


NORTHERN

L I G H T S

November 2022



**Beltrami Electric
Cooperative Inc.**

® Your Touchstone Energy® Cooperative 

Now accepting donations

for Beltrami Electric's Mitten Tree!

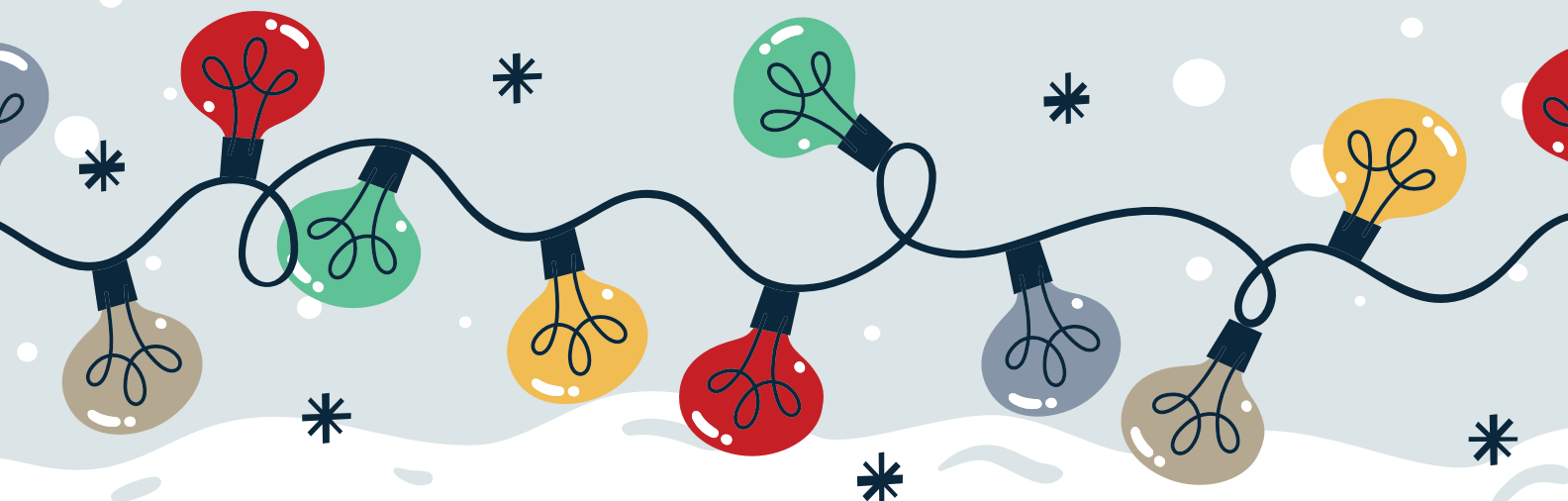
We are looking for donations of **NEW AND HOMEMADE** mittens, gloves, hats and scarves for children ages infant to 5 years old. Beltrami Electric will deliver items to our seven area Head Start and Early Child Family Education (ECFE) programs, as well as St. Mary's Mission School in December.

As the number of children has grown each year, we would love to ensure that each child gets one item. In 2021, we delivered a record number of donated items to children in our communities!

Donations will be accepted through **Wednesday, Dec. 7, 2022**, and can be dropped off in the collection bin in the lobby at Beltrami Electric's office at 4111 Technology Drive NW in Bemidji.



If you'd like to help keep our area children warm and cozy this winter, please consider joining BEC in collecting these items: mittens, gloves, hats, scarves, etc.



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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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Vice Chair	Sue Kringen, DISTRICT 8
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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 811
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.



A good game plan yields results

by Jared Echternach, president and CEO

Wayne Gretzky, Michael Jordan and Tom Brady each have something in common. They know how to execute a game plan. The proof is etched on the Stanley Cup, found in NBA titles and on Super Bowl rings.

But without a game plan, and the ability to execute a game plan, would these hall-of-famers collectively represent 17 championships? Likely not.

In business and in life, it's good to have a game plan (a strategy). But hindsight provides plenty of examples of businesses and individuals that failed to adapt or think ahead.

In the early 1900s, an unnamed banker told a cautious investor asking about investing in the Ford Motor Co., "The horse is here to stay but the automobile is only a novelty – a fad."

The investor initially agreed, but wisely reconsidered. If the banker stuck with the status quo, he missed the benefits of "the fad" that reshaped transportation and manufacturing across the world.

In 1975, an engineer at Kodak invented digital photography while working for the world's leading photo brand. The prototype digital camera and recording process was

a bit bulky, but Kodak dismissed the idea of displaying pictures on a screen.

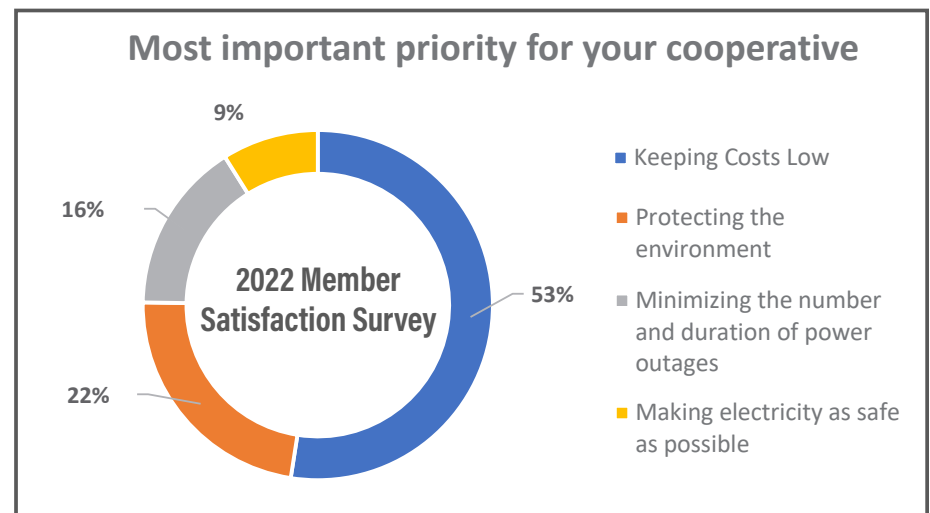
Years later, the engineer told a New York Times reporter, "They (Kodak) were convinced that no one would ever want to look at their pictures on a television set. Print had been with us for over 100 years, no one was complaining about prints, they were very inexpensive, and so why would anyone want to look at their picture on a television set?"

Once one of the world's most successful companies, Eastman Kodak filed for bankruptcy in 2012.

Understanding our members

We're an electric cooperative, owned by you, our members. So, it's imperative we understand what is important to you. How do we know what is important to our members? We ask them. This summer we surveyed our membership to gauge their satisfaction and engagement and to identify their priorities. Our members were clear and candid in their responses. So, if you received a survey and responded, thank you for participating. Your opinion matters.

A detailed summary of the survey is located on page 4, but I'll share



with you here the key takeaways in terms of what our members prioritize. First and foremost, keeping costs low is far and away our members' highest priority. A distant second are environmental issues, followed by reliability and safety.

You'd be hard pressed to find me making the statement that safety is our fourth priority. In fact, if you hear me say that you'd likely wonder if I'd lost my marbles. My interpretation of our members' priorities is that we've done such a great job on safety and reliability, that these categories are a given to them. We all know that it takes hard work and dedication to be safe and reliable and we will never rest on our laurels or become complacent in these areas. However, our members clearly prioritize costs above the other three categories.

Mapping our game plan

At Beltrami Electric, our mission is focused on four core essentials: safety, reliability, financial responsibility and member satisfaction.

We're a cooperative owned by the members we serve. And our game plan (strategy) is focused on demonstrating results in these four essential areas.

We recently met with all employees and board members to review our current strategic plan and lay out a slate of new strategic

objectives going forward. We're in the process of finalizing our next "game plan," with initiatives that support the mission, vision and values of Beltrami Electric in our service to members.

Measuring results

Unlike professional sports, we don't have a game each week to measure the success of our game plan. But we do track key measurements in our core areas of operation using a Balanced Performance Scorecard.

For example, in 2018, we set a goal to improve our member satisfaction rating. In 2018, members gave us a rating of 74 on survey questions that comprise an index called the American Customer Satisfaction Index (ACSI®)*.

The index is a proprietary model that tracks outcomes from three questions on a 0 to 100 scale, including overall member satisfaction, an expectation question and a question comparing each utility to the ideal utility.

Beltrami Electric received an ACSI® rating of 77 from members this year, a three-point improvement since our last survey. The result matches the goal we set during our 2018 strategic planning process. It also reflects the execution of our game plan that focused on improving member satisfaction and overall member experience.

We're proud of the results and

ACSI®
SCORE **77**

Our member responses were sent to the American Customer Satisfaction Index (ACSI). For 2022, Beltrami Electric received and **ACSI score of 77 out of 100**. The benchmark for cooperatives is 73.*

***Cooperative - The American Customer Satisfaction Index (theacsi.org)*

the recognition of our efforts by members. We're also proud to report that we're one of the most reliable electric cooperatives in Minnesota, which reflects wise investments in underground cable and proactive maintenance of our electric distribution system. We also operate one of the safest, and most financially responsible, cooperatives in the state.

We develop and track our "game plan" to better serve you. We continuously strive to improve in all aspects of our operation. Our next strategic plan will do the same.

As our new game plan unfolds to better serve you over the next few years, we'll keep you posted.

***Surveys were administered by Beltrami Electric and modeled by ACSI LLC using the proprietary ACSI methodology. ACSI is a registered trademark of American Customer Satisfaction Index, LLC.*

Member privacy – Red Flags Rule

Millions of Americans have their identities stolen each year. As a result of that startling statistic, the Federal Trade Commission has developed a regulation called the "Red Flags Rule." The Red Flags Rule requires businesses to develop a program to detect, prevent and minimize the damage that could result from identity theft.

The data privacy of our members is important to us, and as a Beltrami Electric member, you may be asked to provide additional information and identification when you make inquiries on your account, such as verifying the last four digits of your social security number.

A member may complete an Authorized Contact Agreement form to allow us to give account information to others you want to have access to your account. This permits an Authorized Contact to make inquiries on the account to which they are authorized. The Authorized Contact must provide their name, date of birth and the last four digits of their social security number in order to receive account information. While these practices may seem intrusive, please understand that these procedures are in place to protect your member data and prevent the occurrence of identity theft.



Member Satisfaction Survey RESULTS



Serving our members is at the core of Beltrami Electric’s mission and purpose. For more than 80 years, we have been meeting the needs of our members by providing reliable and affordable electricity, implementing new technology and developing programs that provide you with value and comfort.

We are always looking for ways to better serve and improve the lives of our members. To do this successfully, we know we must be aware of needs, desires and overall satisfaction with the cooperative.

We recently conducted a survey of our residential members to assess overall satisfaction, examine awareness of programs and evaluate services offered by Beltrami Electric. Four hundred members were surveyed in June-July, using a combination of phone and email responses. This survey sample gives us a margin of error of +/- 5% and a 95% confidence level. We appreciate members taking the time to take part – the following are some results:

ACSI®
SCORE 77

The results of this survey provide a benchmark for us to grow and improve. The needs of our members, partnered with our core values of accountability, community involvement, innovation and integrity, guide our strategic planning and decision making.

SATISFACTION

PROVIDES RELIABLE SERVICE



HANDLES COMPLAINTS AND PROBLEMS PROMPTLY



IMPROVES THE QUALITY OF LIFE IN YOUR COMMUNITY



IS A NAME YOU CAN ALWAYS TRUST



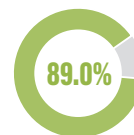
PROVIDES GOOD ADVICE ON ENERGY-RELATED MATTERS



COMMUNICATES WITH YOU ABOUT IMPORTANT ISSUES



PROVIDES A GOOD VALUE FOR THE MONEY YOU SPEND

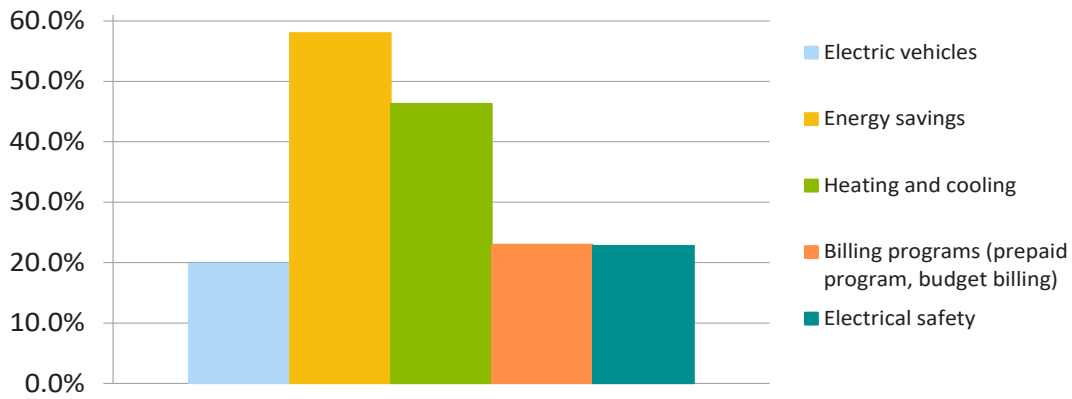


of members expressed interest in an off-peak rate for EVs

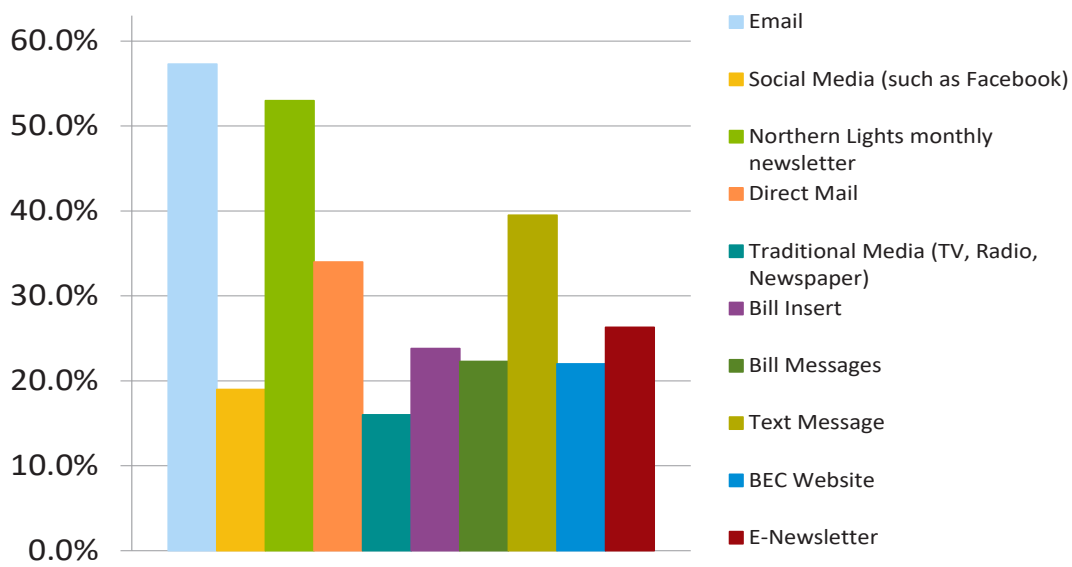


of members expressed interest in a time-of-use rate

Industry-related topics members are most interested in



Best ways for Beltrami Electric to communicate with you



BE PREPARED FOR WINTER STORMS

1 Retain indoor heat as long as possible. Do not open exterior doors unless absolutely necessary.

2 If you see a downed power line after a storm, assume the line is energized and do not approach.

3 Having an emergency cold weather kit could make all the difference while crews are working to get your power back on.

4 When using an alternate heating source (like a fireplace or woodstove), make sure you are following the operating instructions.

5 To help prevent your pipes from freezing, keep the faucets slightly on to allow a drip.

CLASSIFIEDS

Classified ads rules

- Ads are due by the first of the month prior to publication of the next issue.
 - o Ads submitted by October 1 will be published in November issue.
 - o Ads submitted between October 2 and November 1 will be published in December issue.
- Ads may be submitted via our website at www.beltramelectric.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:

31-ft 600V cable with electrical ends, \$75. 25-ft 600V cable w/elect ends, \$50. Used Queen size box spring, good cond., \$25. 218-444-2280.

4 original rims for a Corvette. Please call 507-282-8546.

Fish House Skis - Outdoor Tuff 2 x 60" + 1 x 34" ball hitch frame. \$450. 913-909-8355.

2012 Chrysler Town and Country Touring ED 3.6L V6 DOHC 24V gasoline front wheel drive. No accidents, no damage. Exterior burgundy/black interior, new tires in excellent condition, 135,000 miles. \$9,000. Please call 218-209-9970 if interested.

5-ft brush cutter needs work \$275. Please call 218-835-7484.

Sun Mountain V1 Speed golf cart. Used twice. \$150. Husqvarna Viking sewing machine \$40. Kenmore sewing machine \$30. Canon Z135 35mm zoom camera. Exc. Cond., case and 6 rolls of film \$40. 218-586-2531.

Steel tracks for Bobcat skid-steer, fits models 773, 7753, S175, S175, S150, S160, S205. \$2,250. 218-766-4976.

Plain walker with no wheels, \$10. Folding walker with two 5" wheels, \$20. Folding walker with four 3" wheels and two clamp-on forearm supports and hand grips, \$30. Bedside commode with removable waste bucket, \$20. 218-760-3614, Leave message.

08 Beige Malibu, low mileage. \$8,000. 218-368-4545. Evenings only.

Reloaders: Lyman powder dispenser/scale plus/

minus. 10 grain accuracy. Used very little. Works great. \$150. 218-766-2627.

Cutting torch set, hoses and cart included, \$150. Please call 218-835-7484.

Mixed firewood, cut, split, seasoned, near Kelliher. \$60 standard pickup load, you haul. 320-557-8080.

Split dry jack-pine. \$119 for box pickup. Delivery available. Call Don at 218-368-9243.

Youth bow, 3 arrows, and hard case. Great for kids 4-10 yrs. old approx. Exc. cond. \$200. Also have a set of 4 Nexen tires, 235/40R19. Good cond. \$80. 218-368-4834.

Sale at Northern Town Hall: Nov. 11, 2022, 9 a.m.-3 p.m. Vintage quilts - restored, many hand quilted. Measurements and condition info attached to each quilt. Northern Town Hall. Cash, check or Venmo only.

Hay for sale, square bales. \$2.50 per bale. 218-224-2523.

7x14 permanent icehouse. Five holes, single bed, cabinets, counter w/microwave, propane hookup, heater-wall unit. \$4,500. Text or call 763-228-9761 or 763-807-9185.

Acrylic brochure holders for slat wall. 218-444-3689.

Chrysler slant 6 motor, 30K miles. \$500. 1969 225 V6 Buick motor from a boat, 400 hrs., \$700. Call 507-319-1287.

Oats by the bushel, \$ tbd, and small square straw bales \$6/bale. Please call 218-766-8167.

Massey Ferguson 40, industrial model. 4-cylinder gas, hydrostatic. Hydraulics are strong. Oil and fuel filter just changed; carb cleaned. Plugs and intake gasket just replaced. 3-point. Includes box blade attachment. \$3,800. Call Dave at 218-407-0502.

7.5' beautiful Ponderosa Pine Christmas tree, easy set up with 3 sections, bottom two have fold-up branches for easy storage. Used 3 seasons. Excellent condition. \$150/obo. 218-751-5672 or 218-556-0334. Please leave a message.

Push type metal snow scoop, \$10. Tree stand, \$40. Winter fishing equipment: misc. rods, baits, airplane jigs, gaff hooks, folding metal chairs, fabric shelters (one drapes over back of pickup, one over vehicle door-fish from vehicle). Men's winter boots, size 9½. 5-gal plastic pails, \$1. Seat for pail top. 218-586-2884.

Echo self-propelled leaf vacuum/chipper w/flower bed vacuum attachment, \$650/obo. Hewitt aluminum 1500# capacity boat lift with gray vinyl canopy, new bunks and wheel winch valued over \$1,250. Yours for \$850, move it across the ice cheap this winter. Snow rake with extensions \$49. 320-583-0471.

Beretta PX4 Storm CO2 air pistol. Out of pkg/mint condition and comes with a box of CO2 cartridges. Made in Japan for the UmarexUSA Company. \$50 218-444-6014.

Craft Fair, Bake Sale & Raffle. Holiday shopping local! Sat., Nov. 19 from 9 a.m.-3 p.m. New Salem Lutheran Church. 7491 Island View Drive NE. 10 miles north of Bemidji on Highway 71.

4' x 5' round bales of good mixed grass and alfalfa hay for sale. \$45 per bale. We load, you haul. Call 218-751-8191 before 7 p.m. and ask for Dave.

Troy-Bilt Lawn Tractor - 26J Mini-Rider with bagger. \$600. 218-759-2099.

60" snowplow, fits Honda ATV. LP non-vented garage heater, \$100. Gun cabinet, wood, non-locking, \$50. 14-ft alum. fishing boat, 7.5 hp Mercury, trailer, trolling motor, \$750. 17-ft fiberglass double ender excellent ricing canoe, \$500. Two tan reclining chairs, \$75. 218-766-0478.

Wanted:

Wanted! Living kidney donor blood type O. My sister Tammy (Steele) Collins has been on the kidney transplant list for 2 years (PKD). She started dialysis in May. Her doctor said being she is also a diabetic she needs one as soon as possible. If interested, please call Fargo transplant 701-234-6715.

1973-1979 Ford F150, 1966-1977 Ford Bronco, 1955-1957 Chevy. For parts or to restore. 218-368-4923.

Looking for 1980-1990 Honda 600/650 dirt bike engine. Call 218-929-3202.

Free matches or match books. 218-556-2743.

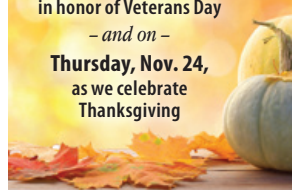


90¢
 Perfected the holiday turkey for the in-laws?
 It's a powerful experience, powered by 90 cents of oven energy.



Beltrami Electric will be closed on:

Friday, Nov. 11,
 in honor of Veterans Day
 - and on -
Thursday, Nov. 24,
 as we celebrate
 Thanksgiving



Need help paying your electric bill?

The Energy Assistance Program (EAP) helps pay for home heating costs and furnace repairs for income-qualified households. We urge you to contact them immediately to avoid disconnection if you feel you are eligible for aid. (Eligibility is based on energy costs, household size and the three most recent months of income.)

Are you a senior living on a fixed income or suffering from a temporary financial shortfall? Then the following agencies may be able to assist you with your electric bill.

Bi-CAP in Bemidji

6603 Bemidji Ave N, Bemidji, MN 56601
 218-751-4631

Bi-CAP in Walker

8245 Industrial Park Rd NW, Walker, MN 56484
 218-547-3438

KOOTASCA

201 4th St. NW, Suite 130,
 Grand Rapids, MN 55744
 218-999-0824

Leech Lake

115 6th St. NW, Cass Lake, MN 56633
 218-335-3783

MAHUBE-OTWA

120 North Central Ave, Park Rapids, MN 56470
 218-732-7204

Red Lake

15809 High School Dr, Red Lake, MN 56671
 218-679-3350

EAP services may include: payment of energy bills, help with utility disconnections or fuel deliveries, repair or replacement of homeowner's broken heating systems, energy efficiency and more.

2022-23 Maximum EAP Income Guidelines

Program year is Oct. 1, 2022 through Sept. 30, 2023

Household Size	3-month Maximum	Household Size	3-month Maximum
1	\$7,643	5	\$17,050
2	\$9,994	6	\$19,401
3	\$12,346	7	\$19,842
4	\$14,698	8	\$20,283

Visit <https://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/> for more EAP income guidelines and program information.

BOARD MEETING HIGHLIGHTS

Beltrami's board conducted its regular monthly meeting Wednesday, Sept. 28, 2022. A quorum of directors was present.

The following reports were given:

- President and CEO Echernach made his monthly report, including August financials, strategic planning, legislative issues and an upcoming legislative meet & greet event. He also gave an update on the wholesale power contract, an employee update, EV Ride and Drive

event held recently, large loads and net metering.

- Arlene Hogquist presented the August financial report.
- Arlene Hogquist reviewed IRS Form 990.
- Strategic planning discussion was held.
- President and CEO Echernach and the

directors shared highlights of meetings attended on behalf of the cooperative and discussed upcoming meetings and events.

The following actions were taken:

- Approved draft revisions to BEC Policy #103 for consideration at the October board meeting.

- Approved the consent agenda.
- Approved IRS Form 990.
- Approved director fees and expenses.
- Chair Lund appointed Mike Monsrud as the Cooperative Network voting delegate.

The next board meeting will be held Wednesday, Nov. 30, 2022.

OPERATION ROUND UP® HELPS LOCAL PROGRAMS

The Beltrami Electric Cooperative Trust board met in October to review Operation Round Up® grant applications, which it received requesting funding for various local programs. The total amount requested from organizations was \$76,739. The board awarded grants to 28 area nonprofit and community organizations totaling **\$41,677**.

Many local programs and organizations benefit from Operation Round Up, a voluntary, member-driven fundraising program of Beltrami Electric Cooperative, designed to give members a means of working together to use their small change to make a big impact in our local communities. Together, we are doing some wonderful things for our friends and neighbors.

All funds for Operation Round Up are placed into a trust fund that is separate from electric accounts. The trust is administered by its own board of directors, comprised of five volunteers from our communities, who meet twice a year and decide if an application meets the guidelines of the program and if funds are available. The average amount a participating member will contribute is 50 cents a month or \$6 a year, while the maximum annual contribution possible is \$11.88 per year. Contributions to Operation Round Up are tax deductible and will be shown on your billing statement. Participation is voluntary and members may opt out at any time or opt back in by contacting our office. **The next application deadline is March 24, 2023.** Applications and information about the Operation Round Up program may be found on the cooperative's website at <https://www.beltramielc.com/operation-roundup>.

The following organizations were awarded Operation Round Up grants in October:

ORGANIZATION	PROGRAM	GRANT
Beltrami County Historical Society	BCHS Museum monitoring and remediation equipment	\$ 1,200
Bemidji Area Childhood Collaborative	Movement and Play (MAP)	\$ 1,000
Bemidji Area Cross Country Ski Club	Replace aging equipment	\$ 2,000
Bemidji Community Theater Starbridge Academy	Play in the Park Children's Theater	\$ 800
Bemidji High School	Unified Champion Schools – Avenues of Communication	\$ 2,000
Bemidji Symphony Orchestra	The Bemidji Symphony Orchestra Goes Live (stream)!	\$ 1,000
Bemidji Youth Basketball Association	Keeping Our Youth Active	\$ 1,500
Blackduck Area Senior Center	Cement replacement project	\$ 1,500
Blackduck Area Toys for Kids	Toys for Blackduck-area kids	\$ 2,000
Blackduck Library Board	New building/ library shelving	\$ 1,200
Blackduck Woodcarvers Arts & Crafts Festival	Woodcarvers Festival Community Update Project	\$ 1,500
City of Bemidji Parks & Recreation	Family Snow Day	\$ 286
First City Singers of the Headwaters School of Music & the Arts	Replacement name badges and storage cabinet	\$ 420
Headwaters School of Music and the Arts	Headwaters Rock Band Program	\$ 1,165
Headwaters Science Center	Exhibit Build: Ocean Exploration Area	\$ 2,600
Heartland Christian Academy	LED lamp replacement and conversion	\$ 1,802
Kelliher Library and Information Center	KLIC: Winter Wonders Program	\$ 525
Kingdom Builders Christian School	STEAM equipment	\$ 2,000
Laporte High School	National Honor Society start up	\$ 970
Lutheran Social Service of MN – Meals on Wheels	Healthy sustaining meals for low-income seniors	\$ 2,000
Northern Beltrami Development Corporation	Winter Lights Festival	\$ 615
Northwoods Battered Women's Shelter	IT update	\$ 4,645
Red Lake Rosie's Rescue, Inc.	Red Lake Animal/Pet Fixer Collaborative Project	\$ 1,000
Society of St. Vincent de Paul, St. Kateri Conference	The Poor Among Us	\$ 1,500
Society of St. Vincent de Paul, St. Philip's Conference	Hope In Bemidji	\$ 2,000
St. Mary's Mission Elementary	St. Mary's Mission Elementary School Library	\$ 499
UMN Extension – Beltrami County (Bemidji Area Farmers Market)	One Vegetable, One Community	\$ 950
United Way of Bemidji Area	Child abuse prevention in Beltrami County	\$ 3,000

Small change makes a
BIG DIFFERENCE!





Beltrami Electric Cooperative Inc.

Your Touchstone Energy® Cooperative 

4111 Technology Dr NW
PO Box 488
Bemidji, MN 56619-0488
218-444-2540 • 800-955-6083
www.beltramielectric.com

Electrical contractor continuing education sessions scheduled

January / February 2023

Minnkota Power Cooperative, Beltrami Electric Cooperative and its partners will again provide an opportunity for area electricians to obtain credits for license renewal by attending one of the six continuing education classes being offered throughout eastern North Dakota and northwest Minnesota.



Instructor Tim Pull will be covering the 2023 National Electrical Code (NEC) changes and other important NEC rules. The seminars are approved in Minnesota, North Dakota and South Dakota for eight hours of continuing education credit necessary for renewing electrical licenses. The classes will be held at the following locations:

Wednesday, January 11

Fargo Holiday Inn
3803 13th Ave South
Fargo, ND



Thursday, January 12

Fargo Holiday Inn
3803 13th Ave South
Fargo, ND



Thursday, January 19

Bemidji Eagles Club
1270 Neilson Ave SE
Bemidji, MN

Thursday, January 26

Bigwood Event Center
925 Western Ave
Fergus Falls, MN



Wednesday, February 1

Minnkota Power Cooperative
5301 32nd Ave South
Grand Forks, ND



Thursday, February 2

Minnkota Power Cooperative
5301 32nd Ave South
Grand Forks, ND

This marks the 35th year of the successful program, which is aimed at providing area trade allies with the latest information on electrical code and practices. Taking the class on multiple days will not qualify for 16 code credits. The registration fee is \$80 for eight code credits. Registration can be done online at www.minnkota.com and must be completed at least seven days prior to the seminar.

For residential building contractor continuing education workshops, contact your local home builders association. For more information about the program, please call **(701) 795-4292** or email any questions to contractortraining@minnkota.com.

\$80 REGISTRATION FEE