

ROUGH RIDER NEWS

ELECTRIC COOPERATIVE

APRIL 2018

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In March, Mother Nature challenged us when rain froze on some power lines in the Roughrider Electric Cooperative service area. High winds made those lines "gallop," and cross arm bolts broke and lines snapped. In this month's local pages, meet some of our linemen who helped restore the system — and how YOU can follow our power restoration status.



PHOTO BY SHAWN OLSON

#THANKALINEMAN

What's inside:

- **Steve Hildebrand raises awareness on hospice and heaven**
- **Save the date for YOUR annual meeting**
- **National Lineman Appreciation Day**
- **Roughrider welcomes Alex Craigmile as CFO**
- **Meetings minutes, and more**



TAKING A BREAK TO GIVE OTHERS A BREAK

Steve Hildebrand raises awareness on hospice and heaven

BY CARMEN DEVNEY

*In January, **Steve Hildebrand**, our member services representative from Hazen, taught some kids the "Story Behind The Switch." They learned how electricity is produced, how it travels, and how utility companies like Roughrider Electric Cooperative distribute it to their homes. They learned why it's important to be safe around outlets, and power lines and poles, and why the people who climb those poles and maintain the system have interesting jobs. Maybe one of these kids will be a future lineworker or locator at Roughrider!*

April is the annual “Take Care” issue of the *North Dakota Living* magazine. The common pages feature articles on healthcare in North Dakota, and how progressive people and advanced services are improving the quality of life in cooperative services areas; many of which are rural. In this month’s local pages, we are featuring Steve Hildebrand, and how he is “taking care” of others by volunteering with hospice in Hazen. Steve is the member services representative for Roughrider Electric Cooperative.

Employed by two electric cooperatives for a total of 42 years, Steve emulates the Touchstone Energy® Cooperative values of integrity, accountability, innovation and commitment to community. It is evident in the way he works and gives.

A Hazen native, Steve started his cooperative career with Basin Electric Power Cooperative, working in the warehouse at Leland Olds Station near Stanton. After three years, he accepted a work order clerk position with Oliver-Mercer Electric Cooperative in Hazen. Oliver-Mercer and West Plains Electric Cooperative, Dickinson, consolidated in 2008 to become Roughrider Electric Cooperative.

Over the past 39 years at Roughrider, he’s done a variety of jobs ranging from accounting and inventory to work orders and payroll. Ten years ago, he transitioned to his current role in member services. In this capacity, he helps plan the annual meeting, represents the cooperative at trade shows, teaches students about electricity and safety, and visits with members about electric heat products and services.

Steve’s commitment to community

is evident in the way he interacts with students when he teaches the “Story Behind The Switch,” and visits with farmers and ranchers at the annual KFYR Agri-International trade show. After-hours, his personal life is just as committed to community.

Inspired by his wife Sheila, who works for Sakakawea Medical Center Hospice, Steve felt “a hankering” to volunteer. Hospice is a program of care and support for patients and families coping with terminal illness. Sakakawea Medical Center’s program is designed to enhance and expand the existing support system of the family. With the assistance of hospice, families are able to be closer to their loved one and assist with more of the necessary care. The program advocates home care, with pain management and symptom control, enabling the patient to have the best quality of life possible within their disease limits.

There are many ways a person can volunteer, ranging from fundraising and organizing events to visiting clients and easing a family’s challenges. Steve says he has never been uncomfortable with dying or death because he believes in God and the afterlife, so he knew he wanted to work directly with patients.

“I’m comfortable with it,” he says. “My faith has a lot to do with that.”

After receiving training on what to expect and how to serve, he has worked with three clients and their families over the past year. His presence allows the patient’s family members to leave and run errands, or stay and rest for a couple hours, and have peace of mind that their loved one is not alone.

When he’s there, Steve takes his cues from the patient. Sometimes they want to visit, and other times they want to be alone and rest.

Steve’s service doesn’t entail providing physical care. The only requirement is that he has “a good ear.” Steve’s cooperative co-workers can tell you he is definitely qualified.

There is no set schedule to hospice volunteering. Sometimes a family will ask Steve to come a couple times a week; other times, only when needed. Steve says he waits for the call. Occasionally, it comes when he is at work, and true to his commitment to community, Steve takes a break to give another family a break. His employer and his co-workers support his desire to provide a public service.

As the patient becomes more gravely ill, Steve’s role is reduced as the family prefers to stay home.

Steve confides that when his clients pass, he feels great relief; not because they died, but because they live — in heaven. During some intimate visits during their final months and weeks, if the opportunity presents, they might share their faith and desire to be “right with God.”

Steve reminisced about one of his clients who had an “awesome attitude.” He was positive and accepting, and when he passed, Steve says a part of him felt complete.

“We had some discussions about where we are all headed,” Steve says. “He was able to complete what he chose to do (use the hospice program and not seek treatment), in the comfort of his own home. When he passed, it was that same feeling of completion. In death, he was able to succeed and get what he wanted.”

Steve said he’s hopeful that God can use him to make a difference in the hospice program.

Thank you, Steve, for your commitment to community. ■



Annual Meeting
2018

**HAZEN
HIGH SCHOOL**

JUNE 6, 2018

*Look for more information
in upcoming issues of
North Dakota Living.*



Vote by mail at the annual meeting

In 2009 Roughrider Electric Cooperative's board of directors decided to offer the members the option of voting by mail. Ballots and instructions will be mailed out prior to the annual meeting. Under the bylaws, no nominations are accepted from the floor at the annual meeting. A qualified member of Roughrider Electric Cooperative may become a candidate for election by being nominated by the Nominating Committee or by a petition submitted not less than 60 days before the meeting.

Mail-in ballots will only be sent to members upon request. To request a ballot, please contact Steve Hildebrand at 701-748-2293 or 800-748-5533 prior to May 11. You may also contact Steve at shildebrand@roughriderelectric.com.



Free shuttle bus ride

Roughrider Electric Cooperative will be offering a free shuttle-bus service to the meeting, leaving from the Dickinson main office. If you are interested in riding the bus to Hazen, please contact Debbie Lorz at 701-483-5111 or 800-627-8470. You may also email Debbie at: dlorz@roughriderelectric.com.

The deadline to sign up to ride the bus is May 18. ■



If so, it pays to plan ahead. Members can save time, money and aggravation by consulting with Roughrider Electric Cooperative before locating new grain bins or adding new load.

Members considering a new bin site or added load are encouraged to contact Roughrider Electric. We are available to provide assistance in planning for a safe, reliable environment for everyone. ■

New or upgraded service

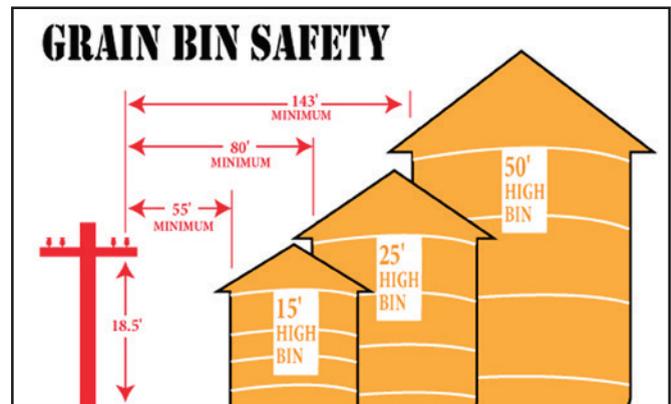
When adding electrical loads, such as bin fans or shop heat, Roughrider Electric encourages members to contact the cooperative first. Representatives will design a service adequately sized for the proposed electrical load. Existing services will be inspected to determine if an upgrade in service is required.

Whether you are adding a new service or expanding an existing service, Roughrider Electric needs to study the effect the added load will have on the cooperative's electric distribution system to determine the co-op's ability to serve that load.

Bin placement

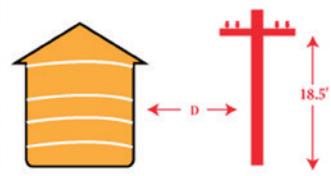
When placing a primary electric service at a grain bin site, Roughrider Electric adheres to the requirements set forth in the National Electrical Safety Code (NESC). The NESC specifies the minimum distance between a grain bin and the nearest overhead power line and has two sections that apply to grain handling systems.

Adequate clearance between grain bins and overhead power lines reduces the risk of accidental contact between the power lines and tall farm equipment such as portable grain augers, elevators or grain-probing devices. Also, a grain bin or shop built too close to an overhead power line may mean the bin or power line would need to be relocated, most times at the member's expense.



DANGER: HIGH VOLTAGE!
FOLLOW FARM SAFETY RULES AROUND POWER LINES

Height of grain storage structure	D=Minimum distance from line to bin wall*
15 ft.	55 ft.
20 ft.	68 ft.
25 ft.	80 ft.
30 ft.	93 ft.
35 ft.	104 ft.
40 ft.	118 ft.
50 ft.	143 ft.
60 ft.	168 ft.
70 ft.	193 ft.
80 ft.	218 ft.



*Based on a typical power line having a vertical clearance of 18.5 feet above the ground and a supply line phase to ground voltage of more than 0V to 22kV; National Electrical Safety Code Rule 232.

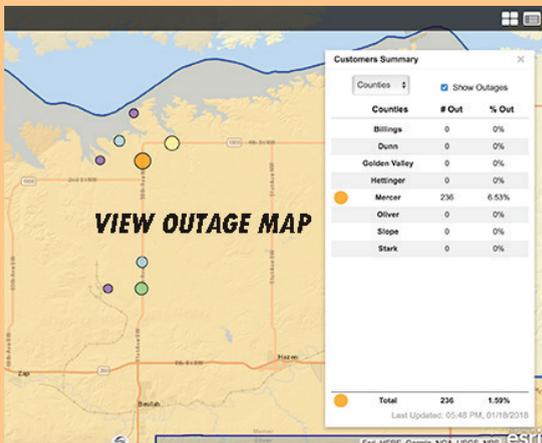
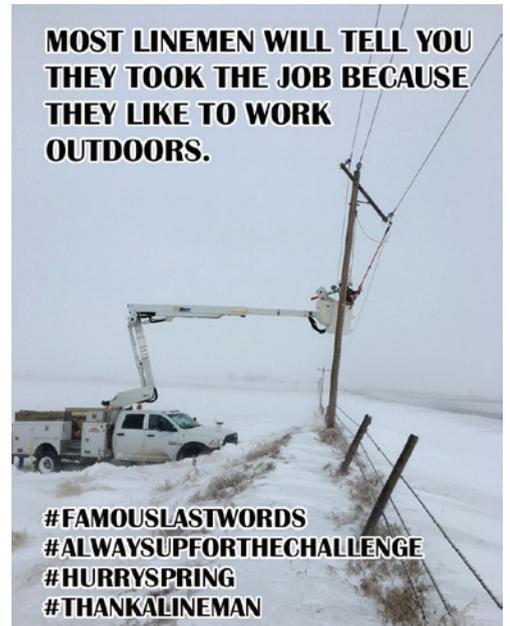
National Lineman Appreciation Day: April 9

Electric cooperatives across the state and nation are celebrating National Lineman Appreciation Day on April 9. Linemen build and maintain the electric distribution system that keeps the power flowing to your farm, home or business. Roughrider Electric also has transmission assets.

Today — and every day — is a great time to let our Roughrider line crews know how much you appreciate the work they do. We heard many of your “voices” on Facebook in March during an early spring storm event, supporting our linemen’s restoration efforts and safety. It was fantastic to receive so much positive feedback!

Mother Nature had challenged us when rain froze on some power lines in the Roughrider Electric Cooperative service area. High winds made them “gallop” or bounce, and some cross arm bolts broke and lines snapped. With assistance from line crews in the Innovative Energy Alliance Cooperative family including Mor-Gran-Sou Electric Cooperative and 3C Construction, our linemen were able to restore electric service when the weather and road conditions improved.

It takes a team of dedicated employees to restore the system after a storm. From the linemen to the office support staff, we thank our employees for their accountability and desire to see the lights come back on for you, the member-owners. ■



Have a power outage? CALL US!

Members, if you have a power outage, please CALL US ... do not contact us via a Facebook comment or message, as our page is not monitored 24/7. By calling us at 701-748-5533, employees will log the call and alert the line crews.

Want to follow our power-restoration progress? Visit our website at <http://roughriderelectric.com/> and click the “View Outage Map” graphic at the bottom center. Outages are broken down by county and number of meters that are offline. The map is updated in real-time, so what you see is current. ■

Report from

THE BOARD OF DIRECTORS FEB. 23, 2018

When, where and who: The Board of Directors met in Hazen on Feb. 23.

Agenda: The Board reviewed, added to and approved the meeting agenda.

Minutes of the previous meeting: The Board reviewed and approved the minutes of the Jan. 26, 2018, meeting.

Consent Agenda: The Board reviewed, discussed and approved the Consent Agenda, including proposed membership applications, service connects and assignments, proposed cancellations of membership, and requests for retirement of capital credit accounts.

Co-General Managers' report: Don Franklund and Travis Kupper presented the managers' report. Mr. Kupper reported that the new chief financial officer for Innovative Energy Alliance Cooperative, Alex Craigmile, will start on March 5, 2018. This will be of great assistance to Mr. Kupper, and allow him to focus more on his new duties as a co-general manager.

Upper Missouri Power Cooperative: The Co-General Managers and Mr. Kelly discussed with the Board Upper Missouri's load-monitoring program.

TR Substation – Application to Purchase State Land: Ms. Grosz and Mr. Bentz reviewed with the Board an Application to Purchase State Land for the TR Substation property.

Safety Coordinator report: The Board was referred to Mr. Stastny's written report.

Chief Financial Officer report: Mr. Kupper provided the Board with a summary of his written report.

Operations and Construction report: Mr. Bentz referred the Board to his written report. He noted that staff is working on line patrol, and securing easements for Roughrider's transmission project.

Engineering report: Mr. Kelly provided the Board with a report on the engineering group's activities during the past month. Mr. Kelly reported on software that is being installed and implemented on each substation within Roughrider's system.

Department of Mineral Resources: The Director's Cut report from Lynn Helms was reviewed and discussed.

Upcoming meetings: The next Board meeting was set for 9 a.m. MT on March 23, 2018, at Roughrider's office in Dickinson, North Dakota.

Roughrider Electric Cooperative offers members CONSERVATION AND ENERGY EFFICIENCIES 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 2018 will include ground-source heat pumps and air-source heat pumps.

Members must buy and install qualifying systems between Jan. 1, 2018 and Dec. 31, 2018. The program for the heat pumps is for new installation or for replacement of a conventional heating system.

Roughrider Electric Cooperative personnel will check the

installation, and get the appropriate documentation and receipts. Once completed and approved, Roughrider Electric Cooperative 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:
Required minimum efficiency

\$150 per ton with a maximum rebate of \$600
CLOSED LOOP: EER >= 14.1 COP >= 3.3
OPEN LOOP: EER >= 16.2 COP >= 3.6

Air-Source Heat Pumps:
Required minimum efficiency

\$100 per ton with a maximum rebate of \$400
HSPF >= 8.2 EER >= 12 SEER >= 14.5

Innovative Energy Alliance Cooperative hires **Alex Craigmile** as chief financial officer

Alex Craigmile has returned to the Innovative Energy Alliance Cooperative family. Formerly the business manager at KEM Electric Cooperative, he is now the chief financial officer for the alliance. He is filling the position vacated by Travis Kupper, who was promoted to co-general manager and chief executive officer. Craigmile's first day with the alliance was March 5.

Established in 2008, the alliance is a professional management and services company that provides support for four electric cooperatives in North Dakota including Roughrider, Slope, Mor-Gran-Sou and KEM Electric Cooperatives, as well as the WDUS Holdings, LLC family including 3C Construction, West Dakota Utility Services and other subsidiaries.

Craigmile holds an accounting degree from the University of North Dakota, Grand Forks. He worked at the state tax department in Bismarck before being hired by KEM in June 2010 as an accounting clerk. He was promoted in 2014 to assistant office manager. In that role, he oversaw the general ledger and accounting, approved checks, made payments, assisted with billing, and answered members' questions. He was promoted to office manager in 2015.

After six years with KEM, Craigmile resigned to accept a job with National Information Solutions Cooperative (NISC) in Mandan. He installed billing software for NISC for 18 months before joining the alliance. In total, he has more than seven years of cooperative experience.

Travis Kupper, co-general manager and chief executive officer of the alliance, says Craigmile is a



Alex Craigmile

good fit because he understands the cooperative family and relationships within the alliance.

"We are excited to have Alex working for our four cooperatives. He has a diverse background, in having worked for a distribution cooperative and an information technology company that both exist to serve the member-owners," Kupper says. "Alex already understands the values and needs of our cooperatives, and his focus as chief financial officer will remain on the memberships."

Craigmile says he is thankful for the opportunity to return to his distribution roots under the umbrella of Innovative Energy Alliance Cooperative. "I am truly looking forward to coming back to the alliance family. I enjoyed my time with NISC, but when this opportunity presented itself, I truly felt that it was the right move for me and my family," he says.

Alex and his wife, Mallory, live in Bismarck with their three daughters. ■



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 800-627-8470
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



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