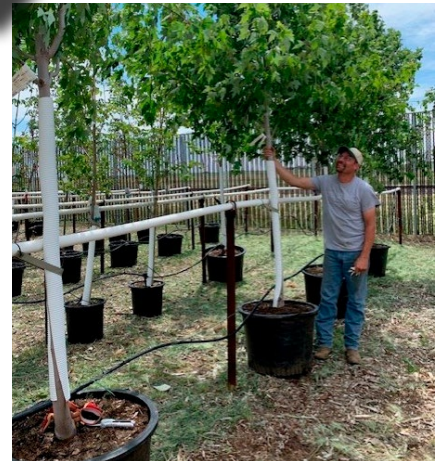


## In this issue

- Taylor Nursery brightens area
- Update contact information
- Scholarships available
- Planning to build?



# Taylor Nursery fills dreams of spring

BY SAMANTHA VANGSNES

Nestled in Taylor on main street is a reliable hub of horticultural products, the Taylor Nursery. Established in 1955, 70 years ago by five local sisters, Taylor Nursery continues to provide jobs for community members and plants for customers around the Midwest. The current owners, Robyn and Rory Rebel, have called Taylor Nursery their own for 15 years. Robyn has worked at the nursery since 2001, so it was a no-brainer to purchase the nursery when the opportunity came.

“This business has been in the community forever,” Robyn says. “It has history.”

The Rebels farm and ranch full time in rural Stark County. Robyn brings her passion for agriculture and horticulture together in her role at the nursery, where she helps rural and urban residents determine the best trees, shrubs and plants for their needs and location.

“Offering landscaping design services is what sets us apart,” Robyn says.

Each year, beginning when the nursery opens for the season in April, Robyn begins getting calls for landscape designs. She requests some information from the landowners, such as where the project is located and what their plans are for the area. Then, she goes to work determining what shrubs and trees would work best.

“Some customers know exactly what they want, and some let us take the reins on planning,” Robyn says.

The nursery offers a variety of hardy North Dakota temperate plants that stand the test of time, but also fun, different varieties you might not find in other

area stores. Most of the trees and shrubs offered are in a mature state and ready to be planted. When a customer either comes into the nursery and buys a handful of plants or has a landscape plan drawn, the team at Taylor Nursery works to develop planting and watering instructions for the customer to follow so their plants can thrive.

Over the last few years, the Rebels have seen more people interested in planting their own food.


“Whether it’s part of a large garden or in pots on an apartment balcony,” Robyn says.

She has noticed growers have adapted to the concept of smaller gardens or container gardens, so she has varieties friendlier to smaller spaces, which are popular with Taylor Nursery customers.

Taylor Nursery doesn’t just house trees, shrubs and plants. It also has an expansive gift shop.

“We have 7,000 square feet of showroom, and during the holiday season we turn into a Christmas wonderland with items from around the world,” Robyn says.

As you dream of spring, keep Taylor Nursery in mind for your spring landscaping and summer garden. Also come check out the new addition to the nursery, a 3,750 square feet automated greenhouse. The team is willing to help and educate you on what is best for your area and project. The nursery will open for the season April 1. Recently, Taylor Nursery launched its website, [www.taylornurserynd.com](http://www.taylornurserynd.com), where customers can browse the items it carries. ■



# JOIN ROUGHRIDER ELECTRIC FOR THE **CAREER TOUR** AUGUST 5-6

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DIVE INTO THE HEART OF NORTH DAKOTA'S ENERGY SECTOR.**



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This tour offers experiences and expert insights that will broaden your understanding of energy production and distribution. The tour will also introduce you to professionals who are shaping the future of energy in our state. Learn about different career paths and the pivotal role you could play in powering tomorrow's world.



## **WHO CAN ATTEND?**

- 2025-2026 high school seniors, juniors and sophomores who are interested in exploring careers in energy.
- Students who are curious about the diverse opportunities within North Dakota's energy sector.



## **LEARN MORE**

Limited spots available. Learn more by scanning the QR code or visiting [www.roughriderelectric.com/career-tour](http://www.roughriderelectric.com/career-tour)



**Deadline application is April 25.**

## MANAGER'S MESSAGE:

# Restoring power safely and efficiently



**Travis Kupper**

Co-General Manager/CEO

We do our best to avoid power outages, but there's no way around it. Outages occasionally happen.

For most Roughrider Electric Cooperative members, outages are rare and only last a few hours. But when major storms impact our area, extended outages are unavoidable.

When the power goes out, how do Roughrider Electric crews know where to start working? How do you know if your outage has been reported? We have answers to these

questions and more, and it all starts with a safe, efficient plan for power restoration.

When a power outage occurs and it's safe for our crews to begin the restoration process, they start by repairing power lines and equipment that will restore power to the greatest number of people in the shortest time possible.

This process typically begins with repairs to the larger main distribution lines that service a greater number of homes and businesses. After those repairs are made, crews work on tap lines, which deliver power to transformers, either mounted on utility poles (for above-ground service) or placed on pads (for underground service). Finally, individual service lines between the transformer and the home are repaired.

We can't control the weather, but we can prepare for it. Roughrider Electric keeps a supply of extra utility poles, transformers and other equipment on hand so we can quickly get to work in the event of an outage. When widespread outages occur, multiple

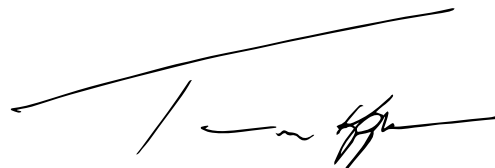
crews will be out in the field simultaneously, working to repair damage at multiple locations. We also coordinate with nearby co-ops to bring additional crews when necessary.

A proactive approach to maintenance helps minimize the chance of prolonged outages. This is why you see Roughrider Electric crews periodically trimming trees and clearing vegetation near rights of way. We love trees, too, but it only takes one overgrown limb to knock out power for an entire neighborhood. Trimming improves power reliability for our entire community. In addition to managing vegetation, we regularly inspect utility poles, power lines and other critical equipment to maintain a more reliable system.

If you experience a power outage, don't assume a neighbor reported it. It's best to report the outage yourself. The quickest way to report an outage is by calling our office at 800-748-5533.

If you have a medical condition that requires electrical equipment, please let us know, and always have a backup plan in place. This plan could include a portable generator, extra medical supplies or moving to an alternate location until power is restored. If you plan to use a generator for backup power, read all safety information and instructions before use and never connect generators directly into household wiring unless you have an appropriate transfer switch installed.

Mother Nature can be unpredictable, but as a member of Roughrider Electric, you can feel confident knowing we're standing by, ready to restore power as quickly and safely as possible. ■

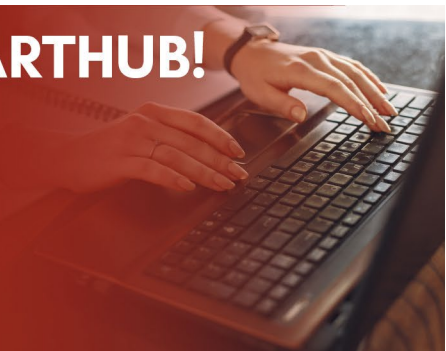


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**WWW.ROUGHRIDERELECTRIC.COM** 



## MESSAGE FROM MEMBER SERVICES: **E-newsletter coming soon**



**Brad Quenette**

*Member Services Manager*

Roughrider Electric Cooperative is excited to announce the launch of our new e-newsletter coming soon, which is a direct response to the feedback provided in our 2024 member engagement survey. Your insights are valuable in shaping our approach to communication, and we're committed to keeping you informed and connected.

For members who have provided us with an email, our e-newsletters will arrive in your inbox on a

monthly basis, with additional updates as necessary.

If you have not provided us with an email or if you have a new email address, please call our office or visit our website and update your information on SmartHub.

We welcome your ongoing feedback and suggestions on topics you would like covered, as this e-newsletter is for you! Thank you for being a valued part of your cooperative. ■



## STAYING CONNECTED:

### **Update contact information**

In our interconnected world, staying informed about important updates, outage notifications and other essential information is crucial. Roughrider Electric Cooperative strives to provide seamless service to our valued members, and we need your help in keeping your contact information up to date.

Life gets busy and changes happen, whether it's a new phone number, email address or a shift in your mailing address. To ensure you receive timely and relevant communications from us, we kindly request all members to take a moment to check your contact information and make updates if applicable.

Updating your information is simple! You can update your information in a couple of different ways.

- Visit our website at [www.roughriderelectric.com](http://www.roughriderelectric.com) and navigate to the SmartHub link at top of page (or use the app).
- Call our office at 800-748-5533.
- Visit our office in person.

By simply updating your contact information, you contribute to the efficiency of our communication channels and help us serve you better. It's a collective effort that ensures we can continue to provide you with the best service possible.

You can also stay up to date with Roughrider Electric by following us on Facebook or Instagram. ■





## EMPOWERING THE FUTURE: **Luck-of-the-draw scholarships**

As Roughrider Electric Cooperative prepares for your annual meeting in Dickinson on June 4, we are excited to announce an additional scholarship opportunity for students! Each year at our annual meeting, we award luck-of-the-draw scholarships to dependents of members who are in attendance. This year, we will award three \$500 luck-of-the-draw scholarships. Students must attend our

annual meeting with at least one parent and will be required to RSVP for the meeting. RSVP forms can be found on our website at [www.roughriderelectric.com](http://www.roughriderelectric.com) or by scanning the QR code and are due to our office by May 28.



## **SAVE THE DATE**

**Roughrider Electric  
Annual Meeting**

**June 4, Dickinson**

**More details will be available in the coming months.**

## MESSAGE FROM OPERATIONS: **Planning to build or upgrade?**



**Shawn Olson**  
Chief of Staff/  
Operations Manager

As you begin to plan your spring to-do list in anticipation of tackling it at the first sight of sun and warmth, we want to remind you of a few tips before finalizing plans. If building or upgrading is on your list, whether it's a new pasture well, a new home or adding a grain dryer or shop onto the farm, give us a call so we can ensure your projects are completed smoothly.

Contact Roughrider Electric Cooperative in the early stages of

the planning process, and we can help provide guidance and analyze what your projected electrical requirements may be, as well as service availability and potential costs.

Contacting us in the beginning stages also helps us plan for load forecast, which may include your plans for heating, cooling, water and other equipment. It is important to have an idea of possible expansion in your future, such as a barn, shop or even generator usage.

Once we get an idea of the project, we will ask to meet at the project site to get a better idea of the location. Then, we can see if there are overhead power lines or underground cable near the project site. We can also determine the best choice of infrastructure, including overhead power lines or underground cable, if vegetation needs to be removed and where the best route of installation should be. An easement may need to be granted to the cooperative so we can access the land to install and maintain infrastructure.

Other items to consider when planning a building or upgrade project may be installation of surge protection to protect appliances and equipment from power surges. A backup power source should be on your radar as well, since the cooperative would need to install specific equipment to utilize it.

Our team at Roughrider Electric wants to help you get your project done in a safe and effective manner. This is why we ask members to inquire in the beginning stages of planning to ensure we can provide a safe and reliable service to your new home, pasture well or shop upgrade. Give us a call at 800-748-5533 to start discussing your project or with any potential questions. ■

## **Walters completes apprenticeship training**



Each year at the North Dakota Association of Rural Electric Cooperative Apprenticeship, Training and Safety Conference banquet, cooperatives and employees are recognized with various awards and achievements.

At the banquet, Colton Walters was recognized for completing his lineworker apprenticeship training.

The lineworker apprenticeship program requires apprentices to complete 8,000 hours of on-the-job training and 40 tests.

Roughrider Electric Cooperative also received a safety performance award, which recognizes cooperatives for having zero recordable injuries for the last year.

Help us congratulate Colton and all cooperative employees for being dedicated to ensuring a safety, reliable service for all members! ■

# SAFETY STARTS WITH ME: Cybersecurity awareness and tips

We live in an evolving and fast-paced world with new technologies around every corner. Roughrider Electric Cooperative values our face-to-face and phone conversations with members, but we understand sometimes members prefer to communicate, pay bills, update contact information and much more online.

“We prioritize cybersecurity at Roughrider Electric to ensure information remains safe,” says Laurie Miller, mapping/database manager. “But when it comes to security online, we all can contribute to remain secure.”

Here are a few cybersecurity tips to keep in mind when using online sites that house delicate information.

- **Use strong and unique passwords.** Create complex passwords with a mix of letters, numbers and special characters. A password manager can help generate and store unique passwords for each online user account you may have.
- **Enable multi-factor authentication.** For added security, enable multi-factor authentication when possible. This adds an extra layer of defense.
- **Keep software up to date.** Regularly update operating systems, applications (apps) and antivirus software.
- **Be cautious of phishing attacks.** Avoid clicking on suspicious links or downloading attachments from unknown users. If you ever receive a suspicious text or email with a link from Roughrider Electric, call us as soon as possible to verify legitimacy.
- **Use secure networks and devices.** Connect to



**LAURIE**  
MAPPING/DATABASE MANAGER

secure Wi-Fi networks or use your phone’s hot spot. Avoid connecting to public Wi-Fi networks, especially when logging into websites that contain sensitive information.

By following these tips, we hope you feel more secure when choosing to use online applications. If you ever have any questions on the legitimacy of an email, text or call coming from Roughrider Electric, call us at 800-748-5533 and we will help verify. ■



## Reminder:

**Low Income Home Energy Assistance Program applications are now being accepted until May 31, 2025. For more information, scan the QR code or contact your local human service office.**



## Roughrider Electric board meeting highlights: Dec. 20, 2024

The meeting of the board of directors of Roughrider Electric Cooperative was held on Dec. 20, 2024, at the cooperative's Hazen office. The meeting was called to order at 10 a.m. CT. A quorum was present. Also attending were co-General Managers/CEOs Travis Kupper and Jason Bentz, Chief Financial Officer Alex Craigmile, Chief of Staff/Operations Manager Shawn Olson, Director of Key Accounts and Member Services Leonard Hibl, Legal Counsel Jennifer Grosz and Board Liaison Connie Hill.

**Consent agenda:** Amendments to the agenda were presented. The agenda was approved as amended.

**Strategic/action:** Bentz and Kupper presented the co-general managers' report, which included updates on Basin Electric Power Cooperative's district managers meeting and other meetings. Several Basin Electric board, West Dakota Utility Services and 3C Construction reports were available for review.

**Department reports:** Craigmile provided a financial report. Olson provided an operations report, which included an update on projects, such as pole changeouts and testing. Hibl provided a member services/key accounts update, which included upcoming youth programs and annual meeting information. Chief Information Officer Charlie Dunbar provided a written report for the board. Grosz provided the board with an update on the status of projects.

**Action items:** Action items were reviewed and resolved.

**Discussion/general information:** The board discussed the quarterly strategic plan update and other items.

The meeting concluded with the adjournment. Secretary Troy Sailer certified the accuracy of the minutes.

**Next meeting date:** The next meeting is 9 a.m. MT (10 a.m. CT) March 28 in Dickinson. ■

## CONSERVATION AND ENERGY EFFICIENCY INCENTIVES

Roughrider Electric Cooperative is continuing the conservation and energy efficiency program through 2025. The incentives are designed to help you, the member, become more energy efficient.

The program will include ground-source and air-source heat pumps.

Qualifying systems must be purchased and installed between Jan. 1 and Dec. 31.

The program for the heat pumps is for new installation or for replacement of a conventional heating system.

A maximum dollar amount has been set aside for the incentive program. When this amount has been met, the program will close. Roughrider Electric reserves the right to cancel the program without further notice. One rebate is allowed per member.

Heat pumps must meet the

following minimum requirements.

- **Ground-source heat pumps:** \$150 per ton with a maximum rebate of \$600

**Required minimum efficiency:** Proof of Energy Star certification

- **Air-source heat pumps:** \$100 per ton with a maximum rebate of \$400

**Ducted required minimum efficiency:** Designated as Energy Star cold climate that has an EER2 greater than or equal to 10

- **Mini-Splits:** SEER2 greater than or equal to 16; EER2 greater than or equal to 9; HSPF2 greater than or equal to 9.5  
Must provide receipt and AHRI certificate of product ratings. Your heating contractor should be able to provide this certificate for you. ■

**For more information, contact Brad Quenette at 800-748-5533 or email: [bquenette@roughriderelectric.com](mailto:bquenette@roughriderelectric.com)**



[www.roughriderelectric.com](http://www.roughriderelectric.com)

### HAZEN OFFICE

701-748-2293 or 800-748-5533  
800 Highway Dr., Hazen, ND 58545  
7:00 a.m. - 3:30 p.m. CT 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. MT Monday-Friday

Payments may be deposited in the deposit box west of Roughrider Electric's main office entrance or the west and south locations of Family Fare supermarkets.

### OFFICERS AND DIRECTORS

Greg Steckler, President; Dunn Center ..... 548-8122  
Roger Kudrna, Vice President; Dickinson ..... 483-8377  
Troy Sailer, Secretary; Golden Valley ..... 948-2427  
Bruce Darcy, Treasurer; Golden Valley ..... 983-4222  
Jesse Flath; Hazen ..... 880-0386  
Darell Herman; Beulah ..... 873-4371  
Arnold Kainz; Dickinson ..... 483-8207  
Dan Price; Hensler ..... 794-3779  
Callen Schoch; New England ..... 290-3836

### MANAGEMENT

Travis Kupper ..... Co-GM/CEO  
Jason Bentz ..... Co-GM/CEO



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