

ROUGH RIDER NEWS

ELECTRIC COOPERATIVE

DECEMBER 2019

May your homes – and hearts
– be filled with warmth this holiday season.



What's inside:

- **Operation Round Up 2019 recipients; 2019 grants and program impact since inception**
- **Students, apply now for scholarships and the Youth Tour**
- **Line crews patrol power lines**
- **Meeting minutes, and more**

Merry Christmas, and have a safe, prosperous and happy New Year, from the board of directors, managers and staff at Roughrider Electric Cooperative.



COURTESY PHOTO

Austin Anderson, a resident of Gladstone and employee at Able, Inc. in Dickinson, is a recipient of an Operation Round Up grant that helped his family purchase a retrofitted van to transport him and his wheelchair. When he's not working, Austin likes to play on his Apple iPad and Sony PlayStation, and watch television.

OPERATION ROUND UP Co-op grant promotes safe transportation, helps Gladstone man contribute to community

BY CARMEN DEVNEY

Austin Anderson can't walk and he has one good arm. In a world full of challenges, he still chooses to work. Austin holds a job at a thrift shop in Dickinson, and likes to visit with patrons while he sorts, tags and folds clothes.

Thanks in part to an Operation Round Up grant from Roughrider Electric Cooperative, he's getting to work more safely these days.

Austin was born with cerebral palsy (CP), a disorder that affects a person's ability to move and maintain balance and posture. Cerebral relates to the brain; palsy means weakness or problems with using the muscles. According to the Centers for Disease Control, CP is caused by abnormal brain development or damage to

the developing brain that affects a person's ability to control his or her muscles.

The symptoms of CP vary from person to person. Austin requires a wheelchair to get around, and a modified vehicle to transport his chair while he remains seated.

His drivers are his mother, Leah Anderson, and her partner, Doug Brost. Doug is the only father figure Austin has ever known, and is a legal guardian.

Doug, the assistant chief with Gladstone Volunteer Fire Department, takes Austin with him to work each work day at Minn-Dak Growers Ltd. in Dickinson. From there, the transit picks Austin up and takes him to Able, Inc.

The old van Doug was driving had mechanical problems, and it didn't have electronic bells and whistles that would have made transporting Austin much easier.

"It was a beater. We drove the wheels off it," Doug says. With increasing maintenance issues, the van was becoming less reliable and more costly to fix.

Leah and Doug started shopping for newer vehicles. It didn't take long to determine they couldn't afford something new, although they needed one with an electric ramp so they didn't have to lift Austin, who was getting heavier as he got older.

Roughrider Electric members from the Gladstone area, Doug and Leah were familiar with the co-op's Operation Round Up program, in which electric cooperative members voluntarily 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.

Doug wasn't sure if their need for a modified van was worthy of a grant — but the members of the Gladstone Volunteer Fire Department were. To thank Doug for his 26 years of leadership and service to the organization, the firefighters applied for an Operation Round Up grant on Austin's behalf. It was awarded in October.

Doug and Leah went shopping, and with the co-op grant and other donated funds, they were able to purchase a 2018 Dodge Caravan that was retrofitted into a Braun Entervan. According to iMed® Mobility, it features a power ramp, and a power auto-kneel system to reduce ramp angle and make the van easier to enter and exit for wheelchair or users.

While the purchase was still expensive, it was affordable.

“Thanks to the Operation Round Up grant and some other funding sources including a one-time deal from the state of North Dakota, it became manageable,” Doug says. “Without help, it would have been quite difficult to go with a newer vehicle.”

In the electric cooperative industry, we often say our coworkers are like family, and the linemen are brother’s keepers — always looking out for the safety of one another while on the job.

Doug would also like to thank the

Gladstone firefighters, who are his brother’s keepers. Heroes on and off the job, Doug says they are a great group of guys.

Austin, thank you for showing how you’ve risen above challenges to work and contribute to community. Merry Christmas to you and your family, on behalf of Roughrider Electric Cooperative and Operation Round Up.

Apply for a grant

The next application deadline will be Jan. 1, 2020. The Operation Round Up board is scheduled to meet in January.

Any person or group in the Roughrider Electric Cooperative service area may apply to receive an Operation Round Up grant.

To request an application or to opt into the program, contact our business office at 1-800-748-5533 or download the form at www.roughriderelectric.com and click “Your Community” and “Operation Round Up.”

Operation Round Up is successful because of the generosity of our members. The foundation board, the cooperative board and staff thank you for your participation. ■

2019 Operation Round Up recipients and use of funds

Best Friends Mentoring Program

two tablets and cases

Energy Capital Cooperative Child Care

color copier/printer

Northern Lights Council BSA

AED for Heart Butte Boy Scout Camp

English Lutheran Church, Hazen

handicap door

Catholic Workman Hall, New Hradec

update equipment to meet fire and health code

Camp Recreation

camp equipment

Injured Military Project of ND

fund veteran elk hunts

Slope Area Rifle & Pistol Club

make handicap-accessible

Hope Christian Academy

two desktop computers for lab

Peace Lutheran Church, Hazen

AED

Zap Rural Fire Protection District

Wildland gear, four sets

South Heart Public School

veteran memorial display case

Maah Daah Hey Trail Assoc.

resurface trail and fund two benches

Gladstone Volunteer Fire Dept.

handicap van

M&M Pet Rescue

defray costs of vet services

South Heart High School Close Up

tickets for Washington, D.C., and area attractions

Hazen Senior Citizens Center

upgrade to ADA-compliant bathrooms

Beulah Middle School

renovation of school playground

N.D. Assoc. for the Disabled

“Escape to the Lake” extravaganza for individuals with disabilities

Hazen Fire Department

firefighting boots and gloves

Mercer City Historical Society

security system

Belfield Police Department

new roof

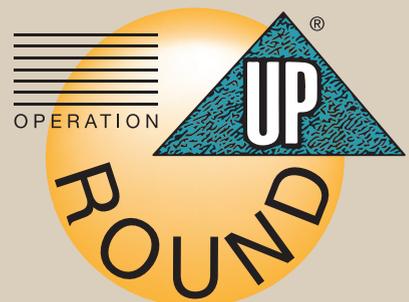
Common Threads Guild

material to make hospice quilts

Operation Round Up funds dispersed in 2019

January 2019	\$20,411
July 2019	\$25,065
Total 2019	\$45,476

Operation Round Up funds dispersed since inception in 2002: \$517,595





COOPERATIVE OFFERS SCHOLARSHIP OPPORTUNITIES

Roughrider Electric Cooperative is offering \$9,500 in college scholarships to area students. The co-op will award nine \$500 scholarships. Each school in our service area chooses one recipient. School representatives from Belfield, Beulah, Center-Stanton, Dickinson High, Dickinson Trinity, Hazen, Richardton-Taylor, South Heart and Dickinson Hope Christian Academy choose a graduating senior to receive the funds.

Interested in applying? Students should contact their school counselor for deadline information. The schools will forward each recipient's name to Roughrider.

The co-op will also award one \$500 scholarship to a graduating senior from a school outside of our service area.

The recipient must have parents who are members of our cooperative.

Roughrider and Upper Missouri Power Cooperative are also offering two \$1,000 scholarships from Basin Electric Power Cooperative.

We award the scholarships to students already enrolled or planning to enroll in a full-time graduate or undergraduate program. The students must attend an accredited two-year or four-year college, university or vocational/technical school. All post-secondary students who have parents that are members of Roughrider are eligible to apply.

Roughrider is also offering one \$500 lineworker scholarship from 3C Construction, LLC.

Eligible applicants are high school seniors who are enrolled or planning to enroll in a certified vocational or technical school pursuing a career as a lineworker, and who have parents that are members of Roughrider.

Roughrider is also offering one \$500 mechanic scholarship from West Dakota Utility Services, LLC.

Eligible applicants are high school seniors who are enrolled or planning to enroll in a certified vocational or technical school pursuing a career as a mechanic, and who have parents that are members of Roughrider.

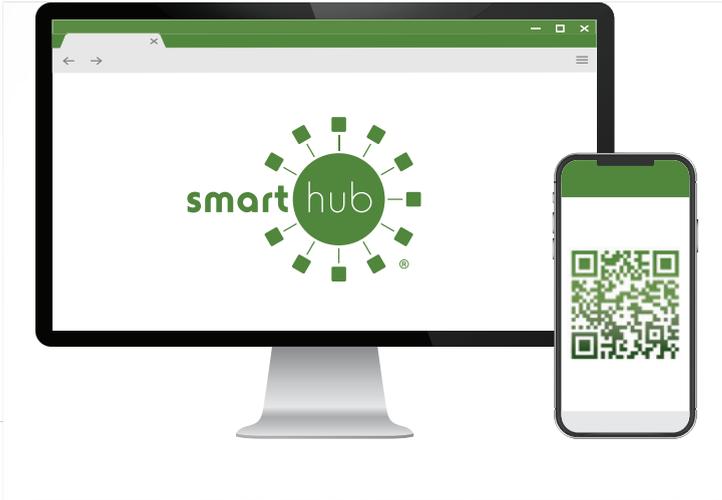
Roughrider will award three \$500 Luck of the Draw scholarships to be drawn at our annual meeting on June 3 in Hazen.

All high school seniors who have parents that are members of Roughrider are eligible for this scholarship. Students must attend our annual meeting with at least one parent, and will be required to RSVP for the meeting. See website listed below for RSVP form.

Students can find the applications on our website, roughriderelectric.com. Forms are also available at our local offices in Hazen and Dickinson.

Mail applications to: Roughrider Electric Cooperative, Attn: Scholarship Committee, 800 Highway Dr., Hazen, ND 58545.

The due date to apply is Feb. 3, 2020.



Manage Your Account



View and Pay Your Bill



Monitor Usage 24/7



Report Service Issues



Receive Important Updates

New Look. New Experience. Same SmartHub.

SmartHub has been helping you, our members, connect with Roughrider since 2013. With a touch, swipe or tap, you can pay your utility bill, view and compare electrical usage, update account information including mobile phone number and email address, communicate with us from your mobile phone or tablet, and much more.

SmartHub has been a great tool for Roughrider members. As technology has progressed and smart devices and apps have become essential tools for everyday life, it was time for the mobile app to get a refresh. Work was completed by National Information Solutions Cooperative (NISC) this fall.

Last month, SmartHub users began to see an update to the app. The functionality and features remain the same, with enhanced navigation. The home screen offers a cleaner look, and features the most-used options like making a payment and viewing electrical usage.

“We want SmartHub to be simple and intuitive,” says Amber Wesche, SmartHub product manager for NISC.

Members may also notice more consistency between the new SmartHub app and its web counterpart, providing a seamless and simple experience regardless of platform.

Keep an eye on your favorite app and get ready for a new SmartHub experience. ■

Holiday closings

Our entire organization wishes our member-owners a very Merry Christmas, and a safe and Happy New Year! In observance of the holidays in December and January, Roughrider will be closed:

Tuesday, Dec. 24, and Wednesday, Dec. 25, for Christmas

Wednesday, Jan. 1, 2020, for New Year's Day

Members: Line crews will be available in case of an emergency or power outage.

Report from **THE BOARD OF DIRECTORS** **OCT. 25, 2019**

When, where and who: The Board of Directors met in Hazen Oct. 25.

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 Sept. 27, 2019, meeting.

Co-General Managers' report: Mr. Kupper presented the managers' report. There was a Southwest Power Pool (SPP) meeting Oct. 2, 2019, where five SPP members came to Bismarck to visit. During this visit, the Co-General Managers visited with the SPP members about Roughrider's anticipated admission into SPP. Mr. Kupper provided the Board with a brief history of SPP, and why it was established. Mr. Kupper noted that Basin Electric Power Cooperative issued a new load forecast for every member system of Basin Electric. Basin Electric asks that Roughrider review the load forecast as it pertains to Roughrider, and then approve it by the end of the year.

Upper Missouri Power Cooperative strategic planning session: Mr. Retterath and Mr. Steckler attended this session for the Board and provided the Board with an update.

2020 Basin Electric load forecast: The Board discussed the Basin Electric 2020 load forecast, what factors are used to develop it, and how it affects Roughrider.

Members Services/Key Accounts report: Mr. Hibl referred the Board to his written report.

Legal Report: Ms. Grosz provided the Board with an update on the status of projects addressed in her written report.

Upcoming meetings: The next Board meeting was set for 9 a.m. MT on Nov. 22, 2019, at Roughrider's office in Dickinson, North Dakota.

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

HIGH SCHOOL SOPHOMORES & JUNIORS

Win the Trip of a Lifetime!

AN ALL-EXPENSE-PAID TRIP TO WASHINGTON, D.C.

- To enter the essay-writing contest, you must be a sophomore or junior in high school.
- You and your parents or guardian must be served by Roughrider Electric Cooperative.
- If you have a question, contact Brad Quenette, Roughrider Electric Cooperative, at 800-748-5533 during regular business hours.
- The deadline is Jan. 24, 2020. You can e-mail entries to Brad Quenette at bquenette@roughriderelectric.com or mail a hard copy to: Youth Tour Essay Contest, Roughrider Electric Cooperative, 800 Highway Dr., Hazen, ND 58545-4737.

ESSAY QUESTION:

If chosen as a Youth Tour delegate, you will travel to Washington, D.C. to experience and learn about America's rich history. What moment in American history do you wish you had been a part of and what would you have contributed?

CHECK OUT THE ESSAY CONTEST GUIDELINES AT
www.roughriderelectric.com/youth-tour

TOP 3 REASONS

TO ENTER THE ESSAY-WRITING CONTEST

1. All-expense-paid trip to Washington, D.C., compliments of Roughrider Electric Cooperative
2. A whole week to visit unforgettable historic monuments, museums and the U.S. Capitol
3. A learning experience you'll never forget



JUNE 20 TO 26, 2020



Maintenance is the key to system reliability

While linemen may spot a tipped insulator or cracked crossarm brace from the road, they may not see other potential problems that could be more visible if viewed from another direction or angle.

On Oct. 31 and Nov. 1, line patrol began by helicopter. Substation and Transmission Maintenance Manager Joe Volk joined pilot Monte Myers to fly portions of Roughrider's transmission system. They completed the Hazen and Beulah areas, and started in Dickinson and Killdeer before weather conditions deteriorated and impaired visibility. They plan to complete those areas in early December, as well as the

Badlands and South Heart areas, as conditions allow.

Rather than climbing each pole to look for worn or weathered parts, your electric co-op has also begun utilizing a helicopter for line patrol. This allows us to inspect every mile of line more efficiently because some transmission line is off the beaten path. It also allows us to get a much closer look at the infrastructure, and once potential problems are noted, focus on making system improvements.

"It is a lot easier to see problems on the poles when you're up in the helicopter. You can see things from a bird's-eye view," Volk says.

When potential problems were

noted, Volk documented them on system maps and shared the information with the operations department. Maintenance will be scheduled and performed in the coming months as weather permits.

Doing maintenance like replacing insulators and tightening bolts on a sunny day, rather than fixing an outage in the middle of the night, benefits you and your cooperative.

Roughrider Electric Cooperative is committed to providing safe, affordable and reliable electric system, and preventative maintenance including helicopter patrol is one of the many proactive ways we are strengthening our power system. ■



PHOTO BY SHAWN OLSON

Roughrider line crews patrol power lines

As time allows, Roughrider Electric Cooperative line crews patrol power lines and poles, concentrating on certain areas of our system. They look for possible line maintenance issues, safety hazards or other problems that may affect the distribution lines that bring power to your home or business.

Line crews are currently patrolling lines throughout the system. Because power lines are on and off the beaten path, you may see employees in a Roughrider truck, an all-terrain vehicle or a snowmobile. When you see them out and about, thank them! They are doing preventative maintenance to strengthen the power system and make sure it is safe. ■



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



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TAKE THE BRRRR OUT OF STARTING A COLD VEHICLE

Will your vehicle start Monday morning when it's 30 degrees below zero? When your vehicle doesn't start due to frigid temperatures, it can be frustrating. That's why most North Dakotans use an engine block heater on their vehicles. Engine block heaters keep your vehicle's motor warm, allowing an easy start on those cold mornings. But there are some considerations when using an engine block heater. Roughrider Electric Cooperative offers these tips:

- Don't overload a circuit by plugging your engine block heater into just any outlet. A simple formula will help you decide how many watts one circuit can handle. Divide the wattage of the engine block heater by 120 volts to find out how many amps will be used. If you plug a 640-watt engine block heater into a 120-volt outlet, you are using 5.33 amps. Circuit breakers are rated in amps, so make sure the circuit has enough amps to carry the additional load. It might be best to use an exterior outlet that is protected by one circuit breaker and has ample capacity.
- If the engine block heater has a three-prong plug, don't alter it. Always leave the plug intact and attach extension cords correctly.
- If you use an extension cord outdoors, make sure it is a heavy-duty extension cord rated for outdoor use.
- Warming your engine all night and sometimes all day can use a significant amount of electricity. For better energy efficiency, purchase a timer for your block heater. A timer allows you to automatically turn the engine heater to on-and-off intervals according to your specifications. ■