

ROUGH RIDER NEWS

ELECTRIC COOPERATIVE

SEPTEMBER 2019

Safety: focusing on continuous improvement

Roughrider Electric Cooperative is working to achieve recertification through the Rural Electric Safety Achievement Program (RESAP). In this issue, learn about the three-year process, and how it is helping our linemen and support staff achieve safety excellence. Here, a safety instructor with the North Dakota Association of Rural Electric Cooperatives monitored some Roughrider line crews working on a road-move project that involved moving a half-mile of overhead line.

What's inside:

- **SmartHub upgrades may require an Internet browser update**
- **Operation Round Up grant helps volunteer firefighters dress for disaster**
- **Phone scam hits area cooperatives**
- **Meetings minutes, and more**



PHOTO BY CARMEN DENNEY

Safety: focusing on continuous improvement

At Roughrider Electric Cooperative, we are undergoing our three-year recertification for the Rural Electric Safety Achievement Program (RESAP). Founded by the National Rural Electric Cooperative Association, RESAP aids cooperatives in identifying and applying best practices and focuses on continuous improvement in order to achieve safety excellence.

The premise for the program is based on two fundamental guiding principles that are essential to achieving safety excellence:

1. Safety must be embraced as a core value where the actions and decisions of the cooperative reflect a fundamental and unwavering commitment to safety at all levels. This is achieved through a strong safety leadership culture. Cooperative leaders accept responsibility for a culture that ultimately drives safety performance.
2. Cooperative leaders and employees take ownership of the systems and processes that create a safe working environment. Safety systems are a shared responsibility and should focus on enhancing safe behaviors and reducing unsafe acts and risks to injury.

Additional components to achieving recognition including:

- A cooperative safety improvement plan;
- The completion of 14 annual self-assessments; and
- Establishing safety goals and benchmarking performance.

A RESAP onsite observation was held in our service area July 30 to Aug. 1. Brian Lakoduk, Christy Roemmich

NDAREC Safety Instructor **Brian Lakoduk** looks for potential safety violations within a substation. This particular one, the Patterson Sub, has a unique berm around the electrical infrastructure to protect it from water settling, due to its geographic location.



PHOTO BY BRAD QUENETTE

Following the opening RESAP conference, the NDAREC safety team began conducting the walk-around of facilities, pole yards, substations and field sites. Here, NDAREC Safety Instructor **Jeff Tweten** (second from left) visited with Roughrider employees **Brad Martell** (from left), **Tanner Goetz** and **Tim Ridl** to visit about safety policies and procedures.

and Jeff Tweten, safety services employees with the North Dakota Association of Rural Electric Cooperatives, joined Roughrider Line Superintendent Tim Ridl to conduct a safety visit of our service area that included offices in Dickinson and Hazen, and various substations and field sites.

Roemmich, the safety services director for NDAREC, says Roughrider Electric demonstrates the highest level of safety performance.

“Crews are safety-oriented, programming is thorough, performance is consistent, and their co-general managers provide leadership in safety,” she concludes.

Roughrider Electric Cooperative thanks its employees for taking a team approach to safety and its continuous improvement. ■

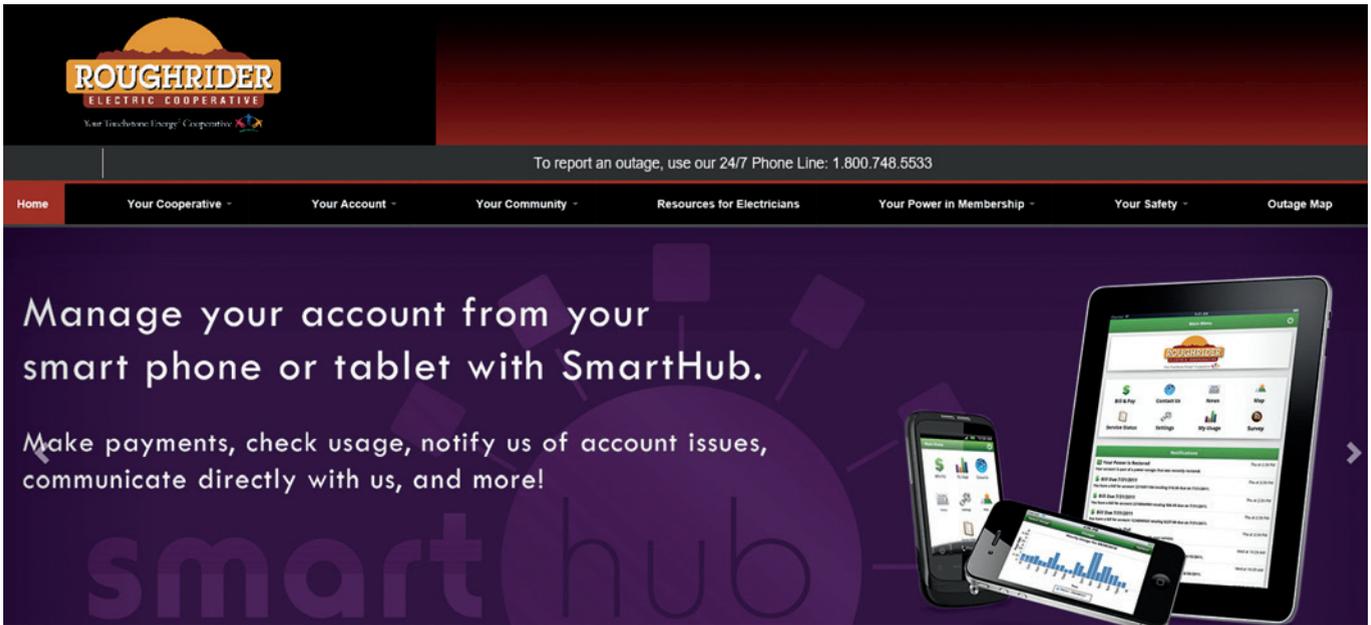
During another field visit, Journeyman Linemen **Tyler Schlosser** (rear) and **Ryan Block** repaired a secondary underground powerline that had faulted. After shoveling by hand to locate the bad cable, they determined the best practice was to replace the line.



PHOTO BY CARMEN DENVEY



Your Touchstone Energy® Cooperative 



SmartHub upgrades may require an Internet browser update

To provide even greater protection for our members from cyber threats, SmartHub has undergone some upgrades.

Developed through our partnership with National Information Solutions Cooperative (NISC), SmartHub is an information system you can use to log into a secure site online, and view your account information using a personal computer or cell phone. At your convenience, you can make a payment, change an address, and request a new service. You can even track electrical usage from month to month. By noting trends based on electrical usage, you can make informed decisions on your monthly power consumption.

Recently, NISC has increased the encryption security for SmartHub web and mobile solutions. To access SmartHub, our members will need to use the latest version of a preferred web browser, such as Google Chrome, Microsoft Internet Explorer, Mozilla Firefox or Apple's Safari. Upgrading to the latest version of your web browser is a fast, easy and free process.

Please make sure your browser is updated so you can continue taking advantage of all the information being made available to you, our member-owners.



SMALL CHANGE THAT CHANGES LIVES

Report from THE BOARD OF DIRECTORS JULY 26, 2019

When, where and who: The Board of Directors met in Medora on July 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 June 21, 2019, meeting.

Co-General Managers' report: Don Franklund and Travis Kupper presented the managers' report. Basin Electric Power Cooperative held its member manager meeting in July. Basin Electric staff reviewed the load forecast in detail, together with the financial forecast for 2020.

Construction update: Ms. Van Dyke provided the Board with an update on various significant construction projects currently underway at Roughrider. These projects include the Long Butte Substation, the Raider Switchyard, the Richardton Substation, the Red Trail Substation, the

South Heart Substation, and various transmission line construction projects.

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

Members Services/Key Accounts report: Mr. Hibl referred the Board to his written report. The annual meeting has been confirmed for Hazen High School on June 3.

Upcoming meetings: The next Board meeting was set for 10 a.m. CT on Aug. 30, 2019, at Roughrider's office in Hazen, North Dakota.

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

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 2019 will include ground-source heat pumps and air-source heat pumps.

Members must buy and install qualifying systems between Jan. 1, 2019 and Dec. 31, 2019. 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



PHOTO BY DANIEL ARENS, HAZEN STAR EDITOR

Volunteer members of the Zap Rural Fire Protection District respond to about 20 fire and accident-related calls each year.

Zap Rural Fire Protection District receives Operation Round Up grant; more donations needed

BY CARMEN DEVNEY

The Zap Rural Fire Protection District responded to 11 calls at the end of July, and averages 20 calls each year. To protect the volunteer firefighters who are working to save people and possessions in the Roughrider Electric Cooperative service area, the district needs help — and received some in part, thanks to the generosity of Roughrider members who participate in the Operation Round Up program.

Located at 209 2nd Ave. E. in Zap, the district is looking to purchase Wildland firefighter gear, which is used to fight fires in high temperatures and perform vehicle extrications. This lighter-weight gear allows for more flexibility and mobility, allowing the firefighters to resist fatigue and

dehydration. The cost of one suit is \$1,200; the gear includes a coat, pants, boots, gloves, helmet and goggles.

Operation Round Up is a voluntary program in which electric cooperative members round up their monthly utility bills to the nearest dollar and donate their change to local individuals, groups or charities with a specific need. The money pools and accumulates, and an elected board of co-op members reviews the grant applications that have been submitted and determines grant worthiness.

Tammy Schmidt, secretary-treasurer for the Zap Rural Fire Protection District, applied for a grant on behalf of the district, to purchase more gear.

“We have worked hard to keep our department well-

“Over the years through a few Roughrider grants, we have been able to purchase pagers for all firefighters and some Wildland turnout gear. Any help you can give us is greatly appreciated.”

trained to protect our firefighters and residents in our district, as well as neighboring districts. We have trained firefighters who are EMTs, EMRs, certified vehicle extrication firefighters, and FireFighter 1 certified,” she wrote in the application. “These firefighters donate many hours in training to prepare for any emergency, and need to have the proper equipment to keep them safe and able to respond effectively and efficiently to any type of emergency. Keeping all safe and secure in our area.”

The district serves the city of Zap, its rural areas around town, and assists the Hazen Fire & Rescue Department, thanks to a mutual-aid agreement.

They currently have 16 firefighters and only eight sets of Wildland gear available. The district is also seeking donations for more regular firefighting turn-out gear, which includes a coat, pants, boots, helmet and gloves. The cost is \$2,300 per suit.

“Over the years through a few Roughrider grants, we have been able to purchase pagers for all firefighters and some Wildland turnout gear,” she says.

“Any help you give us is greatly appreciated.”

Volunteers and partnerships are the backbone of rural communities

While volunteers respond to many fire calls each year, the majority of calls received are accident-based and require rescues, or assisting ambulance crews or police officers with traffic control. Some of those accidents occur because of inclement weather and poor road conditions.

A travel warning, travel alert, or travel advisory comes from the weather service. Roughrider Electric Cooperative abides by the road closures established by the North Dakota Department of Transportation. If there is a power outage during the time a no-travel advisory is in effect, our linemen wait until the advisory is lifted and the storm subsides. Then, they work with county and local road crews

to gain access to areas with system damage, and begin the restoration process.

Other first-responders can't wait. When a 911 call comes in, identifying an accident and stranded motorist on the road during potentially dangerous conditions, people join together to help.

That includes the members of the Zap Rural Fire Protection District. The volunteers vary in age and occupation; some work shift work, while others are farm and ranch workers. This allows response to calls to be covered; even during difficult times such as no-travel advisories.

Schmidt understands some people are still going to drive. Her message for them is this: “If you see lights flashing on the road, slow down and move over, and don't speed up until you are past the accident.”

This ensures the safety of the victims, and the safety of those who are working to save them.

Giving back

The Zap Rural Fire Protection District gives back to the community by holding district fundraisers and providing education on their trucks.

“We also try to encourage our youth with education about safety at schools in the area. Zap no longer has a school, but usually in October there is a ride-to-school in Beulah that is offered in a fire truck for elementary students,” Schmidt says.

The district, in the past, in a partnership with the N.D. Firefighters Association, brought in a fire simulator to give kids the opportunity to put out a simulated fire using an extinguisher. It showed them how to put out a fire, and how quickly a dying fire can re-ignite if the extinguisher is not used correctly.

Schmidt says it's important for the department and volunteers to have regular, positive interactions with the students, who may one day be volunteers or donors — or need emergency assistance themselves.

“You have to give back to your community in some way if you want to be a part of a community,” she says.

Volunteers and donations wanted

The Zap Rural Fire Protection District is always looking for donations and more volunteers, and will provide the training. For information, call Tammy Schmidt, secretary/treasurer, at 701-870-7533 or email tamare@westriv.com. ■

IT'S A SCAM!



Fraudulent callers and false claims target electric consumers

Scammers will do and say anything to make money, and some of their recent targets have occurred in neighboring co-op service areas. In July, one electric cooperative in North Dakota received a call from a consumer — who was not a member — who said she received a call from the local co-op stating she needed to provide her social security number or her account would be suspended. She didn't have an account.

When the threatening call ended, the woman called the number that appeared on her caller ID, and it was routed to the co-op, even though cooperative employees would never ask members for credit card numbers or personal information over the phone. Roughrider Electric Cooperative offers a variety of methods for payments, and those methods should be used by our members.

While we, at Roughrider, have not received a call about this particular scam, it could certainly happen here or anywhere.

Scammers are getting smarter, and preying on the good intentions of good people.

“We ask that members be aware of scams, and do not pay a bill until you've contacted our office

at 800-748-5533,” says Member Services Manager Brad Quenette.

Quenette notes the best thing members can do is hang up and call the cooperative.

“If you receive a call from someone claiming to be from Roughrider, don't give them any personal or financial information. Instead, hang up and call us right away,” he concludes.

There are many ways a scam artist will try to con you out of your money. The North Dakota attorney general's office lists a few of the scams circulating in North Dakota on its website at <https://attorneygeneral.nd.gov/consumer-resources/common-scams>. ■



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	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!

facebook.com/RoughriderElectric
twitter.com/RoughriderCoop