

POWER LINE

October 2024



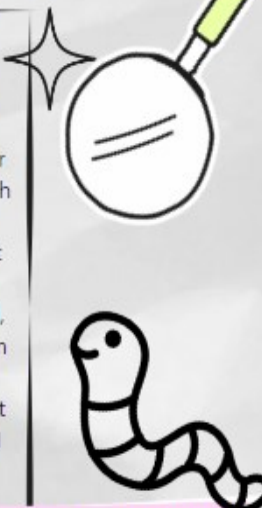
Redwood Electric Cooperative

60 Pine Street • Clements, Minnesota 56224

ELEMENTARY FALL FIELD DAYS

ELECTRICAL SAFETY

This year's Elementary Field Days brought over 600 4th graders from our area schools to the Southwest Research & Outreach Center by Lamberton. Students spent the day learning about electrical safety, static electricity, composting with worms, farm-to-food, farm equipment safety, and a visit from the Zoo Man. Jim, from South Central Electric, taught 4th graders from all over Southern MN about Electrical safety.



SOUTHWEST RESEARCH CENTER



Participating schools came from Westbrook Walnut Grove, Windom, St. John's Lutheran School & Reede Gray in Redwood Falls, St. Anne's & Public School from Wabasso, St. Paul's, Jefferson and St. Anthony's from New Ulm, Mt. Lake Christian and Mt. Lake Public, Red Rock Central, Lakeview, Tracy & Springfield Public School.

UPDATE INFORMATION

If not, do you know our office is unable to contact you when we have scheduled outages or for other important information regarding your service.

Contact our office to make sure your contact information is updated!



Call or email us to make sure all your account information is updated!

507-692-2214
Or

office@redwoodelectric.com

Happy Holidays!

We will be closed
for Thanksgiving

November 28th & 29th

**IMPORTANT INFORMATION
REGARDING WINTER HEATING BILLS**

MINNESOTA COLD WEATHER RULE

The Cold Weather Rule
does not totally forbid winter
disconnects from October 1 - April 30.

If you receive a disconnection notice
on your bill, you must act promptly
and before the disconnect date.



7:00 a.m. - 3:30 p.m. Monday - Friday
507-692-2214 • 1-888-251-5100
24-Hour Pay-By-Phone 1-844-846-2696
www.redwoodelectric.com
office@redwoodelectric.com
60 Pine Street
Clements, MN 56224

****Income documentation must be included with this form per
the notice instructions and you MUST contact our office to
make payment arrangements.**

Minnesota's Cold Weather Rule

This notice informs you of your rights and responsibilities under the Cold Weather Rule. It is designed to help you with high winter electric bills. You must act PROMPTLY. If you choose not to assert your rights or choose not to enter a mutually acceptable payment plan, your service may be disconnected.

An electric cooperative must not disconnect the utility service of a residential customer during the period between October 1 and April 30 if the disconnection affects the primary heat source for the residential unit when the following conditions are met:

- A customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household.
- The **household** income of the customer is at or below 50% of the state median income. Income may be verified on forms provided by the cooperative or by the local energy assistance provider. A customer meets the income requirement if they receive energy assistance or other type of public assistance that uses an income eligibility threshold set at or below 50% of the state median income.
- A customer receives from the cooperative referrals to energy assistance programs, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

What to do if you meet the conditions

If you meet all the conditions of the Cold Weather Rule as outlined here, can't pay your electric bill and need cold weather protection from utility shutoff, fill out the Cold Weather Disconnect Protection Form and return it to Redwood Electric Cooperative immediately along with your income documentation. The following is a list of energy assistance providers serving Redwood Electric Cooperative:

- United Community Action:
507-537-1416
320-235-0850
507-637-2187
- Salvation Army & Redwood Falls UCAP:
507-637-2187
507-537-1416
- Southwest Health & Human Services:
507-637-4050
- Heat Share-Salvation Army:
888-220-4860 Redwood/Renville Counties

What to do if you don't meet the conditions

If you do not meet all the conditions of the Cold Weather Rule as outlined here, you do not qualify for winter shutoff protection. However, you still can continue to receive electric service if you call us to set up a mutually acceptable payment arrangement. Call Redwood Electric Cooperative at 1-507-692-2214 BEFORE the due date.

Your Residential Rights & Responsibilities

The RIGHT to request and complete the Cold Weather Disconnect Protection Form. If you do so and if your household income is less than 50% of the state median income, the service affecting your primary heat source cannot be disconnected for nonpayment of your bill. However, we have the right to accept or reject your request based on information supplied or other supporting documentation.

The RESPONSIBILITY, if you choose to declare to complete the Cold Weather Disconnect Protection Form you must return it to us within 15 days of receiving the disconnect notice on your bill. You must contact us immediately to arrange a payment plan.

THE RIGHT to a mutually agreeable payment schedule with us. The schedule will cover your existing arrears plus the estimated use during the payment schedule period.

The RIGHT not to be disconnected until the utility investigates whether the residential unit is actually occupied when a customer does not respond to a disconnection notice. If the unit is found to be occupied, the utility must immediately inform the occupant of the provisions of this section. If the unit is unoccupied, the utility must give seven days' written notice of the proposed disconnection to the local energy assistance provider before making a disconnection.

The RIGHT to appeal the disconnection of service to the Redwood Electric Board of Directors. If you choose to appeal, you must deliver or mail a personal letter stating your situation and issues in dispute. Your letter must be in our hands before the date of disconnection. You will be notified when the board of directors will review your appeal and you may be present at the review. No disconnection of service will take place during the appeal process.

**The Cold Weather Rule does not eliminate winter disconnects.
If you receive a disconnection notice on your electric bill, you
must act promptly.**

**All bills are mailed by the 20th of each month & disconnect
notices are found in **RED** on the top & bottom of the bill.**

Contact Redwood Electric by calling 507-692-2214 and complete the form on
the backside of this brochure.

COLD WEATHER DISCONNECT PROTECTION FORM EFFECTIVE OCTOBER 1 - APRIL 30

Fill out completely and return to:
Redwood Electric Cooperative
60 Pine Street
Clements, MN 56224

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____
Email: _____
Account # (from your bill): _____
Total amount owed: \$ _____
Total annual **household** income** : \$ _____
No. of persons in household
(Include yourself): _____

Please check this box if you have already been approved for fuel assistance or emergency assistance from a local energy assistance agency based on your income.

By signing this form, I hereby authorize any gas or electric utility that serves us to exchange billing information. I also authorize any energy assistance providers or human service agencies to exchange any income information to help determine income eligibility. I acknowledge that I have received, read and understand the enclosed Notice of Residential Customer Rights and Possible Assistance. I attest that the above information is true and correct.

Signature: _____ Date: _____

****Income documentation must be included with this form per
the notice instructions and you MUST contact our office to
make payment arrangements.**

Cold Weather Rule Outlines

Process to Avoid Winter

Disconnection & Loss of Electricity

The state's Cold Weather Rule guides utilities on winter disconnections as long as customers follow these guidelines.

Residential Customer Notice

An electric cooperative must not disconnect and must reconnect the utility service of a home between October 1 and April 30 if the disconnection affects the primary heat source for the residential unit **and all of the following conditions are met:**

1. The household income of the customer is at or below 50 percent of the state median household income. The electric cooperative may verify income on forms it provides or obtain verification of income from the local energy assistance provider. A customer meets the income requirements of this clause if the customer receives any public assistance, including energy assistance that uses an income eligibility threshold set at or below 50 percent of the state median household income;
2. A customer enters into and makes reasonable timely payments under a payment agreement that considers the financial resources of the household; and
3. A customer receives referrals to energy assistance, weatherization, conservation or other programs likely to reduce the customer's energy bills. In addition, an electric cooperative must, between August 15 and October 1 of each year, notify all residential customers of these provisions.

Before disconnecting service to a residential customer between October 1 and April 30, an electric cooperative must provide;

1. Notice of disconnection
2. Payment plan options to stop a disconnection
3. Information on how you can appeal if you and the utility cannot agree on a payment plan
4. A list of local energy assistance and weatherization providers
5. A list of no-cost and low-cost methods to conserve energy
6. A Third Party Notice form

Emergency energy assistance phone numbers

United Community Action (all three locations serve Redwood County)	
Marshall.....	507-537-1416
Redwood Falls.....	507-637-2187
Willmar.....	320-235-0850
Lower Sioux	507-720-5874
Southwest Health & Human Services	507-637-4041
Heat Share Salvation Army	822-842-7279
Mac-V (For Military Veterans)	833-222-6228

Energy Assistance applications can also be filled out online:
<https://energy-assistance.web.commerce.state.mn.us/>

October is National Cooperative Month

Why celebrate cooperatives

Every October, cooperatives from all sectors across the country celebrate National Cooperative Month. The purpose of this annual celebration is to recognize the cooperative difference and remind you, the members of the co-op, about Redwood Electric Cooperative's purpose.

Celebrating National Cooperative Month informs others about our unique business model, which is based on the Seven Cooperative Principles: *Voluntary and Open Membership; Democratic Member Control; Members' Economic Participation; Autonomy and Independence; Education, Training and Information; Cooperation Among Cooperatives; Concern for Community.*

For co-op employees and members that are familiar with the principles, the month of October is a great opportunity to renew our connection with each other and the purpose of our co-op. Redwood Electric Cooperative's main purpose is to provide safe and reliable electricity to our members. Redwood Electric Cooperative also offers many other programs and services to its members.

In the U.S., there are more than 29,000 co-ops serving in every single industry. Many co-ops from different sectors join together during the month of October to educate members in the community about cooperatives.

There are more co-ops in our local community than most people realize. Co-ops are even represented on the shelves at our local grocery stores, such as Land O'Lakes, Welch's, Organic Valley, Cabot Cheese, Sunkist, Ocean Spray and many more.

According to the latest data, more than 130 million people belong to a co-op in the U.S. alone. And co-ops employ more than 2 million Americans.

This speaks to the heart of why we must take every opportunity to celebrate and teach others about the cooperative business model. So, plan your own co-op celebration by purchasing co-op products, look to do business with co-op's right here in our local communities and be an active member of Redwood Electric Cooperative.



Caramel Apple Crisp

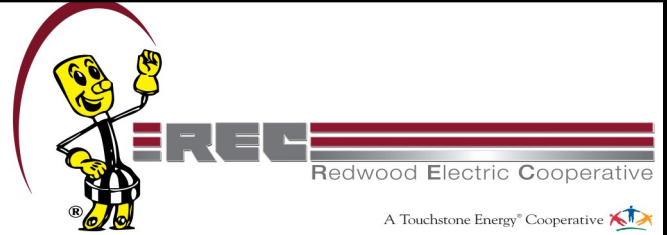
Ingredients:

- 4 small-medium sized cooking apples (suggest Granny Smith Apples, but you can use any kind you prefer)
- 3/4 cup caramel, home-made or storebought
- 1 cup old fashioned oats
- 1 1/4 cups All-purpose flour/plain flour
- 3/4 cup brown sugar
- 3/4 cup salted butter, cut into small chunks



Instructions:

- Preheat oven to 350 °F. Spray a 9x9 square dish with non-stick spray.
- Peel your apples and slice thin-medium sized slices. Place apples directly inside the pan. Drizzle 3/4 cup caramel on top and mix together so all apples are coated.
- In a medium bowl mix together oats, flour, and brown sugar then use your clean hands to rub the butter into the dry ingredients until you get smaller clumps of crumble. Sprinkle evenly on top of apples. Bake for 35-45 minutes, or until golden brown top. Serve with vanilla ice cream. Store leftovers in an tight containers for up to three days.



60 Pine St. Clements, MN 56224

(507) 692-2214

or

(888) 251-5100

(Toll free number & Outage number)

Pay-by-Phone #:

844-905-2209

Email address:

office@redwoodelectric.com

Web:

www.redwoodelectric.com

Office Hours:

7 a.m. to 3:30 p.m. Monday-Friday

Ron Horman, General Manager

Board of Directors

Daniel Tauer, President

Emily Evans, Vice President

Jill Weber VanDerWal, Secretary-Treasurer

Michael J, Baune, Director

Dean Fultz, Director

George Turbes, Director

Richard Nelson, Director

The Board meets the fourth Thursday of each month at

Redwood Electric Cooperative's building at

60 Pine St. Clements, MN 56224

STATEMENT OF NON-DISCRIMINATION

Redwood Electric Cooperative is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html) found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter by mail to:

U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

REC WATER HEATER PROGRAM

Redwood Electric's interruptible water heater program provides members with a Marathon water heater at half the price!

Member Cost:

- \$700 Marathon Water Heater
- Any cost incurred by a plumber and/or electrician

REC will deliver the water heater and install the radio receiver.

*Members must be on a load management program.



Visit our website