



ROUGH RIDER NEWS

ELECTRIC COOPERATIVE

MARCH 2021

Line patrol and scheduled maintenance: keys to an effective power system



PHOTO BY BRAD QUENETTE

What's inside:

Doing maintenance on a sunny weekday, rather than fixing an outage in the middle of the night, benefits you and your cooperative. Recently while on line patrol, a Hazen lineman spotted a splintered cross-arm in a rough area of Roughrider Electric's power system. The operations department scheduled repairs and linemen changed the damaged parts before they failed and a power outage occurred. In this month's local pages, learn some of the steps in the repair process — and how good eyes and fast work help keep the system strong for years to come.

- **Consult with Roughrider before adding grain bins or other new load**
- **Serve your electric cooperative as a director!**
- **Save the date: Annual Meeting, June 2, Dickinson**
- **Members, do we have your current contact information?**
- **Meeting minutes ... and more**



Due to the complicated nature of this repair, two crews were needed on-site including Linemen **Tanner Goetz** (left) and **Brad Martell**.

Improving safety and outage time through maintenance

BY CARMEN DEVNEY



As time allows, Roughrider Electric Cooperative line crews patrol power lines and poles, focusing on a third of the system every three years. They look for possible line maintenance issues, safety hazards and other problems that may affect the distribution lines that bring power to your home or business.

Depending on weather and road conditions, you may see linemen patrolling line in a Roughrider truck, an all-terrain vehicle or snowmobile.

In December, Lineman Kyle Irwin spotted a splintered

*This close-up with Lineman **Tanner Goetz** shows the damaged cross-arm. While the line was still intact and energy flowing, it was a matter of time before Mother Nature would have caused compromised infrastructure to fail and trigger an outage. Good eyes and scheduled maintenance prevented an outage.*

cross-arm on a three-phase line while doing line patrol northwest of Hazen.

Like much of North Dakota, the Roughrider Electric service area experienced a mild December with warm temperatures and little snow. Knowing the compromised pole was set back from the road and would be much harder to reach in a truck following a heavy snowfall, a repair was quickly scheduled.

Doing maintenance like replacing insulators and tightening bolts on a sunny day, rather than fixing an outage in the middle of the night, benefits you and your cooperative.

“Line patrol helps us find these issues and reduce unplanned outages,” says Jason Bentz, Roughrider’s manager of operations. “In this instance, this particular pole is a complicated, time-consuming task and is in a rough part of this line. If it can be planned to reduce the time of finding a problem and prepping the pole in the daylight, it improves safety and improves outage time.”

Two Hazen crews returned to the site to repair the compromised pole including Irwin, Russ Walters, Brad Martell and Tanner Goetz. This two-page spread shows the damaged cross-arm and some steps in the repair process.

“We try to prevent unplanned outages by making sure everything is in good working order for years to come,” Bentz says. “As we know, Mother Nature can blow an 80-mile-an-hour wind storm like the one we had in January and take things out.”

Roughrider Electric Cooperative is committed to providing safe, affordable and reliable electric service. Preventative maintenance including line patrol is one of many proactive ways we are strengthening our power system. ■



Lineman **Tanner Goetz** adds protective grounds to protect line crews from possible dangerous voltage back feed on the line.



Lineman **Kyle Irwin** spotted the splintered cross-arm while doing line patrol in a rural part of the system northwest of Hazen. If the section of line had failed with a lot of snow on the ground, it would have been harder to access and more time-consuming to fix.



Having a worker on the ground is important. Here, Lineman **Russ Walters** handed tools to the linemen in the buckets, and watched for potential safety hazards to relay to the men in the air.



Bin there, done that Adding a bin site or other new load?

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.

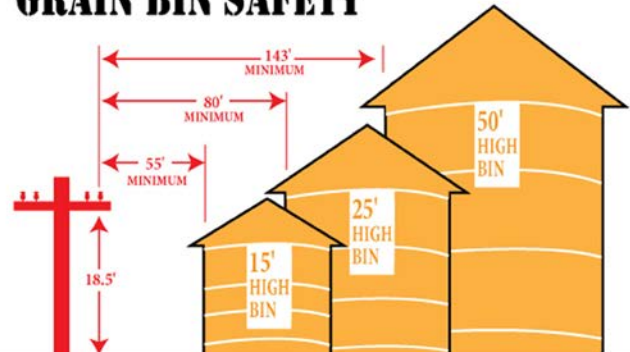
Whether you are adding a new service or expanding an existing service, Roughrider Electric needs to study the effect the added load will have on the cooperative's electric distribution system to determine the co-op's ability to serve that load.

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.

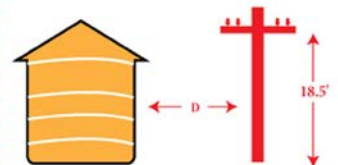
Adequate clearance between grain bins and overhead power lines reduces the risk of accidental contact between the power lines and tall farm equipment such as portable grain augers, elevators or grain-probing devices. Also, a grain bin or shop built too close to an overhead power line may mean the bin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

GRAIN BIN SAFETY



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.

Mark your calendars for the 2021 Annual Meeting

Roughrider Electric Cooperative
will hold its annual meeting
Wednesday, June 2, in Dickinson.
Look for more information
in upcoming issues of
North Dakota Living.

Vote by mail 2021 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 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 Brad Quenette at 701-748-2293 or 800-748-5533 prior to May 12. You may also contact Brad at: bquenette@roughriderelectric.com

TO: All Members
FROM: Donald A. Franklund and Travis M. Kupper, Alliance Co-General Managers
SUBJECT: Nomination Process

To comply with Rural Utilities Service requirements, we must provide each member with a summary of the bylaws on the nomination process prior to the nomination of candidates for board positions. The following is the bylaw section on nominations:

SECTION 4. Nominations.

- (a) A Nominating Committee shall be selected by the Board of Directors in time for its first meeting to be held before the annual meeting of members in 2009 and for each annual meeting of members thereafter. The Nominating Committee shall consist of an equal number of members from each of the Cooperative's Districts and a minimum of two members from each district shall be selected. No member of the Board of Directors may serve on the Nominating Committee. The Board of Directors shall establish rules for the conduct of and arrange for the meeting of the Nominating Committee. The Secretary shall notify the members of the Nominating Committee in the manner provided by Article II, Section 4 delivered at least fifteen days before the date set for the Committee meeting. From and after 2009, the Nominating Committee shall meet at least sixty days before the annual meeting of members to nominate at least one qualified candidate for each directorship for which there is a vacancy to be filled by a vote of the members. Upon conclusion of the meeting, the Nominating Committee shall cause a list of nominees for Directors to be posted at the principal office of the Cooperative.
- (b) By petition, any fifteen or more members of the same district acting together may make other nominations for each directorship in that district for which there is a vacancy to be filled by a vote of the members, provided the petition is filed with the Secretary not less than sixty days prior to the annual meeting of members. The Secretary shall cause to be posted such nominations at the same place where the list of nominations made by the committee is posted.
- (c) The Secretary shall cause to be mailed, with the notice of the annual meeting of members, or separately but at least fifteen days before the date of the meeting, a statement of the number of Directors to be elected and the names and addresses of the candidates, specifying separately the nominations made by the Nominating Committee and also the nominations made by petition, if any.
- (d) Unless voting by mail for directorships has been approved, the President, acting as Chairman of the meeting, shall invite additional nominations from the floor and nominations shall not be closed until a reasonable time has passed during which no additional nominations have been made. No member may nominate more than one candidate at any single annual meeting of members.

The Nominating Committee appointed by the board consists of **Gordon Ficek**, Dickinson; **Ivo Schoch**, New England; **Alan Kadrmas**, Dickinson; **Don Buck**, Zap; **David V. Sadowsky**, Dickinson; **Robert Fitterer**, Golden Valley; **Randy Becker**, Beulah; **Lee Alderin**, Center; and **Robert Schmidt**, Hensler.

Committee meetings were held Jan. 22 and Feb. 26 via conference call.

If you have questions concerning nominations, feel free to contact anyone on the Nominating Committee or please call our office for information.



Stay connected with SmartHub

Life is fast and it can be hectic, but paying your bill doesn't have to be complicated. With Roughrider Electric's SmartHub web and mobile app, viewing and paying your bill, monitoring electric usage, reporting service issues and receiving important updates is easy!

**On the go and in control...
Manage your account
like never before**

What is SmartHub and what's in it for you, our member?

You may have heard about SmartHub, our innovative tool for account management, but wondered what it can do for you.

SmartHub has several features that make managing your account as easy as possible. Whether through the web, smartphone or tablet (Android or iOS), you'll be able to pay your bill, contact customer service and get the latest news.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks. You'll be able to see your current bill, along with bills from previous months.

Making payments through SmartHub is fast and easy. The first time you make a payment, either on the web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple clicks.

You'll also be able to see important notices with SmartHub. Once you have an account, select how you want to be notified about your bill, including email and text messaging.

Reporting a service issue is a snap with the SmartHub mobile app. There's no need to call the office in Dickinson or Hazen; just let us know about the issue with a few clicks. You can also contact us for customer service requests or with any questions. You can contact us at any time from anywhere! We will respond the same day, during regular business hours, when possible.



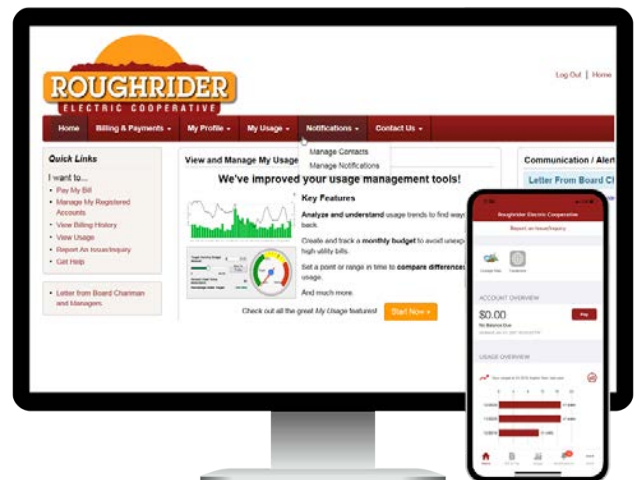
Locate your account number

Every member has an account number. You can find the number on your monthly bill.

Register now for SmartHub!

Roughrider made SmartHub available to our members in June 2013. If you have not signed up for an account, you will need to register as a new user in order to receive an electronic bill and pay your bill online.

- There is no cost to sign up for and use SmartHub!
- Visit www.roughriderelectric.com to sign up for SmartHub web access.
- To sign up for the SmartHub mobile app, visit the Apple Store or Android market, and search for SmartHub.
- After you sign up using the app or web version, enter your account number and follow the step-by-step process.
- After you have successfully registered with SmartHub, you'll be emailed a temporary password to log in for the first time.
- The first time you log in, you'll be asked to create your new password.
- Once registered, you will need to update your payment options.
Please note - Auto Pay members will need to enter their banking or debit/credit card information into the SmartHub system.
- At the end of the registration process, we encourage you to select the paperless billing option so you can receive your new bill.
- SmartHub allows you to view and manage multiple accounts.
- Information is in real-time so it's always up-to-date.



Get your questions answered!

Call us at 800-748-5533, email info@roughriderelectric.com or contact us through the SmartHub app. We are here to help!

SMART MANAGEMENT. SMART LIFE. SMARTHUB.

Report from **THE BOARD OF DIRECTORS** **JAN. 29, 2021**

When, where and who: A regular meeting of the Board of Directors of Roughrider Electric Cooperative, Inc. was held via conference call Jan. 29.

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 Dec. 18, 2020, 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: Mr. Franklund and Travis Kupper provided the Board with the co-general managers' report.

Chief Financial Officer report: Mr. Craigmile provided the Board with a summary of his written report. He reminded the Board that since the financial report is for the 2020 year-end, there is no formal action needed by the Board to approve it. This will occur as part of the 2020 audit.

Operations & Construction report: Mr. Bentz referred the Board to his written report. Mr. Bentz reported that there have been line retirements associated with shut-in well sites that have been reclaimed. Roughrider has received about 20 new service requests in the past week, which are primarily residential.

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

Upcoming meetings: The next Board meeting was set for 8 a.m. MT on Feb. 19, 2021, to be held via videoconference. ■

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 2021 will include ground-source heat pumps and air-source heat pumps.

Members must buy and install qualifying systems between Jan. 1, 2021 and Dec. 31, 2021. 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: \$150 per ton with a maximum rebate of \$600

Required minimum efficiency

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

Update your contact information to learn timely news

Members, do we have your current contact information? If you no longer have a landline, or if your mobile mailbox is full, we may not be able to call you to convey important information about your electric service, like a planned power outage in your area.

Please log into your SmartHub account or call 800-748-5533 to update your phone number and email address. If you not have a SmartHub account, set one up by going to www.roughriderelectric.com.

Roughrider Electric also has a Facebook page! Please like and follow us to learn timely cooperative and community news.

Thank you for staying in touch, and helping us keep you informed! ■



SPRING AHEAD!

On Sunday, March 14, daylight saving time begins. Remember to set those clocks ahead on Saturday, March 13, before you go to bed.

Easter holiday closing

In observance of the Easter holiday, Roughrider Electric Cooperative will be closed on Friday, April 2. Line crews will be available in case of an emergency outage.



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; Henster..... 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

vimeo



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