

# your Connexion

A monthly publication for members of Connexus Energy.

June 2011

## How to get storm ready

Last year was one of the stormiest years on record. Four major storms hit the north metro and accounted for 40 percent of all outages to our members. When severe weather hits, lightning and strong winds often topple trees on power lines and cause power interruptions. When this happens, do you know what to do?

### REPORT AN OUTAGE 763.323.2660

Call us when your power goes out. Even during large storms, do not assume others have reported the outage for your area. When there is a widespread outage, your call is answered and recorded by our automated system. By having the system handle your calls, our crews are able to concentrate on the task at hand—restoring your power as quickly as possible.

### DO WE HAVE YOUR RIGHT NUMBER?

Our automated system relies on your primary telephone number to automatically identify the outage location. That can be your home, cell, or whatever phone number you designate. However, that phone number must match the one we have on file for you. Our system only recognizes the phone number that matches your electric account information. You can update your phone number online at [connexusenergy.com](http://connexusenergy.com).

### RESTORING POWER

Your information, along with information received from other customers, helps us pinpoint trouble spots and dispatch crews to the major trouble spots. Crews first restore power to the areas that serve the greatest number of customers and work until electricity is restored to every home.

### LIGHTS OUT?

For more information on how power is restored after a storm, go to [connexusenergy.com](http://connexusenergy.com).



### Good to know in case of outage:

- The location of the fuse box or circuit breaker in your home.
- How to reset the circuit or change a blown fuse.
- How to manually override your electric garage door.
- Cordless phones do not work.

## Community Calendar

### Driver Improvement Program—55 Alive

July 8

August 11 & 12

To pre-register, call 1.888.234.1294

Sponsored by St. Cloud State University  
Held at Connexus Energy

### Connexus Energy

14601 Ramsey Blvd.  
Ramsey, MN 55303

### Lobby Hours

Monday - Friday  
7:30 a.m. - 5:00 p.m.

### Customer Service Hours

Monday - Friday  
7:30 a.m. - 6:00 p.m.  
763.323.2650

### Outage Information

763.323.2660

### Email

[info@connexusenergy.com](mailto:info@connexusenergy.com)

### Website

[connexusenergy.com](http://connexusenergy.com)

### Gopher State One Call

In Minneapolis area, 651.454.0002  
Outside metro area, 1.800.252.1166



Owned by the members we serve.

## Life support members

If the health of someone living in your home is directly dependent on electricity, your service location needs to be on our Medically Necessary Equipment list. Members on this list are provided advance notice of planned power outages. We also contact you during unplanned outages and provide information on the expected time power will be restored. Since members on this list may not necessarily have their power restored first, we encourage you to have back-up plans to prepare for outages.

For more information about our Medically Necessary Equipment list, go to [connexusenergy.com](http://connexusenergy.com).



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## Why we ask for your SSN

In an effort to combat identity theft, the Federal Trade Commission implemented the Red Flags Rule. It's to make sure that people are who they say they are. Because of this rule, we ask for your social security number.



When you call to get any information about your Connexus Energy account, you are asked to verify your identity. In most cases, we ask for your social security number and use the last four digits for proper identification. If you are the primary account holder, you must make special arrangements for others, including your spouse, to access your account information.

For more information, call customer service at 763.323.2650 or go to [connexusenergy.com](http://connexusenergy.com).

## Connexus Energy Board of Directors

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## Community safety demos

Did you know Connexus Energy offers electric safety programs to thousands of Minnesotans every year? Our safety trailer and Hazard Hamlet program are great ways to learn more about staying safe around electricity.

To learn more about our safety demonstrations, visit us at [connexusenergy.com](http://connexusenergy.com).



*Electric safety and a Blizzard – our partnership with Dairy Queen is a big hit with the young Hazard Hamlet audiences.*