

Your Touchstone Energy® Cooperative 

ROUGH RIDER NEWS

ELECTRIC COOPERATIVE

JANUARY 2018



*Wishing you a healthy and
Happy New Year
from Roughrider Electric Cooperative*

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Evolving to better serve you**
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Evolving to better serve you in 2018

BY DON FRANKLUND, CO-GENERAL MANAGER/CHIEF EXECUTIVE OFFICER

Our work plan, challenges and achievements vary from year to year, but our New Year's resolution is always the same: To listen, observe, and evolve to meet the changing needs of our membership.

In upcoming issues, I'll ask the operations manager and member services manager to note some of our projects and improvements on the horizon. In this column, I'd like to reflect on a significant change that was driven by you, the member-owners of Roughrider Electric Cooperative.

You spoke, and we listened, when you asked for innovative technology to pay your electric bills online. Since we implemented SmartHub, an easy-to-use online payment system, you have more control: in checking real-time updates on energy use, having the knowledge to make lifestyle changes that can ultimately lower your utility bill, paying your bill at your convenience and more.

Roughrider members are using www.roughriderelectric.com or downloading the SmartHub app to conduct routine business. These mobile services are new ways of connecting with people, like the member services representatives you reach when you call us, or greet you from behind the counters at our office. They are an extension of the customer service and quality services you expect us to provide.

Our shared goal is to help find ways to better control energy costs. That's why we communicate with

you about the energy industry and ways we can work together to reduce some of those costs. Our communications tools include the local pages of the *North Dakota Living* magazine, bill stuffers, our website www.roughriderelectric.com, Facebook page and more.

A couple years ago, we started conducting a member satisfaction survey to help us learn your needs and how we can better serve you. We plan to do another survey sometime this spring. Like we've done in the past, it will be a random telephone survey that polls our members proportionately from across our service area. The primary objectives are for us to measure member satisfaction, assess how well we are serving you in a variety of areas, gauge interest in potential new options, if offered, and identify preferred communication among our diverse membership.

If you receive a call on the member satisfaction survey, please take the time to visit and share your thoughts. Listening to you helps us improve understanding, build trust, strengthen relationships and foster cooperation. It's also crucial to collaboration and success.

That's why Roughrider still loves face time with our members. Our annual meeting is a social event designed for our members and their families. We hope you'll make plans now to join us on Wednesday, June 6 at Hazen High School for co-op business, fun and prizes.

New to this year's annual meeting

are the "Luck of the Draw" scholarships. We will be selecting three high school students, who are dependents of our members, to earn a \$500 scholarship. The students must be registered for the meeting and be in attendance at the time of the drawing.



Don Franklund

The scholarships, Youth Tour trip, Operation Round Up program, and loan and grant options are some of the various ways we show our Touchstone Energy® Cooperative values of integrity, accountability, innovation and commitment to community.

Yes, we strive to provide safe, reliable and affordable electric service to our member-owners. That has been and always will be our mission. If we had a secondary reason to exist, it would be to improve the quality of life in the areas we serve. The way we do that is by listening, observing and evolving to meet your changing needs.

We are committed to this New Year's resolution, and we wish you a healthy and happy 2018. ■

Innovative Energy Alliance Cooperative hires Travis Kupper as co-general manager/chief executive officer

BY CARMEN DEVNEY

Roughrider Electric Cooperative has added a co-general manager/chief executive officer to partner with Don Franklund. Travis Kupper, current chief financial officer for Innovative Energy Alliance Cooperative, is filling the position vacated by Chris Baumgartner, who resigned after five years of service to become the senior vice president of member services and administration for Basin Electric Power Cooperative. Kupper will start his new duties on Jan. 1, 2018.

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.

Kupper has 19 years of cooperative experience. He started in October 1998 doing accounting software installations and support for National Information Solutions Cooperative in Mandan. He transitioned to Slope Electric Cooperative in New England in 2007, to work as chief financial officer. In the cooperative spirit of working together to share employees and resources, streamline processes, gain efficiencies and ultimately save the members money, Kupper was

hired by Innovative Energy Alliance Cooperative in August 2010 as chief financial officer.

Kupper says he is looking forward to serving the same memberships in a different capacity. “In my role as chief financial officer, I have been responsible for all the financial aspects of the cooperatives. With this new position, I am tasked to ensure the continued success of the cooperatives. I am humbled by this opportunity and look forward to the new challenges it presents,” he says.

The alliance, which employs 14 people ranging from the co-general managers to a chief information officer and chief financial officer to accountants, engineers, human resource professionals, a safety coordinator and a communications coordinator, has had solid leadership over its decade of service. Kupper says his goal as a co-general manager will be to meet and ultimately exceed the high expectations set by the members. “They’ve had good leadership in the past, and I need to work hard to continue that high standard,” he says.

Franklund, who has worked closely with Kupper since 2007, says Kupper has already been a great asset to the cooperatives — and that will only improve over time. “Travis grew up in a farming family in the northwest corner of the state, and he understands the challenges that

are associated with living in rural areas,” he says. “I’m looking forward to working with him as my partner. We already have a great relationship, and I know he will continue to keep the needs of our members in the forefront of what he does. He’s member-focused.”

Dean Dewald, the chairman of the Innovative Energy Alliance Cooperative board of directors, and current director for KEM Electric Cooperative, agrees that Kupper has the knowledge and expertise to help move the alliance forward.

“We had a strong slate of candidates, and that made our job difficult in choosing the person who will be the right fit,” he said. “Because of Travis’ background and 19 years of cooperative experiences, along with his understanding of the strengths and challenges the cooperatives face within the alliance family, he was the package deal — and we’re glad to have him,” he concludes. ■



Travis Kupper



Roughrider Electric puts the power of data in the hands of members

Roughrider Electric Cooperative strives to offer our members the best-possible customer service by taking advantage of cost-effective advancements in technology. In 2013, we introduced SmartHub, an application that allows members to access electric accounts on mobile devices and provides a “My Account” Web portal. If you are new to online access, you will need to sign up for SmartHub as a new user.

Leonard Hibl, director of member services and key accounts, says SmartHub offers members more options.

“Members can see their electric usage on a daily, weekly and monthly basis, and compare usage from month to month. SmartHub also gives us more options to connect with the member,” he says. Hibl encourages members to give SmartHub a try, if they have not already done so.

“This technology streamlines the way we do business as a cooperative, and gives our members more information and control over their account,” he says. “After you decide to use either the Mobile account or Website account access, you’ll go through a step-by-step process to sign up. If you have questions, we are here to help.”

Mobile account access

Roughrider continues to work with National Information Solutions Cooperative (NISC), an information technology company located in Mandan that develops and supports software and hardware solutions, to deliver the SmartHub App and provide members with convenient access to account information like monthly usage, payment history,

quick bill pay and more. This safe and secure App is available for iOS (iPhone, iPad) and Android users, and it takes less than three minutes to set up. With people everywhere relying more and more on their mobile devices, we’re pleased to offer this quick solution to help members easily manage their electric accounts.

Website account access

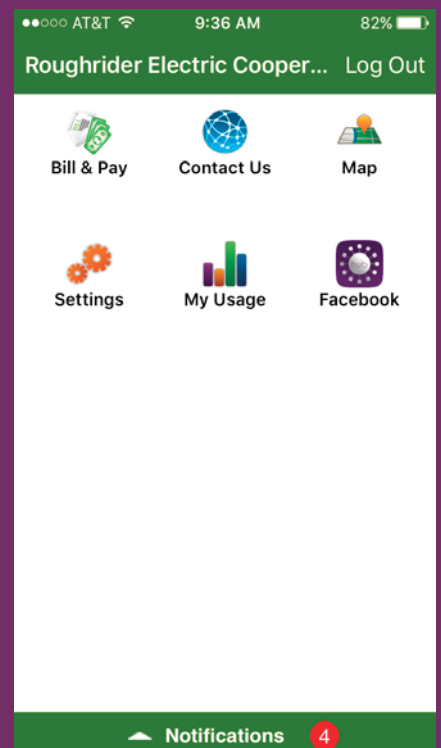
If you don’t have a smart phone, you can still manage your account online. All the services offered by the SmartHub App are also on our website at www.roughriderelectric.com. When you visit our website, you are provided with a link to your “My Account” section. Every member has one, so if you haven’t signed up to access it yet, please do so from the “New User” hyperlink located on the SmartHub login screen. The “My Account” SmartHub Web gives you full access to your account information, including some additional features not available through SmartHub mobile. From there you can pay or view your bill, review account history and usage, set up auto pay or paperless billing, schedule future payments, change your address or phone number, or read the *North Dakota Living* local pages.

Additional electronic payment options

In addition to the traditional payment methods of cash and check, Roughrider provides multiple electronic payment methods. SmartHub mobile and Web access provide for payment by bank account and credit and debit cards with the click of a button. Payment methods can be stored

and managed on our secure server to make payments simple and fast. Take it one step further by signing up for recurring payments that automatically pay your bill. For members who prefer to pay by telephone, our automated phone system is available 24/7 and can be reached by calling 1-844-241-0260.

On the next page are some common questions and answers. We encourage you to call us with additional questions, or visit our website at www.roughriderelectric.com and click on Member Services and SmartHub for further details.



One SmartHub view from a phone app.

QUESTION: How do I sign up for SmartHub Web access?

Answer: The SmartHub Website can be accessed by visiting www.roughriderelectric.com and clicking on "My Account."

QUESTION: How do I sign up for SmartHub mobile App?

Answer: The SmartHub App can be accessed in the Apple® Store or in the Android® Market. Search: SmartHub (not case sensitive but must be all one word); if duplicates appear, the correct App is provided by our partner, National Information Solutions Cooperative.

QUESTION: After I've signed up, how do I get started?

Answer: For both the App and Web SmartHub, the sign-up process is simple. You will need a copy of a bill for your account number and follow the step-by-step process.

QUESTION: Do I have to buy the App?

Answer: No. Our App is free to download and install.

QUESTION: What is the difference between the mobile App and the Web version of SmartHub?

Answer: The mobile Apps are native applications that can be downloaded and installed on your compatible mobile phone or tablet device. The Apps allow you to find and receive directions to office locations and payment drop boxes using the map feature on your device.

The Web version is Internet accessible from any Web-enabled device. It allows you to register your accounts to receive notifications for account milestones, such as an approaching or a missed due date. The Web has a profile page available for you to maintain your personal information, password, security pass phrase and stored payment methods.

Both the Apps and the Web version give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts, and set up recurring payments. They also allow you to monitor and manage your usage by use of graphics.

QUESTION: Is my phone or tablet supported?

Answer: Our Apps are supported on the following platforms:

IOS 9.0 and above (iPhone and/ or iPad)

Android 4.1 and above (Smartphones or tablets)

QUESTION: Is the App secure?

Answer: Yes! All critical information is encrypted in every transaction run and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for Apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

QUESTION: How much is this going to cost?

Answer: There will be no additional costs to members who use SmartHub.

QUESTION: Do I have to change the way I pay my bill in order to use SmartHub?

Answer: No. You can take advantage of all of the features of SmartHub and continue to pay your bill as you currently do.

QUESTION: I have five accounts. Can I see them all in the App and on the Web?

Answer: Yes. The Web home page shows all of your accounts with the amounts due and hyperlinks to other detailed information. On the App, tap the Bill and Pay icon. The total due on all accounts shows, and below it you can select different information by account, such as partial payment option, billing history and payment history.

QUESTION: Can I make a payment on multiple accounts?

Answer: Yes.

Web: To pay the total amount owed on all accounts, click the Pay Now button in the upper right corner of the screen or the Make Payment button on the home page. You can also make a payment to a single account or partial payments to all accounts by clicking on the Billing & Payments button. It will allow you to check the accounts to be paid and change the amount for each account by clicking on Other Amount. After entering the amounts to be paid, click the Pay Now button.

App: Tap the Bill & Pay gadget. If paying the total amount due, tap the Pay button. If paying a partial payment, tap the Pay

Partial Amount, tap on the account and adjust the Pay Amount.

QUESTION: How current is the account information I see in the App or on the Web?

Answer: The information is shown in real time, and updates every afternoon. However, if you keep your App or the Web version open for an extended period of time, you should refresh the page by selecting a new option in order to ensure the information is still current.

QUESTION: How do I sign up for notifications? What if I want to receive notifications for multiple accounts?

Answer: You must log into the Web portal and click on Notifications. Select preferred notification method (text, email) and fill out the appropriate notification information based on your selection. Click Next to continue, verify the notification parameters and confirm. If you have multiple accounts, while you are setting the notification it will prompt you to indicate which account the notification is for.

QUESTION: How do I find your offices and payment locations?

Answer: On the App, tap the Map and you will see all the office and payment locations available to you. To get directions, tap the location and an address box comes up. Tap the address box and the Map/GPS Navigator options appear. Tap on the preferred method and follow the instructions.

QUESTION: How can I find the cooperative monthly publications on my device or Web access?

Answer: On your mobile device tap on the Roughrider News button and click on the month you wish to read. You can also pass through the Web portal under your account; this home page has a Communications / Alerts with a link to the local pages.

For more information about Roughrider's SmartHub service, contact us at 701-748-2293 or 800-748-5533 (Hazen area) or 701-483-5111 or 800-627-8470 (Dickinson area).

The screenshot shows the Roughrider Electric Cooperative website. At the top, there is a navigation bar with links for "Log Out", "Home", "Help", "Pay Now", and "Report An Outage". Below this is a secondary navigation bar with "Home", "Billing & Payments", "My Profile", "My Usage", and "Contact Us". A search bar and "Have a Question? Get Help." link are also present. The main content area is divided into three sections: "Quick Links" with a list of actions like "Pay My Bill" and "View Billing History"; "View and Manage My Usage" featuring a line graph, "Key Features" such as "Analyze and understand usage trends" and "Create and track a monthly budget", and "Communication / Alerts" which currently displays "There are no alerts to display at this time." At the bottom, there are logos for the App Store and Google Play, and a "Start Now" button.

WRITE A WINNING ESSAY AND WIN A TRIP OF A LIFETIME!

JUNE 9-15, 2018

AN ALL-EXPENSE-PAID TRIP TO WASHINGTON, D.C.

- To enter the essay-writing contest, you must be a sophomore or junior in high school.
- You and your parents or guardian must be served by Roughrider Electric Cooperative.
- If you have a question, contact Brad Quenette, Roughrider Electric, at the address listed below, or call 701-748-2293 during regular business hours.
- The deadline is **Jan. 31, 2018**. Emailed entries should be directed to bquenette@roughriderelectric.com, and hard-copy entries mailed to: Youth Tour Essay Contest, Roughrider Electric Cooperative, 800 Highway Dr., Hazen, ND 58545-4737.

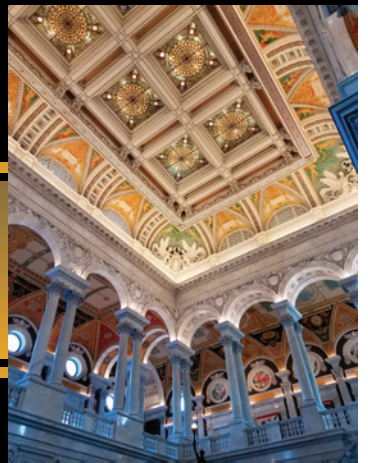
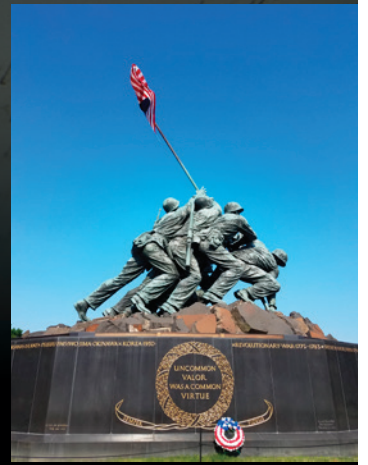
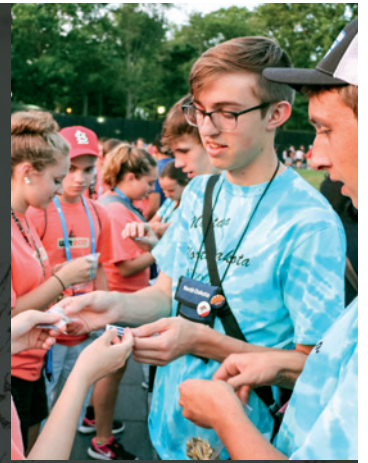
TOP 3 REASONS

TO ENTER THE ESSAY-WRITING CONTEST

1. All-expense-paid trip to Washington, D.C., compliments of Roughrider Electric Cooperative.
2. A whole week to visit unforgettable historic monuments, museums and the U.S. Capitol.
3. A learning experience you'll never forget.

ESSAY QUESTION:

There are approximately 20 million military veterans in the United States today. How shall fellow U.S. citizens honor and look after these veterans, who have served and sacrificed on our behalf? Describe any special connection you may have to a veteran or active-duty member of the military.



CHECK OUT THE ESSAY-CONTEST GUIDELINES AT
www.ndyouthtour.com



Roughrider Electric Cooperative takes pride in assisting with the development of rural leadership through our scholarship program. We feel it's important to help finance our local students' educational journeys, and are offering \$8,500 in college scholarships to area students.

We will award nine, \$500 scholarships to qualified applicants whose parent(s) or guardian(s) are members of the co-op. School representatives from Belfield, Beulah, Center-Stanton, Dickinson High, Dickinson Hope Christian Academy, Dickinson Trinity, Hazen, Richardton-Taylor and South Heart will select one graduating senior to receive the funds.

Interested in applying? Students should contact their school counselor for deadline information. The schools will then forward each recipient's name to Roughrider Electric.

The co-op will also award one \$500 scholarship to a graduating senior from a school outside of our service area. The recipient must have parents who are members of our cooperative.

Roughrider Electric is also awarding one \$1,000 scholarship sponsored by Basin Electric Power Cooperative.

We award the scholarship to a student already enrolled or planning to enroll in a full-time graduate or undergraduate program. The student must attend an accredited, two-year or four-year college, university or vocational/technical school. All post-secondary students who have parents that are members of Roughrider Electric are eligible to apply.

Roughrider is also awarding one \$500 scholarship sponsored by 3C Construction.

Eligible applicants are high school seniors who are enrolled or planning to enroll in a certified vocational or technical school pursuing a career as a lineworker, and who have parents that are members of Roughrider Electric.

Roughrider is also awarding one \$500 scholarship sponsored by West Dakota Utility Services.

Eligible applicants are high school seniors who are enrolled or planning to enroll in a certified vocational or technical school pursuing a career as a mechanic, and who have parents that are members of Roughrider Electric.

New this year: Luck of the Draw scholarships

Roughrider Electric will award three \$500 Luck of the Draw scholarships to be drawn at our annual meeting on June 6 in Hazen. All high school seniors who have parents that are members of Roughrider Electric are eligible for this scholarship. Students must attend our annual meeting with at least one parent, and will be required to RSVP for the meeting. See website listed below for RSVP form.

Students can find the applications on our website, roughriderelectric.com. Forms are also available at our local offices in Hazen and Dickinson.

Fill out our online application or mail paper applications to Roughrider Electric Cooperative, Attn: Scholarship Committee, 800 Hwy. Dr., Hazen, ND 58545.

Return completed applications to Roughrider Electric Cooperative before Feb. 5, 2018. ■

Report from

THE BOARD OF DIRECTORS OCT. 27, 2017

When, where and who: The Board of Directors met in Hazen on October 26.

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 September 29, 2017, meeting.

Manager's report: Don Franklund presented the manager's report. General capital credit retirement: The Board of Directors approved the retirement of \$1,200,000 in Capital Credits for 2017.

2018 draft budget: Mr. Kupper led the Board through the 2018 Operating Budget, including the assumptions utilized in preparation of the same.

Nominating Committee names: The Board was reminded to bring their Nominating Committee names to the December Board meeting.

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 discussed with the Board matters pertaining to line and pole inspections.

Upcoming meetings: The next Board meeting was set for 9 a.m. MT on Nov. 30, 2017, at Roughrider's office in Dickinson, N.D.

Other business: There being no other business, upon motion made, seconded and unanimously carried, the meeting adjourned.

Statement of Non-Discrimination

Roughrider Electric Cooperative, Inc., is a recipient of federal assistance from the U.S. Department of Agriculture (USDA). In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at 202-720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at 800-877-8339.

Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call 866-632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: 202-690-7442; or

(3) email: program.intake@usda.gov

Roughrider Electric Cooperative, Inc. is an equal opportunity provider, employer and lender.



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
8 a.m. – 5 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; Dickinson483-8377
Darell Herman, Vice President; Beulah873-4371
Troy Sailer, Secretary; Golden Valley948-2427
Bruce Darcy, Treasurer; Golden Valley983-4222
William Retterath; Center794-8729
Arnold Kainz; Dickinson483-8207
Dan Price; Hensler794-3779
Greg Steckler; Dunn Center548-8122
Callen Schoch; New England579-4395

MANAGEMENT

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



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