



## The value of electricity continues to shine

Did your summer fly by? Ours did, too, and as the leaves turn brilliant shades of gold, red and brown, we transition to the Fall Newsletter.

How many of us remember dropping into the Roughrider office, or other utility office, with our parents or grandparents to pay the light bill? Members continue to pay that bill, whether you do that in person, by mail, by phone or online. Paying your monthly bill does a lot more than keep the lights on.

Electricity keeps us connected to our modern world. Consider all the necessities and conveniences we enjoy, in part, because of the power lines running to the electric meter outside your home.

Have you looked around your kitchen or workshop lately? The power tools you use are either plugged in or recharged from the outlets connecting your household wiring to Roughrider.

Count your televisions, desktops, laptop and tablet computers, printers and other personal assistant devices.

In 2018, it was reported that the average home had 10 Wi-Fi devices; that number is expected to explode to 50 by 2020. Technology and the gateways that keep it working use electricity, and Roughrider will continue to provide reliable electricity to not only keep the lights on, but power your home and business into the future.

The founding members of Roughrider Electric Cooperative, Inc., went door to door to collect \$5 in order to raise a portion of the original investment the co-op needed. They, like we, realize when it comes to value, electricity is a winner.

You receive a utility bill for the power you use once a month. Within this newsletter, we intend to give you a tour of the value we place behind that bill, while keeping you connected with the world.

Keeping our rates affordable is always part of your cooperative's focus. Ensuring that we provide real value is also important to us. ■



Your Touchstone Energy® Cooperative

[www.roughriderelectric.com](http://www.roughriderelectric.com)

### HAZEN OFFICE

701-748-2293 or 800-748-5533

800 Highway Dr., Hazen, ND 58545

7:30 a.m. - 4:00 p.m. CST 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. MST Monday-Friday

Payments may be deposited in the deposit box west of Roughrider Electric's main office entrance or in the drop boxes located at Dickinson City Hall, or the west and south locations of Family Fare supermarkets.

### OFFICERS AND DIRECTORS

Roger Kudrna, President; Dickinson.....	483-8377
Darell Herman, Vice President; Beulah.....	873-4371
Troy Sailer, Secretary; Golden Valley.....	948-2427
Bruce Darcy, Treasurer; Golden Valley.....	983-4222
William Retterath; Center.....	794-8729
Arnold Kainz; Dickinson.....	483-8207
Dan Price; Hensler.....	794-3779
Greg Steckler; Dunn Center.....	548-8122
Callen Schoch; New England.....	290-3836

### MANAGEMENT

Don Franklund.....	Co-GM/CEO
Travis Kupper.....	Co-GM/CEO



Become a fan of Roughrider Electric Cooperative to learn timely co-op news!

*Roughrider Electric Cooperative, Inc., is an equal opportunity provider.*

## How to estimate energy usage and cost

Since the cost of electricity is determined by the number of kilowatt-hours (kWh) used during a billing period, the first step is to determine your average cost per kilowatt-hour.

$$\text{Avg. kWh cost} = \frac{\$ \text{ amount of electric bill}}{\text{kWh used}}$$

EXAMPLE:  $\frac{\$96}{1,200 \text{ kWh}} = \$0.08 \text{ per kWh}$

### 1 STEP

Since the wattage of an appliance or electrical equipment determines the electrical usage per hour, the second step is to determine the wattage.

The wattage of an appliance is found on the serial plate. It is possible that electrical equipment will be expressed in volts and amperes rather than watts. If so, multiply volts times amperes to determine the wattage.

MICROWAVE OVEN			
AMPS	12.1	VOLTS	120
HERTZ	60	WATTS	1,452
FORM NO.	00000	MODEL NO.	0000
CODE	0	SERIAL	00000

EXAMPLE:  
120 volts x 12.1 amps = 1,452 watts

### 2 STEP

The wattage of appliances and equipment, as well as the amount of operating time, can vary greatly. The following information will show how to determine where the energy dollars are going in your home.

Use the formula shown in the following example to estimate usage and cost.

#### EXAMPLE:

A light uses 100 watts and is left on 15 hours. How many kWh are used and what does it cost you?

$$\text{kWh use} = \frac{100 \text{ watts} \times 15 \text{ hrs.}}{1,000 \text{ watts}} = 1.5 \text{ kWh}$$

Your cost = 1.5 x \$.08 = \$.12

### 3 STEP

To find your daily cost for electricity, divide your bill by the number of days in the month.

EXAMPLE:  $\frac{\$96}{30 \text{ days}} = \$3.20$  which is your daily cost.

To find the daily cost per person in your family, divide the daily cost by the number in your family.

EXAMPLE:  $\frac{\$3.20}{4} = \$.80$  per person per day

### 4 STEP

## Reading your bill

The bill and the information it provides gives our member the most information possible in an understandable format. Please familiarize yourself with the bill format.

### 1. Who Do I Call If I Have Questions?

Contact Roughrider Electric Cooperative or stop by our nearest office.

### 2. Billing Summary

This section shows your account number, statement date, previous balance, payments received and total current charges.

### 3. Billing Address

If you need to change your address, please provide updated information on the return stub or call our office.

### 4. Messages

This section contains information pertaining to you and your cooperative.

### 5. Main Meter

This shows kilowatt-hour (kWh) usage on your main meter and the days in this billing cycle. A second meter may appear in this section if there was a meter change during the current billing cycle. It will show the in/out dates and kWh usage for each meter.

### 6. Billing Charges

This area shows current kWh charges and your monthly minimum charge (Base Charge).

### 7. Heat Meter

This shows your kWh usage on your heat meter or multiple heat meters. Heat meter credit is given from October to April. For example, if you have usage on your heat meter during May, the total will show zero as there is no heat credit given for the months of May to September.

### 8. Heat Credit

This is the amount of credit you have received this billing period for the kWh usage on your heat meter.

### 9. Total Charges

These are the total charges and credits for the month.

#### How do I make my payment?

Please read the SmartHub sidebar below, or the Payment Options on the next page.

### 10. Usage Chart

This chart shows a history of your kWh usage for the last 13 months.

## Pay through SmartHub:

SmartHub is Roughrider Electric Cooperative's free online bill payment system. If you are new to paying your bill online, you will need to create a SmartHub account. You can easily make payments on your mobile device or through the "MY ACCOUNT" link on the home page of our website at <http://www.roughriderelectric.com>.

## SmartHub Features:

- Provides current and historical billing information and payment history.
- Outlines energy usage in graphs.
- Includes a free app for your smartphone or tablet. Download it by searching for "SmartHub" on either the Apple Store or Android Market. Once the app is open, type in "Roughrider Electric Cooperative" as the provider.
- Allows you to enroll in Paperless Billing.
- Lets those with multiple accounts pay with a single payment.
- Provides 24-hour access to account(s).
- Sends an email notification when a new electric bill is generated. The email includes a link for easy navigation to your billing information. You can use SmartHub to review account information and pay your electric bill.
- Allows you to pay electronically using a Visa, MasterCard or Discover card or an electronic check transaction.
- Displays information in real time.

## SmartHub — Pay Now

Go to the SmartHub Pay Now site; no registration is required. Just use your billing account number and your last name or the name of your business to pay your bill quickly and easily. Please note that Pay Now only allows you to pay your bill. Unlike the full SmartHub site, you cannot view your usage. ■

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800 Highway Dr.  
Hazen, ND 58545

PHONE PAYMENTS: CALL 1-844-241-0260  
701-483-5111 701-748-2293 1-800-748-5533

1306 1 AV 0.380  
MEMBER-CONSUMER  
1234 Highway Dr.  
ANYWHERE ND 58545

4 1306  
C-4 P-4



Account Number	1234567
Statement Date	04/01/2019

BILLING SUMMARY	
Previous Balance	382.00
Payment Received	382.00 CR
Balance Forward	0.00
Current Charges	332.77
Operation Roundup	0.23
<b>EFT DO NOT PAY</b>	<b>333.00</b>

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### Messages

Visit [WWW.ROUGHRIDERELECTRIC.COM](http://WWW.ROUGHRIDERELECTRIC.COM) Also Download Our SmartHubApp To View and Pay Your Bill on a Mobile Device. Phone Payments Call: 1-844-241-0260

### Service Details

Service Address: 1234 Highway Dr. Desc: 4387031XXXX RC 003

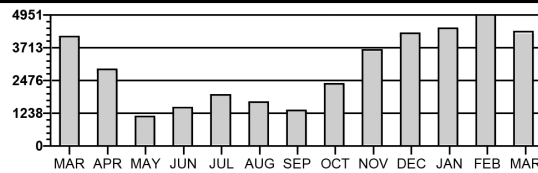
Meter Reading Details		Meter XXXXXX
Current Reading	03/31/19	95,891
Previous Reading	02/28/19	91,583
Total Usage (Multiplier: 1)		4,308
Days	31	

KWH Charge	361.87
Base Rate	30.00
Metered Charges	391.87

Meter Reading Details		Meter XXXXXX
Current Reading	03/31/19	133,284
Previous Reading	02/28/19	131,246
Total Usage (Multiplier: 1)		2,038
Days	31	

KWH Charge	-59.10
Metered Charges	-59.10

Total Charges This Service	332.77
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## Payment Options:

You can pay for your electric service online, over the phone, by mail, or in-person at Roughrider offices located in Hazen and Dickinson. We also have drop boxes; locations are noted on the first page of this newsletter. We understand our members want choices, and Roughrider provides many convenient options. For information, visit [www.roughriderelectric.com](http://www.roughriderelectric.com) and click "Your Account" and "Payment Options." If you have questions or need assistance, please contact our office at 800-748-5533.

### Auto Pay:

Set it on auto. The Automatic Payment Plan allows a member to pay his or her monthly electric bill as an electronic transfer of funds. The payment will be made automatically on or around the 15th of each month.

### Budget Billing:

Concerned about balancing monthly expenses? Budget billing is a billing method whereby the member's bill is recalculated every month based on the past 12-month's bills and the amount due will fluctuate. The amount will change each month, but since it is an average, it is not a big change from month to month.

### Pay By Phone:

Roughrider is utilizing a secure payment phone system to accept payments by credit card or electronic check to satisfy PCI security requirements. Please call 1-844-241-0260 to take advantage of this payment option. ■



P.O. Box 1038  
Dickinson 58602-1038

PRSRT STD  
U.S. POSTAGE  
**PAID**  
BISMARCK, ND  
PERMIT #433

## Making the Connection: Your Bill & SmartHub

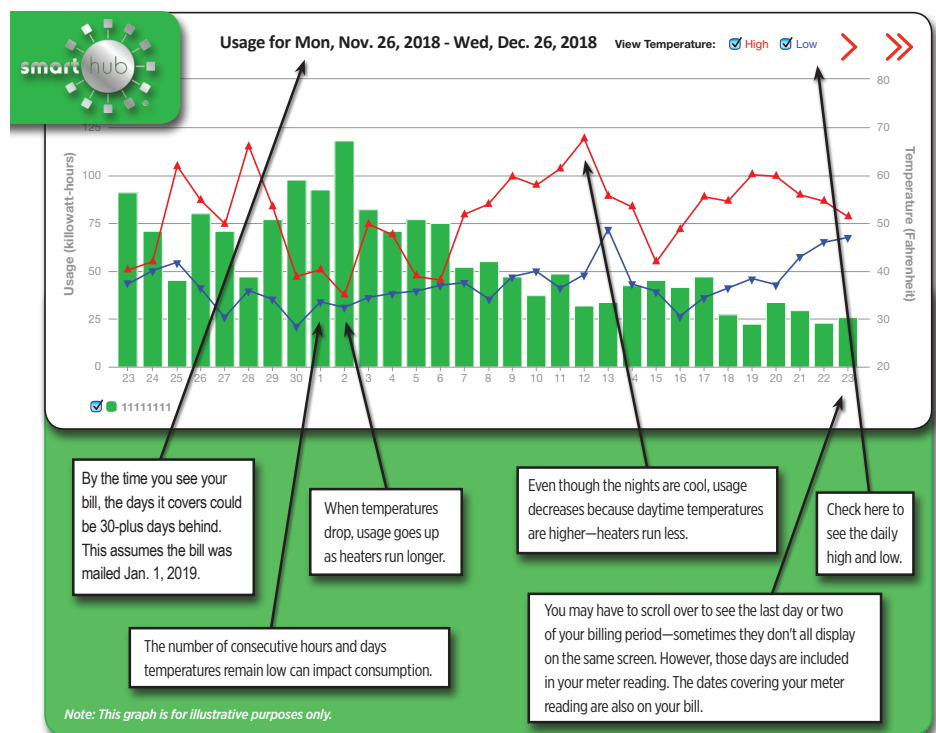
Did you ever open your electric bill on a sunny winter's day and wonder how you could have used so much electricity when the weather has been so nice?

The answer is as close as SmartHub, Roughrider Electric Cooperative's self-service portal. In addition to tracking usage, SmartHub offers a temperature feature that enables you to look back a few days, a few weeks, or even months to see what the weather was like during any billing period. This can be important in understanding your bill. Roughrider has one billing cycle, and it reflects usage that's a month behind. So, it can be challenging to remember what temperatures were actually like during that timeframe.

## Why Temperature Matters

Weather conditions, especially when it's very cold or hot outside, are a significant contributor in your home's usage. The greater the difference between the outside temperature and your thermostat setting, the longer and harder your central heating system has to work to reach and maintain your thermostat's set point. For example, if it is 34 degrees outside and your thermostat is set to 74, that's a 40-degree difference. Since heating and cooling costs make up nearly 50 percent of the typical home's electric bill — very cold weather will have a considerable effect on your usage — and even more so if your home isn't well-insulated and sealed.

Time is another factor driving usage. The number of hours that temperatures are low outside and the number of consecutive days they stay low also affects consumption. On cold days, you may also spend more time inside, running space heaters, watching TV, cooking and taking long, hot showers



to warm yourself. It all adds up to greater energy consumption.

## How to View Usage and Temps by Billing Period

1. Log into SmartHub on our website at [www.roughriderelectric.com](http://www.roughriderelectric.com). (You can also use the SmartHub app on your smartphone or tablet; however, there are differences in how information displays.)
  - If you haven't signed up to use the customer portal, call a Member Service Representative at 800-748-5533 to help you.
2. Once you're logged in, select Usage Explorer under the My Usage tab. You'll see a bar graph showing total usage by month. To see daily usage by billing period, click on the bar representing the month you'd like to see.
3. Then, select the high and low temperature checkboxes at the top right to see daily temperatures for your zip code.
 

Now, it should be easier to correlate your bill to your home's usage. For more tips, see the example above. If you have any additional questions, please call Roughrider at 800-748-5533. ■