



# THE VALUE OF MEMBERSHIP



To mark October Co-op Month, three longtime members reflect on the benefits of belonging to Chippewa Valley Electric Cooperative

## John Petska Member for 51 years

CVEC District 7 Director since 1998,  
Chairman of the board since 2014

October is Co-op Month. As we celebrate Co-op Month, let's reflect on the things that make a co-op great! Naturally, one thing that comes to mind are the seven Co-op Principles and how they come into play and are a big part of the whole picture.

So, let's take a step back and refresh our memories on what the seven Co-op Principles are: The first one is **Voluntary & Open Membership**, the second is **Democratic Member Control**, the third being **Members' Economic Participation**, the fourth is **Autonomy & Independence**, the fifth is **Education, Training, & Information**, the sixth is **Cooperation Among Cooperatives**, and the seventh is **Concern for Community**. In the interest of time, let's focus on just one—the fifth principle: **Education, Training, & Information**.

...we encourage our youth to attend and participate in the annual Youth Leadership Congress.

Cooperatives provide **Education, Training, & Information** for members, elected representatives, directors, managers, and employees so they can contribute effectively to the development of their cooperative. They inform the member-consumers, in addition to young people and opinion leaders, about how a co-op works and the benefits of a cooperative business model.

Here at Chippewa Valley Electric Cooperative (CVEC), we value young people by not only awarding scholarships to



graduating seniors annually, from monies in unclaimed capital credits accounts and member donations, but we also encourage our youth to attend and participate in the annual Youth Leadership Congress. The information our youth receive at this three-day event enables our future youth leaders to not only learn about cooperative business but about operations and purpose as well.

It will be the leadership of these youth and this younger generation that will continue to keep our cooperative strong and recognizable in the electric utility sector, as we go forward and help power us in the future!

Respectfully,

*John L. Petska*  
John L. Petska, Chairman, CVEC

**Lora Overgard**  
**Member for nearly 50 years**  
**Electric & Med-A-Lert Customer**

I just cannot say enough good things about Chippewa Valley Electric Cooperative! Over the years, I have seen all of the employees do their job well and do it with a caring spirit. From the day-to-day operations to the annual meeting and customer appreciation picnic, the staff all work together to serve us. I feel that CVEC works with dignity and graciousness as they serve the members. This should be happening everywhere in the world and IT IS happening with our great co-op!

I signed up for Med-A-Lert service in 2017. This is such an important service that the co-op offers to the community. When I have questions, I don't need to worry about bothering them, I just call! And when I needed my equipment serviced, they came right out to the house to take care of it. In both the electric and Med-A-Lert services, Chippewa Valley Electric Co-op cares about keeping us safe. It's like they love what they're doing!

When I have questions, I don't need to worry about bothering them, I just call!



*Med-A-Lert is a dependable 24/7 personal emergency reporting system that provides round-the-clock access, with a push of a button, to a trained monitoring center dispatcher who will respond immediately, analyze the call, and contact your predetermined responder(s), and/or send medical assistance if needed.*

*For more information about Med-A-Lert Service go to [www.cvecoop.com](http://www.cvecoop.com) or call 715.239.6800.*



# Focused on YOU.

Electric cooperatives were created to serve their members. Because we're a co-op, we're able to adapt to our community's unique needs. That's the power of co-op membership.

**OCTOBER IS NATIONAL CO-OP MONTH**



**Cory LaNou**  
 Member for 19 years  
 Electric & Ntera Customer

I work for Gopher Guides, a global software training company. Reliable, high-speed internet has always been important to me, but never more so than since COVID-19. I used to travel all over the world doing in-person training, but once the pandemic hit, we had to transition all of our training to virtual.

This would not have been possible without Ntera's fiber infrastructure. Prior to Ntera, I had CenturyLink. During the years I had CenturyLink, I had outages usually every 2-3 months. Some of the outages would last for days. If an outage occurred on a weekend or a holiday, you couldn't get someone to respond. As it was, even for normal business hours, it was usually next day or the day after. Seldom, if ever, was it the same day.

*Ntera has been the most reliable service I've ever had.*

Since having Ntera installed in January 2021, I've only had one outage, and that was due to a lightning strike to the house. Certainly, nothing that we could have prevented. Even then, Ntera was at my house within hours and had the outside circuit completely replaced and back up and running. This was critical for me as I called at 9 a.m., by 11 a.m. they had the problem fixed, and by 1 p.m. I was training 45 software engineers across the globe.

Ntera has been the most reliable service I have ever had. As a software developer and trainer, I'm constantly online. So, I notice almost immediately if I have an interruption in service. Now, as a global trainer, I'm training at all hours of the day



and night. Even in the middle of the night and morning, I have continued to have reliable and constant service.

Having lived in big cities such as Chicago and Denver, and having had other high-speed internet services as well, none of them compared to both the reliability and unparalleled customer service of Ntera.

In short, my business couldn't be as successful as it is today without Ntera.

*Ntera is a joint venture between two cooperatives, Chippewa Valley Electric Cooperative and Citizens Connected, a leading information technology solutions provider headquartered in New Auburn. Ntera's mission is to provide homes and businesses with leading-edge internet, video, and voice services through a 100% fiber optic network.*

*Do you want to find out if Ntera is available in your area? Go to [www.ntera.net](http://www.ntera.net) or call 833-46NTERA (833.466.8372).*

## UNDERGROUND SERVICE DEADLINES

**October 1 – Service Upgrades**  
**October 15 – New Service**

When the ground freezes in Wisconsin, all underground cable construction comes to a halt until the spring thaw. **If you have construction plans that are not already scheduled, call Chippewa Valley Electric Cooperative TODAY!**

We will do everything possible to meet your construction needs and install your electrical service before winter. However, all preliminary requirements must be met by October 1 for service upgrades or October 15 for New Service construction. All requirements must be completed to guarantee service installation before the ground freezes. Once the ground freezes, it will be too late to install the underground service you were hoping to have this fall.

# ELECTRIC HEAT – IT'S A GREAT VALUE

*Have you seen the price of LP? Yikes!*

As the price of LP continues to climb, you may want to consider using electricity for your main heat source by enrolling in our Dual Fuel Program. This can easily be accomplished by adding a plenum heater to your existing furnace. An electric plenum heater is the easiest



and least costly option to take advantage of the cooperative's Dual Fuel Program and use electric heat billed at a discounted price. Give us a call! CVEC is a dealer for Electro WarmFlo plenum heaters.

The Dual Fuel Program designed by electric cooperatives to allow Members to take advantage of lower cost electricity for home heating.

By enrolling in the Dual Fuel Program, you agree to permit Chippewa Valley Electric Cooperative (CVEC) to control your HVAC system(s) during periods of peak demand. It's at these times you will rely on your backup heating system(s).

In return for allowing CVEC to interrupt your HVAC, you will receive a

reduced rate for the electricity used for heating and cooling.

With our current Dual Fuel rates for electric heat, the equivalent LP price is approximately 1.45/gallon, which is significantly less than the cost of LP.

To qualify for the Dual Fuel Program, your primary heat source must be electric, with a demand of at least 8KW. You must also have a backup heating source, such as an LP or fuel oil furnace, or a heat storage source such as a storage furnace or in-floor heat installed in a concrete slab. All electric heat on the account must be controlled when on the Dual Fuel Program.

Call Russ at CVEC for more information, 715.239.6800.

## SERVICE TYPE CLARIFICATION

Is your former seasonal home now your permanent residence? If Chippewa Valley Electric Co-op (CVEC) is providing electricity to your address that once was your seasonal/part-time home and it has become your primary residence (or voting address), while there is no rate difference, you may be able to avoid being charged sales tax for the months of November through April.

Please refer to your CVEC billing statement (sample bills are pictured at right). On the lower left side of your statement, you will see **Service Type: Residential** or **Service Type: Seasonal**. A Residential Service Type indicates that the address served by CVEC is your permanent voting address. If the service

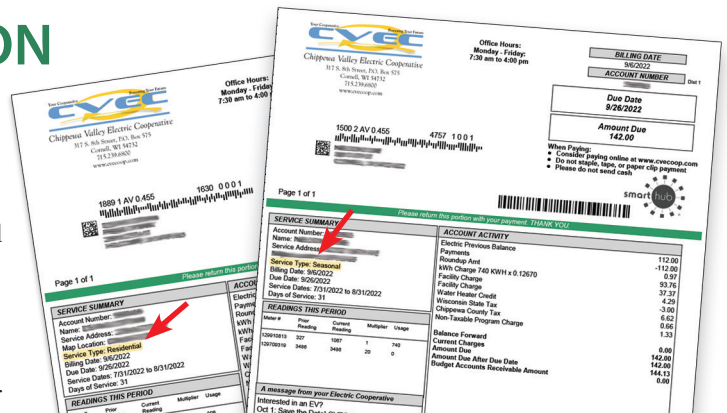
address is not your voting address the Service Type will be displayed as Seasonal. Residential accounts avoid sales tax being charged to their monthly statements for the months of November through April.

To update your account to the proper Service Type, go to [www.cvecoop.com](http://www.cvecoop.com), find the Rebates and Forms button on the lower right corner of the home page, and complete the Wisconsin Streamlined Sales and Use Tax Agreement Exemption Certificate (S-211-SST). Return the

completed form via email to [cvec@cve.coop](mailto:cvec@cve.coop) or mail it to CVEC at PO Box 575; Cornell, WI 54732.

Please contact the office with any questions. We're happy to help!

**Email: [cvec@cve.coop](mailto:cvec@cve.coop)**  
**Phone: 715.239.6800**



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*This institution is an equal opportunity provider.*

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