

ROUGH RIDER NEWS

ELECTRIC COOPERATIVE

MARCH 2024

ELECTRIFYING THE FUTURE: Roughrider Electric powers into 2024 and beyond

Roughrider Electric Cooperative is continuously looking for ways to improve the efficiency and effectiveness of the infrastructure and communications to best serve you, our members. The team at Roughrider Electric has been planning 2024 projects well in advance and crews will now be making updates and completing projects. This will ensure Roughrider Electric can deliver efficient and reliable power to members.

Along with infrastructure upgrades, Roughrider Electric staff is working to meet members around the service area through local events and to inform members about information that may benefit them, such as scholarships and grant opportunities.

Ensuring reliable power

The operations department has been working with Innovative Energy Alliance (IEA) Cooperative to update substation equipment to become more compatible with the latest technology, notes Chief of Staff/Line Superintendent Shawn Olson. IEA is a professional service cooperative owned by four electric distribution cooperatives in North Dakota, including Roughrider Electric.

Olson explains Roughrider Electric plans to continue the general maintenance of infrastructure, which consists of pole testing and replacing aged underground conductors. Crews will be using lidar, a new technology adopted by the cooperative, to assess potential maintenance needs on overhead lines. Lidar assists in detecting ground clearance issues and identifying areas where trees may be encroaching on the lines, allowing the cooperative to prioritize maintenance in those specific spots.

“We are excited to continue to use technology in our service area to help deliver reliable power to our members,” Olson says.

The cooperative plans to implement new

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- Surge protection 101
- Conservation incentives

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technologies to improve the system and workflow. This includes sectionalizing technologies to reduce outages and the use of a drone to help crews with substation and transmission inspection.

As growth progresses in the service territory, Roughrider Electric is ready to handle any expansion smoothly.

“Roughrider’s service area continues to see growth. With the growth comes system upgrades and expansion,” Olson says. “We look forward to assisting with the growth in our area.”

Connecting with members

The member services department is planning various ways to connect with members throughout the service territory this year. This includes taking part in community events, such as Chalkfest, Touch-a-Truck and more. These opportunities give Roughrider Electric staff and members the chance to visit and discuss topics if needed. Roughrider Electric looks forward to connecting with members at the annual meeting June 5 in Hazen.

“We are excited to engage with our membership over the course of the year at events around the Roughrider service territory,” says Key Accounts Manager, Leonard Hibl.

Roughrider Electric also looks for the opportunity to sponsor various events in the service territory, such as county fairs, rodeos, fire department fundraisers and more.

“Sponsoring local events allows us to connect with the local community, build positive relationships and showcase our commitment to supporting the well-being and growth of the areas where Roughrider employees live and serve,” Hibl says.

Another way the cooperative supports the local service area is through providing various scholarships and grant opportunities throughout the year. These include high school area scholarships and the Youth Tour sponsorship for high school students. Some of the grant programs include Operation Round Up, which is a voluntary contribution through rounding up electric bills to the next dollar. Funds are disbursed in the general service area of Roughrider Electric solely for charitable, education, scientific, health or safety purposes. Members can apply for grant funds and find out more about Operation Round Up at www.roughriderelectric.com/operation-round.



Serving you in 2024

The cooperative also reminds members to contact the office with any address and/or contact information changes, so Roughrider Electric can keep you up-to-date. When updating addresses, please provide our office with 911 addresses, so the cooperative can best serve our members and emergency services. Roughrider Electric looks forward to serving you in 2024! ■

MANAGER'S MESSAGE: The cooperative way



Travis Kupper

In the dynamic landscape of energy, our electric cooperative stands as a testament to the power of progress. I am thrilled to share insights into what makes us more than just an energy provider. We are a cooperative, shaped by the collective efforts and aspirations of each member.

Have you ever wondered about the origins of electric cooperatives? The cooperative movement emerged in response

to the need for rural electrification during the early to mid-20th century. Communities, often overlooked by traditional utilities, came together, pooled resources and formed cooperatives to bring electricity to their homes. This grassroots movement laid the foundation for our cooperative principles, emphasizing community, equality and shared prosperity.

Cooperative 101: The core principles

- **Member ownership:** In our cooperative, you're not just a consumer. You're a member and a vital part of our success story. Your membership means ownership, and every member, regardless of the size of his or her contribution, has a say in the decisions that shape our cooperative's path.

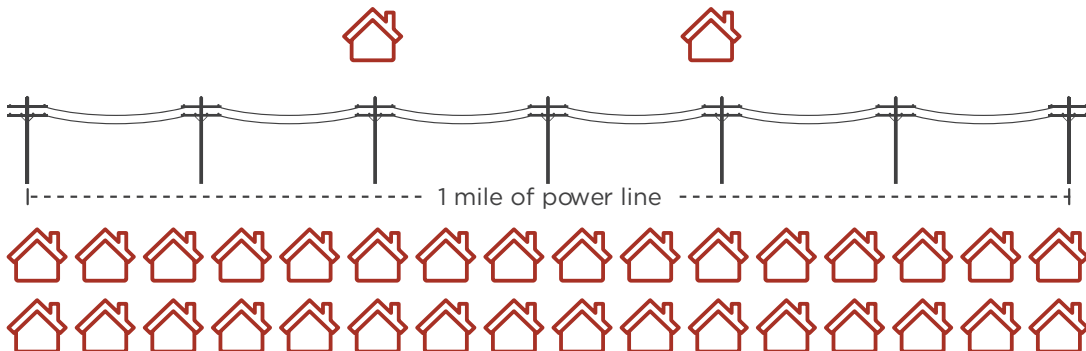
- **Democracy in action:** Our cooperative operates on democratic principles, ensuring your voice matters. Through the election of representatives, we guarantee your interests are at the forefront of our decision-making processes. You will be able to exercise that voice at the upcoming annual meeting on June 5 in Hazen.
- **Local control:** No two counties are alike, which we understand. That's why our cooperative believes in local control. Decisions are made by those who understand the unique needs and challenges of our local area, ensuring tailor-made solutions for you.
- **Local commitment:** We're not just about delivering electricity; we're committed to enhancing the overall well-being of our service area. Our initiatives extend beyond kilowatts, encompassing programs like scholarships, Operation Round Up and other grant opportunities.

As we stand on the shoulders of this cooperative history, remember you are not just a member; you are an essential participant in a movement that's been shaping the future for decades. ■



GOING THE EXTRA MILE | Did you know electric co-ops power fewer consumers per mile of line compared to other utilities?

ROUGH RIDER ELECTRIC COOPERATIVE
Serves 2 members per mile of line



OTHER ELECTRIC UTILITIES
Serve 32 consumers per mile of line

SAFETY STARTS WITH ME: **Surge protection 101**



Behind the walls of your home is a network of wires that ensures the seamless journey of electricity from the power line to your outlet. Sometimes, the unexpected occurs and an increase in voltage can happen. These are known as power surges.

“Power surges can be caused by lightning, electrical overload, faulty wiring, power outages or other reasons,” says Accounts Manager Michaela Perbix.

Regardless of the cause, power surges can majorly damage electronic devices and equipment in your home.

“Members can take precautions to prevent the impact surges can have on their electronics,” Perbix says.

Lightning

Lightning is one of the most common causes of power surges. Most of us have experienced this during a severe thunderstorm. When lightning strikes an electrical system, the excess current must be channeled somewhere. Unfortunately, it’s sometimes sent through a home. Your best bet is to unplug all unused devices and electronics during severe thunderstorms.

Electronic overload

Electronic overload is another common cause of power surges. This happens when devices or appliances are plugged into an outlet that can’t handle the required amount of voltage or if multiple devices are plugged into one outlet through an extension cord. If you’re experiencing power surges due to electrical overload, it’s time to call a qualified electrician to evaluate your home’s circuits and electrical needs.

Faulty wiring

Faulty wiring in a home can also cause power surges. Damaged or exposed wires can cause spikes in voltage, creating a potentially dangerous situation. If you notice signs of faulty wiring, like visible burns on outlets, buzzing sounds from outlets or frequently tripped circuit breakers, your home may be due for electrical wiring repairs and updates.

Power outages

Surges can also occur after a power outage. Sometimes, when electricity is being restored and reconnected, it’s common to experience a quick surge in current. It’s best to unplug sensitive electronics during an outage. Then, wait to plug them back in after power is fully restored.

How to prepare for surges

Although Roughrider Electric does its best to provide members with steady, reliable energy, surges can occur.

“Aside from unplugging devices when you suspect a power surge, there are two ways members can take additional precautions to protect electronics in their homes,” Perbix says.

Devices like power strips can protect electronics during most surges.

“Not all power strips include surge protection, so it is important to read the packaging label carefully before you buy, and don’t overload the power strip with too many devices,” Perbix says.

You can also install specialized electrical outlets that offer additional surge protection.

“Another option is a whole-home surge protector, which can help protect your home from larger, more powerful surges,” Perbix suggests. In most cases, whole-home suppressors are connected to your home’s service panel and include features like thermal fuses and notification capabilities that indicate when a device has been impacted by a surge.

Safety Starts with ME (& YOU)!

Safety is the highest priority at Roughrider Electric, not only for employees, but also for members.

“We hope these tips help familiarize members with what is in their home and make changes if needed to their power outlets,” Perbix says. “While occasional power surges are inevitable, simply unplugging devices when you think a surge may occur and using additional levels of protection will ensure a safeguard to your electronics and devices. Remember to check if your home has surge-protecting devices, such as power strips or whole-home suppressors, to create a safety barrier when surges occur.” ■



Roughrider Electric Cooperative employees accept a safety award on behalf of the cooperative, which recorded zero injuries for a one-year period.

POWERING SAFETY:

Roughrider Electric recognized for safety achievement

Roughrider Electric Cooperative was recognized in January at the annual North Dakota Association of Rural Electric Cooperatives Apprenticeship, Training and Safety Conference.

Roughrider Electric received a Safety Performance Award, which is presented to cooperatives with zero recordable injuries for one year.

“This award exemplifies the hard work and unwavering dedication that not only contributes to the success of the cooperative, but also plays a vital role in ensuring safety of both the service area and employees,” says co-General Manager/CEO Jason Bentz. ■



WE WANT TO HEAR FROM YOU.

Participate in our member satisfaction survey and play a vital role in shaping the future of our services. Scan the QR code with your phone for more information and to complete the survey.

As a gesture of appreciation for your valuable input, participants who choose to provide their contact information will also be entered into a giveaway for a chance to win Medora Musical Tickets.

Roughrider Electric Cooperative offers members **CONSERVATION AND ENERGY-EFFICIENCY INCENTIVES**

Roughrider Electric Cooperative is continuing the conservation and energy-efficiency program. The incentives help you, the member, become more energy efficient.

The program for 2024 will include ground-source heat pumps and air-source heat pumps.

Members must buy and install qualifying systems between Jan. 1 and Dec. 31. The program for the heat pumps is for new installation or for replacement of a conventional heating system.

Roughrider Electric personnel will check the installation, and get the appropriate documentation and receipts. Once completed

and approved, Roughrider Electric will send a check directly to the member to help cover the purchase cost.

A maximum dollar amount has been set aside for the incentive program. The program will close when we meet this amount. Roughrider Electric reserves the right to cancel the program without further notice. One rebate allowed per member.

For more information, please contact Brad Quenette, director of member services, at 800-748-5533 or email bquenette@roughriderelectric.com.

Ground-Source Heat Pumps:	\$150 per ton with a maximum rebate of \$600		
Required minimum efficiency	CLOSED LOOP:	EER >= 16.1	COP >= 3.1
	OPEN LOOP:	EER >= 20.1	COP >= 3.5
Air-Source Heat Pumps:	\$100 per ton with a maximum rebate of \$400		
Required minimum efficiency	HSPF >= 8.5	EER >= 12.5	SEER >= 15

SAVE THE DATE

Roughrider Electric Annual Meeting

June 5, Hazen

More information about the event will be available in the coming months. We hope to see you there!



STAYING CONNECTED:

Update your contact information with Roughrider Electric

In our interconnected world, staying informed about important updates, outage notifications and other essential information is crucial. Roughrider Electric Cooperative strives to provide seamless service to our valued members, and we need your help in keeping your contact information up-to-date.

Life gets busy and changes happen, whether it's a new phone number, email address or a shift in your mailing address. To ensure you receive timely and relevant communications from us, we kindly request all members to take a moment to check your contact information and make updates if applicable.

Updating your contact information

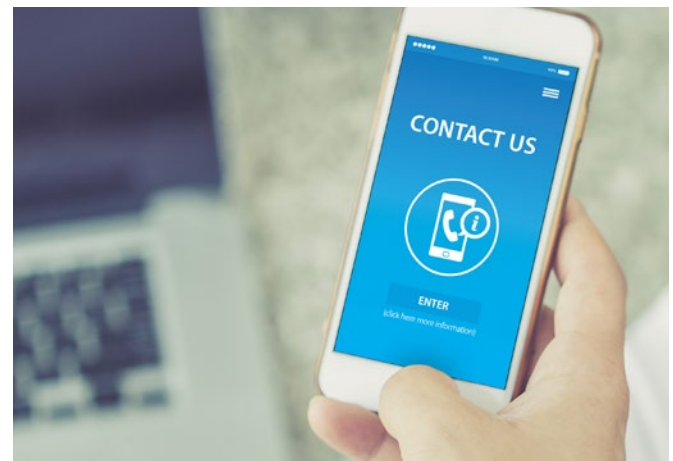
Updating your information is simple! You can update your information in a couple of different ways.

- Visit our website at www.roughriderelectric.com and navigate to SmartHub in the top right corner (or use the app).
- Call our office at 800-748-5533.
- Visit our office in person.

By simply updating your contact information, you

contribute to the efficiency of our communication channels and help us serve you better. It's a collective effort to ensure we can continue to provide you with the best service possible.

You can also stay up-to-date with Roughrider Electric by following us on Facebook or Instagram. ■



Planning to build or upgrade?

Planning to build?

Are you planning to build a new structure on your property? Follow these tips to achieve energy efficiency:

- Location matters. If possible, carefully consider where you build your shop or barn. Consider drainage, sun exposure and how the building may affect your neighbors.
- Start with a sustainable design plan. A sustainable design plan, according to the U.S. General Services Administration, includes the ability to use environmentally preferable products; protect and conserve water; enhance indoor environmental quality; and optimize operational and maintenance practices.
- Choose efficient building methods. Pole barns offer reliable shelter without costly excavation, concrete foundations or general site disruption.

Upgrading an existing building?

Are you planning to build a new structure on your property? Follow these tips to achieve energy efficiency:

- Replace indoor lighting with energy-efficient LED bulbs.
- Ensure your existing structure has adequate insulation levels.
- Choose outdoor lighting designed to be energy efficient and install motion detectors to reduce energy consumption when not in use.
- Plant trees around your metal shed or barn. In colder climates, trees act as a windbreak. In warmer climates, trees have a natural cooling effect to reduce temperatures in your metal building 3 to 6 degrees.
- Consider adding a ceiling fan to circulate air. Typically, there is a 2-degree temperature increase for every foot increase in ceiling height. ■

Roughrider Electric board meeting highlights: Dec. 15, 2023

The December meeting of the board of directors of Roughrider Electric Cooperative was held on Dec. 15, 2023, at Roughrider's Hazen office. President Greg Steckler called the meeting to order at 10 a.m. Roughrider's General Counsel Jennifer Grosz was designated as the meeting recorder. A board quorum was met. Also, present were Roughrider Electric co-General Managers/CEOs Travis Kupper and Jason Bentz, Chief Financial Officer Alex Craigmile, Chief of Staff/Line Superintendent Shawn Olson, Director of Key Accounts Leonard Hibl and Board Liaison Connie Hill. The meeting commenced with the board reviewing Roughrider Electric's mission statement.

Consent agenda: There were no proposed amendments to the consent agenda. The consent agenda was approved as proposed.

Strategic/action: Bentz and Kupper presented the co-general managers' report, which included updates from various meetings they attended in December.

Bentz and Kupper also reviewed updates from Basin Electric Power Cooperative, 3C Construction and West Dakota Utility Services.

Action items: The board reviewed end-of-the-year items.

Discussion/general information: Craigmile reviewed financial items with the board. A strategic plan update was also discussed with the board.

Administration/upcoming meetings: Upcoming meetings and events were shared.

Department reports: Olson provided a report, which included project updates. Hibl presented a report, which included an update on accounts. Dunbar reported on IT training. Grosz provided a report about projects on which she is working.

Executive session: The board entered into an executive session.

The meeting concluded with the adjournment. Secretary Troy Sailer certified the accuracy of the minutes.

Next meeting date: The next meeting date was set for Jan. 26 at Roughrider Electric's office in Dickinson. ■

Need help with heating costs? LIHEAP can help

As the winter weather progresses, Roughrider Electric Cooperative reminds members about the Low Income Home Energy Assistance Program (LIHEAP), which can help low-income and eligible individuals when it comes to heating and insulation costs. Through the N.D. Department of Human Services, human service zone offices and Community Options, individuals can be helped with a

variety of services when it comes to heating assistance.

Apply for LIHEAP

LIHEAP applications are being accepted through May 31. Applications can be found online at www.applyforhelp.nd.gov or by request at the local human service zone office or Community Options office at 800-823-2417. ■



www.roughriderelectric.com

HAZEN OFFICE

701-748-2293 or 800-748-5533
800 Highway Dr., Hazen, ND 58545
7:00 a.m. - 3:30 p.m. CT Monday-Friday

Payments may be deposited in the deposit box by Roughrider Electric's main office entrance or in the drop boxes located at Krause's Super Valu in Hazen or Bronson's Super Valu in Beulah.

DICKINSON OFFICE

701-483-5111 or 800-748-5533
P.O. Box 1038, 2156 4th Ave. E.
Dickinson, ND 58602
7 a.m. - 4 p.m. MT Monday-Friday

Payments may be deposited in the deposit box west of Roughrider Electric's main office entrance or the west and south locations of Family Fare supermarkets.

OFFICERS AND DIRECTORS

Greg Steckler, President; Dunn Center.....	548-8122
Roger Kudrna, Vice President; Dickinson.....	483-8377
Troy Sailer, Secretary; Golden Valley.....	948-2427
Bruce Darcy, Treasurer; Golden Valley.....	983-4222
Jesse Flath, Hazen.....	880-0386
Darell Herman; Beulah.....	873-4371
Arnold Kainz; Dickinson.....	483-8207
Dan Price; Hensler.....	794-3779
Callen Schoch; New England.....	290-3836

MANAGEMENT

Travis Kupper.....	Co-GM/CEO
Jason Bentz.....	Co-GM/CEO



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