



ROUGH RIDER

ELECTRIC COOPERATIVE

Your Touchstone Energy® Cooperative 

SEPTEMBER 2024

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Roughrider Electric Cooperative brought lineworker gear for community members to see and try on at the 2024 Touch a Truck event in Hazen.

PHOTO BY SAMANTHA VANGNESS



Journeyman Lineworker **Russell Walters**, left, and Apprentice Lineworker **Alex Frederick** show how they work with a hot stick.

PHOTOS BY SAMANTHA VANGNESS

Co-op participates in Hazen Touch a Truck

What began as a celebration of five years in the community for The Dash, a local thrift store, quickly transformed into a family-favorite event, Touch a Truck. Late this summer, Main Street Hazen filled with trucks once again ready for the 2024 Touch a Truck event. This family-friendly event included trucks for kids to see and explore and free activities, such as face painting, a bounce house and games. The Dash also hosted a fundraiser during the event, with proceeds going to Youth Works and a local family.

“I enjoy doing this for kids and that was my goal when we started this event last year was to make a free, family-friendly event for everyone to enjoy,” says Breanne Slavick, owner of The Dash.

Slavick estimates 1,100 people populated the streets for the Touch a Truck event. Vehicles from Basin Electric Power Cooperative, the N.D. Game and Fish Department, N.D. Department of Transportation, emergency medical services, police departments, fire districts and more lined the street. Everyone had the chance to visit with the community service people and even interact with the vehicles.

Roughrider Electric Cooperative joined the event with a bucket truck and lineworker gear. Russell Walters, a journeyman lineworker, and Alex Frederick, an apprentice lineworker, visited with kids about the gear they wear to stay safe, while showing them around the bucket truck. Member Services Manager Brad Quenette visited with community members and handed out frisbees and cold water.

“Events like these offer a unique opportunity for us to interact with the youth in our community as well

as their parents,” Quenette says.

Slavick credits her family and fellow community members for helping her make this event what it is now.

“This event started as a five-year celebration for the store and now it has taken on a life of its own,” Slavick says.

The Touch a Truck event was free including games and much of the food. This year, The Dash raised about \$6,000, which will be donated between a local family and Youth Works. Youth Works provides services for teens in need across North Dakota. Along with the funding to Youth Works, 25 quilts were donated to the organization. ■



Journeyman Lineworker **Russell Walters** shows hotline gear to kids.

HOW TO READ YOUR NEW BILLING STATEMENT

- A** Informational and account level messaging can be found here. Examples include the message listed in this bill sample, annual meeting dates and other important information.
- B** The total account balance bubble features an account balance as well as the due date or autopay date.
- C** The bill summary contains the billing date, when the current charges are due, the previous balance, when a payment was received, any past due balance, the current charges for this billing period and the total account balance.
- D** This table details specific meter information, including which rate class the meter is in, the meter number, reading dates, the previous kWh reading, current kWh reading, multiplier, and the usage for the billing period.
- E** A demand reading on an electric bill indicates the highest amount of power (kW) used by a member during a specific time, often measured in 15- or 30-minute intervals.
- F** This chart details the past 13 months of usage and the monthly high and low temperatures throughout those months. Usage is represented with the gray and maroon bars, and temperature is shown as red (high) and blue (low) lines.
- G** Here, you'll discover information about your current service, including a breakdown of charges.
- H** A new, key feature of the bill is the energy usage timeline that details the kWh usage and the number of days calculated for this month. In the next bubble, members can compare their usage quickly with how much kWh they used last month, and then a yearly comparison with this month last year.
- I** If you're paying by check, tear off and send in this section so a customer service representative knows which account to credit.

ROUGH RIDER ELECTRIC COOPERATIVE
Visit us at www.roughriderelectric.com
Phone: (800) 748-5533
Phone Payments: 1-855-949-3416
Email: info@roughriderelectric.com

Name: JANE & JOHN DOE
Account #: 123456000

Billing Date: 06/04/2024
Current Bill Due Date: 06/20/2024

Budget Amount Due
\$150.00
Due Date: 06/20/2024

Important Messages
ELECTRIC HEAT CREDIT RUNS FROM OCT 1st - APRIL 30th. Please make sure your heat meter breakers are on! Download our SmartHub App to view and pay your bill on a mobile device. Phone payments call: 1-855-949-3416 or visit ROUGHRIDERELECTRIC.COM

Service Address: 123 34TH ST W
Account #: 123456000

Rate	Meter No.	Reading Dates From	To	Previous	Present	Multiplier	kWh Usage	Demand Usage
001	200415	04/30/2024	05/31/2024	10354	11400	1	1046	9.540
013	115532	04/30/2024	05/31/2024	2775	2784	20	180	0.000

Current Service Detail
Meter # 200415 123 34TH ST W
kWh Charge 1,046 kWh @ 0.0840 \$87.86
Base Rate \$30.00
Total This Service \$117.86
Operation Roundup \$0.14
Total Current Charges \$118.00

Energy Usage Comparison
This Month: 1,046 kWh (31 days)
Last Month: 1,432 kWh (30 days)
This Month Last Year: 1,085 kWh (31 days)
Avg Daily Use: 34 kWh
Avg Daily Cost: \$3.81
Avg Daily High: 54°F

Account Number: 123456000
Bill Date: 06/04/2024
Budget Due 06/20/2024 \$150.00

ROUGH RIDER ELECTRIC COOP
800 HIGHWAY DRIVE
HAZEN ND 58545-4701

0 0 AV 0 0
JANE & JOHN DOE
123 34TH ST W
DICKINSON ND 58601-0000

5 4252
C-0

0111183000000150004

The above example bill is subject to minor changes.

More billing information and details can be found on your SmartHub account

MANAGER'S MESSAGE:

Electricity provides powerful value



Travis Kupper
Co-General Manager/
CEO

If you're like me, certain aspects of your life become a daily routine. I get ready for work, get in my car and sometimes drive to the coffeeshop on the way to the office. Occasionally at lunchtime, I drive to get lunch. Once I finally end the day at home, I stream an episode or two of my favorite show before bed.

As we all look for ways to save money in this age of increasing inflation, I began to think about

my daily routine and how much value it provided me compared to the money I spent. A morning latte was costing me about \$6, a burger, fries and a drink were setting me back \$10 and my Netflix subscription is about \$16 in addition to the cost of the Wi-Fi to stream it. All these daily expenses totaled over \$85 a week or about \$340 monthly. And what was the real value? Short-term satisfaction. Even as I started packing my own lunch, my latte was still costing me about \$120 a month. Is this the best value for my money?

The national average daily cost of electricity is about \$4.57. You could power your entire home every day for the price of a medium latte. I could brew my own coffee, cook my own meals, binge a series and run on a treadmill for less than the cost of that drink. Now to me, that's real value.

Electricity provides benefits we often take for granted. It goes well beyond short-term satisfaction by allowing us to charge devices and have cold food and hot water, all in a comfortable indoor climate.

Besides the privilege it affords, the cost of electric service has also remained relatively stable, even amidst rising inflation.

As a member-owned cooperative, Roughrider Electric Cooperative does everything in our power to ensure your costs stay reasonable and electricity remains a great value for our members. It's not always easy, as several factors beyond inflation impact the price of electricity. Some are within our control, but most are beyond it.

The cost of electricity can fluctuate due to supply and demand, infrastructure investment, maintenance and operational expenses. Weather patterns also contribute, affecting both demand and generation capabilities, with extreme conditions leading to heightened energy use or disruptions. Government policies, such as subsidies for renewable energy or taxes and regulations on emissions, shape electricity costs as well. Your electric co-op considers all these aspects when adjusting rates, and because we're a cooperative, we consider the impact of those costs on our members as well.

As our community continues to rely on electricity for nearly everything in our homes, schools, hospitals and businesses, we need it to be reliable and affordable. You can be assured, Roughrider Electric always puts you top of mind and works each day to ensure your electric service remains the best value for your money. ■



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The national average daily cost of electricity is about \$4.57. You could power your entire home every day for the price of a medium latte.

TRAVIS KUPPER,
CO-GENERAL MANAGER/CEO



Upper Missouri Power Cooperative report

BY JEREMY MAHOWALD, GENERAL MANAGER, UPPER MISSOURI POWER COOPERATIVE



Mahowald

In an area about the size of Iowa, Upper Missouri Power Cooperative (UMPC) provides power to 11 distribution cooperatives in western North Dakota and eastern Montana that own UMPC, including Roughrider Electric Cooperative.

You, the member-owners of Roughrider Electric, are also ultimate owners of UMPC in Sidney, Mont. We are a generation and transmission (G&T) power cooperative

supplying power from sources at Basin Electric Power Cooperative and Western Area Power Administration. UMPC, in turn, is one of the G&T district owners of Basin Electric, which is a "super" G&T across the central part of the United States between Canada and Mexico, also entirely owned by you and your fellow members.

The cooperatives of UMPC serve primarily energy and agriculture, two industries critical to this country's needs, and we're proud to do our part. We are intent on integrity, as our role in the process of delivering power is chiefly in power measurement, regulatory compliance, aiding members in their needs and regional representation.

We continue to grow at a rapid pace, much faster than most of the country, selling nearly 13.9 million megawatt-hours in 2023, making up 0.36% of total U.S. sales. That amounted to nearly \$800 million in total power billing and a staggering 18.9% increase in energy sales above 2022. Our energy percentage of Basin Electric continues to grow as well. It is currently 45% of Basin Electric's total sales so far in 2024, and likely to exceed 15 million megawatt-hours by year-end at this pace.

Growth doesn't appear to be slowing. We are projected to more than double by 2032, as we see new industrial growth related to oil and gas, including refineries and plastics, hydrogen and carbon sequestration projects, data centers, crypto and artificial intelligence projects that wish to locate in our region in addition to normal load growth.

We are working closely with Basin Electric to meet the power demands and transmission requirements to make this growth possible. Another challenge with all this growth is the upfront investment needed ahead of its arrival and the rate pressures that creates. This is an important discussion we'll

be continuing with the UMPC and Basin Electric membership as we balance our obligation to serve with our commitment to keep rates stable and affordable. This could mean a changing model to separate those rate pressures from very large loads from the general membership through market rates, separate power sources or other means of isolating costs.

UMPC is intent on integrity in 2024 in a couple of ways. First, we are evaluating the rates we charge each of our 11 members to ensure all members are treated fairly and follow best/prevaling practices in rate design. We are working with a reputable third-party rate consulting firm, Guernsey, to help the board achieve this.

Second, we are moving toward lowering our risks and overall costs by moving away from some contracted services and bringing them in-house. In these roles, we are also working to add redundancy to critical functions, and eventually support market services for large load members. We created three new positions to offset these costs, which will readily pay for themselves on an annual basis by reducing our contracted engineering and meter-testing firms, as well as the fees we were paying Basin Electric for data contracted services. The new positions include a financial integrity analyst, metering integrity analyst and an information systems specialist. We've successfully filled two of the three roles and are hoping to fill the last role soon.

UMPC is committed to the success of its members, large and small, and to the integrity and stability of your power supply and your cooperative network. I encourage you to contact Roughrider Electric if you have any questions about your power supply, to help us actively meet the needs of our region, and to let us know how we can better serve you. We wish all the best to the members of Roughrider Electric. ■

MESSAGE FROM OPERATIONS: How to report an outage



Shawn Olson
Operations Manager

Part of Roughrider Electric Cooperative's core values and mission are to provide our members with a reliable transmission and distribution system. However, there are times when a power interruption may occur. Although we cannot control the weather or other factors that may disrupt the power, members can rest assured Roughrider Electric is ready to serve you quickly and efficiently in

the event of a power outage.

When you encounter an outage, we urge you to call as soon as possible, so we can begin assessing the situation and restore power in a timely manner.

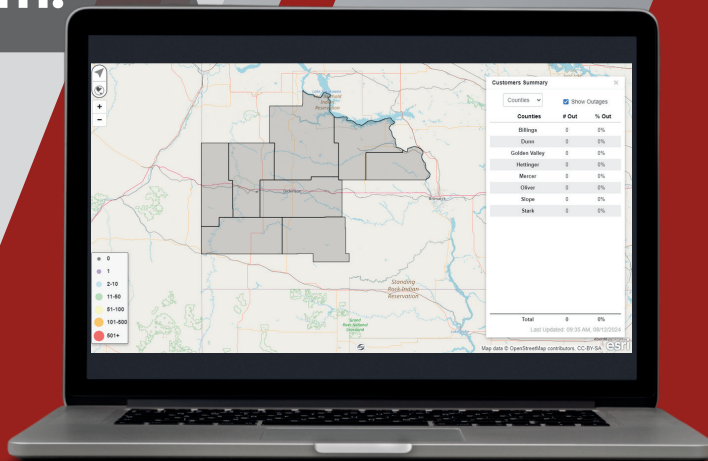
When reporting an outage, please follow these instructions:

- Check your fuses. If some of your lights work, the trouble may be in your fuses.

- If you determine the problem is in your own wiring, call an electrician.
- Check the circuit breakers on your yard pole below the meter. In the off position, these breakers disconnect all the wiring you own.
- If all your lights are off, call your neighbor to see if their power is also off.
- If you determine your electrical service is interrupted, call us at 800-748-5533.
- You will be asked to provide your name and account number.
- Please don't wait for someone else to report the outage, as you may be the only member on your line without power. When you call the office, we can help determine where the problem is on our lines.
- View your outage map on SmartHub or at www.Roughriderelectric.com.

Taking these steps will help our team at Roughrider Electric continue to provide reliable services to you, our valued members. ■

**View Roughrider Electric's
outage map by visiting
roughriderelectric.com.**



SAFETY STARTS WITH ME: National Preparedness Month



LARISSA
CUSTOMER SERVICE
REPRESENTATIVE

As temperatures begin to drop and high winds and winter storms start to creep onto the radar, it is important to be prepared for whatever Mother Nature brings. During a power outage, Roughrider Electric Cooperative crews will continue to work as quickly and safely as possible to restore power, but there are a few steps you can do to prepare yourself. Preparation can help reduce stress, anxiety and lessen the impact of an emergency event.

“September is recognized as National Preparedness Month,” says Larissa Eslinger, customer service

representative. “Being prepared for all types of situations, including extended outages, can help you feel more calm and ready in such situations.”

Here is what YOU can do to be more prepared:

- Stock your pantry with a three-day supply of nonperishable food, such as canned goods, energy bars, peanut butter, powdered milk, instant coffee and water, and other essentials, such as diapers and toiletries.
- Confirm you have adequate sanitation and hygiene supplies, including towelettes, soap and hand sanitizer.
- Ensure your first-aid kit is stocked with pain relievers, bandages and other medical essentials and make sure your prescriptions are current.
- Set aside basic household items you will need, including flashlights, batteries, a manual can opener and portable, battery-powered radio or TV.
- Organize emergency supplies so they are together in an easily accessible location.

Power in planning

Advance planning for severe storms or other emergencies can reduce stress and anxiety caused by the weather event and can lessen the impact of the storm's effects.

Listen to local news or a NOAA Weather Radio for storm and emergency information, and check Roughrider Electric's Facebook page and website for power restoration updates. Roughrider Electric cares about your safety. Planning for an emergency today can give you more confidence to deal with severe weather and potential outages in the future. Act now, because there is power in planning. ■



REPORT POWER OUTAGES



800-748-5533

Roughrider Electric board meeting highlights: June 28

The meeting of the board of directors of Roughrider Electric Cooperative was held on June 28 at Roughrider Electric's Dickinson office. The meeting was called to order at 1 p.m. MT. A quorum was present. Also attending were co-General Managers/CEOs Travis Kupper and Jason Bentz, Chief Financial Officer Alex Craigmile, Director of Key Accounts Leonard Hibl, Operations Manager Shawn Olson and Legal Counsel Jennifer Grosz.

Reorganization of the board:

A unanimous ballot was carried for President Greg Steckler, Vice President Roger Kudrna, Secretary Troy Sailer and Treasurer Bruce Darcy.

Consent agenda: There were a few proposed additions to the agenda. The agenda was approved as amended.

Strategic/action: Bentz and Kupper presented the co-general managers' report, which included updates on the Basin Electric Power Cooperative's district meeting in Denver, Colo., a Federal Energy Regulatory Commission ruling, Cooperative Finance Corporation forum and

more. Basin Electric's CEO report, West Dakota Utility Services and 3C Construction updates were available for review.

Action items: Action items were reviewed and resolved.

Department reports: Craigmile provided the CFO report, which included preparation for the 2025 budget. Olson provided the operations report, which included project updates. Hibl provided a donation report and annual meeting summary. Chief Information Officer Charlie Dunbar provided a written report for the board. Grosz provided the board with an update on the status of projects addressed in her written legal report.

Discussion/general information: General housekeeping items were discussed.

Executive session: The board entered into an executive session.

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

Next meeting date: The next meeting is 9 a.m. MT Sept. 27 in Dickinson. ■



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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