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Reminders

The Beat the Peak Energy Challenge has begun!

The 2017 competition began on Memorial Day and will continue through Labor Day Monday, Sept. 4. Nearly 3,000 households and 21 teams are participating.

Though the deadline to join or form a team has passed, there is still time to enter the Beat the Peak Energy Challenge as an individual household. What's at stake? The chance to save money and win \$100 monthly cash prizes for lowering your energy consumption during peak times of usage. Sign up at www.mvec.net

Additional resources available 24/7 at www.mvec.net

ElectricEye

Minnesota Valley Electric Cooperative

June 2017

New options with WiFi thermostat program



MVEC is excited to launch a new "Bring Your Own Thermostat" program featuring Honeywell and Nest WiFi thermostats.

This voluntary Energy Wise program rewards participants for reducing electricity use during periods of high power demand, while helping the environment and reliability of the electric grid.



Participants agree to brief, limited events when thermostats are adjusted during peak electric demand periods from June 1 through Sept. 30 on non-holiday weekdays. One to 18 events are anticipated each summer. Peak

electricity demand typically occurs on hot summer days.

MVEC members who have a qualified, WiFi-connected thermostat that controls a central air conditioner or air source heat pump are eligible.

Qualified participants will receive a one-time \$50 bill credit and a 10 percent discount on summer electric bills (June - Sept.) each year of enrollment.

Learn more at www.mvec.net/residential/energy-wise-programs/

Note: If you already participate in MVEC's WiFi Thermostat Program, there is no need for any action, and you will experience no changes.

MVEC achieves high customer service score

In a first quarter 2017 survey, member-owners have given their cooperative, MVEC, an American Customer Satisfaction Index (ACSI) score of 90.

To compare, so far in 2017, the average score for U.S. investor-owned electric and gas utilities is 75, and the cooperative utility average is 78. Municipal utilities scored a 72.

"Kudos to Minnesota Valley Electric Cooperative employees for their dedication to service excellence. This ACSI score comes from members, the people in your community, who trust the MVEC team to provide reliable power, information and to serve the community well," Lynn Moore, executive director of Touchstone Energy Cooperatives.

"MVEC is a leader in the industry and a great example of the service members can expect from a well-run cooperative."

- Lynn Moore, Touchstone Energy

The ACSI is an index that measures how satisfied consumers are with the quality of products and services available to them. The purpose of the ACSI is to measure performance through customers' perspectives, and to learn from the study's results to help improve customer service.

See ACSI Score on page 2

How we stack up



ACSI

American Customer Satisfaction Index®

MVEC
Minnesota Valley Electric Cooperative
Your Touchstone Energy® Cooperative



ACSI Score

continued from page 1

To further compare MVEC's score of 90, famous brand names that are tops in their categories received these scores in 2016:

- Lincoln automobiles, 87
- Chick-fil-A restaurants, 87
- Amazon online shopping, 86
- Trader Joe's grocery stores, 86
- Dr. Pepper beverages, 86
- Apple Computer, 84
- Google search engine, 84
- Hilton Hotels, 81

"Our mission is to create exceptional member experiences, while safely providing reliable energy at cost. We are grateful our members have ranked us favorably, but we strive for constant improvement in all we do. Our goal is to move this score even higher." said Ryan Hentges, MVEC general manager.



In the office and out in the field, MVEC employees participate in training to sharpen customer service, technical and safety skills to provide members with world-class customer service.



ORU donations are used in many ways

Operation Round Up (ORU) is a program where MVEC members can round up their monthly electric bills to the next whole dollar amount. The extra cents (averaging \$6 a year) from all participating members are combined and put into a special trust fund used to assist non-profit groups throughout MVEC's service area.

2nd Quarter ORU recipients include:

- Aging Services of Montgomery - \$1,000 for uniforms
- Burnsville Robotics - \$1,500 for Girls Engineering Day
- CAP Agency of Shakopee - \$2,500 for Crisis Nursery
- Cologne Fire & Rescue - \$3,000 to replace handheld radios
- H.I.S. Haven of Le Center - \$1,000 for therapeutic riding for foster kids
- Holy Redeemer School of Montgomery - \$900 for roller skate rental
- I.R.I.S. of Faribault - \$1,000 for yarn to make prayer shawls
- Kindred Family Focus of Roseville - \$750 for financial support for foster families
- Le Center Friends of the Library - \$900 for new furniture
- Le Sueur-Henderson Backpack Nutrition - \$500 for food
- Lonsdale Food Shelf - \$500 for food
- Lutheran Home Association of Belle Plaine - \$500 for Let's Go Fishing membership
- Majestic Hills Foundation of Lakeville - \$1,500 for Heroes on Horseback
- New Options of Shakopee - \$640 for wheelchair
- New Prague Area Community Education - \$900 for Camp Invention scholarships
- New Prague Area Historical Society - \$900 for log cabin restoration
- New Prague Early Childhood Family Education - \$2,100 for defibrillator device
- River Valley Community Partnership of Chaska - \$2,000 to expand community outreach
- Savage Arts Council - \$200 for work of art business skills
- Scott County Sheriff's Office - \$3,750 for the Safety Net Program
- Sibley County Agricultural Society - \$1,500 for poultry, rabbit and horse barn
- Sibley County FoodShare - \$500 for food
- Trinity Lutheran Church of Waconia - \$410 for mission trip transportation



TOTAL SECOND QUARTER DISTRIBUTION: \$31,960

Since 1995, MVEC members have contributed \$1,630,161.20



The Scott County Sheriff's Department received a \$3,750 ORU grant for its Safety Net program, which uses tracking devices for vulnerable children and adults, who may tend to wander. Sergeant Kenneth Dvorak and Sheriff Luke Hennen show one of the radio receivers used by over 30 Scott County officers in quickly locating missing persons who are enrolled in the program, which helps give peace of mind to parents and caregivers.

Recipients of \$15,000 in scholarships announced

Each year, MVEC awards 15 \$1,000 scholarships – five randomly selected from each of MVEC’s three voting districts. These scholarships are funded through unclaimed Capital Credits. In addition, Brian Prchal earned a \$1,000 academic scholarship from wholesale power provider, Basin Electric Power Cooperative.



Haley Arnold
Prior Lake High School



Noah Bachmeier
Burnsville High School



Jacob Cohn
Prior Lake High School



Emily Hansson
Prior Lake High School



Krista Holmstrom
Burnsville High School



Austin Hovis
Prior Lake High School



Elizabeth Johnson
Belle Plaine High School



Matthew Myhre
Eden Prairie High School



Brian Prchal
New Prague High School



Marissa Ruppe
Northfield High School



Madison Sapp
Prior Lake High School



Avery Swank
Prior Lake High School



Jordyn Trog
Prior Lake High School



Daniel Voxland
Academy of Holy Angels



Paradis Vandeputte
Chanhassen High School



Jordan Zachmann
Tri-City United High School

Your co-op offers convenient programs for members on the go!

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- Or set up **automatic payments** from a credit card or your checking or savings account each month.



Learn more at www.mvec.net/residential/pay-my-bill/



In addition to pharmacy discounts, the **Co-op Connections Card** offers specials on hotels, rental cars, attractions and restaurants all across the country that are great when traveling for business or planning a vacation. Research online before you go or use the smartphone app for GPS-enabled searching as you travel. Learn more about how you can save at www.mvec.net/our-community/co-op-connections/

Air Source Heat Pumps save money year round

Looking to efficiently heat and cool your home? An Air Source Heat Pump (ASHP) is a smart solution. ASHPs act like a central air conditioner in the summer time. Year-round, they provide heating and cooling in one efficient and economical package that looks like a central air conditioning unit.

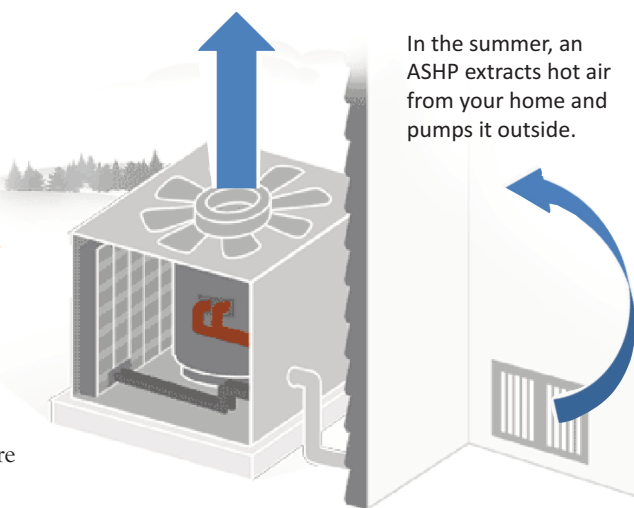
When you need to cool your home, ASHPs outperform standard central air conditioners by extracting the existing heat from inside your home and pumping it outside. In the winter, the process is reversed, and ASHPs heat your

home by transferring heat energy from the outside air and bringing it indoors.

MVEC members who install an ASHP on Energy Wise will receive a \$500 cash back rebate and pay half price electric rates.

For greater control and convenience, ASHPs work well with programmable WiFi thermostats. Set it and forget it.

Contact Mike O or Michael H at 952.492.2313 or 800.282.6832 for more information on air source heat pumps.



In the summer, an ASHP extracts hot air from your home and pumps it outside.

Move over for roadside crews

When the power goes out, so do MVEC's line crews. Lineworkers are the first to respond after an outage occurs to restore power as quickly and safely as possible.

UTILITY
WORK
AHEAD

During the work day, crews are out and about on a variety of construction and maintenance projects, often adjacent to busy roads.

If you're traveling and see one of our crews on the side of the road, please move over when possible and give them a little extra space to work.

If you approach a crew while traveling on a two-lane road, moving over to the next lane might not be an option. In this case, simply slow down. If you approach a crew while on a four-lane road, and safety and traffic conditions allow, move over into the far lane.

Minnesota's Move Over Law was named in honor of Ted Foss, a State Patrol trooper who was killed while on the shoulder of I-90 in Winona in 2000. Fines for ignoring this law can exceed \$100.



Give them room to work! When driving past a construction or utility crew of any type, move over as safely as you can, so they can work safe, too.

Major areas of system construction this summer include:

1. Installing 18,720 feet of underground cable along Carver County Road 30 between Mayer and Waconia.
2. Installing 60,000 feet of underground cable along Scott County Road 83, as part of an ongoing project near Mystic Lake.
3. Underground and overhead work as construction progresses at the new Cedar Lake Substation between New Prague and Elko.
4. Replacing 26,400 feet of aged overhead line between Belle Plaine and Arlington and 1,580 feet of line north of Highway 212 in Augusta Township.
5. Relocating 22,700 feet of overhead line to underground along Flying Cloud Drive in Carver and Hennepin counties.
6. Relocating 2,640 feet of power line near Scott County Roads 68 and 27 due to roundabout construction.
7. Replacing 8,000 feet of aged power lines in the Le Center and Montgomery areas to improve reliability.

Take precautions during summer storm season

Stay safe during and after summer storms by following these tips:

Avoid wires and water – When lightning strikes a home during a storm, the electrical charge can surge through pipes and utility wires. You can get zapped if you're touching water or any device that's plugged in, whether it's a landline phone or toaster.

Skip the makeshift shelter – During a storm, it's tempting to take cover under a picnic gazebo or golf cart, but in open-sided structures with no conductors to channel strikes, a bolt's path of least

resistance to the ground could be you. Keep moving toward suitable shelter.

Portable generators – Take special care with portable generators. Do not connect generators directly to household wiring. Power from generators can back-feed along power lines and electrocute anyone coming in contact with them, including co-op line workers making repairs. Hire a qualified, licensed electrician to install your generator and ensure that it meets local electrical codes.

Flooded areas – Stay away from downed power lines and avoid walking or driving

through flooded areas. Power lines could be submerged and still live with electricity.

Electrical equipment – Never use electrical equipment that is wet – especially outdoor electrical equipment, which could be a potential danger after a summer storm. Water can damage electrical equipment and parts, posing a shock or fire hazard.

Report any outages or downed lines you see to MVEC by calling 952.492.8255 or 800.232.2328.