


SPARKS

Your Touchstone Energy® Cooperative 



*SmartHub
is here!*

*Your new way to view
energy, pay your bill
and more online!*



Register for SmartHub

For assistance, call 1-800-788-7784
during regular business hours.



On the Web

1. Go to rrvcoop.com in your web browser.
2. Beside New User, click the link for 'Sign up to access our Self Service site.'
3. Complete the account, name and email fields. You can sign up with your current account number without the decimal point.
4. Complete the security fields.
5. Check your email for your temporary password.
6. From the SmartHub login screen, enter your email address and temporary password to login.

On an Android Device

1. From the Google Play store, search for 'smarthub' and tap SmartHub app from National Information Solutions Cooperative (NISC). Accept the access options and install.
2. Search for RRVCPA by name and select it. Tap Confirm.
3. Tap the new user icon in the upper right corner.
4. Fill out the fields; note that your email will be your username and you will be sent a temporary password via email.
5. Use your email address and temporary password to login.

On an Apple Device

1. From the App store, search for 'smarthub' and install SmartHub from National Information Solutions Cooperative (NISC).
2. Search for RRVCPA by name, tap it to select it then tap Confirm on the next screen.
3. Tap the New User button in the upper right corner and complete the required fields.
4. Complete the security check.
5. Check your email for the temporary password.
6. Sign on with your email and temporary password.

SPARKS

Red River Valley Co-op Power is an equal opportunity provider and employer.

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www.rrvcoop.com

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Mary Merrill, Graphic Artist

January 2019

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Halstad, Minnesota (USPS 509-300)

OFFICERS & DIRECTORS

Roger Krostue Fisher
Chairman

Marvis Thompson Perley
Vice Chairman

Trevor Sorby Glyndon
Secretary-Treasurer

Sarah Tommerdahl Hendrum

Neil Wieser Moorhead

Lauren Brorby, CPA
Chief Executive Officer

Scheduled Board Meeting

Board meetings are held in Halstad at the cooperative office starting at 8:30 a.m. on the next-to-last Monday of each month.

Outages: 800-788-7784

On the cover: SmartHub will take the place of MyMeter as a way to conveniently and securely view energy use, pay your bill and much more.



LIKE US ON
FACEBOOK
TO STAY UP-TO-DATE!

Like your cooperative at
www.facebook.com/rrvcpa
for outage updates and other
useful information.



Lauren Brorby, CPA
CEO

THE CEO'S REPORT

New office software conversion is here

January marks the first month of your cooperative's new office software, on-line energy and bill pay portal and new field software, plus a new website.

Your employees have been extremely busy to say the least. This new software conversion is expansive, touching every corner of the way Red River Valley Co-op Power does business with you, our member. That is why we are devoting the front page to SmartHub and page 4 to the new bill format you will see for the first time in February. We want you to be as familiar with the new look as possible.

While our employees have been working hard to make the transition as smooth as possible for you, you may notice a few times where it takes us just a little longer to find the information you need as we become more familiar with the software.

So, here are a few items to help you as well:

- Direct line to make secure 24/7 payments over the phone – **1-888-395-5290**. Members can call this line to make one-time payments on their account.
- One-time website payment – Located on our website, www.rrvcoop.com, you can either use your new account number (starting in February with first new statement) or use your current account number **without the decimal point** to make a secure payment online.
- SmartHub online energy management portal - For the 1,500 members who used MyMeter, this will take the place of MyMeter at www.rrvcoop.com. You'll see the logo and the **View Energy/Pay Bill** sign on the website. Here, you can view statements, go paperless, make simple service orders, view energy usage and pay your bill just like you did with MyMeter. To sign up, you need your current account number **without the decimal point** or your new account number (starting in February with the first new statement).

As always, don't hesitate to call or email us at info@rrvcoop.com with questions or have us help you through the process.

Annual meeting coming up

Your cooperative's 82nd annual meeting is almost here. Fellowship and the business meeting will be held March 28, 2019, at the Dilworth Community Center. We hope to see you there!

You are invited to celebrate
Red River Valley Co-op Power's
82nd Annual Meeting

March 28, 2019

Dilworth Community Center
Dilworth, Minn.

- Registration, refreshments and cookies start at 4:30 p.m.
- Supper from 5:30 to 6:30 p.m.
- Business meeting begins at 6:30 p.m.

Delicious meal

Free attendance gift

Plus, vendor prizes and prize drawings!

*We look forward
to seeing you there!*

2019 Director Elections

2019 director elections

Red River Valley Co-op Power members in District 1 and 2 can now submit nominations to compete for a seat on the board of directors.

As a cooperative, Red River Valley Co-op Power is owned by its members. Members elect a board of directors to represent them at the cooperative. Due to a vacancy in District 1, three directors will be elected at the 2019 annual meeting March 28 at the Dilworth Community Center. Directors whose terms expire in 2019 are:

District 1 (two-year term): Vacant

District 1 (three-year term): Roger Krostue

District 2 (three-year term): Marv Thompson

How to run

To run for a director position, interested members in the above-mentioned districts (see map) must pick up a petition form and director packet at the office in Halstad or request to have the material mailed to them. Per the Bylaws, any 15 or more members who reside in Districts 1 or 2 may nominate an eligible member for a director position in that specific district. Since District 1 has both seats up for election, the top two candidates who receive the most properly cast and accepted votes will be elected to fill the two positions in that district. The candidate in District 1 who receives the most votes will be elected to the three-year term.

No member may be elected to a director position unless nominated in this manner. No write-in ballots will be accepted. The cooperative must receive the completed petitions and forms from the packet no later than 4:30 p.m. on Tuesday, February 26, 2019. Please see below for the section of the bylaws pertaining to nominations and qualifications.

Director Districts

District 1 Townships

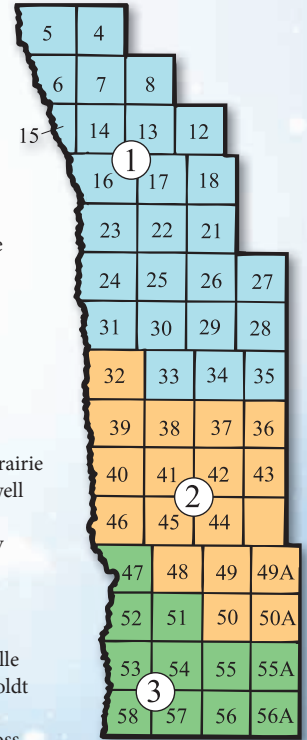
- 4 - Nesbit
- 5 - Huntsville
- 6 - Bygland
- 7 - Fisher
- 8 - Lowell
- 12 - Fairfax
- 13 - Andover
- 14 - Roome
- 15 - Tynsid
- 16 - Vineland
- 17 - Hammond
- 18 - Russia
- 21 - Reis
- 22 - Scandia
- 23 - Hubbard & Rhinehart
- 24 - Shelly
- 25 - Good Hope
- 26 - Lockhart
- 27 - Spring Creek
- 28 - Green Meadow
- 29 - Pleasant view
- 30 - Anthony
- 31 - Halstad
- 33 - Hegne
- 34 - McDonaldsville
- 35 - Lake Ida

District 2 Townships

- 32 - Hendrum
- 36 - Rockwell
- 37 - Winchester
- 38 - Mary
- 39 - Lee
- 40 - Georgetown
- 41 - Vidling
- 42 - Felton
- 43 - Hagen
- 44 - Flowing
- 45 - Morken
- 46 - Kragnes
- 48 - Moland
- 49 - Spring Prairie
- 49A - Cromwell
- 50 - Riverton
- 50A - Hawley

District 3 Townships

- 47 - Oakport
- 51 - Glyndon
- 52 - Moorhead
- 53 - Kurtz
- 54 - Elmwood
- 55 - Elkton
- 55A - Skree
- 56 - Barnesville
- 56A - Humboldt
- 57 - Alliance
- 58 - Holy Cross



Petition for Nomination

The following members wish to nominate insert name for the **District 1** director position and place such name on the ballot for the March 28, 2019 election at the annual meeting of the Cooperative, in accordance with Article III, Section 4, of the bylaws. Due to a vacancy, there are two open seats in District 1. The top two candidates who receive the most properly cast and accepted votes will be elected to fill the open positions in that district. The candidate in District 1 who receives the most votes will be elected to the three-year term.

The following members wish to nominate insert name for the **three-year District 2** director position and to place such name on the ballot for the March 28, 2019, election at the annual meeting of the Cooperative, in accordance with Article III, Section 4, of the bylaws.

	NAME	ADDRESS	ACCOUNT NO.
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			

The Cooperative must receive the completed petition no later than 4:30 p.m., February 26, 2019. At the March 28, 2019 annual meeting, elections will be held for one director in District 1 and one director in District 2, and a two-year term for the vacant position in District 1. The directors whose terms expire in 2019 are:

DISTRICT 1	DISTRICT 1	DISTRICT 2
2-year term	2-year term	3-year term
Vacant	Roger Krostue	Marv Thompson

Any 15 or more members who reside in District 1 or 2 may nominate an eligible member for a director position in that district. No member may be elected to a director position unless nominated in this manner. In the event of joint membership, only the signature of one joint member shall be acceptable.

Red River Valley Cooperative Power Association Bylaws

ARTICLE III - DIRECTORS

Section 4. Nominations.


- (a) Any fifteen (15) or more members who reside in any one district may nominate an eligible member for a director position in that district. Such nomination shall be in writing and signed by said fifteen (15) members, or more, and delivered to the Secretary at least thirty (30) days before the members' meeting.
- (b) No member may be elected to a director position unless nominated in the manner provided by this section. No write-in ballots shall be accepted.
- (c) The members may, at any meeting at which a director or directors shall be removed, as heretofore provided, elect a successor or successors thereto without compliance with the provisions herein with respect to nominations.

continued on page 5


New bill format starts in February

Now that Red River Valley Co-op Power has a new office software provider, your next statement from us will look quite different. Here is a quick cheat sheet to help you navigate the new statement.


1. **New account number.**
2. **Map Service Location –**
This will help dispatch if you call in with an outage. It represents township, section and physical identifier.
3. **SmartHub –** a tool that allows you to view energy usage and pay your bill online plus a host of other services.



**RED RIVER VALLEY
CO-OP POWER**

GO PAPERLESS  SIGN UP ON SMARTHUB

Office Hours: Monday - Friday 8:00 AM - 4:30 PM
Phone: (218) 456-2139
Toll Free: (800) 788-7784
Pay by Phone (888) 395-5290
Pay Online: www.rvcoop.com

smart hub  3

- Make Payments
- Track Electric Usage
- Manage Your Account

Sign up today at www.rvcoop.com

AUTO-PAY AMOUNT

\$251.93

DO NOT PAY

1

ACCOUNT NUMBER | 1234567
Customer Name: | JOHN DOE
Statement Date: | 12/07/2018

2

Service Address: 123 Southview Dr S Bk 4s Map Service Location: 32 30A2706

Account	Meter No.	Services		Days	Readings		Meter Multiplier	kWh Usage	Rate	Service Description
		From	To		Previous	Present				
1234567	78945612	11/29/18	12/29/18	30	22139	24166	1	2,027	1	
1234567	78945612	11/29/18	12/29/18	30	97829	98570	1	741	OP1	


Activity Since Last Billing

Previous Balance	\$180.12
Payment - Thank You	-\$180.12
Balance Forward	\$0.00

Detail of Charges

Lm Amt	-\$4.00
Kwh Energy Charge 1,286 kWh @ 0.116000	\$149.18
Kwh Energy Charge 741 kWh @ 0.060000	\$44.46
Minnkota Surcharge 2,027 kWh @ 0.005000	\$10.14
Facility Charge Main Meter	\$36.00
Facility Charge Off Peak Heat Meter	\$3.25
State Tax	\$12.90
Total Electric Charges	\$251.93
Balance Forward	\$0.00
Total Amount Due	\$251.93


KEEP SEND Please do not staple or paperclip.



Our records indicate your telephone number is: (123) 456-7891
Please provide an updated number if the one above is not correct.



JOHN DOE
1234 DRIVE
DILLMORTH, MN 56529-0000

Account Number 1234567
AUTO-PAY - DO NOT PAY \$251.93
Bank Withdraw Date 12/21/2018

Pay by Phone 24/7 888-395-5290
We Accept: 

Visit at www.rvcoop.com

RED RIVER VALLEY COOPERATIVE POWER ASSN.
PO BOX 358 1
HALSTAD, MN 56548-0358

Call 218-456-2139 or email at info@rvcoop.com with questions

Red River Valley Cooperative Power Association Bylaws *continued from page 3*

(d) If a member is absent from any meeting, the member may vote by mail for the election of directors as provided in these Bylaws, or as may be permitted by law.

Failure to comply with any of the provisions of this section shall not affect in any manner whatsoever validity of any election of directors.

Section 2. Qualifications.

Persons eligible to become or remain a director of the Cooperative shall:

- (a) be a member in good standing receiving electric service;
- (b) have voting rights within the district from which the director is to be elected;
- (c) not be employed by, materially affiliated with, or have a material financial interest in, any individual or entity which either is:
 - (1) directly or substantially competing with the Cooperative; or
 - (2) selling goods and services in substantial quantity to the Cooperative; or
 - (3) possessing a substantial conflict of interest with the Cooperative;

For purposes of this section, the terms “material” or “substantially” shall be interpreted as constituting a minimum of 5% of a member’s total hours of employment, sales, or income on an annual basis;

- (d) not be an employee or not have been an employee of the Cooperative within the last three (3) years;
- (e) not be a close relative of an employee, or of a director, unless the close relative is a candidate for the director’s seat, where as found in these Bylaws “close relative” means any individual who is, either by blood, law, or

marriage, including half, step, foster, and adoptive relations, a spouse, child, grandchild, parent, grandparent, or sibling, or principally resides in the same residence;

- (f) be only one (1), and not more than one (1), member of a joint membership, provided, however, that none shall be eligible to become or remain a director or to hold a position of trust in the Cooperative unless all shall meet the qualifications herein set forth;
- (g) if a member of the Cooperative is not a natural person, i.e. a corporation, partnership, limited liability company, or similar, then the member may appoint or elect one (1) duly authorized natural person, residing within the external boundaries of the district from which (s)he is nominated, to be eligible for election as a director to the Board of Directors;
- (h) never have been convicted of a felony;
- (i) agree, upon election, to regularly attend all Board, regular and special members’ meetings; and
- (j) not become physically or mentally unable with reasonable accommodation to perform substantially all of the duties of Director, and the condition that creates such inability is reasonably expected to last six (6) months or more.

Exception. In regard to the restrictive provisions of this section that are based upon close relative relationships, no incumbent director shall lose eligibility to remain a director or to be re-elected a director if, during a director’s incumbency, a director becomes a first kindred relative of another incumbent director or of a Cooperative employee because of a marriage or an adoption to which the director was not a part.

Nothing contained in this section shall, or be construed to, affect in any manner whatsoever the validity of any action taken at any meeting of the Board of Directors.

Rebates! for ELECTRIC WATER HEATERS

Buy a new electric water heater and get up to a \$650 rebate!

Gallon size	Rebate
80-99 gal.	\$300
100 gal.	\$400
Additional rebate for new construction	\$100
Additional rebate for conversion from existing natural gas or propane	\$250

80-gal. minimum, must be on load control

Rebate requirements:

- Must be a new electric water heater installed on Red River Valley Co-op Power’s system
- Must be on load control/ off-peak
- Must be 240 volts, hard-wired
- Tankless water heaters do not qualify
- Hybrid heat pump water heaters do not qualify
- Multifamily dwellings do not qualify for rebate. Exceptions on a case-by-case basis

We sell 85 & 105-gallon Marathon water heaters!

Call for pricing and details.

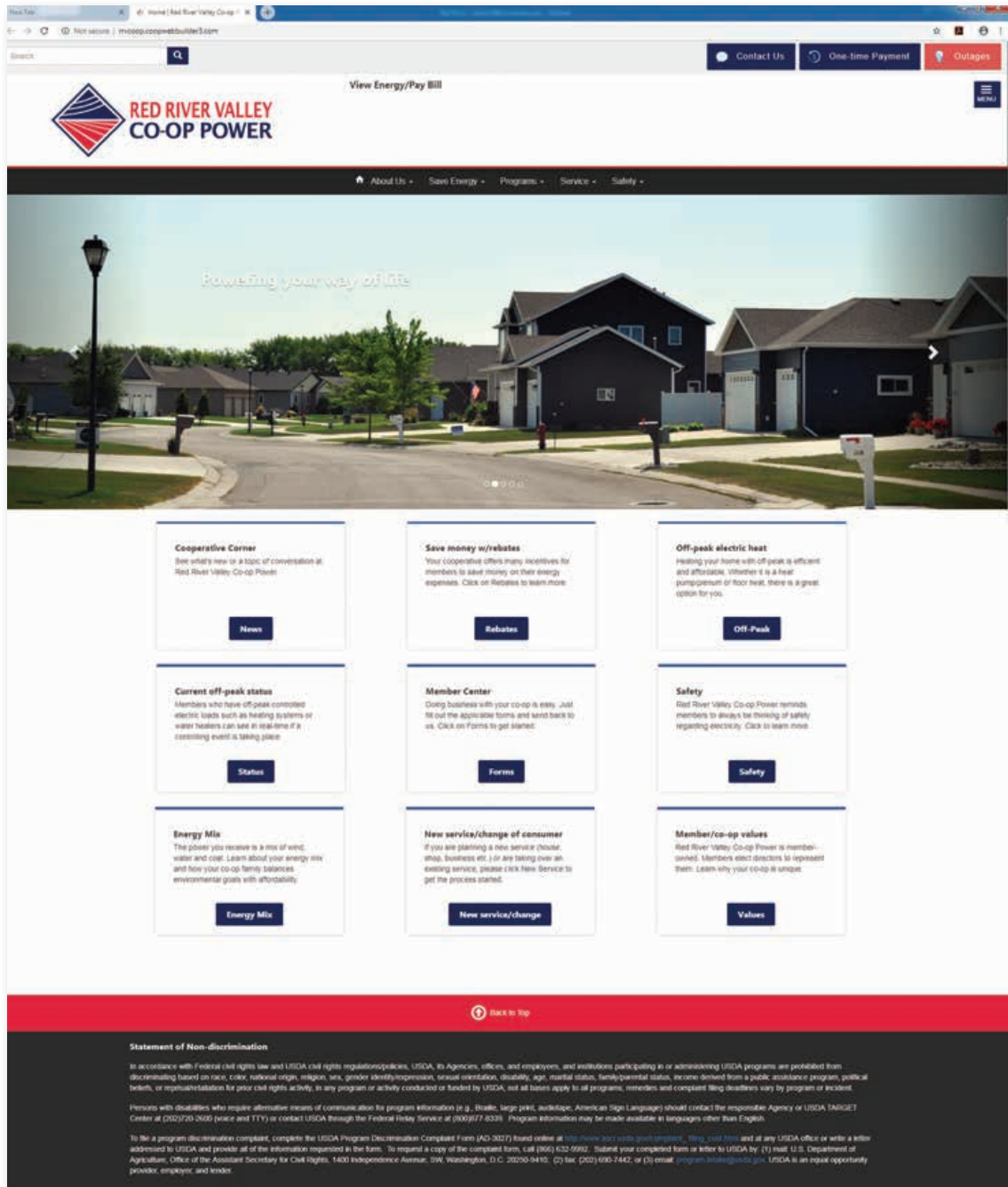
218-456-2139 or 1-800-788-7784
www.rrvcoop.com



Our website has a new look!

Check us out at www.rrvcoop.com

Take a fresh look at your cooperative's website for convenience and information in an easy-to-understand format. Just go to www.rrvcoop.com to view information designed to enhance your online cooperative experience.



Top 5 ways

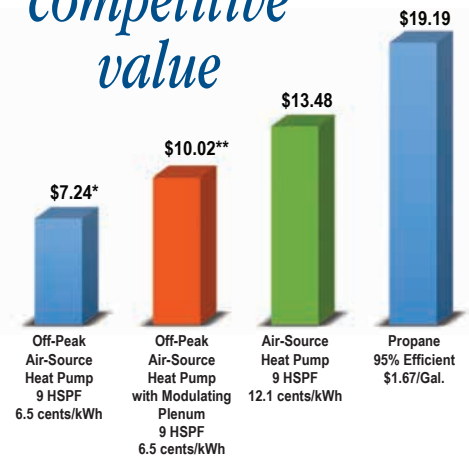
to save energy and money this winter

- 1. Air seal and insulate your home** – You can prevent heat from escaping or cold from entering your home and lower your heating bills by insulating and air sealing your home. Sealing some areas of your home may be easy, like weather stripping around windows and doors. However, if you need attic insulation, for example, it would be best to consult a professional.
- 2. Use LED lights** – Light-emitting diodes, or LEDs, are mature technology that are at least 75% more efficient than traditional incandescent lights.
- 3. Unplug electronics** – When you are away, unplug those kitchen appliances, DVDs, TVs, and computers to save energy and money. When plugged in, these electronics use energy even when they are turned off.
- 4. Use a power strip** – If the idea of running around the home to unplug everything is a bit too much, use power strips to plug in multiple appliances, and then turn it all off with the flip of the power strip switch.
- 5. Adjust the blinds and curtains** – Last but not least, another useful way to conserve energy while on vacation is to lower the blinds and curtains. Close your curtains and shades at night to protect against cold drafts; open them during the day to let in warming sunlight.

Source: U.S. Dept of Energy

OFF-PEAK ELECTRIC HEAT

A great
competitive
value



* Outside temperatures fluctuate, affecting the heat pump's efficiency. Efficiency and price per million BTUs is estimated at 47 degrees F. Needs additional heat like plenum heater in winter.
 ** Heat pump with modulating plenum assumes a coefficient of performance of 1.9 at 10 degrees F using information provided and reviewed by Electro Industries, Monticello, Minn.

Don't get stuck in the cold
Be prepared with a winter emergency kit.

- FIRST AID KIT
- WATER, SNACKS
- JUMPER CABLES
- TOW ROPE
- FLARES
- BLANKET, WARM CLOTHING
- SHOVEL, ICE SCRAPER
- CELL PHONE CHARGER
- FLASHLIGHT
- BAG OF SAND FOR TRACTION



**RED RIVER VALLEY
CO-OP POWER**

Save money and energy in 2019



*with energy
efficiency rebates!*

**Energy-efficient rebates
for members remain in effect
for 2019 although some
changes have been made.**

**Please see the chart
for a *sample* of
incentives.**

All incentives, criteria and
guidelines for resident and business
members can be found at

www.rrvcoop.com

or by calling

800-788-7784

**All criteria are listed
on the rebate form.**

Sample 2019 Electric Rebates for Members

Equipment	Specifications	Rebate
Air-Source Heat Pump	<16 SEER	\$300/ton*
Air-Source Heat Pump	≥16 SEER	\$500/ton*
Ground-Source Heat Pump (closed)	Energy Star-rated	\$500/ton*
Ground-Source Heat Pump (open)	Energy Star-rated	\$300/ton*
Electric Water Heater	Min. 80-gallon capacity. Must be on load management program.	\$300-\$650 per unit
Off-Peak Electric Heat	Must be resistance electric on off-peak program.	\$30/kW*
EV Electric Battery Storage	240V rated Level 2 Charger on load control.	\$50/kW/limit \$500 per account
LED Business Lighting (retrofit only)	<40 watts (high-bay and wall pack applications)	\$7 per fixture
LED Business Lighting (retrofit only)	≥40 watts (high-bay and wall pack applications)	\$10 per fixture
LED tube lighting (retrofit only)	4-ft linear lengths	\$2 per tube
LED Screw-in bulbs and recessed lighting	Energy Star-recommended	\$2/bulb not to exceed 50% of cost. Max 3 dozen per account.
Clothes Washer	Energy Star-rated	\$25/unit
Clothes Dryer	Energy Star-rated	\$25/unit

Every install must be new equipment and provide proof of purchase unless site verification is approved.

*These amounts include a rebate from Minnkota Power Cooperative, which has a capped rebate, so call for details.