

Questions on load control?

Check it out on the Internet. Visit Minnkota's Web site: www.minnkota.com.

Member Service
NSTAR

Area Code
07

Last Transmission
11/28/09 09:44:37

		Double Order												
		09	10	11	12	13	14	15	16	17	18	19	20	21
LOAD	1.01	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON
	1.02	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON
	2.01	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
	2.02	ON	ON	ON	OFF	OFF	ON	ON	ON	ON	ON	OFF	OFF	ON
GROUP	2.03	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON
	2.04	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON
	3.01	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON
	3.06	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON
UN	3.07	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON
	3.09	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON
	6.01	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON

Click on the "Load Management" button and then the "North Star" button. This Web page contains load control plans, the current state of the load management system, the last 30 hours of control and the last switching cycle. Your specific load group information is on the lower left hand corner of your electric bill. Please remember this is Minnkota's current estimate for controlling load. Control plans can and do change several times each hour.

Load groups starting with 1 (short-term heat control, water heaters and grain dryers) are for up to four hours of control. Load groups starting with 2 (storage heat) are for medium-term control up to 16 hours. Load groups starting with 3 (dual heat) are for long-term control.

Illustrated above is what Minnkota's Web site looks like for the current state of the load management system. All of load group 2.01 is controlled and double order 12, 13, 19 and 20 of load group 2.02 are also controlled.

Reliable backup systems a must!

Off-peak heating installations must be capable of 600 hours or more of interruption each winter season.

"In order to realize the full benefits of the load management program, it is very important that our members work with a qualified heating contractor to ensure that they have an automatic, adequate and well-maintained backup heating system," said Wayne Haukaas, manager of compliance and member services.

The electric off-peak heating program continues to provide great value to members today, just as it did when it was first utilized in the late 1970s. The winter heating season is here, and North Star Electric stands ready to assist our members with their electric home heating options.



*North Star offices will be closed
Thursday, Dec. 24, and
Friday, Dec. 25, for Christmas and
Friday, Jan. 1, for New Year's Day.*

DECEMBER 2009

The *Enlightener* (USPS 024959), Vol. 54, No. 12 is published monthly by North Star Electric Cooperative, Inc., 441 St. Hwy 172 N.W., Baudette, MN 56623-0719. Subscription price \$1/year. Periodicals postage paid at Baudette, MN 56623. POSTMASTER: Send address corrections to The *Enlightener*, North Star Electric Cooperative, Inc., P.O. Box 719, Baudette, MN 56623-0719.

OFFICERS AND DIRECTORS

President Steve Arnesen
Vice President Bruce Polkinghorne
Secretary-Treasurer Michael Hanson
Directors L.J. Anderson,
Julian Brzoznowski, Randy Bergan,
Lorraine Nygaard, Mike Trueman

General Manager Dan Hoskins
Editor Wayne Haukaas

Office hours: 7:30 a.m. to 4 p.m.
Monday through Friday

Baudette 218-634-2202 or 888-634-2202
Littlefork 218-278-6658 or 888-258-2008

Electrical after-hours emergencies
1-888-6OUTAGE (1-888-668-8243)
or 634-2603

e-mail us at nsec@wiktel.com
Visit our Website at
www.northstarelectric.coop

North Star Electric Cooperative, Inc.

Mission Statement

*To improve the lives of our
member-owners and community
by responsibly providing electric
energy and other beneficial services
while maintaining the very highest
standards of performance.*

Members' corner

We are adding a section called the members' corner. What we would like is for members to send in questions about your electric Cooperative, and we will answer them for you. Please give us your name and a phone number in case we need to clarify the question, and send them to North Star Electric, PO Box 719, Baudette, MN, 56623, Attn: Wayne.

Highlights from the BOARDROOM

These are the highlights from the board of directors meeting held on Nov. 4, 2009. The board acted upon usual, routine business and voted to accept the audit report, to update banking authority in light of employee retirements, to select delegates for 2010, and to approve the Electric Load Forecast Study.

Staff reports included the financial report, a preview of the 2010 Budget, the AMR (automated meter reading) project, an act of vandalism near Littlefork, working safely, sending a letter to the Baudette City Council, Lake of the Woods County Board, and Lake of the Woods School Board to express the North Star board's unanimous opposition to the proposed annexation, review of October's annual meeting. Manager Hoskins asked the board to review

the policy regarding mailing board meeting minutes to members. The board declined to change the policy but continue to allow members to read the minutes at either of the cooperative's offices. Publishing board expenses in the *Enlightener* would reportedly require a bylaw amendment.

Board members reported on the MREA, Minnkota and Square Butte board meetings.

Detailed minutes are available at the cooperative for member review. Regular board meetings are generally held the first Wednesday of every month. If you wish to speak with the board, or have an item that you would like to have placed on the agenda, please contact Manager Dan Hoskins at least one week in advance to be included on the agenda.

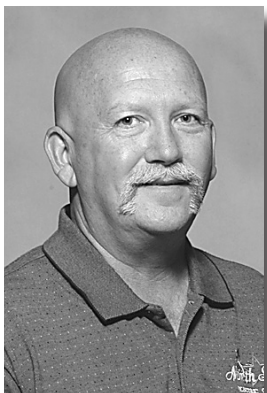
Electric or propane? Which is the best heating value?

With the price of propane about a dollar per gallon less than last year, we are receiving several calls about which is cheaper, off-peak electric or propane. The answer this year is the same as last year: off-peak electric is still the best heating value. Of course, this year, if you have a new super-efficient propane furnace the costs are much closer, but off-peak electric is still cheaper. This is true even with the temporary wind energy surcharge.

The efficiency of a propane furnace varies greatly depending on what type of propane furnace you have. The older style furnace with a standing pilot is only about 60 percent efficient, the mid-range furnace with electronic ignition is about 80 percent efficient and the newer super-efficient furnace is about 90 percent efficient. The efficiency of these furnaces has been tested under ideal lab conditions and generally can't be duplicated after they have been installed in the home. (795-17-003-05 James Tomczak) The new super-efficient furnace that has been properly installed in a home does come close to the furnaces that were tested in the lab.

So, at what price would you need to buy propane to equal the price of off-peak? It depends on what furnace you are using. Remember that you need to average the price of propane that you bought over the entire year and not just use the summer fill price. If you had a furnace with a standing pilot, the price per gallon would need to be less than \$.71 per gallon. For a furnace with electronic ignition the price would need to be less than \$.95 per gallon, and for a super-efficient furnace the price would need to be under \$1.07 per gallon. The average price of propane per gallon in the North Star Electric system in November was \$1.55. As you can see, off-peak electric heat is still the best heating value for your home or business. You are a member-owner of North Star Electric Cooperative, so it only makes sense for you to buy from a company that you own.





Dan Hoskins
General Manager

We will continue to provide you with dependable, reliable service and energy at our lowest cost.

Controlling costs

Folks; history has a strange way of repeating itself and if you remember, the rates were very volatile in the early 80's and were going up at a high rate of speed and in large increments and I believe that was because of the new generation that was built. Then they leveled off and we had very stable rates for about 17 - 20 years. Well, those early 80's are coming back and basically for the same reason, new renewable generation, (mostly wind energy) was built to satisfy the state mandate. You couple that with a state-mandated energy conservation law and a crippled economy; electric rates are rising, hard and fast.

As you know, or should know by now, the separate line item on your bill for Temporary Wind Energy Surcharge is the half cent per kWh surcharge that Minnkota assessed us with on Oct. 20, 2009, and will last 12 months or until October 2010.

After crunching the budget numbers it's looking like our next rate adjustment on energy could be coming in March 2010. Along with our costs rising and our need for a rate increase, Minnkota has stated they could be raising our wholesale energy rate approximately 7.5 - 8 percent in March 2010. Therefore it is looking like our energy costs could raise by an 8.5 percent average increase per kWh.

Also, we will be looking at changing our monthly fixed charge from \$32.90 to \$35 per month for all general single-phase (GSP) accounts and seasonal accounts. (I understand that some of you do not agree with the monthly fixed charge, but this \$35 is just a partial cost of the total cost that comes from our Cost of Service Study that we have done every 3 - 5 years by an outside engineering firm. This total cost of service is then divided up among our membership equally by each account of the seasonal and GSP rate groups so that all members pay equally.)

But, this latest rate adjustment proposal will not come without some hard decisions inside your Cooperative. We have been talking to you about these

possible rising costs for sometime now at our meetings and in our *Enlightener* and to gear up for this we have added technology that helps our employees work more efficiently, and with that efficiency comes the departure of four positions at North Star over the last three years to help us save money. Our employees take pride in the service that we provide for each of our members, but we also feel that these cuts are as deep as we can go without affecting our service to you.

We have also recognized some other items that save us money for you and one big one is our no loss time safety record, currently at 313,000 plus hours that the employees built up over the last six-plus years. And this latest rate increase will be proposed to the board along with a hiring freeze at North Star and a wage freeze for all employees until further notice.

So in short, our rates are going to rise significantly this year and possibly the next year, but our promise to you is that

we will do everything in our power to control costs while continuing to provide you with dependable, reliable service and energy at our lowest cost.

In closing, the board of directors and all employees would like to thank you, our member/owners of North Star, for your past patronage, your faithful commitment to utilizing North Star's service, your understanding in this economic and energy crisis and for just being our consumer.

Ladies and Gentlemen, as we approach the celebration of the birth of our Lord and Savior please remember our humility, our unselfishness and the reason for this time of the season. So, on behalf of our board of directors and all our employees, we would like to wish all of you a Blessed and Merry Christmas and a Prosperous and Happy New Year.

God Bless You and our Troops,
Dan

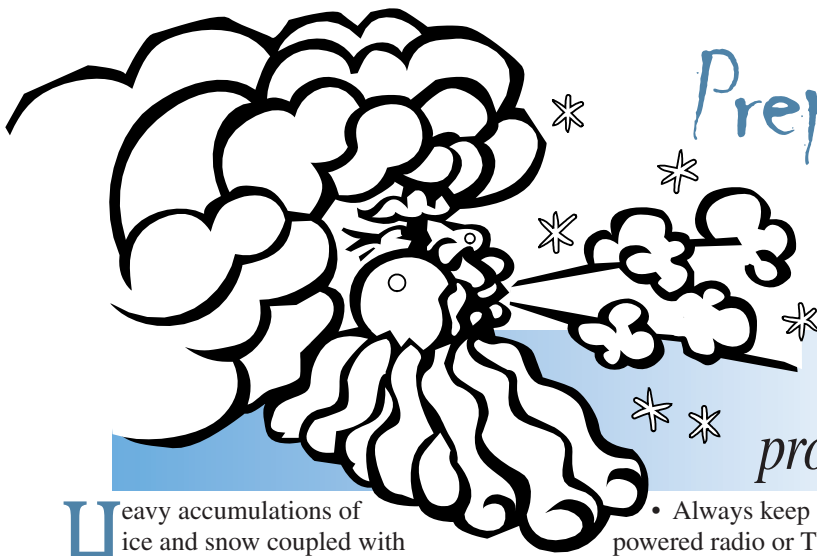
Extremely cold temperatures will affect the operation of your rented security light



If you notice a problem with your security light this winter, such as intermittent failure or it remains dimmer than normal, you're not alone. Severe cold weather, specifically -10 degrees or colder, may seriously affect the operation of security lights.

The problem involves the formation of a gas in the bulb, which can be hampered by the cold. Usually, when the weather warms up, the lights will return to normal operation and will not have to be replaced.

If your security light is owned by North Star, we would appreciate it if you could bear with us during the coldest spells. If the light does not return to normal operation when the weather warms up, please notify our office and we will repair it for you (Baudette 634-2202, Littlefork 278-6658).



Prepare your home for Old Man Winter

*Ice and heavy snow can
produce prolonged power outages*

Heavy accumulations of ice and snow coupled with fluctuating winter temperatures can bring down utility poles, trees and limbs with the ability to disrupt power for days on end. With this comes a threat to property and also to life itself.

"In a winter storm emergency, restoring power and heat to consumers is the highest priority, and electric utility crews work around the clock to restore service," says Natalie Hemmer, member of the Safe Electricity team. "Severe damage to power lines and distribution systems may take days to repair, especially if the icing conditions are ongoing."

Avoid going outside if possible. Downed power lines could be submerged in snow and ice and difficult to identify. When outside, treat all downed and hanging lines as if they are energized electric lines: Stay away, warn others to stay away and immediately contact your utility company. Downed power lines do NOT have to be arcing, sparking or moving to be "live" – and deadly.

Safe Electricity stresses the importance of being prepared for dangerous winter storms and the power outages they may cause. Preparing ahead of time in order to have the right supplies and the knowledge to stay warm safely are keys to weathering a winter storm emergency.

TIPS TO WINTERIZE YOUR HOME:

- Insulate walls, attics and pipes.
- Caulk and install weather-strips on windows and doors.
- Install storm windows or plastic sheeting to cover windows.
- Repair roof leaks.
- Call the utility company to cut branches away from power lines.

Safe Electricity emphasizes that everyone, particularly families with special needs, must be prepared in case of a winter emergency and long-term power outages.

- Always keep a battery powered radio or TV, flashlights and a supply of fresh batteries in case of an emergency. Test these ahead of time to make sure they are operational.
- Know where to find extra blankets.
- Fill spare containers with water for washing, and keep a supply of bottled drinking water on hand.
- Keep a supply of nonperishable food items, along with a hand opener for canned food.
- Switch off lights and appliances to prevent damaging appliances and overloading circuits when power is restored. Leave one lamp or light switch on as a signal for when your power returns.
- To prevent water pipes from freezing, keep faucets turned on slightly so that water drips from the tap. Know how to shut off water valves just in case a pipe bursts.
- Check on elderly or disabled friends and neighbors.
- Do not use charcoal grills or gas ovens to heat your home; this could lead to carbon monoxide poisoning.

It's a good idea to assemble a disaster supply kit that includes needed items ahead of time. Don't forget to include a first aid kit, prescription medications and any special items needed for infant, elderly or disabled family members.

Maintaining warmth is a priority during a winter emergency. Loss of body heat or hypothermia can be life threatening.

IN ORDER TO AVOID COLD WEATHER FATALITIES:

- Stay inside and dress in warm, layered clothing.
- Close off unneeded rooms.
- When using an alternative heat source, follow operating instructions, use fire safeguards and be sure to properly ventilate. Always keep a multipurpose, dry-chemical fire extinguisher nearby and know how to use it.

- Stuff towels and rags underneath doors to keep the heat in.
- Cover windows at night.
- Maintain a regular diet. Food provides the body with energy for creating its own energy.
- Drink plenty of fluids to stay hydrated.
- Move around to keep warm, but not enough to perspire. Perspiring causes the body to lose fluids which could potentially lead to dehydration.
- Keep a close eye on the temperature in your home. Infants or persons over age 65 are more susceptible to the cold. You may want to stay with friends, relatives or in a shelter if you can't keep your home warm.
- Consider installing ground fault circuit interrupters (GFCIs) for electrical outlets in areas that might be affected by melting snow or ice. This will help prevent electrocutions and electrical shock injuries. Portable GFCIs that do not require tools for installation can also be purchased for winter emergency supply kits.

If you use a standby generator, make sure it has a transfer safety switch or that your power is cut off at the breaker box before you operate it. This prevents electricity from traveling back through the power lines, or what is also known as "back feed." Back feed creates danger for anyone near power lines, particularly crews working to restore power. Be sure to let your electric utility know that you have a generator.

*Safe Electricity is committed to educating everyone on how to have a safe winter. For more information and electrical safety tips, visit the **SafeElectricity.org** Web site. Safe Electricity is an electrical safety public awareness program created and supported by a coalition of hundreds of organizations, including electric utilities, educators and other entities committed to promoting electrical safety.*



WINTER LOAD MANAGEMENT

New resources to benefit members

Despite varying weather forecasts and a fluctuating energy market, Minnkota Power Cooperative/Northern Municipal Power Agency Joint System customers can expect the high demand for electricity in the cold winter months to be balanced by the addition of new generating resources.

The result? Roughly the same number of load control hours as last year.

The difference in this year's program will be an additional 118.5 megawatts (MW) of power that Minnkota is purchasing at the Ashtabula Wind Energy Center near Valley City, N.D. Minnkota now has 357 MW of wind in the system through power purchase agreements with NextEra Energy Resources.

Coupled with baseload coal generation, resources are available to manage a considerable amount of load control internally instead of purchasing energy from the market.

"The market is impacted by many things that we don't control," said Al Tschepen, vice president – planning & system operations. "When Minnkota has its own resources, it's able to minimize the risks because we aren't going to the market for a significant amount of power. We're going to supply it off of our own resources."

A balancing act

While the cost of power to the Minnkota-associated systems should remain stable throughout the winter, the cost of electricity on the open market fluctuates.

"Ultimately, we're looking to establish what our load requirements are by using historical data to determine our load projection," said Todd Sailer, Minnkota energy supply manager. "We follow that by identifying how much of our generation serves that load and whatever is left needs to either be purchased or controlled."

Sailer says that the recent trends in the market have, in many cases, taken precedence over weather conditions.

"The weather outside is something that the customer follows," Sailer said, noting that Minnkota makes load-control decisions based on a variety of criteria. (556-09-030-01 Kenneth Little) "They see days where it's 20-below and we're not controlling, and days where it's above zero and sunny and we

are controlling. They're wondering how this makes sense, but it's driven by economics. We're trying to maximize the use of our load management system to hold costs down."

Other influences that play a role include maintenance outages and transmission constraints.

"It's a balancing act. We're trying to manage the budget and the hours of control," Sailer said.

Positive news

Participants in the load management program receive significantly reduced rates for their primary electric heating source. By maintaining a reliable backup heating system capable of carrying them through control times, customers enjoy cost-effective heating.

With a dual heating system in place, Minnkota is able to interrupt the flow of electricity from the control center in Grand Forks, N.D., during peak demand times. By controlling demand for a short period of time, affordable rates are made available for all customers in the Joint System and the construction of new baseload generating resources is avoided.

"When we're estimating our load management for the winter season, we're looking at what we expect for resources, what we expect for load requirements and then we identify the piece that we'll have to purchase or control," Sailer said.

Current electrical inspectors

State law requires that every new electrical installation in any construction, remodeling, replacement or repair shall file a certificate for inspection with the State Board of Electricity and be inspected by a Minnesota electrical inspector.

• **St. Louis and Koochiching counties:**

Bob Orgon
10111 Roosevelt Rd. S.E.
Bemidji, MN 56601
Phone: (218) 556-3829
Fax: (218) 333-0451
7 a.m. - 8:30 a.m. (Mon. thru Fri.)

• **Roseau and Lake of the Woods counties:**

Scott Stenvik
16409 State Hwy 1 N.W.
Thief River Falls, MN 56701
Phone: (218) 689-5406
7 a.m. - 8:30 a.m. (Mon. thru Fri.)

Space heaters can dramatically increase your electric bill

Members who plug in an electric space heater to keep warm in one room for just an hour a day should not notice a big increase in their electric bill. A space heater



plugged in for one hour a day would use 45 kWh per month or about \$4 in electricity.

On the other hand, put that same space heater out in the well house

or shed and let it run 24 hours a day for the month; you would be billed for 1,080 kWh or \$96.12 in energy.

Other electric heating appliances operate the same way. A stock tank heater for cattle or horses will run much of the time when it is located out in the cold. A 1,000 watt heater will cost you 8.9 cents per hour to operate. This sounds low, but if it did not shut off it would use 720 kWh or \$64.08 per month to operate. If you have multiple tank heaters in use, you'll have to multiply that amount by the number of tank heaters.

Other appliances, like warm doggy's beds, dog water bowls, heated bird baths, etc., will consume energy when used in cold weather. However, most of these appliances have much smaller wattages of 12 to 250 watts each. Check individual appliance wattages to determine energy use.

For more information
call North Star Electric
and ask for the member
service department.

Get involved in the energy debate!



Now is the time to have a candid conversation
with your elected officials. Start the conversation
today at www.ourenergy.coop.

Our Energy, Our Future
A Dialogue With America

*I would like North Star Electric to e-mail my elected officials
and ask them the following four questions:*



Capacity

Experts say that our nation's growing electricity needs will soon go well beyond what renewables, conservation and efficiency can provide. What is your plan to make sure we have the electricity we'll need in the future?



Affordability

Balancing electricity needs and environmental goals will be difficult. How much is all this going to increase my electric bill and what will you do to make it affordable?



Technology

What are you doing to fully fund the research required to make emissions-free electric plants an affordable reality?



Jobs

How will you keep existing jobs and attract new businesses to Minnesota if our electric rates are higher than those in neighboring states?

Name _____

Address _____

City/State/Zip _____

Account number _____

NORTH STAR ELECTRIC COOPERATIVE POLITICAL LEADERS

Federal legislators

Senator Al Franken
320 Hart Senate Office Building
Washington, D.C. 20510
www.franken.senate.gov
202-224-5641
Fax: 202-224-0044

Senator Amy Klobuchar
302 Hart Senate Office Building
Washington, D.C. 20510
www.klobuchar.senate.gov
202-224-3244
1-888-224-9043 (Minnesota office)
Fax: 202-228-2186

Congressman James Oberstar
2365 Rayburn House Office Building
Washington, D.C. 20515
www.jamesoberstar.house.gov
202-225-6211
Fax: 202-225-0699

Congressman Collin Peterson
2211 Rayburn House Office Building
Washington, D.C. 20515
www.collinpetersen.house.gov
202-225-2165
Fax: 202-225-1593

State of Minnesota legislators

Senator Tom Bakk
75 Rev. Dr. Martin Luther King
Jr. Blvd.
Capitol Building, Room 226
St. Paul, MN 55155-1606
651-296-8881
sen.tom.bakk@senate.mn

Senator Tom Saxhaug
75 Rev. Dr. Martin Luther King
Jr. Blvd.
Capitol Building, Room 124
St. Paul, MN 55155-1606
651-296-4136
sen.tom.saxhaug@senate.mn

Senator LeRoy Stumpf
75 Rev. Dr. Martin Luther King
Jr. Blvd.
Capitol Building, Room 208
St. Paul, MN 55155-1606
651-296-8660
sen.leroy.stumpf@senate.mn

Representative Tom Anzelc
417 State Office Building
100 Rev. Dr. Martin Luther King
Jr. Blvd.
St. Paul, MN 55155
651-296-4936
rep.tom.anzelc@house.mn

Representative David Dill
571 State Office Building
100 Rev. Dr. Martin Luther King
Jr. Blvd.
St. Paul, MN 55155
651-296-2190
800-339-0466
rep.david.dill@house.mn

Representative Dave Olin
593 State Office Building
100 Rev. Dr. Martin Luther King
Jr. Blvd.
St. Paul, MN 55155
651-296-9635
rep.dave.olin@house.mn

Representative Tom Rukavina
477 State Office Building
100 Rev. Dr. Martin Luther King
Jr. Blvd.
St. Paul, MN 55155
651-296-0170
888-682-3205
rep.tom.rukavina@house.mn

Staff Report

Ann Ellis
Office manager



Good news/bad news

First the good news . . . There are signs that your voices, pointing out facts that Americans in the Midwest will pay a much heftier price for electricity with proposed carbon tax/cap and trade legislation, are being heard by our Minnesota Senators. In November, Senators Klobuchar and Franken signed a letter to key senators who are shaping the global warming legislation, now known as the Clean Energy Jobs and American Power Act. They point out the unfair proposed allocation of carbon allowances, and ask for a change. What does that mean to you? It means the pain will still be there in electric rates because global warming legislation is moving forward, but the pain won't be unfairly worse in the Midwest.

There is still much work to do to keep electricity in the Midwest affordable, but we've made some progress. Keep talking to your legislators. They are the key to affordable electricity in the future.

Now for the bad news. You ask then, why is there a half-cent surcharge now showing up on my electric bill. In a nutshell, it's the result of the Minnesota legislative mandate requiring 25 percent of your electricity come from new, renewable resources, like wind. Minnkota Power Cooperative, our wholesale power supplier, was swift to respond to this mandate and cherry-picked qualifying wind energy opportunities. The bad news is that this power is more expensive, and we are bound by contract to purchase everything it can generate. With the economy in a slump, there is less demand for electricity, so prices to resell the excess are low, meaning there is a significant financial loss on that excess electricity; hence, the temporary wind-energy surcharge. (373-29-001-07 Dale Holte) It is a separate line item on your bill because we are hopeful the economic situation will turn around by this time next year. When that hap-

pens, the separate surcharge will go away.

There actually is a little good news embedded there too. Because Minnkota was proactive, they signed long-term contracts that are about two cents cheaper per kWh than wind contracts being negotiated today. Yes, it hurts now, but when all power suppliers are in the same boat, we'll be affected less than others.

Off-peak electric heating is still a great deal

Although the price of propane has thankfully come down, heating with off-peak electric heat is still the best energy value. Even with the new half-cent surcharge, your propane would have to cost you an average of less than 79 cents per gallon for a regular propane furnace or \$1.19 per gallon for a high efficiency furnace. Remember to factor in any fixed charges, like tank rental, when you are looking at your propane price.

Although this could certainly change, we are anticipating about 250 hours of off-peak load control this winter. If we assume "winter" is November through April, that would mean we anticipate Minnkota will control off-peak loads about 5 percent of the time.

Thank you for your patronage!

We really appreciate it when you choose to buy services from North Star Electric Cooperative, such as using your off-peak electric heat. Good sales help keep rates under control because infrastructure that is efficiently used, and not idle, spreads costs more thinly across the kWh sales. Thank you for using your off-peak electric heat, for conserving energy during critical peak times and for not wasting energy.

At your service we remain . . . Ann



Problems paying your electric bill?

Energy assistance may be available!

If you are receiving a low income or suffering from a temporary financial shortfall, the following agencies may be able to assist you with your electric bill. We urge you to contact them immediately to avoid disconnection if you feel you are eligible for aid.

Lake of the Woods County Community Services

P.O. Box G-0200
Baudette, MN 56623
634-2642

Northwest Community Action Council

P.O. Box 67
Badger, MN 56714-0067
800-568-5329

Koochiching County Community Services

1000 5th St.
International Falls, MN 56649
283-7000

Kootasca Community Action, Inc.

2232 2nd Ave. E.
P.O. Box 44
International Falls, MN 56649
283-9491 or 800-559-9491

Kootasca Community Action, Inc.

1213 SE 2nd Ave.
Grand Rapids, MN 55744-3984
800-422-0312

Arrowhead Economic Opportunity Agency

702 3rd Ave. S.
Virginia, MN 55792-2797
800-662-5711



After 31 years as North Star's bookkeeper, Betty Jo Berg is deservedly retiring. Betty has seen many changes throughout her career, such as the noisy bookkeeping machine the size of a piano that takes up half of her office, to the lightning fast, yet itty bitty, computer on her desk today. She's been a rock-solid employee, always dedicated to serving the members. Her intelligence, work ethic and efficient habits make her an employee you hate to lose, but are happy for the dreams she can realize as a retiree. Although her feet are small, her shoes will be huge to fill. Our thanks and very best wishes to Betty Jo!!

Happy HOLIDAYS from all of us at North Star

Board Members

Steve Arnesen, President
Bruce Polkinghorne, Vice President
Mike Hanson, Secretary-Treasurer
Julian Brzoznowski
Mike Trueman
L.J. Anderson
Lorraine Nygaard
Randy Bergan

District 1
District 7
District 5
District 8
District 2
District 4
District 6
District 3

Compliance & Member Services

Wayne Haukaas

Manager of Compliance
& Member Services (B)

Kevin Holen
Jim Kuehl

Member Service Electrician (B)
Part-time Groundskeeper/Handyman (B)

Line Crew

Allan Baumgartner
Steve Ellis
Bruce Petersen
Ron Lee
Gary Hull
Marty Mollberg
Todd Thydean
Tim Pelach
Rich Grotberg
Glen Marcotte
Dan Dobson
Todd Higgins
Matt Brown
Brad Dolinski

Operations Supervisor (L)
Operations Supervisor (B)
Line Foreman (L)
Line Sub-Foreman (L)
Line Sub-Foreman (B)
Line Foreman (B)
Lead Lineman (L)
Lead Lineman (B)
Lineman (L)
Lineman (L)
Lineman (B)
Lineman (B)
Lineman (L)
Purchasing Agent/CAD Draftsman (B)

(B) signifies Baudette and (L) signifies Littlefork

General Manager

Dan Hoskins

General Manager

Office Personnel

Ann Ellis
Betty Jo Berg
Patsy Olson
Kathy Hull
Susan Williams
Robyn Sonstegard
Tessa Pepera
Carolyn Mastin

Manager of Finance and Administration (B)
Bookkeeper/Assistant Office Manager (B)
Billing Coordinator (B)
Work Order Clerk (B)
Supervisor District Office (L)
Bookkeeper/Assistant Office Manager (B)
Receptionist/Billing Clerk (B)
Part-time Receptionist (L)

Merry Christmas and Happy New Year!