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# NORTH SHORE JOURNAL

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*Christine Mallory, Editor*

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## Arrowhead Technology Here to Help

By Kitty Mayo

Expanding technology is wonderful, but it brings with it an equal share of hassles and stress when things don't work the way they are supposed to. Amy Nelson of Silver Bay is aiming to reduce that stress for area businesses and residents.

Arrowhead Technology is her new small business born out of her observation that more reliance on technology in all aspects of life is creating a need for more computer and tech assistance.

"It really goes back to when I was in college and found out I had a knack for fixing friends computers," said Nelson.

That first go-around in college wrapped up with Amy earning degrees in nursing and accounting, both of which she has added to her list of careers through work experience as a nurse in the Brainerd Lakes area, then as an accountant at a credit union.

Moving to Silver Bay with her husband who is from the area, and growing family, Amy decided to stay home with the kids. But finding a need for some tech savvy in the area, Amy enrolled

in online courses through Rasmussen College and completed her AS degree in Information Technology Management in December 2017.

"I was looking at the area and saw a need, there are only a handful of tech people between Grand Marais and Two Harbors, and I wanted to use my skills the help people in our area," says Amy, who officially launched Arrowhead Technology in January of 2018.

House calls are a thing of the future. Amy says that she is very flexible with setting up how work gets done, depending on the needs of the customer. Sometimes that means making arrangements to pick up or drop off a laptop, or being on site to set up a network.

"I'll do whatever works for both of us at that time, including housecalls and working at my house," said Amy.

The kinds of things Amy can work on are seemingly endless with the growing use of electronic devices in almost every home. So far she has helped

people who have accidentally erased files from their hard drives, hard drives acting funny or locked out because a hard drive was corrupt, and more.

"Sometimes it's the blue screen of death on a computer, or problems getting on the internet even though it says they're connected," says Amy, adding computers not talking to printers, downloading operating systems, transferring files from an old computer to a new one, or pretty much any kind of a computer problem.

Amy will also help set up or trouble shoot smart home devices, like thermostats, or televisions. Even smart outlets are a thing, plugging into a regular outlet they can be controlled from a smartphone app to turn a light off or on remotely.

Costs are variable, says Amy, and are based on what the issue is. However, diagnosis is free, and after a look into the problem, Amy will give a cost estimate before starting work.

"It's hard to put a flat rate out there, there are so many things that can happen, but after a free diagnosis I can let the customer know how much it's going to cost," said Amy.

With a Lake Connections fiber connection at her home, and hot spots available from cell phone towers in outlying areas, Amy says that internet connectivity is quite good throughout the county.

"The speeds are always getting faster with all the technologies. I have not run into problems with not being able to handle traffic anywhere yet," Amy said.

While she is working on her next big project of launching a website for Arrowhead Technology soon. In the meantime, if you are interested in asking Amy about your tech needs, or have any questions, she can be reached at (218)220-9577.

"I'm looking forward to working with people and small businesses in the area," said Amy.

## ThompsonGas Acquires North Shore Oil and Propane

March 22, 2018 – Duluth, Minnesota: ThompsonGas, headquartered in Frederick, Maryland, announced today the acquisition of North Shore Oil & Propane, a leading heating fuel provider in northern Minnesota. ThompsonGas is proud to welcome North Shore Oil & Propane's customers to the ThompsonGas family, and is committed to serving the residential, commercial and industrial customers who have valued North Shore Oil & Propane's presence in the region for over 50 years.

"Wade Leblanc built a company with strong values and a commitment to customer service," said Derek Ashmore, Regional Vice President of ThompsonGas. "The opportunity to carry on his legacy with North Shore Oil & Propane is truly an honor. We look forward offering additional value and services to the community."

The deal represents the company's second major investment in the region, as ThompsonGas purchased the assets of Como Oil & Propane in

2015.

"This is a smart next step for the future of North Shore Oil & Propane," continued Ashmore. "Our two companies will blend together smoothly with a renewed focus on our customers. This acquisition will allow us to strengthen our service offering to customers to include better efficiencies, enhanced fuel ordering technology and a better overall value."

"The strong communities in northern Minnesota make it an excellent place to do business," said George Koloroutis, Chief Executive Officer of ThompsonGas. "The entire team at ThompsonGas is looking forward to expanding our investment in the region and provide our customers with the best products and services available on the market."

This acquisition strengthens ThompsonGas' national footprint by expanding the company's presence in northern Minnesota. ThompsonGas now serves more than 87,000 customers in 14 states.

## North House Folk School: Got Fish?

By Kitty Mayo

The North House Folk School in Grand Marais has expanded its campus boundaries to now include the next door fish market.

Greg Wright, North House Folk School director, says that on February 28th NHFS closed on the property that includes the Dockside Fish Market.

After joking for years that one or the other place would buy the other out one day, Wright says that Dockside owners Harley and Shele Toftey came around to say they weren't joking any more.

"The opportunity surfaced last Spring when Harley and Shele came and found us and said being neighbors is fun, but we are going to sell," said Wright.

The fishery will go on with two local brothers taking it over, and the final stages of a lease is in the works for another party who will continue to run the fish market/restaurant.

"What's exciting is that we worked together to make this a hand-off, instead of an acquisition," said Wright.

NHFS had also bought the property across the highway two years ago, though Wright says

the addition of properties does not necessarily mean that they currently are pressed for space right now.

However, what is clear to Wright is that the school has grown every year but one (2009), and he thinks it's reasonable to believe they will continue to grow.

"If we are going to grow in a good way, we will need space and we need to think in terms of what is going to happen beyond next year into the coming decade," said Wright.

NHFS is simultaneously launching a year-long master planning process to think through what they want to look like as an organization in the coming years.

So why buy the fish market without having specific plans to incorporate it into the folk school?

"If North House didn't step up, what does it become on that piece of property? That property is part of the community, and we do hope the craft of fishing remains part of the harbor forever, even if we don't know where this will exactly lead yet," said Wright.

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