akeley High School (Parent: Bonnie Sea)



\*John DeVries Clearbrook-Gonvick High School (Parents: John & Michelle

### \*At-large scholarship recipient

Beltrami Electric also awarded one at-large scholarship to a student who is a dependent of a BEC member, who attends a school other than the seven listed above. This scholarship was awarded based on a combination of academic achievement, work experiences, participation in school and community activities, submission of a 500-word essay and two written letters of recommendation by a third party.

Beltrami Electric is pleased to contribute to the further education of students each year. We wish them the best of luck in their studies and careers!

### **NORTHERN**

I G H T S

### Northern Lights (USPS 016488), Vol. 69, No. 7

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Office Hours: 8 a.m. to 4:30 p.m. Monday – Friday

Member Service: 218-444-2540 or 1-800-955-6083 www.beltramielectric.com

#### **Board of Directors**

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Monsrud, DISTRICT 3; Craig Gaasvig, DISTRICT 4;
Robert Wallner, DISTRICT 5; Rick Coe, DISTRICT 6

(Minnkota Director)

President and CEO Jared Echternach Editor Angela Lyseng

### **Minnesota State Electrical Inspectors**

Beltrami County

Wade Koons

218-255-3011 - wade@koonsinspections.com

Cass and Hubbard Counties
Brandon Disselbrett

218-640-0187 - disselbrett@hotmail.com

These are the inspectors covering the area served by Beltrami Electric. They can be reached by phone Monday through Friday between 7 and 8:30 a.m. or by email as indicated.

### Gopher State One Call 1-800-252-1166 or 811 www.gopherstateonecall.org

Anyone who plans to dig is required by law to notify the state of their intentions at least 48 hours in advance.

All digging requires the 48-hour notification so that buried telephone lines, television cables, pipelines, utility electrical lines, and municipal water and sewer lines can be located to ensure that none will be severed or damaged.

#### Mission of Beltrami Electric Co-op

To provide excellent value to our members through the safe delivery of reliable electric service, excellent member service and innovative energy solutions at fair and reasonable prices.

This institution is an equal opportunity provider and employer.



# Restoring power safely and efficiently

by Jared Echternach, president and CEO

We do our best to avoid them, but there's no way around it: Power outages occasionally happen.

For most Beltrami Electric Cooperative (BEC) members, outages are rare and only last a few hours. But when major storms with straight-line winds, heavy rain, lightning or even tornadic activity impact our area, extended outages are unavoidable.

So, when the power goes out, how do BEC's crews know where to start working? How do you know if your outage has been reported? We have answers to these questions and more, and it all starts with a safe, efficient plan for power restoration.



When the lights go out and it's safe for our crews to begin the restoration process, they start by repairing power lines and equipment that will restore power to the greatest number of people in the shortest time possible.

This process typically begins with repairs to the larger main distribution lines that service a great number of homes and businesses. After those repairs are made, crews work on tap lines, which deliver power to transformers, either

mounted on utility poles (for aboveground service) or placed on pads (for underground service). Finally, individual service lines that run between the transformer and the home are repaired.

We can't control the weather, but we can prepare for it. BEC keeps a supply of extra utility poles, transformers and other equipment on hand so we can quickly get to work in the event of an outage. When widespread outages occur, multiple crews will be out in the field simultaneously working to repair damage at multiple locations. We also coordinate with nearby co-ops to bring in additional crews when necessary.

A proactive approach to maintenance helps minimize the chance of prolonged outages; this is why you see BEC and contracted crews periodically trimming trees and clearing vegetation near rights of way. We love trees too, but it only takes one overgrown limb to knock out power for an entire neighborhood. Trimming improves power reliability for our entire community. In addition to managing vegetation, we regularly inspect utility poles, power lines and other critical equipment to maintain a more reliable system.

If you experience a power outage, it's best to report the outage yourself, and we make it easy to do. The quickest way to report an outage is through the SmartHub app – with simply a couple clicks, you're done. You can also call into our outage management system by calling 218-444-2540. The automated system works most effectively if we have your current contact phone numbers tied to your account, so it's important to update your information if your contact number changes.

If you have a medical condition

that requires electrical equipment, please let us know, and always have a backup plan in place. This plan could



include a portable generator, extra medical supplies or moving to an alternate location until power is restored. If you plan to use a generator for backup power, read all safety information and instructions before use.

Call or stop into our office to learn more about GenerLink, a transfer switch to safely connect a portable generator, that allows you the flexibility and control to select what you want to run using your home's circuit panel.

Mother Nature can be unpredictable, but as a member of Beltrami Electric Cooperative, you can feel confident knowing we're standing by, ready to restore power as quickly and safely as possible.

### OFFICIAL NOTICE OF ANNUAL MEETING

The 82<sup>nd</sup> annual meeting of the members of Beltrami Electric Cooperative, Inc. will be held at the Marilyn Shutter Stage on the Beltrami County Fairgrounds on Wednesday, Aug. 10, 2022, at 5 p.m., for the following purposes:

- 1. To pass upon reports covering the previous fiscal year;
- 2. To elect three (3) directors of the cooperative in accordance with the Bylaws, one each in Districts 1, 5, and 8, each for a three-year term;
- 3. To transact such other business as may come before the meeting.

Murl Nord, Secretary Beltrami Electric Cooperative, Inc. Board of Directors July 1, 2022

**NOTE:** In order for a member corporation, etc., to participate in business matters, a form must be received by the secretary of Beltrami Electric Cooperative on or before the date of the members' meeting(s). To receive a copy of this form, please contact the cooperative at **218-444-2540**.

### **BELTRAMI ELECTRIC EMPLOYEE NEWS**



Kasey Kampfer – recently accepted the position of warehouseman/ journeyman lineworker.
Kasey started at Beltrami

Electric in April 2016 as an apprentice lineworker. Kasey completed his apprentice training in October 2018 to become a journeyman lineworker. Kasey is also a volunteer with Lakeport Fire & Rescue. Kasey and his wife, Kayla, reside in Laporte with their three daughters.



Ayla Kranz

– recently
accepted
the position
of business
development
coordinator.
Ayla started

at Beltrami Electric in March 2015 with our member services department. She is a graduate of Bemidji State University. Ayla and her husband, Nathan, live in Bemidji and have a 1½ -year-old daughter.



Jessica Delaney
– recently
accepted the
position of
engineering/
operations
representative.
Jessica started

at BEC in May 2013 in the member accounts department. Jessica has a diploma in accounting from Northwest Technical College in Bemidji. Jessica and her husband, Bryan, live near Laporte, and have three children, a dog, a cat and several chickens.

## Sounding the alarm on grid reliability

### NORTH DAKOTA, MINNESOTA AT RISK OF POWER OUTAGES THIS SUMMER

merica's electric grid has become increasingly unstable - and it could begin impacting Minnkota Power Cooperative's members this summer.

That's why Minnkota is joining many of our nation's grid operators and regulators in sounding the alarm on the vulnerabilities that are affecting power reliability. As the pace of change in the energy industry continues to accelerate, so does the risk of rotating power outages and other extended service interruptions. Minnkota's eastern North Dakota and northwestern Minnesota service area is no longer immune to the large-scale grid challenges that have been experienced in Texas and California in recent years.

Minnkota takes its responsibility to provide reliable, resilient and responsible electricity seriously. The cooperative has more than enough generating capacity to meet the demands of its members through its coal, wind and hydro resources. But Minnkota does not operate on the grid alone. Utilities across the Upper Midwest are connected through Midcontinent Independent System Operator (MISO). Emergency events experienced in other parts of the MISO region can and do have impacts back into the Minnkota system.

One of the most significant industry issues is the retirement of baseload and dispatchable power plants – including coal, nuclear and natural gas - without adequate replacements. Wind and solar make up the majority of the new resources being added to the grid, but they are limited by the fact that they are only able to operate intermittently - when the wind is blowing or the sun is shining. While Minnkota supports moving toward a cleaner, more sustainable energy future, it is not something that can happen with the flip of the switch. It will take decades of planning and unprecedented technology development to achieve significant carbon reduction.

### MISO expresses concerns

Minnkota is not alone in coming to these conclusions. MISO issued a dire warning in April that it does not have enough reliable power plant capacity on its system to meet its projected peak demand this summer. The result is an increasing risk of power outage events.

Minnkota both buys and sells surplus power in the MISO system, which estimates a 1,230-megawatt (MW) shortfall in power plant capacity to meet its reserve margin. For context, one megawatt-hour (MWh) is enough electricity to serve more than 800 homes with an hour's worth of power.

"Due in large part to decarbonization goals set by our members and the states in our region, our resource fleet is increasingly reliant on intermittent and weather-dependent resources," said Wayne Schug, vice president of strategy and business development at MISO. "As this trend continues in the future, MISO needs to evolve the grid, our markets, and our

operational capabilities, which is just as complex as it sounds."

In a recent interview in the Wall Street Journal, MISO CEO John Bear added to this point by saying, "As we move forward, we need to know that when you put a solar panel or a wind turbine up, it's not the same as a thermal resource."

MISO's peak demand for electricity typically occurs in the summer months during the hottest days of the year. The organization is conducting training and exercises to prepare for worst-case scenarios and is also implementing lessons learned and best practices. Likewise, Minnkota's energy marketing team is working to ensure it's ready to respond to volatile market and reliability conditions.

### **NERC** issues grim report

The North American Electric Reliability Corporation (NERC) - the federal regulatory entity responsible for the reliability of the nation's electric grid - is also expressing concerns heading into the summer season. According to NERC, MISO is in the "high risk" category, and has the potential of "facing capacity shortfalls in its north and central areas during both normal and extreme conditions due to generator retirements and increased demand."

NERC's Summer Reliability Assessment notes that reliability challenges are being compounded by evolving demands on the power grid, which has grown increasingly complex as renewable energy assets are added.

"There's clear, objective, inclusive data indicating that the pace of our grid transformation is a bit out of sync with the underlying realities and the physics of the system," said John Moura, NERC's director of reliability assessment.

Along with the changing power supply mix, NERC also identified extreme weather conditions, high seasonal demand for electricity, supply chain issues and cybersecurity threats as other risks impacting reliability.

### What is Minnkota doing?

While there are challenges, Minnkota supports efforts to reimagine how electricity can be produced, delivered and consumed. But the implementation of these ideas must be met with caution and common sense. After all, there is a lot on the line. A resilient and reliable electric grid that affordably keeps the lights on is the cornerstone of the American economy and our national security. Any missteps in an energy transition of this magnitude can have irreversible consequences.

So, what can be done? Minnkota is only one of thousands of utilities

across the country, but it is taking its own steps to protect itself from power reliability challenges.

### • Training and education

Minnkota's employees are trained to respond to emergency grid events and continuously work to shield members from the volatility of the grid and markets. The cooperative also invests significant time in helping memberconsumers, lawmakers, business interests and others in the general public understand the challenges the industry faces and the complexity in providing reliable power to the region.

- Maintaining a diverse energy mix Minnkota's energy portfolio consists of a diverse mix of coal, wind and hydro resources. Working together, these facilities help ensure 24/7 reliability on the Minnkota system. Coal-based facilities remain the workhorse of the system and are routinely available to produce power during the vast majority of each year.
- Upgrading our power delivery systems Minnkota is building, upgrading

and replacing the power delivery resources that connect its communities. New technologies are being added to Minnkota's grid to provide enhanced data and communication capabilities - all in an effort to respond more quickly to issues and improve overall reliability.

### Continuous cybersecurity evolution

Minnkota continuously works to protect the electric grid from physical and cyber security threats. Energy experts in Minnkota's Control Center monitor the grid 24 hours a day to ensure the safety of the cooperative's employees, infrastructure and data.

### Strategically utilizing demand response

Minnkota has one of the most robust and effective demand response (also called off-peak) programs in the country. Through the program, Minnkota and its members can temporarily control electric heating, water heating and vehicle charging loads - shifting electrical demand when economical resources are not available.

By Ben Fladhammer

### Understanding the grid

Minnkota Power **Cooperative system** 





Where Minnkota Power **Cooperative fits into MISO** 

(Midcontinent Independent System Operator)

### Where MISO fits into the nation's grids



### CLASSIFIEDS

### **Classified ads rules**

- · Ads are due by the first of the month prior to publication of the next issue.
- o Ads submitted by July 1 will be published in August issue.
- o Ads submitted between July 2 and August 1 will be published in September issue.
- · Ads may be submitted via our website at www beltramielectric.com. (preferred)
- · No real estate, rental, personal or commercial ads will be accepted.
- · All ads must be 50 words or less and typed or printed clearly.
- · Editor reserves the right to edit or reject any ad.
- Members may only submit one for sale and one wanted or free ad per issue.
- · Ads are published at no charge as space permits on a first-received, first-printed basis, with no guarantee your ad will appear.
- · Ads are only allowed to be repeated for three consecutive months and must be resubmitted each month
- · Include name and Beltrami Electric account number on all submissions.

#### For Sale:

2009 Bighorn 3670RL in excellent condition. Pulled less than 300 miles. Nonsmoking, no pets, 4 slides, air conditioned, gas heat, widescreen TV, fireplace, leather seating, center kitchen island, convection microwave, gas range, central vac, king size bed, fridge/freezer, other amenities. Motivated seller. \$21,999/obo.

SuperGlide 2700 5th wheel hitch with capture plate. 218-751-8629.

1992 Chevy Silverado with 7' 6" Boss V-plow. 350 C.I. 187,000 miles 4x4 1/2-ton, auto. New tires less than 100 miles. New brakes and brake lines, \$4,200, Mark 218-759-1956.

Poulan Pro 24" 5.5 hp self-propelled walk behind snowblower. Electric start, always stored indoors, well maintained. New belts, fresh oil change. Everything works. \$430 cash firm. Becida 218-854-7483.

Sony TV model KDL 32S3000 Bravia LCD Digital Color 32" diagonal; HDMI and cable; works good \$75. Deer mount; nice 14 plus points \$125. Call for pics, 218-586-2776. Don/Kris.

Vintage Elna sewing machine with wooden cabinet. Call 218-368-8930

"Perfect Aire" portable air conditioner. Used for about two months last summer. Paid \$550 will sell for \$200. Contact 218-854-7444, do not call after 8 p.m.

German Shorthair Pointer puppies. Good hunters and both parents have calm dispositions. AKC registered. Available end of July. \$800/ puppy with a \$200 non-refundable deposit. Call Mike at 218-308-0931 for details and photos.

4x8 utility trailer. GVWR 1,180-lbs two spare tires included. \$40/obo. Call 218-209-5423.

Drop-in pickup bed liner for 5.5-foot bed. Came out of an 06 Ford F150 crew cab. \$10.

Like new, leather, electric recliner, brown, Was \$2,000 new, asking \$850. Call 218-335-6882.

'55 Ford Sunliner convertible, excellent condition, power windows, top, seats, steering, brakes. Continental kit. \$35,000. '50 Chevrolet Deluxe convertible, all original, believed to be 52,000 original miles, original spare still in trunk, has all available accessories, \$35,000. Cash only. Pictures available upon request. 218-760-1095.

Black corrugated double wall plastic culvert 7 x 12" o.d.; Hobby Lock 3-thread serger in bag; Richmond Cedar Works 5-qt. electric ice cream freezer; gray fiberglass screening 54' x 63"; CCCs era footlocker. 218-547-1836.

MEC 600 Jr. 12-gauge shotshell reloader with automatic primer feed; \$200. MEC 600 Jr., 20-gauge shotshell reloader: \$150. Also have some components available including empties, lead shot, wads, etc. Call Tim at 218-243-3330.

3 used metal window wells, 35" wide x 14" deep x 24" high \$10 each. Ryobi RY28000 26cc power head \$125, Ryobi RY15520 pruner attachment \$90, Ryobi RY15704 hedge trimmer \$60. Used very little, excellent condition in original boxes with operator manuals. Cash only 218-759-1433.

Green dresser five drawers matching nightstand, \$89. 14' Alumacraft boat, \$250. 8' tall 8" wide wood treated posts, \$15 each. Rocking chair, wood with green pad, \$55. Alumna ladder, 32', \$200. 218-224-2483.

Grumman canoe, \$600. Jazzy Power chair, \$450. Jet3 Power chair, \$450. Epiphone acoustic guitar with soft case, \$200. Gremlin G-10S with hard case, \$60. Bundy Alto saxophone with hard case, like new, \$900. Miracle Nintendo keyboard with console deck, cartridge, complete Martin silver saxophone, \$450. 218-368-6119.

Stepper exerciser, Paid \$649, sell for \$100. Can't use anymore-knee going out. 218-553-4305

1997 Cougars, XR7, \$1,200 for both or \$800 each. 2005 Harley Davidson Fat Boy, Anniversary Edition, 18K miles, boss bags, new lube, new tires, much chrome, \$8,600. Two boat trailers, square tube, roller bed, 16-ft, \$350, 18-ft, \$450. 218-766-5285.

Montgomery Ward lawn tractor with matching trailer. Bought in the 1970s, would be good for a restoration project. \$250. Call for more info. Antique metal pie safe, \$50. Old dome-top trunk, \$20. Old radio cabinet, tall on legs, no radio. Made by Berkey and Gay Furniture, \$50.

Fiberglass canoe, \$300. Children's playhouse, \$75. New roll of barbed wire, heavy gauge, \$40, 218-224-3110 or 218-407-4791. Leave message

88-key electric organ, \$50. 218-751-7792.

Camping supplies: stools, chairs, Coleman stoves and gas lantern, cooking utensils, downfilled sleeping bags, Eureka Draw-Tite tent. Case of roofing nails (coils), 2 interior doors, louvered door set, misc. wiring and building supplies, power outlet on a post. 3 pairs of Western boots, \$30 each. 3 Stetson Western hats, \$50 each. 218-586-2884.

1949 Ford F-1 1/2-ton custom pickup truck, 7,000 miles since the restoration. 76 Ford 302 V-8, C4 transmission, Thunderbird rearend. Volare clip with rack and pinion steering. 218-443-6326

Antique single bed, slightly wider and shorter than twin, finished oak headboard and footboard. Mattress (included) is 41"x70". Excellent condition - \$30. 218-444-7258

#### Wanted:

Looking for a canvas wall tent with stove jack in good shape. Call or text Jared 218-766-6283.

Free golf clubs. 218-556-2743

Deer rifle for starter hunter, bolt action, righthand shooter. 218-766-5285.

Looking for free vintage duck calls - any condition. Text or call 218-991-2170.

#### Free:

Tree surrounds - 8 pcs. fence - 5 ft. high and 10 ft. long. 218-556-1213.

Assorted flowerpots, indoor and outdoor. 218-586-2884

### **BOARD MEETING HIGHLIGHTS**

Beltrami's board conducted its regular monthly meeting Monday, May 23, 2022. A quorum of directors was present.

#### The following reports were given:

- · A member addressed the board regarding a service improvement.
- President and CEO Echternach and the board discussed recent safety successes and observations.
- President and CEO Echternach made his monthly report, including employee updates, legislative issues affecting the electric industry and new loads.
- Jamie Overgaard with Minnkota Power Cooperative presented the Integrated Resource Plan.
- President and CEO Echternach discussed meetings attended, upcoming meetings and the Technology Park.
- Rich Riewer presented the 2022 construction work plan.
- Arlene Hogguist presented the April financial report.
- President and CEO Echternach presented a Sanford Health Foundation request.
- President and CEO Echternach presented updates to the cooperative's Service Standards 2000.
- · Rick Coe reported on Minnkota Power.
- Murl Nord and Rick Coe reported on the NRECA Legislative Conference.
- The policy committee presented revisions to BEC policies.

#### The following actions were taken:

- · Approved the consent agenda
- · Approved the Integrated Resource Plan.
- · Approved the BEC policy revisions
- Approved to hold the July board meeting on Monday, July 25, 2022, at 8:30 a.m.
- · Approved the director fees and expenses and president and CEO expenses

The next board meeting will be held Monday, July 25, 2022.

### **SEE YOU AT THE FAIR!**

82nd Annual Meeting/Night at the Fair Wednesday, Aug. 10, 2022

- Annual Meeting (5 p.m.) at the Marilyn Shutter Stage
- Register for the meeting by 6 p.m. to receive \$10 in BEC Food Bucks to spend at food vendors that night until 8 p.m.
- Bucket rides
- · Meet mascots LED Lucy & Solar Sam
- Watch a live high voltage safety demo by BEC's line crews
- Free parking plus shuttles to the stage
- FREE concert in the grandstand at 6:30 p.m., featuring Poppa Bear Norton, America's #1 Daredevil Country Duo





### **UNCLAIMED CAPITAL CREDITS LIST**

These former members may contact Beltrami Electric Cooperative by calling the office at 218-444-2540 or 1-800-955-6083 or via email at info@beltramielectric.com.

ADAIR. PENNY Y.: BLACKDUCK. MINN. ADAMS ESTATE, GUY E.; PLYMOUTH, MINN. ANDERSON. JOANNE: EVELETH. MINN. ANDERSON ESTATE, PATSY; BEMIDJI, MINN. APPLIED CONCEPTS COMPUTING; BEMIDJI, MINN

ARCHER, JOHN; HERMANTOWN, MINN. ARMBRUST ESTATE, HARVEY; TRIMONT, MINN. ARNOLD, ROBERT W., AND LINDA; BAGLEY, MINN

AYDT DIANE M · I ONGVILLE MINN BACKMAN ESTATE, VANETTA R.; WALKER, MINN.

BAHR, LORI; PINEWOOD, MINN. BAKER, DONALD R.; BEMIDJI, MINN. BAKER, MELISSA K.; NEW YORK MILLS, MINN. BAKKEN. JEFFREY L.: GOODRIDGE, MINN. BANASZEK ESTATE, JEAN; BAGLEY, MINN. BARCUS, ROBERT; GRAND RAPIDS, MINN. BARSTAD, SCOTT; BEMIDJI, MINN. REAM JASON G · REMIDJI MINN BEAULIEU. ALBERTA: BEMIDJI, MINN. BEAUMONT, BERT AND ARLENE; BRAINERD,

BECKMAN, SCOTT R.; BURNSVILLE, MINN. BECKSTRAND ESTATE, ROGER W.; BAGLEY,

BELMORE, GEORGE C.; ELK RIVER, MINN. BELT ESTATE, VERA; MORTON, MINN. BEMIDJI BUILDING CENTER; BEMIDJI, MINN. BEMIDJI POTATO CO: BEMIDJI, MINN BENSON ESTATE, JOSEPH; GLENWOOD, MINN. BERG, GARRETT; WARROAD, MINN. BESCH, JESSICA M.; BEMIDJI, MINN. BEVER, KENT A.; ALEXANDRIA, MINN. BILLMAN. BARBARA A.: MAHNOMEN. MINN. BIXBY, TRACY M.; BEMIDJI, MINN. BLASHILL, RENEE A.; WALKER, MINN. BLY. ROBERT: MOOSE LAKE, MINN. BODIN, TODD A.; DEER RIVER, MINN. BOHN, DALE R.: BEMIDJI, MINN. BOHN ESTATE, RANDY; RED LAKE, MINN. BONGA, DANA; RED LAKE, MINN. BOSANKO, JENNIFER L.; BLACKDUCK, MINN. BOVENDAM. STEPHEN: ALEXANDRIA. MINN. BOWSTRING ESTATE. THOMAS: CASS LAKE. MINN

BRACE ESTATE, DEBRA M.; COTTAGE GROVE,

BRAMBRINK. ANGIE F.: ISLE. MINN. BRENNAND JOHN B WAIKER MINN BROWN. CHARLES L.: PRIOR LAKE, MINN. BROWN, BRYAN T. AND CINDY K.; BEMIDJI,

BROWN, JANICE M.: BEMIDJI, MINN. BRUGMAN ESTATE JANE E DUI UTH MINN BRUN, JEFFREY W.: REDLAKE, MINN. BUSH, ROBERTA A.; BEMIDJI, MINN. BUSHMAN, RICHARD AND SHARON; CASS LAKE MINN

CALDWELL JAMES H. BEMIDJI MINN CALDWELL ESTATE, ETHA; CASS LAKE, MINN. CALHOON ESTATE, HELEN AND COREY; LAPORTE MINN

CAMERON. JON T.: BEMIDJI. MINN. CARLSON FLIZABETH: WILLMAR MINN CHAPMAN, SHANE L.: BEMIDJI, MINN. CHASE, KATHERINE G.; SAINT PAUL, MINN. CHIA. LI J.: BEMIDJI. MINN. CHINOOK VENTURES: BEMIDJI, MINN. CHOUNARD, ROY Z. AND BEVERLY J.; TWIN VALLEY MINN

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CHRISTIANSEN. SHERI L.: BEMIDJI. MINN.

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COLEMAN ESTATE, KEN J. AND NORMA P.; DETROIT LAKES, MINN. COLFORD JOHN: REMIDJI MINN

COMSTOCK ESTATE, DELPHA; THIEF RIVER FALLS, MINN.

CONNOR, JONATHAN; CASS LAKE, MINN. COONS, JAMEY AND SALLI M.; BEMIDJI, MINN. CORONA ROBERT W. REDIAKE MINN CORRICK ESTATE. LESLIE: WALKER. MINN. CORRIGAN, MICHAEL L.; MINNEAPOLIS, MINN. COUNTY LINE DIST CO., SCHMIDT, JOHN E.;

BEMIDJI, MINN. COYOTE, BARNEY: MINNEAPOLIS, MINN. CRABLE, HARVEY R. AND CYNTHIA L.: LUVERNE, MINN.

CRAMER, JESSIE M.; CASS LAKE, MINN. CUMMINGS, MONICA A.; BEMIDJI, MINN. CLITRANK BONNIE I · PENNINGTON MINN DAHL, CLIFF, J.: BEMIDJI, MINN. DEGIDIO, RONALD J.; BEMIDJI, MINN. DEMARCO, BLANCA; BEMIDJI, MINN. DEMARIS ESTATE, BERTUS E.; DELANO, MINN. DENNIS, TERRY; BLACKDUCK, MINN. DEVRIES, ADAM ; WALKER, MINN. DOERRING, LANE AND BARBARA; NEVIS, MINN. DOWNWIND SR ESTATE, BYRON; REDBY, MINN. DROWN ESTATE, VIRGINIA L.; MINNEAPOLIS,

EARL, STEPHAN H.; CHAMPLIN, MINN. ECK, DEBBIE; GONVICK, MINN. ECKERT, PEGGY S.; THIEF RIVER FALLS, MINN. EDWARDS, SCOTT; BEMIDJI, MINN. EISCHEID ESTATE. JEAN M.: WALKER. MINN. ELLENBECKER, TOM K.; ROCHESTER, MINN. ELLIS ESTATE, CLAUDE L. AND YVONNE M.; COTTAGE GROVE, MINN.

MINN.

ELSNER ESTATE, IMOGENE; MINNEAPOLIS, MINN.

ERDRICH, RALPH D.; RED LAKE, MINN. ERICKSON ESTATE, MANFORD E.; BEMIDJI,

FAGANN. ANTOINETTE: BLACKDUCK. MINN. FAIRBANKS ESTATE. CHARLES S.: BEMIDJI.

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### BELTRAMI ELECTRIC MEMBER SATISFACTION SURVEY

TOLMAN, TOD A.; BEMIDJI, MINN.

Beltrami Electric Cooperative (BEC) has contracted with Bellomy Market Research to conduct member satisfaction surveys this summer. Member feedback will be collected via telephone interviews as well as online surveys. Members will be randomly selected from telephone and email lists and asked to participate in the upcoming survey. The survey is expected to last no more than 15 minutes. By participating in our member satisfaction survey, you're helping us deliver on our mission of providing exceptional member services and the safe, reliable electric power you depend on!



### Note: Satisfaction surveys to be conducted in June-July

#### **TELEPHONE SURVEYS**

- All survey calls will generally be made from a local area
- All survey calls will be displayed on caller ID as being from "Electric Co-op."
- All survey calls will primarily be made weeknights, from 5 p.m. to 8:30 p.m., with weekend calling limited to Saturday only (no Sunday calling is permitted).

### **ONLINE SURVEYS**

• The "from" email will be labeled "Cooperative Difference

Survey" and can originate from two possible email addresses: cooperativesurvey@bellomyonline.com or cooperativesurvey@bellomymail.com.

- Both the email invitation and the survey will be branded with BEC's logo.
- The email invitation will include a link to the survey and a unique ID code. Members will be asked to type in the unique ID number provided.
- Online survey participants will have approximately seven (7) days to complete the survey.