



ROUGH RIDER NEWS

ELECTRIC COOPERATIVE

Your Touchstone Energy® Cooperative

January 2010

HAZEN OFFICE
800 Highway Drive
Hazen, ND 58545-4757
701-748-2293 • 800-748-5533

DICKINSON OFFICE
2156 4th Ave. E., P.O. Box 1038
Dickinson, ND 58602-1038
701-483-5171 • 800-827-8470

Dispatch service provides 24-hour relief



The dispatch service was designed to respond quickly to outage reports, repair reports, emergencies or vandalism.

See story inside....



The dispatch service was incorporated in early 2009 for the Dickinson office.

Dispatch service provides 24-hour relief

Inside, a family discusses homework assignments over a pan of lasagna. Outside, cold temperatures and heavy clouds promise a significant snowfall. In one bitter bite through a weakened power line, the wind zaps the power—and the house goes dark. The fridge stops humming. The heat shuts off. The television goes silent. It's going to be a long night.

No matter what time of day or night the power goes out, Roughrider Electric Cooperative has a 24-hour dispatch service to answer our members' calls. During the cooperative's normal weekday business hours of 7:30 a.m. to 4 p.m. in Hazen and 8 a.m. to 5 p.m. in Dickinson, an employee at Roughrider Electric will answer the phone. We ask our members to call the same phone numbers after hours at (701) 748-2293 or (800) 748-5533 in Hazen, or (701) 483-5111 or (800) 627-8470 in Dickinson, to report an outage. However, instead of speaking to a Roughrider Electric employee, you will reach an employee of Basin Electric Power Cooperative in Bismarck.

Basin Electric has provided a dispatch service since 1992, which Roughrider Electric incorporated in 1993 for the Hazen office. The dispatch service was incorporated in early 2009 for the Dickinson office. The system was designed to respond quickly to outage reports, repair reports, emergencies or vandalism. When you place a call after hours, it will be answered

immediately by the dispatch service. You will hear the message, "Thank you for calling Roughrider Electric Cooperative. Your call may be recorded or monitored for quality assurance."

You will then hear the following menu:

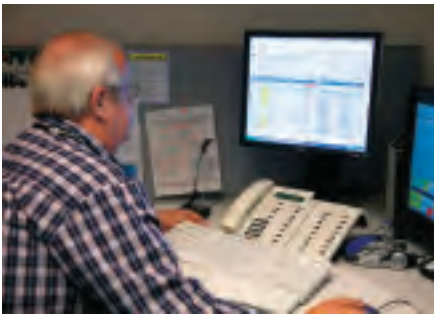
- If you're calling to report an electrical outage, press 1.
- If you have a billing question, press 2.
- If you're calling to report a meter reading, press 3.
- For all other calls, press 0.

• If you pressed 1 to report an electrical outage:

A dispatcher will answer if available. If all the customer service representatives are busy assisting other callers, an automated outage system will assist you. You will be asked to press 1 to report an outage by using phone number you will be asked to leave the 10-digit telephone number associated with the account without power or 2 to report the outage by meter number. If you have critical

Roughrider Electric is committed to serving our members. If the house does go dark, be assured that our lineworkers are just a phone call away.

information regarding the cause of an outage, press 3. You may be asked if you are completely out of power and if your neighbors have power. Once you have completely answered the questions, you will receive a message confirming that



No matter what time of day or night the power goes out, Roughrider Electric Cooperative has a 24-hour dispatch service to answer our members' calls.



your outage has been reported and that line crews have or will be dispatched.

• **If you pressed 2 for a billing question:**

A recorded message will give you Roughrider Electric's office hours and ask that you please call back during normal business hours.

• **If you pressed 3 to report a meter reading:**

A recorded message will ask you to leave your name, account number, return telephone number, meter reading and date of meter read.

• **If you pressed 0 for all other calls:**

The next available dispatch person will answer the call. To

answer questions in any menu, callers will be asked to press 1 for yes, 2 for no and 3 for do not know. When the call is complete, the dispatcher or recording will thank the member for calling Roughrider Electric.

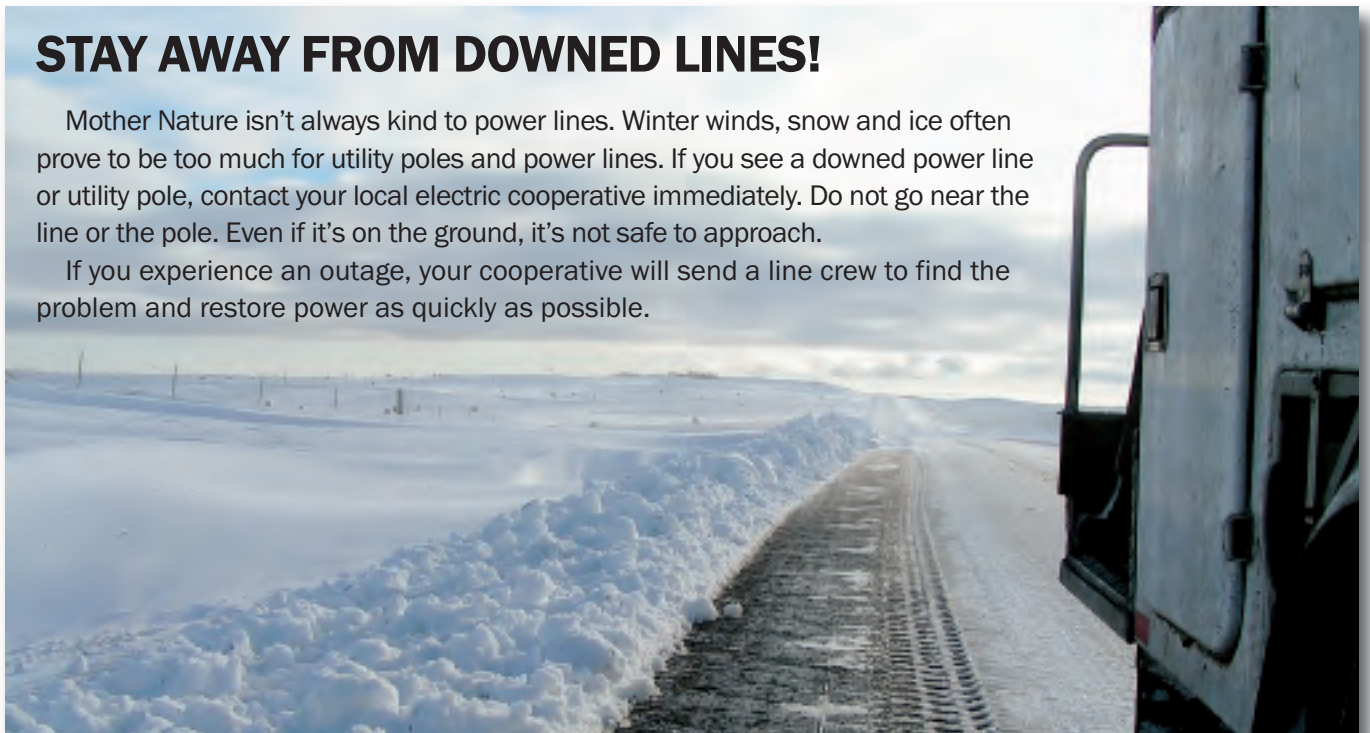
To report power problems day or night, please call Roughrider Electric at (701) 748-2293 or (800) 748-5533 in Hazen or (701) 483-5111 or (800) 627-8470 in Dickinson. If all dispatch personnel are busy, please use the automated system to record your outage. If you experience difficulties, please let us know during regular business hours. We want to hear from you!

Roughrider Electric is committed to serving our members. If the house does go dark, be assured that our lineworkers are just a phone call away.

STAY AWAY FROM DOWNED LINES!

Mother Nature isn't always kind to power lines. Winter winds, snow and ice often prove to be too much for utility poles and power lines. If you see a downed power line or utility pole, contact your local electric cooperative immediately. Do not go near the line or the pole. Even if it's on the ground, it's not safe to approach.

If you experience an outage, your cooperative will send a line crew to find the problem and restore power as quickly as possible.



'I see pictures'

Hazen woman uses photography to capture moments in time

by *Karlene Gebring*

Where most people see simple flowers, a storm brewing in the sky or leaves floating in a puddle, DiAnne Wiege, Hazen, sees pictures.

As a photographer, DiAnne said, "It's a gift given to me that I'm sharing."

Returning to Hazen in 2006 after living in the community through the 1970s and 1980s, DiAnne's works are currently on display at the Brooks House, Hazen. The show is titled "A Grandma and Her Camera." The show's name is very appropriate as DiAnne said, "Photography and my grandkids — that's what keeps me happy."

It was her family and grandchildren that prompted DiAnne to move back to Hazen, she explained. Leaving Hazen in 1992, DiAnne went on what she termed "a traveling spree."

She moved to Bismarck and then Colorado where she attended school to become a therapeutic massage therapist. Then it was on to Montana where DiAnne opened two massage therapy offices.

The onset of osteoarthritis prompted DiAnne's move to another career as she became a consultant for a major cosmetic company traveling between Montana and Seattle.

"But it got to be too expensive coming from Montana to here (Hazen)," she said. "I decided it was time for me to stop working and be with my grandchildren."

Luckily, two of DiAnne's daughters, Brenda Ritter and Deb Sailer, live in Hazen, while daughter Nicole Underdahl lives in Burlington. DiAnne also has 10 grandchildren with all but one living in North Dakota.

It seems taking photographs has been a part of DiAnne's life for many years. Her first photograph, taken when she was 19 years old on a Polaroid camera, received a positive critique from a photographer.

"He said, 'This is probably one of the best pictures I've seen,'" DiAnne said. "I thought, 'That's cool.' But I didn't



With her many photos in the forefront, DiAnne Wiege thumbs through a box of many other photographs.

take it seriously. You know how it is when you're young."

She added, "I didn't view it as something I could do. But I know when I shot (the photo), I got a happy feeling."

DiAnne began taking pictures in earnest when her daughter, Debbie, was born. She purchased a 35mm camera and

learned her craft by reading the manual and "just doing."

"It's how I've been blessed," DiAnne said. "I see pictures."

She used one of her pictures on display titled "Reflections" to explain how she "sees" a photo. Traveling to New York City with friends, DiAnne was walking



DiAnne Wiege used a color pencil software program to alter this photograph she captured on the streets of New York City.

through Central Park on an overcast day when she noticed a puddle with leaves floating in it. Gazing into the puddle, DiAnne noticed the reflection of the sky, clouds and trees in the water. She snapped a photo and captured that special moment in time.

DiAnne considers herself a “purist” when it comes to photography as she said, “How I shoot it is the way it comes out. There is not much color manipulation.”

DiAnne explained that there are those moments in time when she captures a photo that she considers “something that is given to us as a gift. There is no way you can reproduce that (moment). ... That’s God’s beauty.”

But DiAnne is also an artist and the advent of computer software has made it possible for her to use that talent to turn her photos into works of art.

Using various software programs such as a water color program or colored pencil program, DiAnne will take a photo and change its appearance. She explained that there are photos “in their original form that are perfect and there is nothing I want to do with it. But there are other photos I can make art out of.”

“I just play around with it, but God gives us all of these,” she added.

Through research and reading online, DiAnne learned what software programs were available. But actually turning her

photographs into art came through “just sitting down and doing. I might take one picture and do it 10 or 12 times before I find what I like,” she said. “I just know what my eye would like. I get the feeling for what the picture would look like in a certain modality.”

DiAnne’s subject matter has changed through the years. When she began taking photos her family, of course, was a major topic.

To this day, her daughters remember when DiAnne made them all Holly Hobbie dresses.

“I made them wear them so I could take a picture and it would look like Little House on the Prairie.”

DiAnne also took pictures of her vegetable garden “because they had pretty flowers. I would frame some that were good.”

In 1980, DiAnne entered one of her flower photos in the Hazen Arts and Craft Show and it received the Governor’s Award, with the photo hanging in the governor’s mansion for a year. Flowers remain one of DiAnne’s favorite photography subjects,



Flowers are a special subject for Hazen photographer DiAnne Wiege.

along with old cars and nature.

DiAnne takes photos with a small Kodak digital camera when she's traveling, while for other photos she uses a 35mm. She always uses a manual setting.

"Different lights, times of the day call for different things," she said. "Automatic doesn't always get the best picture. If you go manual, you can adjust to how you need it."

DiAnne has had the opportunity to sell some of her photos. While living in Big Fork, Mont., she met a couple who made T-shirts, caps and brochures for Yellowstone Park. They bought the copyright for four of her photos so they could use them on various publications.

Although DiAnne has sold some of her photos, she said, "I still look at it as a gift. I've always taken pictures just for my own enjoyment. It takes years to find yourself and through that process, you find out your true talents."

Turning her enjoyment into a business has never been a goal for DiAnne.

She explained the reason using a situation that happened years ago when DiAnne was a reading assistant at Hazen Elementary School.

"Jonathan Matthias was in second grade and said to DiAnne, 'I thought about being an artist but they don't make any money until they die.'"

But DiAnne added, "I cannot produce this (photos) because I need money. The way I see this is (my photographs) are all because of a certain moment when everything was in place at a certain time. I can't make that a living."

Capturing photographs of nature has almost a spiritual quality as DiAnne said, "I love my photography. It's very much a part of who we are as far as nature. It's part of our lives. The moment you take that photograph, it's never going to happen like that again. No one will capture it the same way again. It really is one of a kind."

She added, "It's humanity and the world we live in."

Always planning her next artistic or photographic exploration, DiAnne said she would like to travel more and take photos of the prairie.

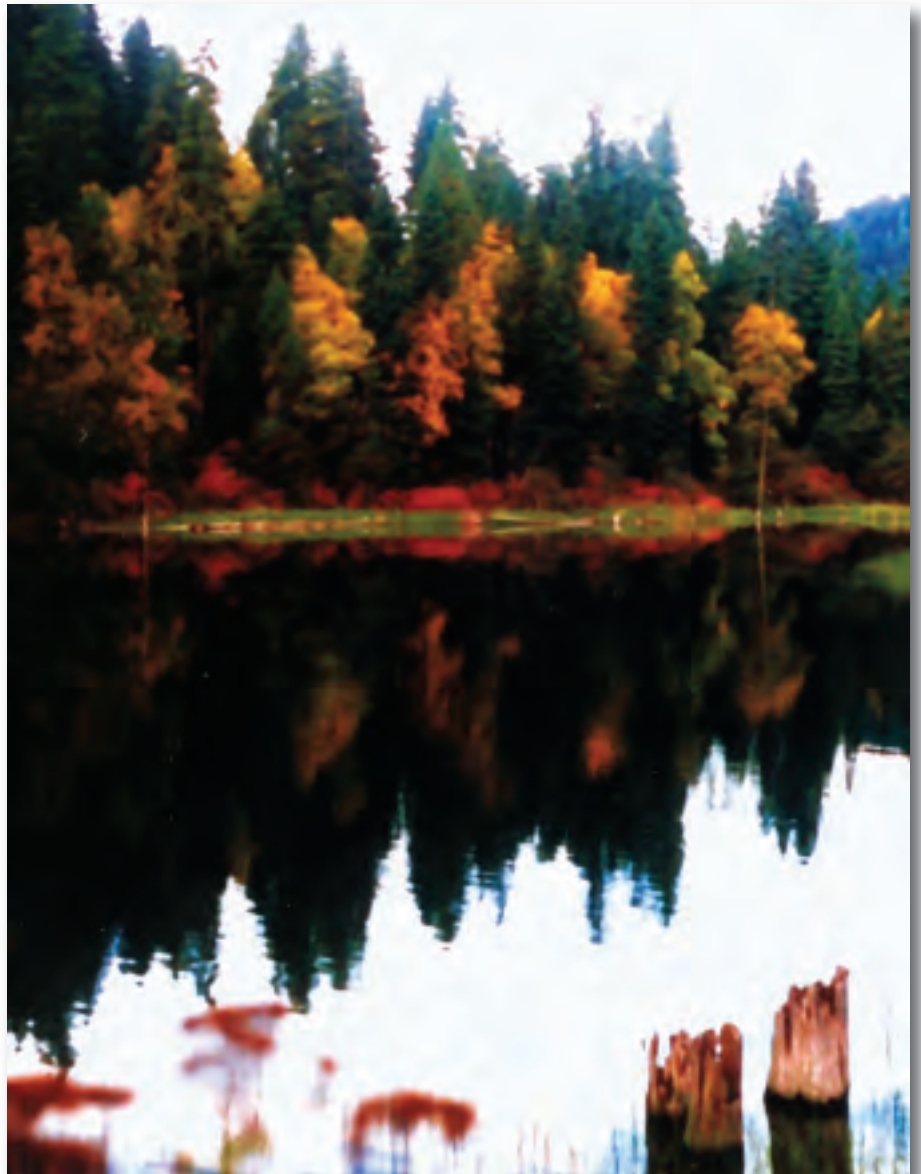
"We have beautiful prairie," she said.

DiAnne is also beginning to create art pieces using her photographs. Her plans are to take a photo and include artwork on canvas to create a piece of art.

Whatever the future holds for DiAnne, it will surely be captured through the eye of her lens.



*Above: DiAnne Wiege displays a book of photographs she compiled online. Also displayed is her technique of taking a photograph and using a software program to change it into art.
Below: Hazen photographer DiAnne Wiege's photo captures a reflection of nature.*



Co-op ends 2009 in good condition

by Clayton Hoffman and Don Franklund

Thank goodness for good weather in November. It enabled us to finish work on a number of construction projects as well as get a good start on fall maintenance projects.

2009 was a good year for your electric cooperative. Financially, we will end up with about \$2.5 million in operating margins. A portion of that amount, \$1.1 million, was a bill credit from our power supplier, Basin Electric Power Cooperative. The bill credit was from the margins of the Dakota Gasification Company, which had an excellent year in 2008 because of high natural gas prices.

We made very good progress with the installation of our automated meter reading equipment. We had originally planned for that project to take three years, but it could be done well before that deadline.

Oil development continues at a good

pace. As the price of oil continues to increase, so does the drilling activity. New technology will keep the oil industry in North Dakota for several years.

Some of the other large loads that will be in operation in 2010 are:

- The coal drying facility near South Heart
- A new development near Lake Sakakawea consisting of 49 lots
- A new large Super Valu store that will be in our service area in Hazen

As we have mentioned previously, there will be a rate increase for all Roughrider Electric members. Both Basin Electric and the Western Area Power Administration, our two wholesale power providers, will have significant rate increases in 2010.

Basin Electric's increase will be about 9 percent and Western's increase will be 13 percent.

In addition to the power cost increases, there are also several increases for



Clayton Hoffman
and Don Franklund

other operating expenses, such as employee benefits and material costs.

The bottom line indicates an increase in rates of approximately 3.7 mills per kilowatt-hour. For the average consumer, that will amount to \$70-\$80 a year.

Overall, we are very competitive with other energy sources, and hope you will make electricity your energy choice.

Have a great year.

Attention!

DISH NETWORK NOTICE

The Roughrider Electric Service Center at the Hazen office will no longer be selling or installing Dish Network systems, effective Jan. 1, 2010.

REPORT FROM THE BOARD OF DIRECTORS

Nov. 30

When, where and who: The board of directors and managers met in Beulah Nov. 30.

Recurring items: The board approved the agenda, minutes and financial reports.

3C Construction LLC (3C): 3C is at the end of its third quarter and is showing good margins

Property review: It was reported that the sale of 100 feet of the old headquarters property was finalized, except for obtaining the release of mortgage from the Rural Utilities Service (RUS). Multiple parties have shown interest in leasing the old headquarters building.

Construction projects: Great progress has been made with the Zenith substation. The automated meter reader (AMR) project was discussed. Currently, crews are working on the radio communications aspects of the AMR.

Consolidated progress: Billing is now occurring solely out of the Hazen office.

Upper Missouri G&T Electric Cooperative membership: Discussion continued regarding the status of Roughrider's cur-

rent and possible future relationships with Upper Missouri.

Central Power Electric Cooperative: Central Power is looking at District 9 as its last prospects for membership in North Dakota.

Capital credit retirements: A report was given on the 2009 capital credit retirements.

2010 capital budget: The largest proposed expenditures were new trucks and new pickups. The total 2010 proposed capital budget was considerably lower than last year.

Board of director policies: The co-managers are working on the management policies and procedures.

Next board meeting dates: Board meeting dates were changed to accommodate holidays.

Upcoming meetings: The board discussed and arranged attendance at various meetings. The next meeting of the board will be Dec. 31 in Dickinson.

Other business: There being no other business, the meeting was adjourned.



Scholarship notice

Roughrider Electric Cooperative is pleased to announce that 10 scholarship awards, totaling \$5,500, will be awarded to dependents of members of the cooperative. Anyone who receives electrical service from Roughrider Electric is a member of the cooperative.

Roughrider Electric Cooperative will award eight, \$500 scholarships. One graduating senior from each of the schools in our service area (Belfield, Beulah, Center, Dickinson High, Dickinson Trinity, Hazen, Richardton-Taylor and South Heart) is chosen by representatives of his or her school to receive an award. Students interested in applying through their school should contact their school career counselor.

Roughrider Electric Cooperative will also award one, \$500 scholarship to a graduating senior from schools outside our service area, but whose parents are members of our cooperative. Application and deadline information is listed below.

Roughrider Electric Cooperative will present a \$1,000 scholarship award from Basin Electric Power Cooperative. The scholarship will be awarded to a member's dependent who is enrolled or planning to enroll in a full-time graduate or undergraduate course of study at an accredited, two-year or four-year college, university or vocational/technical school. Parents must be members of Roughrider Electric Cooperative. Application and deadline information is listed below.

Applications need to be completed and returned to 2156 Fourth Ave. E., Dickinson, ND 58601 before Feb. 12, 2010. Forms are available at both the Hazen and Dickinson offices and may also be found online at www.roughriderelectric.com, then click on "Consumer Corner."

If you have any questions, please contact Leonard Hibl at (701) 483-5111 or e-mail info@roughriderelectric.com.

PLUMBING SERVICES



DO YOU NEED:

- New faucet
- New shower
- Leaky pipes fixed
- New water heater

(701) 748-2293

Call Jason today!

Master license #73197

Plumbing services available out of the Hazen office only.



HAZEN OFFICE

800 Highway Drive, Hazen, ND 58545-4737
Office hours 7:30 a.m. - 4 p.m.
Phone (701) 748-2293 or (800) 748-5533

For emergencies and after-hours call:

(701) 748-2293 for local calls and (800) 748-5533 for long-distance calls

Payments may be deposited in the deposit box by the main entrance at the Roughrider Electric's office or in the drop-off box located at Krause's Super Valu in Hazen or Bronson's Super Valu in Beulah.

DICKINSON OFFICE

P.O. Box 1038, 2156 4th Ave. E.
Dickinson, ND 58602-1038
Office Hours 8 a.m. - 5 p.m.
Phone (701) 483-5111 or (800) 627-8470

For emergencies and after-hours call:

(701) 483-5111 for local calls and (800) 627-8470

Payments may be deposited in the deposit box west of the main entrance door at the Roughrider Electric's office or in the drop-off box located at Dickinson City Hall, and Dan's Supermarket (both locations).

OFFICERS AND DIRECTORS

William Retterath, President—Center	794-8729
Dean Oe, Vice President—Belfield	575-4594
Ervin Binstock, Secretary—Dickinson	579-4120
Darell Herman, Treasurer—Beulah	873-4371
Roger Kudrna, Dickinson	483-8377
Dan Price, Hensler	794-3779
Gary Scheid, Hazen	748-2250
David Swenson, Halliday	938-4521
Bruce Darcy, Golden Valley	983-4222
Greg Steckler, Dunn Center	548-8122
Troy Sailer, Golden Valley	948-2427

Innovative Energy Alliance, LLC

Clayton Hoffman, Manager	748-6087 or 880-1312
Don Franklund, Manager	426-3918

EMPLOYEES

Leonard Hibl	Dir. of Member Services, Dickinson
Brad Quenette	Member Services Advisor, Hazen
Deborah Zillich	Dir. of Finance and Admin., Dickinson
Steve Hildebrand	Member Services Asst./ Work Order Representative, Hazen
Jackie Kovash	Accounting Coordinator, Dickinson
Laurie Miller	Billing Coordinator, Hazen
Debbie Lorz	Admin. Representative, Dickinson
Jen Gruebele	Accounting/Billing Rep., Dickinson
Julie Dukatz	Customer Service Rep., Dickinson
Kayla Fandich	Part-time receptionist, Hazen
Simon Kuntz	Line Superintendent, Dickinson
Bill Gress	Operations Manager, Hazen
Tim Volk	Line Superintendent, Hazen
Lynn Cherney	Working Foreman, Dickinson
Tim Ridl	Working Foreman, Dickinson
Bryan Braun	Working Foreman, Dickinson
Dennis Kinzell	Lead Lineworker, Hazen
Chad Hysjulien	Journeyman Lineworker, Dickinson
Kevin Randle	Journeyman Lineworker, Hazen
Dale Fieck	Journeyman Lineworker, Dickinson
Jim Block	Working Foreman, Hazen
Wayne Schmaltz	Journeyman Lineworker, Hazen
Billy J. Kummer	Journeyman Lineworker, Dickinson
Scott Leintz	Journeyman Lineworker, Hazen
Dion Gefre	Journeyman Lineworker, Dickinson
Russell Walters	Journeyman Lineworker, Hazen
Brock Swensrud	Journeyman Lineworker, Dickinson
Tony Kordonowy	Apprentice Lineman, Dickinson
Zach Maershbecker	Apprentice Lineman, Dickinson
Gerald Krebs	Staking Engineer, Dickinson
Bruce Buchert	Electric Technician/Meter Technician
Cory Halter	Lead Meter Technician, Dickinson
Larry Rosenau	Radio/Engineering Technician
Nick Schafer	Warehouseman/Technician, Hazen
Bryce Jurgenson	Warehouse Supervisor, Dickinson
Claud Privratsky	Maintenance/Custodian, Dickinson
Russel Goodwin	Electrician Foreman, Hazen
Lance Peterson	Journeyman Electrician, Hazen
Adam Wilkens	Apprentice Lineman, Hazen
Jorden Pfliger	Apprentice Electrician, Hazen
Jason Obenauer	Plumber, Hazen
Brent Hysjulien	Service Center Representative, Hazen