

# ROUGH RIDER NEWS

ELECTRIC COOPERATIVE

## Need help with your energy bills? **LIHEAP is here!**



While the fall weather settles in, Roughrider Electric Cooperative members will be faced with cooling temperatures, and even colder temperatures in the coming months. For some, anticipation of the winter months causes stress and anxiety, as they wonder how to make ends meet. Thankfully, there is a program to help members.

The Low Income Home Energy Assistance Program (LIHEAP) can assist Roughrider Electric's low-income and eligible individuals with heating and insulation costs in the winter. Through the N.D. Department of Human Services, human service zone offices and Community Options, individuals can be helped with a variety of services when it comes to heating assistance.

### Services offered

LIHEAP offers a variety of service assistance. Not only can the program help curb the costs of your heating and cooling bills, it can also help households with weatherization to make homes more energy efficient.

"For example, if someone lives in a 100-year-old home, with outdated windows, we might be able to help them with the costs of installing new windows, therefore making the home more energy efficient, and reducing their electricity bill," noted Shannon Rolandson, outreach specialist at Community Options.

The assistance program may also help with the costs of furnace and chimney cleaning, emergency assistance and energy cost reduction devices.

"It is important to remember this program is not only for homeowners," Rolandson said. "LIHEAP also assists with low-income renters as well."

### Apply for LIHEAP

LIHEAP eligible members can apply from Oct. 1 through May 31.

"Some individuals can be referred to the program, but anyone is welcomed," Rolandson said. Upon applying for LIHEAP, an outreach specialist will visit your home and assist you in gathering necessary documentation for the service. From there, an application will be sent into the state for review and the results will be provided within a week or two.

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## What's inside:

- Manager's message: Matter of principle
- Apply for the Youth Tour
- Safety Starts with ME: Brad Quenette

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“I wish more people knew the program was available,” Rolandson said. “We often hear, ‘This won’t apply to me’ or ‘I will just get denied,’ but if you need help, please contact us and we will work with you. It doesn’t hurt to apply.”

Last year, Community Options processed a total of 548 applications, with 433 approved for LIHEAP. If you, or someone you know, would like to apply,

visit your local human service office for more information.

Applications will be accepted from Oct. 1 through May 31 and can be found online at [www.applyforhelp.nd.gov](http://www.applyforhelp.nd.gov) or by request at the local human service zone office or Community Options office.

**For more information, visit our website: [www.roughriderelectric.com/heating-assistance](http://www.roughriderelectric.com/heating-assistance).**

Roughrider North Human Service Zone serving Billings, Dunn, Golden Valley, Hettinger and Stark counties

**Billings/Golden Valley office**

67 First Street SE  
P.O. Box 279  
Beach, ND 58621  
701-872-4121

**Dunn County office**

205 Owens St.  
Manning, ND 58642  
701-573-5385

**Stark County office**

2680 Empire Rd., Suite A  
Dickinson, ND 58601  
701-456-7675

**Hettinger County office**

309 Millionaire Ave.  
Mott, ND 58646  
701-824-3276

Dakota Central Human Service Zone serving McLean, Mercer, Oliver and Sheridan counties

**McLean County office**

712 Fifth Ave.  
P.O. Box 70  
Washburn, ND 58577  
701-462-3581

**Mercer County office**

P.O. Box 70  
Washburn, ND 58577  
701-462-3581

**Oliver County office**

P.O. Box 70  
Washburn, ND 58577  
701-462-3581

**Sheridan County office**

P.O. Box 70  
Washburn, ND 58577  
701-462-3581

## Board meeting highlights

**When, where and who:** The board of directors of Roughrider Electric Cooperative met at Roughrider Hazen office on Aug. 26.

**Minutes of the previous meeting:** The board reviewed and approved the minutes of the July 29 meeting.

**Co-general managers’ report:** Travis Kupper presented the co-general managers’ report.

**Reorganization of the board:** The board held its annual reorganizational meeting in accordance with the bylaws. In summary, the following officers were elected, President Greg Steckler; Vice President Roger Kudrna; Secretary Troy Sailer; and Treasurer Bruce Darcy.

**Board member reports:** Attendees at the meetings over the past month reported to the board.

**CFO report:** Alex Craigmile presented the board with a summary of financial reports, which were accepted by the board.

**Strategic planning prep:** A PACE study was reviewed and discussed in detail.

**Operations report:** Jason Bentz provided the board with additional information on his written report regarding the construction update of the Snowy River Substation.

Manager's message:

# It's a matter of (co-op!) principles

ACE Hardware, State Farm, REI, Land O'Lakes and Roughrider Electric Cooperative all share something in common: We're all cooperatives.

We may be in different industries, but we all share a passion for serving our members, and helping our communities to thrive. In fact, all cooperatives adhere to the same set of seven principles that reflect our core values of honesty, transparency, equity, inclusiveness and service to the greater community good.

October is National Co-op Month, so this is the perfect time to reflect on these principles that have stood the test of time, but also provide a framework for the future. Let's take a look at the first three cooperative principles.

## **Voluntary and open membership**

Just like all co-ops, Roughrider Electric Cooperative was created out of necessity – to meet a need that would have been otherwise unmet in our community. So, a group of neighbors banded together and organized our electric co-op, so everyone in our community could benefit. For a modest membership fee to the co-op, any farmer could get electricity brought to the farm. Neighbors came together to tackle a problem they all had, but couldn't solve alone. They worked together for the benefit of the whole community, and the newly established electric lines helped power economic opportunity in our community.

While this history may be forgotten, key parts of that heritage remain – the focus on our mission and serving the greater good. In this, we include everyone to improve the quality of life and economic opportunity for the entire community. Membership is open to everyone in our service territory, regardless of race, religion, age, disability, gender identity, language, political perspective or socioeconomic status.

## **Democratic member control**

Our co-op is well suited to meet the needs of our members, because we are locally governed. Each member gets a voice and a

vote in how the co-op is operated, and each voice and vote are equal. Roughrider Electric's leadership team and employees live right here in the community. Our directors, who help set long-term priorities for the co-op, also live locally along co-op lines. These board members have been elected by neighbors just like you. We know our members have a valuable perspective, and that's why we are continually seeking your input and encourage you to weigh in on important co-op issues and participate in co-op elections.

Our close connection to this community ensures we get a firsthand perspective on members' priorities, enabling us to make more informed decisions on long-term investments.

## **Members' economic participation**

As a utility, our mission is to provide safe, reliable and affordable energy to our members. But as a co-op, we are also motivated by service to the community, rather than profits. Members contribute equitably to, and democratically control, the capital of Roughrider Electric. At least part of that capital remains the common property of the cooperative. Members allocate surpluses for co-op programs, initiatives, capital investments and supporting other activities approved by the membership.

Because we are guided by seven cooperative principles, it's not just about dollars – it's about opportunity for all and being fair when engaging with our members. The cooperative way is a values-based business model.

Roughrider Electric is a reflection of our local community and its evolving needs. We view our role as a catalyst for good and making our corner of the world a better place.

And by the way, that is a glance at the seventh co-op principle, "concern for community," which I'll elaborate on in next month's column. ■



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

### ESSAY QUESTION:

*If chosen as a Youth Tour delegate, you will be traveling 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?*

### TOP 3 REASONS

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



- 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 any questions, please contact Brad Quenette, Roughrider Electric, at 800-748-5533 during regular business hours.
- The deadline is Jan. 20, 2023. You can email entries to Brad Quenette at [bquenette@roughriderelectric.com](mailto:bquenette@roughriderelectric.com) or mail a hard copy to: Youth Tour Essay Contest, 800 Highway Dr., Hazen, ND 58545-4737.



CHECK OUT THE ESSAY CONTEST GUIDELINES AT

<https://www.roughriderelectric.com/youth-tour>

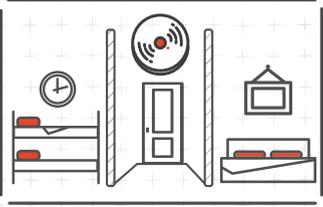
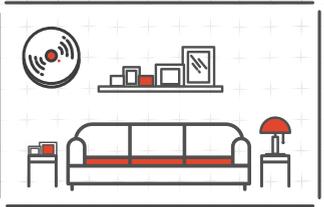
# SMOKE ALARMS SAVE LIVES

According to the **National Fire Protection Association**, an average of **1,450 fire deaths** occur every year in homes with missing or non-functioning smoke alarms.

   **2/3** fire deaths occur in homes with missing or non-functioning smoke alarms.



## INSTALL SMOKE ALARMS IN:

<p><b>Every bedroom</b></p>	<p><b>Outside each sleeping area</b></p>	<p><b>On every level of your home, including basement</b></p>
		
<p><b>On levels without bedrooms, install in living room, den or family room</b></p>	<p><b>Install near stairways leading to upper levels</b></p>	<p><b>Install smoke alarms 10 feet from cooking appliances to minimize false alarms</b></p>
		



Use **interconnected smoke alarms** for additional safety and early warning



**Low pitch sound and vibration smoke alarms** are available for those who are **hard of hearing**



**DO NOT INSTALL** near windows, doors or ducts



**NEVER** paint smoke alarms

## REMEMBER TO:

**TEST** smoke alarms monthly

**CHANGE** battery yearly

**REPLACE** alarm every 10 years



## Safety Starts with ME: Brad Quenette

Fraudsters are always on the prowl to see who they can scam out of money and valuable information. A common group of victims they target are consumers of essential day-to-day utilities, such as electricity, water and gas.

“As technology evolves, so do fraudsters’ tactics,” said Brad Quenette, Roughrider Electric Cooperative’s member services manager. “It is important to recognize these tactics to prevent yourself from being the next victim of a scam.”

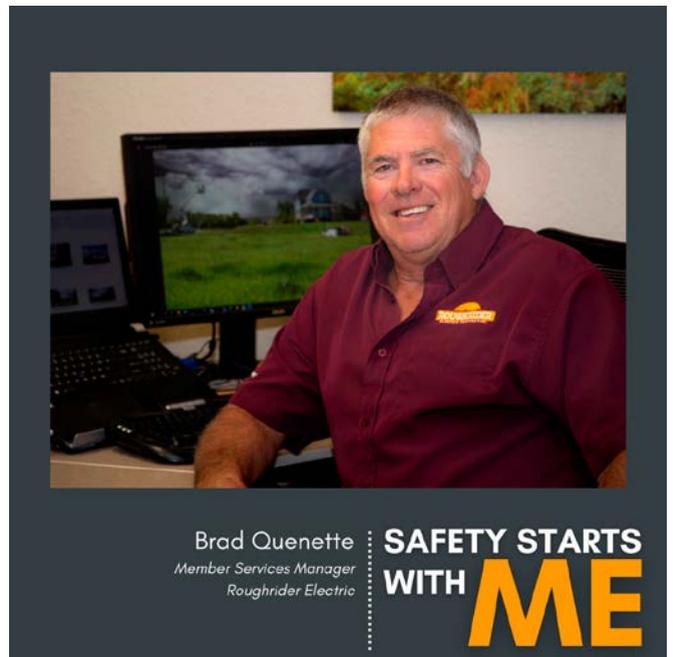
### Common types of scams

Imposter scams are the No. 1 type of fraud reported to the Federal Trade Commission. A scammer may claim you are overdue on a bill and threaten to disconnect your service if you do not provide payment information immediately. This type of scam can be via phone call, text, email or even in person.

Another common scam, known as the “refund tactic,” is when an imposter claims you were overcharged on your previous bill and needs your information to “refund you.” They make it sound easy. With just a click of a button, you will be prompted to input financial and personal information. Rather than being refunded, however, the scammer will drain your bank account and use any valuable personal information for identity theft.

“If this happens to you via phone call, simply hang up,” Quenette said. “If a fraudster attempts to reach you via text or email, delete the message immediately before taking any action. And if you feel you are being scammed by a Roughrider imposter, give us a call at 800-748-5533.”

If you have any concerns or questions with your bill, you can also check your account on the SmartHub app. You can download SmartHub on your cellphone or access it



through our website.

### Defend yourself from scams.

- Be wary of texts and calls from unknown numbers.
- Be wary of unfamiliar or suspicious-looking emails.
- Be suspicious of an unknown person claiming to be a Roughrider Electric employee who is asking for personal or financial information.
- Never let anyone into your home, unless you have a scheduled appointment or reported a problem. When in doubt, call 800-748-5533 if you have concerns.

“At Roughrider Electric Cooperative, we want to provide you with electricity as well as protect your livelihood,” Quenette said. “Please take this information into consideration to avoid being the next victim of a utility scam.” ■

## DON'T LET HALLOWEEN BE SCARY!

It's time to decorate your yard and home, as ghosts and goblins plan their invasion of the neighborhood for treats.

As you light Halloween night with elaborate decorations, Roughrider Electric Cooperative recommends some important safety tips:

Outdoors, use only lights and cords rated for outdoor use.

Always unplug lights before going to bed or leaving your home.

Keep electric cords out of high-traffic areas.

Do not attach cords or lights to metal objects.

Don't staple or nail through light strings or electrical cords.

Before plugging in the lights, check each string for broken sockets, frayed cords or faulty plugs. Replace damaged strings.

**A SAFE CELEBRATION IS THE BEST CELEBRATION, AND FOLLOWING BASIC ELECTRICAL SAFETY GUIDELINES WILL HELP YOU AVOID REAL SCARES AND KEEP YOUR MEMORIES "BOO-TIFUL" AND FUN.**

## Heating season is here! Is your electric meter breaker on?



**Members, if your home has a sub-meter for the separately metered electric heat rate, please make sure your heat meter breaker is turned on inside your electric panel.** If you have a heat meter, please make sure the breaker to the meter is turned on all year, to ensure we receive meter readings. If the breaker is off, your electric heat kilowatt-hour usage will not be billed correctly. The separately metered heat rates run Oct. 1 through April 30.

If you have a heat meter, please make sure the breaker to the meter is turned on all year, to ensure we receive meter readings. If the breaker is off, your electric heat kilowatt-hour usage will not be billed correctly. The separately metered heat rates run Oct. 1 through April 30.



# Focused on YOU.

Electric cooperatives were created to serve their members. Because we're a co-op, we're able to adapt to our community's unique needs. That's the power of co-op membership.

OCTOBER IS NATIONAL CO-OP MONTH



[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 in the drop boxes located at Dickinson City Hall, 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  
Darell Herman; Beulah ..... 873-4371  
William Retterath; Center ..... 794-8729  
Arnold Kainz; Dickinson ..... 483-8207  
Dan Price; Hensler ..... 794-3779  
Callen Schoch; New England ..... 290-3836

#### MANAGEMENT

Don Franklund ..... Co-GM/CEO  
Travis Kupper ..... Co-GM/CEO



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