

# your Connexion

A monthly publication for members of Connexus Energy.

September 2011

## Summer of storms

### FIVE STORMS IN SIX WEEKS

When our long-awaited summer finally arrived, it brought with it plenty of unsettled weather. On the very first day of summer, strong winds ripped through the north metro, leaving thousands without power. Four more storms followed in July and early August (at the time of going to print, the most recent storm was on August 2). These storms were widespread, hitting almost every corner of our service area. Places like Zimmerman, Baldwin, Anoka, Andover, and Isanti were hit multiple times. When all was said and done, the storms impacted one out of every four of our members.

In 2010, there were a total of four major storms, and that was considered a bad storm year. To be hit with five damaging storms in six weeks is unprecedented. Every one of those storms caused damage to our electric distribution system and put us into dedicated major outage mode. A dedicated major outage means all our resources are focused solely on restoring power. It also means we bring in additional crews from neighboring utilities to help with the restoration efforts.

### STORMS & MEMBERS AFFECTED

June 21	8,287
July 1	14,284
July 10	8,500
July 19	8,405
August 2	10,234

### WHAT CAUSED THE MAJORITY OF OUTAGES?

The usual culprit — trees. Strong winds toppled thousands of trees and branches onto power lines. And, even though we have a year-round vegetation maintenance program around our lines, no amount of tree trimming can prevent a large tree that's been uprooted by the wind from falling on a power line.

*continued...*



*Trees remain the #1 cause of outages.*

### Community Calendar

#### Driver Improvement Program—55 Alive

October 6 & 7

November 4

To pre-register, call 1.888.234.1294

Sponsored by St. Cloud State University

Held at Connexus Energy

#### Rachel's Challenge

September 19 Zimmerman HS

September 20 Becker HS

September 21 Princeton HS

September 22 Cambridge HS

Sponsored by 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



Your Community Energy Partner

*Owned by the members we serve.*

## AROUND THE CLOCK EFFORT

Each storm presented its own challenges as well as opportunities to improve. New technology made a difference. The recently-installed laptop computers in our trucks helped direct line workers from one outage job to the next with very little downtime and significantly improved our outage restoration times. Employees from throughout the company put aside their regular jobs and pitched in where needed. That included taking your calls, delivering needed equipment to line crews in the field, helping guide guest crews, and making sure there was food and beverages for crews who worked around the clock until every single member had their power back on.

The majority of members who lost power during the storms did have their electricity restored within several hours. However, we realize there were members who had to endure many more hours without power. That's never easy, especially during a heat wave. Again, we thank you for your patience during the hot and stormy summer of 2011. It's definitely been a summer to remember.



See more storm photos on Connexus Energy's Facebook page. Find us by using the Facebook search or click the Facebook link on our website at [connexusenergy.com](http://connexusenergy.com).



Dozens of broken poles needed to be replaced.

## Bundled vs. unbundled bill?

### TELL US WHAT YOU THINK

A number of utilities are adding more detail on the monthly bills, itemizing the components that make up your monthly charge. Would you like to see more detail on your Connexus Energy bill? Or, does the current bill provide you with enough information? Let us know.

#### EXAMPLE OF CHARGES ON CURRENT BILL

Cost of Basic Service	\$9.50
Electric Charge	\$100.00
<b>Total</b>	<b>\$109.50</b>

#### EXAMPLE OF CHARGES ON UNBUNDLED BILL

Cost of Basic Service	\$9.50
Electric Charge	\$90.00
Renewables	\$4.50
CIP	\$1.50
Environmental	\$4.00
<b>Total</b>	<b>\$109.50</b>

*\*This is an example of an unbundled bill. It does not represent actual charges. It is only to show what an unbundled bill may look like.*



## Connexus Energy Board of Directors

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## Cold Weather Rule

Under the Minnesota Cold Weather Rule, your electric service will not be disconnected from October 15 through April 15 because of non-payment, provided you meet all the conditions. However, this rule does not relieve you of your responsibility to pay your utility bills. You may be eligible for financial assistance to help with your utility bill payments. For a complete list of agencies who you can contact for assistance and for all the Cold Weather Rule requirements, visit us at [connexusenergy.com](http://connexusenergy.com).