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HEALTHY HABIT**
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Ann Ellis
General Manager

MANAGER'S REPORT

During this unprecedented time, our mission remains the same ... making sure you have reliable, affordable and safe electricity. What has changed is HOW we are achieving this.

By the time you receive this Enlightener, in this temporary format, there will likely be several developments that have occurred since today, March 24. Although a lot of things are different during this pandemic, a lot of things are still the same, like your electric cooperative's dedication to the members and residents of our communities. Here are some things you may be wondering about:

- Our offices were closed to the public starting March 16.
- All employee and director travel was canceled, and employees voluntarily canceled vacations.
- We are taking extra precautions to keep our employees safe and healthy so they remain prepared to respond to any outage and maintain the reliable and safe electric service you are accustomed to.
- We are not closed. We are all just working differently. You will still see linemen working on typical jobs, but you may notice they are not doubled up in vehicles.
- We have been doing our part to "flatten the curve," which buys precious time for the truly remarkable people who are treating the ill and searching for treatments.
- Almost every office employee will begin working remotely starting March 25.
- Until this situation is over, we will not be

exchanging off-peak meters in members' homes.

- If you have an emergency with your off-peak electric heat, we will certainly work with you to resolve it quickly.
- While we use this brief format of the Enlightener, please remember that:
 - o Every Enlightener issue for the last 17 years is available on our website, www.northstarelectric.coop (www.nse.coop takes you to the same place).
 - o Past issues include recurring information that doesn't fit this temporary one-page format. This includes:
 - Contact info if you are having problems paying your electric bill
 - Call Before You Dig info (yes, spring is coming!)
 - Where to plant and NOT plant trees
 - Current electrical inspectors
 - Contact information for our state and federal political leaders
 - How to use our SmartHub app (January issue)
 - Energy saving tips and more
- Keep in mind that if you are working from home or have students learning from home, your electric bill may go up. Help manage that by encouraging your family to not waste electricity.
- If you are having trouble paying your electric bill, please call Sue at **218-278-6658** to make arrangements.

Regarding our supplier of electricity, Minnkota Power Cooperative is just as dedicated to you as we are. *"We take our role as the region's rural electricity supplier seriously," said Minnkota president and CEO Mac McLennan. "The public can be assured that we will continue to provide reliable power to our communities during the time they need it most. Accordingly, we are adjusting operations to make sure we stay ahead of the coronavirus."*

I'd like to acknowledge the dedication of all our employees. They have been taking this event very seriously, and they have been incredibly adaptive to ensure you continue to get the service you expect with an extra emphasis on safety for everyone. Our goal is that members will not even notice a difference, but if we do have a hiccup, we will appreciate your patience. To sum it up, we are here for you. Call us. Email us. Like us on Facebook. Count on us. At your service we remain ... Ann

Win a \$100 Electric Bill Credit!

Most of our members already use automatic payment (ACH) of their electric bill from their bank account. Some of the ACH



members choose to also go paperless, but many still elect to receive a paper copy. We are encouraging the rest of you to consider ACH. All participants enrolled in ACH as of April 20 will be entered in a drawing to win a \$100 electric bill credit! Give it a try. If it doesn't work for you we can easily unenroll you. Call Patsy at **888-634-2202** to sign up.

NORTH STAR ELECTRIC COOPERATIVE, INC. MISSION STATEMENT

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

COMMITMENT TO COMMUNITY

North Star Electric Co-op donates unclaimed capital credits to local charitable organizations



North Star recently donated unclaimed capital credit refunds to the Rainy Lake Medical Center (RLMC) in International Falls. Each of the seven board members choose tax-exempt charitable organizations in their districts. We thank all of the people at RLMC, and at ALL healthcare facilities, for their dedication to keeping our communities healthy. This is especially true right now during the pandemic. Stay safe!



OFFICE HOURS | 7:30 A.M. - 4 P.M. | MONDAY - FRIDAY

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

For credit card payment 855-874-5354 | **Online billing** info available via SmartHub app

Electrical after-hours emergencies 1-888-60OUTAGE (1-888-668-8243)

Email us at nsec@wiktel.com | **Visit our website at** northstarelectric.coop

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This institution is an equal opportunity provider and employer.