

## Winter Preparedness: **Be Aware and Be Prepared**

Dear members,

Roughrider Electric Cooperative strives to provide you with safe, reliable electric service every day of the year, but sometimes Mother Nature creates unavoidable power outages. Roughrider wants you to remain safe during severe weather, so consider preparing now for the possibility of power outages this winter.

We have come to expect that if we lose electric service, it will be restored within a few hours – and most of the time, it is. But when snow or ice storms cause major damage to a co-op's system, outage times may be longer. Crews work long, hard hours restoring service, but it's a task that needs to be done methodically to be done safely.

Roughrider does abide by the road closures established by the North Dakota Department of Transportation. Once the no-travel advisory is lifted and the storm subsides, our line crews work with county and local road crews to gain access to areas with system damage, where linemen will begin the restoration process.

Roughrider is an advocate of working safely. It is a priority, and in fact, our way of life; the culture of your cooperative. We look out for the safety of ourselves and others – before, during and after work. From an outage to new construction, every job has different conditions and challenges. We believe our members support our decision to put safety first.



For more information on winter preparedness, visit our website at [www.roughriderelectric.com](http://www.roughriderelectric.com), the North Dakota Department of Emergency Services at <https://www.nd.gov/des/>, your county office of emergency management, or other credible news sources.

Thank you for taking time to read this important information to help you be aware and prepared. If there are topics you'd like us to feature in the coming months, we appreciate hearing from our members. Email us at [info@roughriderelectric.com](mailto:info@roughriderelectric.com), or call 800-748-5533 Monday through Friday.

Thank you for being active and involved co-op members. We appreciate the opportunity to serve you.



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.....579-4395

### 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, employer and lender.*

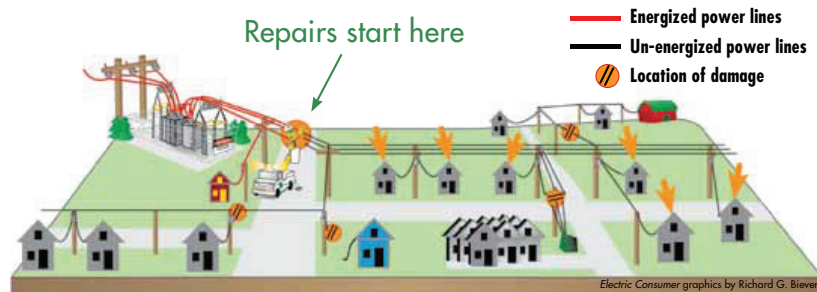
# Getting Back On Line

A major storm has just hit this electric cooperative system. Here's a simplified look at how your co-op typically goes about the task of restoring electric service.

Every electric cooperative follows a basic principle when it comes to restoring power — priority goes to the lines that will get the most people back in service the quickest. This usually begins with main lines from the substations that can affect 200-600 members, and continues out to tap lines, which may affect 30-200 members, and then to individual service lines affecting just 1-5 members.

**“Priority goes to the lines that will get the most people back in service the quickest.”**

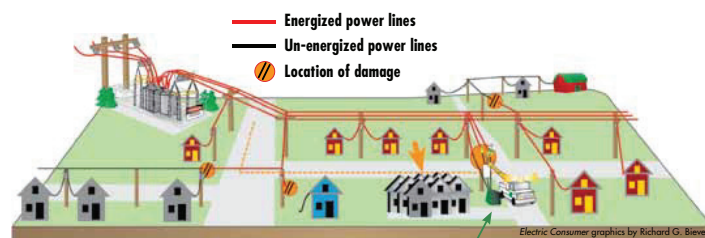
## Step 1. “All repairs start with the main line.”



The substation is energized but a main distribution line is damaged near the substation, leaving most members without power.

All repairs start with the main line. A large number of members (shown with orange arrows) will have power returned once the main line is fixed. All other repairs would be pointless until this line is restored as it feeds all the other lines.

## Step 2. “With the main line restored, the crew can isolate other damage.”



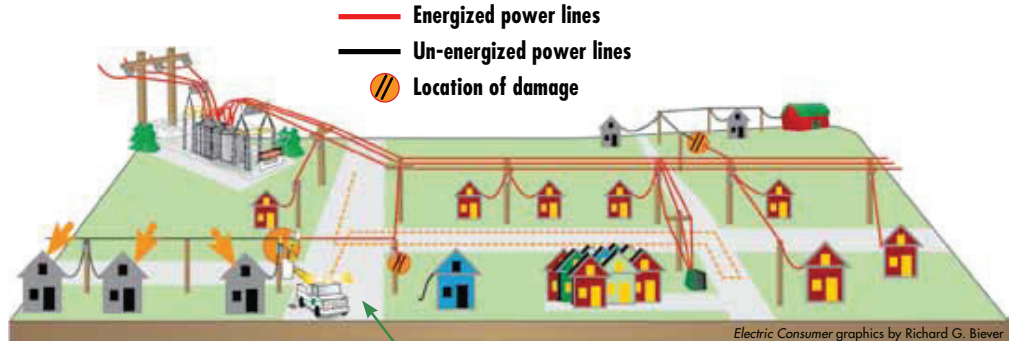
One stop and an entire subdivision has power again.

With the main line restored (now shown in red), the line crew can isolate other damage and prioritize repairs. Though a couple of repairs were closer, fixing the line that serves this subdivision down the road will get a larger number of consumers on more quickly.

# CONNECTIONS

## Step 3: "To fix this tap line will restore electricity to the three homes"

Moving back down the road to fix this tap line will restore electricity to the three homes marked with arrows.



Back down the road, the crew makes one repair and restores power to this stretch of line.

## Step 4: "A smaller tap line...is next on the list for the line crew."

This repair restores power to these homes and farm.

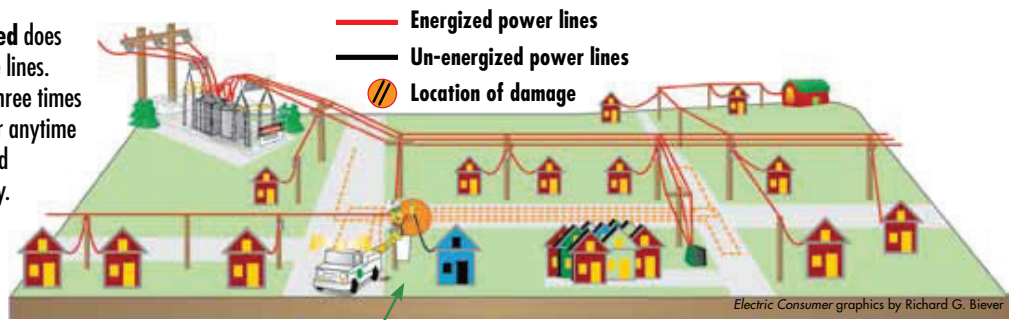
A smaller tap line serving a number of homes and the farm on the hill is next on the list for the line crew. The move probably doesn't make the folks in the blue house too happy. They've seen the crew driving by their home and working right across the road. They see lights in homes of all their neighbors but they don't have power.

That's because even though electricity is coming to their pole (that happened with the first repair in Step 1), the service line from their pole to their meter is damaged. Individual repairs come after all distribution and tap lines are restored.



## Step 5: "Take care of individual repairs."

Only after the tap lines are repaired does the crew start work on individual service lines. The crew has been past the blue home three times and could have stopped to restore power anytime after the first main line was repaired and electricity was flowing to the pole nearby. But it's not fair to other members for a crew to spend hours fixing one outage, when the crew can move down the road and restore power to dozens of homes in the same amount of time.



Individual repairs begin once all other lines are repaired.



P.O. Box 1038  
Dickinson 58602-1038

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

# BE AWARE AND PREPARED

## Before a power outage

- Build or restock your emergency preparedness kit, including a flashlight, batteries, cash and first-aid supplies and medications. Have a water supply and nonperishable food on hand.
- Use a battery-operated radio and make sure your cellphone is always fully charged before a storm or make sure you have alternative charging methods for your phone.
- Know where the manual release lever of your electric garage door opener is located and how to operate it.
- If someone in your home is dependent on electric-powered, life-sustaining equipment, remember to include backup power in your evacuation plan.
- Keep a corded telephone in your home. It is likely to work temporarily even when the power is out.

## Operate generator safely

If your standby electric generator has been in storage since last winter, make sure it is still operating properly.

If not operated properly, a generator can quickly become dangerous.

Always follow the manufacturer's recommendations on how to use your generator. Most important is the transfer switch that disconnects the farm or home from the power line and connects it to the generator. It must be a double-throw transfer switch which prevents the generator from feeding electricity back onto the power line. This protects the lineworkers who may be working to restore your service.

Never use a generator indoors – even with windows open – or in an enclosed area, including an attached garage. Locate the generator where fumes cannot filter into your home through windows or doors – even 15 feet is too close. Carbon monoxide, which is odorless and invisible, can build up to lethal levels in a matter of minutes. If you plan to use a generator, install a carbon monoxide detector, and test the batteries monthly.



**Have a power outage?  
Call us. Don't report it on  
Facebook or email.**

**Keep a safe distance  
from damaged power  
lines and poles**

If you see a downed power line or pole, don't assume it is de-energized. Stay away from electrical infrastructure and call Roughrider Electric Cooperative at 800-748-5533, or email [safety@roughriderelectric.com](mailto:safety@roughriderelectric.com) with a location and description of the damage.