

September 2010

ROUGH RIDER NEWS

ELECTRIC COOPERATIVE

Your Touchstone Energy Cooperative

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Dickinson care facility focuses on 'joyous moments'

Vivian Gannon spends some quiet time with her crochet work in the sitting room at CountryHouse.

INSIDE:

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- Meeting minutes ... and more!

CountryHouse creates monumental moments

by Luann Dart

Each moment Brenda Olheiser shares with a resident of CountryHouse is punctuated by a smile, a loving touch or even a kiss on the cheek. Just one day later, not a single resident will remember her name. It's these fleeting, joyous moments, not the memories that matter here.

That sentiment is expressed at the entrance of the CountryHouse Residence, where a sign greets visitors: "We do not remember days. We remember moments."

Providing basic, long-term care to those diagnosed with memory loss, CountryHouse is home to 30 residents in Dickinson.

"This is their home. They still have the dignity, the respect and the same rights as they would if they live at home. We just help them with their day-to-day living," explains Olheiser, the director at the Dickinson facility.

Served by Roughrider Electric Cooperative, the seven-year-old facility is owned by California-based Age-mark, which has similar CountryHouse Residences in three other states. The Dickinson CountryHouse fills a niche as the only stand-alone memory loss care facility in the community.

Employees are trained to care for residents who suffer memory loss from a range of ailments, such as Alzheimer's or stroke.

"We have people you can visit with for a couple hours and then we have people who are having a hard time forming the right words and then everything in-between," describes Tina Rivinius, a nurse and residential services coordinator at the Dickinson CountryHouse.

"Everybody has a different diagnosis of (memory loss), but they still go through the same steps as they progress," explains Olheiser.

As memory loss advances, many family



Above: Dining Services Manager Lana Steiner washes while resident Agnes Faiman helps dry dishes in the hands-on kitchen at the CountryHouse Residence in Dickinson. Right: Caregiver Shirley Binstock spends time with resident Audrey Baird in the CountryHouse beauty shop.

members are no longer able to care for their loved ones, making residences like CountryHouse a necessity.

"We're a shoulder to lean on because they're having such a hard time dealing with their loved one," Olheiser shares. "They just can't thank us enough because they're 24/7 when they're at home taking care of them. ... We help pick up where they left off."

With 14 private rooms and eight companion rooms, CountryHouse is at full capacity, including an expansion which recently added six private rooms.

Amid the quiet conversations, one resident helps dry the dishes in the bright, airy kitchen. Another crochets in the sitting room and another finishes breakfast in the dining area.



CountryHouse naturally provides a relaxed atmosphere with a facility specially designed just for memory loss residents.

A secured front entrance prevents residents from wandering away, but they have continual access to another exit, which opens into a landscaped backyard with a patio, walking paths and sitting benches. A high fence surrounding the yard serves as security.



Director Brenda Olheiser, left, and Tina Rivinius, a nurse and residential services coordinator, lead the team of caregivers at the CountryHouse Residence, which is home to 30 residents in Dickinson.



The CountryHouse Residence Director Brenda Olheiser chats with George Kudrna, who once served as a director for the former West Plains Electric Cooperative, now Roughrider Electric Cooperative.

The building is arranged as a figure eight, with a maroon west wing and a green east wing. Residents won't get lost, Rivinius explains, because each wing completes a circle, with no dead-ends or other barriers. Residents' rooms are arranged on the outside of the circle, furnished and decorated with personal touches. Along the inner wall are the bathrooms, with specially equipped showers and bathtubs for easy entrance. Heated floors keep each bathroom comfortable and cozy.

A dining area and sitting area in each wing can be utilized by any resident, along with the beauty shop.

Residents are welcome in the hands-on kitchen to help with simple food preparation, drying dishes or other simple tasks.

"We give them quality of life," Olheiser explains. "A lot of them still love to fold laundry or do dishes, to do what they did."

"The home environment is the nice part," Rivinius says.

"The community likes the home setting environment and the more one-on-one with the residents. We get to be like family," Olheiser adds.

But CountryHouse residents are not home all the time.

CountryHouse staff also takes the residents into the community as much as possible, visiting local restaurants or farms or traveling to the Dakota Zoo in Bismarck or the Medora Musical, a trip that brought lots of joyous moments this past summer.

"It brings tears to my eyes when you see them go to something like that," Olheiser shares. "It's amazing."

CountryHouse's basic services include 24-hour supervision; daily home-cooked

meals; medication supervision; help with bathing, dressing and hair care; and housekeeping and laundry. An activity director provides "moments of joy" when the residents gather in the sitting room and partake in any activity they desire, whether it's looking through a photo album or playing a board game.

"It's living in the moment," Olheiser says with a smile. "The joy of getting that resident to smile that day, to laugh, to dance, then they're having a good day because as they progress, they have more bad days than good days."

Spending time with memory loss residents requires an imagination, she says. Many share childhood memories because "that's where they're living. A lot of times, you can ask what age they're living and they'll tell you they're 10 or 30," Olheiser says.

"We live in their world, what's happening in their world," Rivinius adds.

"Sometimes family members don't understand the disease enough. You don't ever argue with someone with dementia or Alzheimer's. You're never going to win, because they're always right and that's hard for a family member," Olheiser explains.

CountryHouse also offers short stay or respite care so family members can bring their loved one to the residence for the day or overnight, if a room is available. Whatever the situation, each resident is considered a family member, Olheiser emphasizes.

"I love the residents. I love helping them. I love when you can get a smile out of them or a thank you or the hugs. They still need that connection," Olheiser says. Each moment is monumental.

TO LEARN MORE:

To learn more about CountryHouse Residences, visit www.chresidences.com. The Dickinson CountryHouse Residence can be reached at (701) 483-2266. The facility is located at 628 24th St. W. in Dickinson.



Floor heat means cozy feet

Imagine a soothing warm floor in your kitchen or bathroom, like the warm floor residents of the Dickinson CountryHouse Residence enjoy in their bathrooms. Various types of floor heat can warm any floor in your home, or even your garage. A floor heat system can be installed between the tile and the subfloor to heat any floor. Then control the temperature with floor-sensing thermostats or a programmable thermostat. Lots of options are available. **Call Roughrider Electric Cooperative to learn more!**



Hoffman and Franklund

Roughrider Electric's managers' message

by Clayton Hoffman and Don Franklund

Since we have gone live with our new computer software in June, we have had some glitches with the system.

First, we had to make some changes in the timing of the bills, to get a quicker turnaround time in or to complete the

cycle before the next billing was due to go out.

completed on a specific date, are delayed. This causes a shorter length of time from the time you receive the bill until it is due. The other factor which is out of our control is the length of time it takes for the postal mail to be delivered. When the billing file is completed, it is sent by computer to National Information Solutions Cooperative (NISC), our software cooperative. The bills are compiled and mailed from the company's Lake St. Louis office. We are finding out that it may take from four to seven days for the bills to reach our members, which also shortens up the number of days for consumers to pay their bills.

However, it is also important to understand that the length of time our members have to pay their bill is very typical of other businesses. From the date that an invoice is mailed until the payment is due, it is generally two weeks.

We realize that the disconnect notice you receive, shortly after the 20th, is quite direct. We used to send out a reminder before the disconnect notice, but with more than 10,000 bills a month, the time it takes to prepare two mailings was not cost-effective nor a good use of our employees' time.

The new technology we have installed will be great, once we get all of the bugs figured out. Over the next few months, there will very likely be some other challenges to overcome. We will all work very diligently to resolve these issues and make the billing process a simple route for our consumers.

As you are aware, we have also been installing a new automated meter reading system throughout our service area. These automatic meters continually send their readings into the substation that serve these meters. The readings from the substations are transferred by radio to a network server at the Hazen office. When we are ready to prepare the billing for the month, these readings are automatically transferred to a billing file.

What we are finding out is that minor interferences in our electrical system may affect the data coming into the office. This may be only a few meters of a particular substation, or it could be all the meters on that substation. If this occurs when the billing file is being completed, we have to contact each meter and download the data on an individual basis.

When this happens, the bills, which are scheduled to be

REPORT FROM THE BOARD OF DIRECTORS July 30

When, where and who: The board of directors and managers met in Hazen on July 30.

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

Board member monthly report: This is a new item to be on the recurring agenda. Each board member will share comments and contacts received from members or others in the preceding month. Inconveniences associated with the transition to the new billing system were prominent among the concerns of the consumers.

3C Construction LLC (3C): The board reviewed a written report from 3C's chief executive officer.

Property review: The board reviewed an offer for purchase of a portion of the old West Plains' headquarters building premises.

Construction projects: Overhead crews remain working out of the Dickinson and Hazen offices. Crews are working on backlogged service installation work

in the oilfield and the area surrounding Dickinson. Management is considering plans to bring work more current.

Upper Missouri Generation and Transmission Electric Cooperative, Inc. (Upper Missouri): Contracts should be ready for Roughrider's review in September or October.

Storm damage: Most clean-up from storm damage is done. Consumers picked up most damaged poles. Management hopes to start to receive disaster expense reimbursement from the Federal Emergency Management Agency (FEMA) in September.

Bay Point metering issue: Issues that Bay Point owners have with Roughrider's extension of a new service to another consumer continue. Management reported on actions taken by the cooperative.

Service area agreement between Montana Dakota Utilities (MDU) and Dickinson: A meeting with MDU to finalize a service area agreement has been set for the second week of August.

Twin Buttes service: A motion was

passed to offer McKenzie Electric Cooperative the opportunity to serve the Twin Buttes intake pump service in Roughrider's service territory.

Safety report and Basin Electric Power Cooperative, Inc. (Basin) reports: The Safety Operating Committee and the Basin board meeting report were reviewed.

Delegate assignments: The board reviewed delegate and director assignments for all related entity meetings and boards for the 2010-2011 year.

Board of directors' code of ethics review: The board reviewed and discussed its Conflict of Interest policy.

Past meetings: Attendance at past meetings was discussed.

Upcoming meetings: The next board meeting was set for 9 a.m. MT on Aug. 31 at the Badlands Activity Center in Dickinson.

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



OPERATION ROUND UP ANNUAL REPORT 2010

“Putting pennies to good use” is the catchphrase used to explain the Operation Round Up program. Members contribute pennies each month and continue to have an impact in their area through the charitable giving of Operation Round Up.

Operation Round Up operates on a simple premise; namely, members allow their bills to be “rounded up” to the next dollar. The program was put in place in Dickinson in August 2002. With 74 percent of the membership participating, we accumulate as much as \$2,000 a month to help non-profit organizations and projects in the Roughrider Electric service area. The average tax-deductible contribution averages between \$6 and \$7 per year, per metered account in this voluntary program.

Currently the program is only available in the Dickinson office. Once the Hazen office has migrated to a new billing system with automatic meter reading, the Hazen members will have the opportunity to participate in the program and the board will be revamped to reflect this program change. Until that time, Operation Round Up continues to operate under the name of “West Plains Electric Charitable Foundation.”

There are seven members on the board of the West Plains Electric Charitable Foundation: Trent Schneider, president; Jo Marie Kadmas, vice president; Laurel Binstock, secretary; Brenda Volesky, treasurer; Gerald Binstock, Patty Hutzenbiler and Mike Stroh.

We want to thank these directors for the time they volunteer to serve on this board. They meet twice a year to review applications and help fund projects for groups such as area fire departments, ambulance squads, non-profit projects and other projects that are non-political in nature.

It is amazing how the dollars can add up. Since 2003 we have distributed \$182,000 to projects in various communities.



Seven co-op members serve on the Charitable Trust foundation board. They meet twice a year to review applications and distribute funds.

We encourage you to participate in Operation Round Up and see the results your small donation will help generate.

Members who had originally “opted out” of participating in Operation Round Up may still participate now by opting in. To sign up, simply contact the office or make a note on the energy bill to “opt in.”

Together, by giving a few cents a month, Roughrider Electric members can make a big impact on life in our area. The Foundation board, the Roughrider Electric board of directors and Roughrider Electric staff thank you for your participation.

Distribution of Operation Round Up funds

July 2009

7/21/2009Belfield Dollars for Scholars.....	\$500Scholarship for a 2010 senior
7/21/2009St. Bernard's Youth Center, Belfield.....	\$400Wii game system and games
7/21/2009Belfield Theater	\$ 600Automatic butter dispenser
7/21/2009Southwest Breastfeeding Network	\$2,075Breastfeeding mothers' gift bags
7/21/2009Manning Community Club	\$2,500Building addition kit/bath
7/21/2009Mustang Baseball	\$2,000Safety netting
7/21/2009Domestic Violence and Rape Crisis Center.....	\$2,500Replace security system
7/21/2009Belfield Roosevelt Memorial Lodge	\$2,000Help replace appliances
TOTAL		\$12,575	

January 2010

1/12/2010Southwest Water "Make A Splash"	\$500Secure entertainment, prizes for festival
1/12/2010Catholic Community Quilters	\$500Batting and backing for quilt making
1/12/2010Maah Daah Hey Trail Assn.	\$950Booth and printing costs
1/12/2010South Heart Fire District.....	\$1,18020 gear bags at \$59
1/12/2010Belfield Booster Club.....	\$1,200Spinner bike for a fitness center
1/12/2010Western Wellness Foundation	\$1,500Family Fun Day sponsorship
1/12/2010Trinity Elementary East.....	\$2,440Elmo document cameras (four) at \$610
1/12/2010Manning Community Church	\$1,500Handicap stair lifts (two) for the Community Room
TOTAL		\$9,770	

GRAND TOTAL \$22,345.00



Roughrider members Penny and Robert Folk invested in a geothermal heating and cooling system, and qualified for co-op rebates.

Rebates and tax credits= **SIGNIFICANT SAVINGS**

Robert and Penny Folk are Roughrider Electric Cooperative's first members to receive a combined conservation and energy efficiencies rebate and a North Dakota Utility rebate. They received a check from Roughrider for \$800 and a check from the North Dakota Association of Rural Electric Cooperatives (NDAREC) for \$2,400. Robert and Penny recently installed a four-ton ground source heat pump to replace their old coal furnace.

Robert first visited with Brad Quenette, director of member services with Roughrider, about the savings of installing a ground source heat pump over conventional electric heat early last spring. The North Dakota Utility Rebate Program was still in the developmental stages and had not been announced yet.

"What a surprise to me when I found out I would receive an extra \$2,400," Robert said. He and Linda

may also qualify for a 30 percent, one-time federal tax credit, and a 15 percent state tax credit spread out over a five-year time period.

"The savings available to members is significant, and now is the right time to switch over to an energy-efficient heating system," explains Quenette. If you have any questions about these rebates, please call the main office for more information.

Roughrider Electric Cooperative offers members **CONSERVATION AND ENERGY EFFICIENCIES INCENTIVES**

Roughrider Electric, with the assistance of Basin Electric Power Cooperative, is continuing the conservation and energy-efficiency program through 2010. The incentives are designed to help you, the member-owner, become more energy efficient. We have added electric motors to the program this year.

Qualifying systems must be purchased and installed between Jan. 1, 2010 and Dec. 31, 2010.

The program for the heat pumps is for new installations or for replacement of a conventional heating system. It does not include replacement of existing heat pumps.

Roughrider Electric personnel will do a check on the installation and obtain appropriate documentation and receipts. Once completed and approved, Roughrider Electric will send a check directly to you to help defray the purchase

cost. 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 allowed per member.

**For more information,
please contact
Brad Quenette,
member service coordinator,
at (701) 748-2293, (800) 748-5533
or e-mail
bquenette@roughriderelectric.com.**

GROUND-SOURCE HEAT PUMPS:	\$200 per ton with a maximum rebate of \$800
REQUIRED MINIMUM EFFICIENCY	CLOSED LOOP: EER >= 14.1 COP >= 3.3
	OPEN LOOP: EER >= 16.2 COP >= 3.6
	DIRECT EXPANSION: EER >= 15 COP >= 3.5
AIR-SOURCE HEAT PUMPS:	\$125 per ton with a maximum rebate of \$500
REQUIRED MINIMUM EFFICIENCY	SPLIT SYSTEMS: HSPF >= 8.2 EER >= 12 SEER >= 14.5 PACKAGE SYSTEMS: HSPF >= 8 EER >= 11 SEER >= 14
MOTORS >= 10HP	\$100 Equivalent to NEMA Premium Efficiency
MOTORS > 10HP	\$400 Equivalent to NEMA Premium Efficiency



Don't be in the dark about GENERATOR SAFETY

Roughrider Electric Cooperative strives to provide you with reliable, uninterrupted service every day of the year, but sometimes Mother Nature creates unavoidable power outages. Then, many homeowners use portable electric generators until power is restored.

"Portable electric generators are a good source of power during electrical outages. However, generators that are improperly installed or operated can become deadly," noted Michael Clendenin, executive director of the Electrical Safety Foundation International.

A qualified, licensed electrician should install your generator to ensure that it meets local electrical codes.

Do not connect generators directly to household wiring. For everyone's sake — yours and the co-op's line crews — generators need to be isolated from the electric co-op's power lines. This means you should install a double-throw switch on your generator. Otherwise, the generator could feed power back into utility lines as

power crews work to restore your electric service, putting their lives at risk!

Portable generators can be very helpful to consumers during outages. But we urge you to follow these safety guidelines:

- Make sure your generator is properly grounded.
- Keep the generator dry.
- Make sure extension cords used with generators are rated for the load, and are free of cuts or worn insulation, and have three-pronged plugs.
- Do not overload the generator.
- Do not operate the generator in enclosed or partially enclosed spaces. Generators can produce high levels of carbon monoxide very quickly, which can be deadly.
- Do not refuel a generator while it is running.
- Turn off all appliances powered by the generator before shutting down the generator.
- Follow the manufacturer's instructions for safe operation and maintenance.



PLUMBING SERVICES

DO YOU NEED:

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

(701) 748-2293 - Call Jason today!

Master license #1016

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—Beffield	575-4594
Roger Kudrna, Secretary, Dickinson.....	483-8377
Darell Herman, Treasurer—Beulah	873-4371
Dan Price, Hensler	794-3779
Bruce Darcy, Golden Valley.....	983-4222
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Troy Sailer, Golden Valley	948-2427
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Innovative Energy Alliance, LLC

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

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Leonard Hibl...Dir. of Key Accounts/Marketing, Dickinson	
Brad QuenetteDir. of Member Serv./Marketing, Hazen	
Deborah ZillichDir. of Finance and Admin., Dickinson	
Steve Hildebrand.....Member Services Asst./	
Work Order Representative, Hazen	
Jackie Kovash.....Accounting Coordinator, Dickinson	
Laurie MillerCIS/Billing Manager, Hazen	
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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 KinzellLead Lineworker, Hazen	
Chad Hysjulien.....Journeyman Lineworker, Dickinson	
Kevin Randle.....Lead Lineworker, Hazen	
Dale Fieck.....Journeyman Lineworker, Dickinson	
Jim Block.....Working Foreman, Hazen	
Wayne Schmaltz.....Journeyman Lineworker, Hazen	
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Scott Leintz.....Journeyman Lineworker, Hazen	
Dion Gefre.....Journeyman Lineworker, Dickinson	
Russell Walters.....Journeyman Lineworker, Hazen	
Brock Swensrud.....Journeyman Lineworker, Dickinson	
Tony Kordonow.....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	
Jason Obenauer.....Master Plumber, Hazen	
Kassandra Degenstein.....Appliance Rep., Hazen	
Michael Steier.....Apprentice Lineworker, Dickinson	

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