

# POWERLINES

POLK-BURNETT ELECTRIC COOPERATIVE, NOVEMBER 2018

Photo by Andrew Preble on Unsplash

## Thank you for your membership and support

by General Manager Steve Stroshane



As you know, I generally use this space to announce new co-op initiatives and provide you with project updates. I share these reports so that all of you have a window into our priorities, progress and challenges. This month, however, I'd like to focus on you, and express my appreciation for your membership. It's important for you to know what an impact you have on our co-op and community.

Concern for community is a core principle of our co-op business model. Our priority is always to provide safe, reliable electricity, and we view our role in the community as a catalyst for good. We partner with our local chambers of commerce and economic development organizations. We work closely with our schools to provide power line safety demonstrations, solar tours, scholarships and school-to-work training. We also participate in the annual Youth Tour, where we take our community's brightest young people to Washington, D.C. to experience democracy in action. The trip is inspirational for students, and we are humbled and honored to be a part of this leadership development journey.

*Ultimately, our local communities benefit from these programs because of you!  
You empower the co-op through your membership and support of these programs.*

Because we are locally governed by members of our community, we get a first-hand perspective on community priorities. We are thankful that co-op board directors and employees make time to attend important training programs, participate in meetings and keep up with industry trends. This investment of time helps us serve you more effectively.

I also appreciate the countless acts of kindness our linemen and other employees receive from members when they are working to restore power outages in severe weather and dangerous conditions. Our employees are thankful for your patience and consideration.

Polk-Burnett was established 80 years ago in 1938 to bring electricity to our rural area when no one else would. The co-op spirit continues today, and we are a reflection of our local community and its evolving needs. Together, let's continue to make our corner of the world a better place. We can't do it without you, and for that, we are grateful.

*All of us at Polk-Burnett are truly thankful for you, our members. Happy Thanksgiving!*

## Delivering power 99.97% of the time!

by Operations Manager Ed Johansen



**LESS THAN ONE HOUR WITHOUT POWER PER MEMBER PER YEAR!**

That's the target we work toward, and that's the result that puts Polk-Burnett in the top 25% nationwide for reliability.

To achieve our reliability goal each year, we invest a significant amount of work and money into our electric system: \$3 million in 2017 and \$3.5 million in 2018 to upgrade and maintain more than 3,000 miles of power line!

Over the next three years, our work plan includes replacing 60 miles of deteriorating underground cable. We replaced 20 miles in Jackson, Grantsburg, Black Brook and Farmington substation areas in 2018; 20 miles near Grantsburg is planned for 2019, and a final 20 miles will be replaced east of Balsam Lake and Luck in 2020.

The bad cable was installed in the 1970s and 80s, and is causing power outages from deteriorating insulation. The new underground cable has a protective jacket and better insulation that's proven to be more reliable, and will save the co-op an estimated \$50,000 per year in repairs.

**Project funding:** Polk-Burnett received \$3.7 million from Dairyland Power Cooperative in 2017, as part of a settlement from the federal government for failing to provide permanent storage for nuclear waste. We returned \$1 million to members as a special Capital Credit retirement in 2017, and will invest \$2.7 million into this project that accelerates the replacement of deteriorating underground cable and improves reliability for co-op members.

*Underground power outages are difficult to find and repair, which results in longer outages for members and more expensive repairs. They can also mean disturbing landscaping and driveways.*



**Power outages for members in areas served with aging cable have increased to an average of almost four hours a year! We're fixing this.**

## #HolidaySafety

Carefully inspect all electrical decorations before you use them. Damaged sockets and loose or exposed wires can cause serious shock or start a fire.



## \$2 rebate on LED lights

Co-op members can earn a rebate credit of \$2 for each LED light string or decor item (limit 12) purchased through the end of 2018.

Rebates are also available for Energy Star appliances and energy efficiency upgrades.

EnergySense rebates help you improve comfort and save energy, while lowering your electric bill.

Find rebate forms on [polkburnett.com](http://polkburnett.com) or 800-421-0283, ext. 595. Rebate deadline is January 1, 2019.



## Farm animals can be sensitive to electricity

Animals are more sensitive to electric currents than humans. If you notice sensitive behavior in cows and livestock on your farm, such as a tendency to shy away from objects or a hesitancy to enter stalls or milking parlors, contact your electric cooperative. You may have stray voltage issues caused by poor grounding or defective electrical equipment. For assistance, call 800-421-0283, ext. 322.



POLK-BURNETT ELECTRIC CO-OP

Did you know that you can buy renewable energy from the co-op?

**100 kWh blocks are just \$1 per block per month**

Buy one block or enough to power your whole house!

## Help us make the season bright for local kids



### 13th Annual Polk-Burnett Holiday Gift Drive

Donate NEW, UNWRAPPED gifts for local kids.

**NOVEMBER 26 – DECEMBER 3, 2018**

Monday – Friday, 8 a.m. – 4 p.m.



Polk-Burnett Centuria, 1001 State Road 35, Benefits Operation Christmas, Polk County  
Polk-Burnett Siren, 7298 State Road 70, Benefits Interfaith Caregivers, Burnett County



## 3 WAYS TO STAY INFORMED IF YOUR POWER GOES OUT

1 View and report outages on SmartHub.

2 View outage map on [polkburnett.com](http://polkburnett.com).

3 Sign up for outage text alerts on [polkburnett.com](http://polkburnett.com).

See when power is out and when it's restored.

We'll text estimated restoration time and outage cause, when possible.

## Energy Efficiency Tip of the Month

Spending more time in the kitchen during the holiday season? Here's one way to be more energy efficient: Unplug small kitchen appliances, like toaster ovens and microwaves, when not in use. You could save \$10 to \$20 per year.

Source: U.S. Dept. of Energy



**ENERGY SENSE REBATE  
DEADLINE: JANUARY 1, 2019**  
For items purchased in 2018



**SCHOLARSHIP APPLICATION  
DEADLINE: JANUARY 4, 2019**  
2019 Graduates: Win \$1,250!

IF YOU RECEIVE AN EMAIL SURVEY, WE APPRECIATE YOUR PARTICIPATION TO HELP US IMPROVE.  
All members who submit a survey will be entered into a drawing for a \$50 bill credit.

Polk-Burnett is your local Touchstone Energy Cooperative. Reliable power with efficiency and extraordinary service.

Like us on Facebook. Follow us on Twitter.

800-421-0283 • [polkburnett.com](http://polkburnett.com)



Equal Opportunity Provider and Employer | Member Owned | Not for Profit

