



MANAGER'S MESSAGE • PAT CARRUTH



General Manager

Legislative Visits

Each year rural electric cooperatives in the state get together for the MREA (Minnesota Rural Electric Association) annual meeting in St. Paul. Part of this meeting includes making visits to respective legislators to discuss issues of importance to our cooperative and its member-owners. As far as the electric business is concerned, there are not many big issues on the front burner this year. It is quite enjoyable to have somewhat of a breather. It gives us a chance to have a plain old nice visit with our representatives.

Good Showing of Member-Owners Considering the Weather

We decided to go with a delayed start with our co-op's Annual Meeting to let the plows clear the roads of heavy overnight snow on March 24th. Brunch was served at 11 a.m. and we held the business meeting at 12:30 p.m. It was good to see many of the members and friends of Minnesota Valley show up in spite of the weather. The business part of the meeting lasted just over an hour, which included drawing for Basin Tour trips and door prizes. All in all, it was an enjoyable meeting. For those of you who came to spend time with us...thank you! Next year's Annual Meeting will be at the Prairies Edge Casino near Granite Falls on Saturday, March 30th. It will again be a breakfast buffet before kicking the business meeting off at 10:30 a.m. If you've never been to one, hopefully you will mark it on your calendar for next year. It's your business and your meeting and we do our best to make it enjoyable for you.

Have a great Spring!

2018 Annual Meeting Results & Photos

MEMBERS REGISTERED
156

MEALS SERVED
350

DIRECTORS ELECTIONS
Re-elected to 3-year terms

NEXT YEAR'S ANNUAL MEETING
Saturday, March 30th, 2019
at the Prairies Edge Casino
in Granite Falls



Don Fernholz
District 1



Mark Peterson
District 3



MORE PHOTOS FROM THE 2018 ANNUAL MEETING ON PAGE 3.

Basin Tour Drawing

Due to the weather on Annual Meeting day, we have a few spots available for the Basin Tour. If you have not been on the Basin Tour, here is your chance! Please fill out the information to the right and submit it to the office by **Wednesday, April 25th**. We will have a drawing and contact the winning members. The Basin Tour is scheduled for July 10th-12th, 2018.

Name: _____

Phone Number: _____

ENGINEERING & OPERATIONS • BOB KRATZ



Manager of Operations

Well, I guess we just couldn't get through winter without Mother Nature reminding us that she likes to try and take control of things sometimes. Minnesota Valley received the first outage call on Monday, March 5th a little after noon. As the ice built up on the wires and the wind started whipping, the outages just kept coming in.

With the combination of the ice, wind and the right temperature, the wires like to gallop – a violent up and down motion that makes them slap together. This, of course, will cause your lights to blink or go out. Most of the worst problems reported were in a line from Marshall to Canby and then all the way north of Madison to Rosen. A three thirty four zero three A As soon as the crews would get one line outage energized again, another couple outages would get called in to the office. This happened for most of the evening.

The crews found it very tough going in the blinding snow. It slowed travel down to a crawl at times. Even going to the nearest town to refuel took the crews much longer than usual. Minnesota Valley crews worked through Monday night and had almost everyone back on by Tuesday forenoon. A total of 12 distribution poles were broken during the storm and numerous wires were snapped.

Another area affected by the storm included the consumers that are fed off of the Lisbon, Vallers, Wood

Lake and Echo Substations. A section of transmission line that feeds these areas was galloping so bad that the wires kept slapping together knocking them out of power after a few minutes of being energized. The wind finally subsided enough so the breaker that feeds these substations would stay energized.

Minnesota Valley crews spent the next week doing clean up on all the repairs. I would like to thank all of the consumers affected by this storm for your patience in getting your lights back on. Also, I appreciate you calling in and giving us locations about downed poles and wires you may have noticed. With that, I hope the next thing Mother Nature gives us is spring.

On mentioning spring, if you have plans for service upgrades or new services this year, please contact the office. We are in the process of lining up work projects and need to get you on the list. As in other years, we will try to get as much underground wire in as we can before the crops are planted.

We would like to congratulate Journeyman Lineman, **Loyd Canatsey**, on his retirement from Minnesota Valley on April 20th. Loyd has worked for Minnesota Valley for just about 37 years, most recently as one of our Crew Chiefs. We wish him and his family enjoyment and good health in the years to come.



Find Your Location for a \$10 or \$20 Bill Credit!



There are two hidden account numbers in this newsletter. If one of them is your number, you will receive a \$10 energy credit or \$20 if you are an Operation Round Up participant. Keep looking each month—it could be your number! If you find your number in the newsletter, call the office at 320.269.2163 or 800.247.5051.

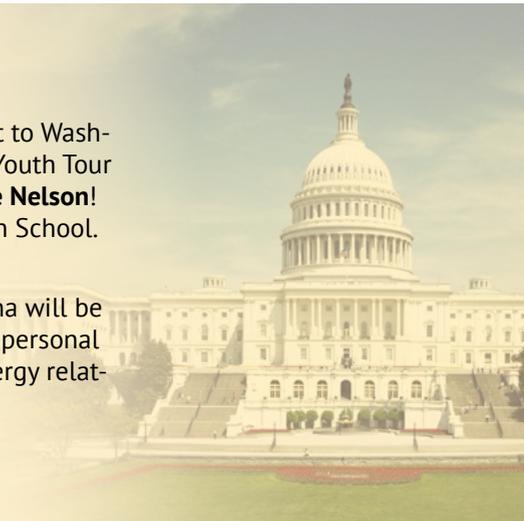
Congratulations to Dennis Kern who identified his location and received a \$10 credit off of his energy bill!

Youth Tour Winner

Minnesota Valley will again be sending one area student to Washington, D.C., to represent us at the Electric Cooperative Youth Tour in 2018. The student selected this year is **McKenna Rose Nelson**! McKenna is from Belview and attends the Wabasso High School. Her parents are Angel and Troy Nelson.

The trip is scheduled for June 9th-14th, 2018. McKenna will be joining other students who applied, completed a personal information sheet and wrote an essay on an energy related topic of their choice.

Our congratulations to McKenna!



2018 Annual Meeting Photos (continued from page 1)



Thank you so much for the awesome racecar I won at your annual meeting. I love driving it around the house. I also had lots of fun in the kids room.

Sincerely,
 W H C R O A F T
 (Heath) (Crocket)



Comparative Report

	Jan-Feb 2018	Jan-Feb 2017	Jan-Feb 1998
Kwh Purchased	46,057,442	40,592,413	25,198,465
Kwh Sold	43,667,347	38,531,600	24,203,740
Cost Of Purchased Power	\$2,024,284	\$1,841,247	\$741,950
Patronage Capital Margins	\$356,656	\$218,622	\$62,956
Reserve For Taxes	\$45,833	\$45,833	\$70,000
Cost Per Kwh Purchased (mills)	43.95	45.36	29.44

	February '18	February '17	February '98
Total Plant	\$71,786,006	\$68,898,528	\$30,618,474
Number of Active Services	5,268	5,265	5,181
Average Residential Bill	\$253.70	\$205.20	\$111.63
Average Residential Kwh Consumption	2,805	2,201	1,824
Average Kwh Usage All Consumers	3,931	3,239	2,205
Peak Kw Demand (Peak Load)	42,170	38,430	23,996





Member Services Manager

SmartHub Keeps You Informed

As our customers, you want convenient account access and detailed information about your usage. Put the power of data in your hands with mobile and web apps.

You can have the tools you need to manage your account. *SmartHub* gives you the ability to manage an account anytime, anywhere on a mobile device or on the web. You have the option to pay a bill, check account usage, report service issues and contact our office right at your fingertips. You can gain also a better understanding of energy use. With the implementation of our new software programs in the past few months, you are now able to have your electrical usage and energy costs readily available.

The *Home* page provides an overview of account information with the next amount due and your total balance. Any alerts, such as notification of a delinquent bill, are displayed here as well. None twenty eight zero three There are many links on the screen that allow you to quickly navigate to various sections of the application, such as to make a payment, view usage or view billing and payment information.

Safe and Secure

SmartHub's bill payment and transaction environment is designed with the latest security features available, giving you the comfort of knowing any time your bill is paid, the transaction will be safe and sound.

How Do I Sign Up for SmartHub?



To Sign Up Through Our Website:



- 1) Visit www.mnvalleyrec.com
- 2) Click the button labeled *SmartHub* then select the *New User Sign Up* link
- 3) Click the <https://mnvalleyrec.smarthub.coop> link
- 4) On the SmartHub login page, select *New User*
- 5) Enter your account information and choose *Submit*
- 6) A temporary password will be sent to the email address you provide
- 7) When you receive the email, click the login link and use the temporary password
- 8) Change your password and choose *Confirm* to access SmartHub

To Sign Up Through the App:



- 1) Download the app from the Apple App Store or the Google Play Store by searching for "*SmartHub*" (not case sensitive but must be all one word). If duplicates appear, our partner, *National Information Solutions Cooperative*, provides the correct app.
- 2) Find Minnesota Valley Cooperative by location or name and *Confirm*
- 3) Select the *New User* link
- 4) Enter your account information and choose *Register*
- 5) A temporary password will be sent to the email address you provide
- 6) When you receive the email, click the login link and use the temporary password
- 7) Change your password and choose *Continue* to access the SmartHub app

Office Hours

8:00 a.m. - 4:30 p.m.
Monday through Friday

24-Hour Telephone Answering

320.269.2163
800.247.5051

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