

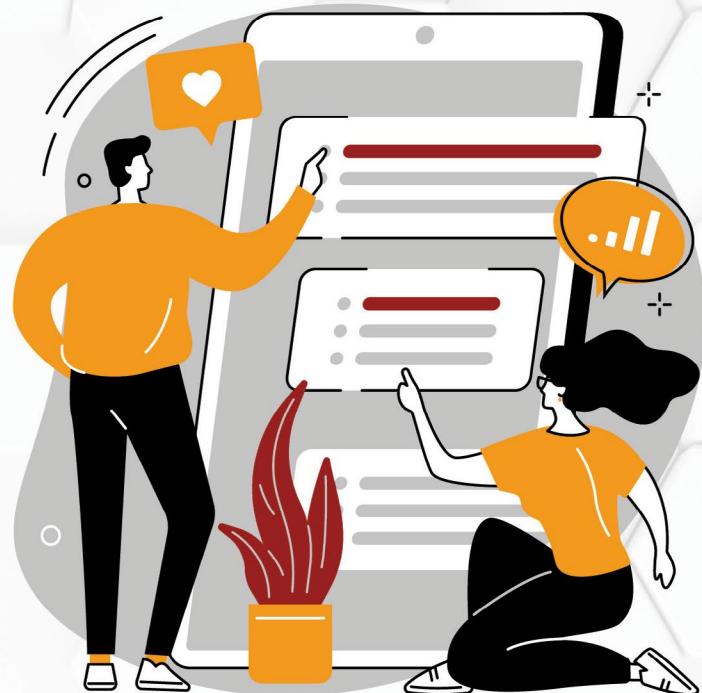
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WE WANT TO HEAR FROM YOU!

Your voice, your impact!

Participate in our member satisfaction survey and play a vital role in shaping the future of our services. Read more about the member satisfaction survey on C2.



MANAGER'S MESSAGE:

We want your feedback



Jason Bentz

Co-General Manager/
CEO

At Roughrider Electric Cooperative, everything we do begins with you, our members. Your feedback helps shape the way we serve you and plan for the future. That's why we're inviting you to take part in our member satisfaction survey, which only occurs every two years.

We encourage you to take a few minutes to complete the survey, which will be included in your February

billing statement. If you prefer, you can also complete it online. Instructions for both options will be included. Whether you choose to respond by mail or online, your voice will be heard, and you will not receive a follow-up phone call asking for survey participation.

Those who participate in the survey and provide their name will be entered in a drawing to win two Medora Musical tickets.

The short survey gives you the opportunity to tell us how we're doing and where we can improve. The

survey only takes a few minutes, but the impact is long-lasting. We use this data to guide improvements in areas that matter most to you. It also helps us make smart, member-focused decisions.

One example of how your feedback makes a difference is based on the 2024 member survey. We have implemented an e-newsletter, which was indicated as a preferred method of communication from our membership.

We also want to remind you the survey also includes four questions that help us measure our performance through the American Customer Satisfaction Index, which is used across the industry as a benchmark for member experiences.

The better we understand your needs, the better we can serve you, not just today, but in the years ahead. We truly value your time and your input. By sharing your thoughts, you're helping us shape the future of our service. ■



WE WANT TO HEAR FROM YOU, OUR MEMBERS!

Your voice, your impact! Participate in our member satisfaction survey and play a vital role in shaping the future of our services. Complete the survey by filling out the paper copy included with your February bill, visit our website, roughriderelectric.com, or scan the QR code.



Paper and online surveys will be accepted through March 1.

JOIN ROUGHRIDER ELECTRIC FOR THE CAREER TOUR

JUNE 24-25



**FROM COAL MINES TO WIND TURBINES, POWER PLANTS TO COOPERATIVES
DIVE INTO THE HEART OF NORTH DAKOTA'S ENERGY SECTOR**

ENERGY TOUR



This tour offers experiences and expert insights that will broaden your understanding of energy production and distribution. The tour will also introduce you to professionals who are shaping the future of energy in our state. Learn about different career paths and the pivotal role you could play in powering tomorrow's world.

WHO CAN ATTEND?



- 2025-26 high school juniors, sophomores and freshmen who are interested in exploring careers in energy.
- Students who are curious about the diverse opportunities within North Dakota's energy sector.
- Open to Roughrider Electric members, and non-members!

LEARN MORE



Limited spots available. Learn more by visiting roughriderelectric.com/career-tour. The application deadline is May 1.

MESSAGE FROM OPERATIONS: **Navigating rising infrastructure costs**



Shawn Olson

Chief of Staff/
Operations Manager

The past five years have been a period of rising costs for everyone, including the electric utility industry. Increased costs are a result of soaring demand for electricity, supply chain challenges, material shortages and increased labor costs. The impact beyond increased infrastructure costs includes more unpredictable timelines.

Roughrider Electric Cooperative uses a multi-year work plan, which allows for ample time to order and secure materials for upcoming

projects. Along with cooperatives across the country, Roughrider Electric has not been excluded from the supply chain and material challenges. For instance, the cost of transformers and regulators has doubled in the last three years. Additional regulators had a lead time of four months, but now we order them two years in advance, and those lead times have slipped even further. Uncertainty in the supply

chain causes the operations team to step back and reevaluate projects to ensure time and money are efficiently utilized.

Impacts can be seen all the way down to equipment and materials used by crews every day. Bucket trucks have seen price increases. In 2021, they cost around \$160,000, and the same bucket truck now costs \$221,000 with a 3-year lead time. The price tag on a common 40-foot wood utility pole has increased from \$507 in 2020 to \$812 in 2025.

Due to increasing prices and lead times, we know it is important to plan and adapt to changes. Thankfully, we have an effective team of operations personnel and engineers who work efficiently to ensure co-op projects continue, so we can deliver reliable electric services to our members.

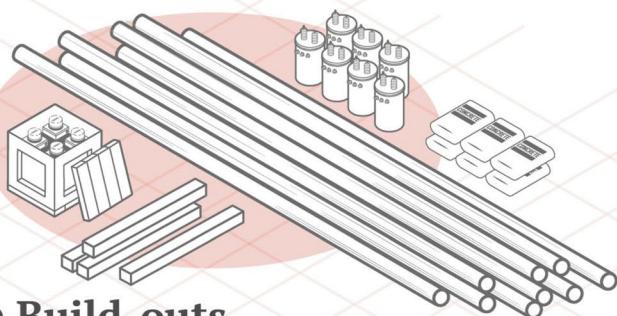
We understand prices for essentially everything are rising, which puts a strain on everyone. As Roughrider Electric navigates rising industry costs, we work closely with our CEO/Co-General Managers and board of directors to explore ways to manage costs for you, our members, while ensuring the reliability of your electric service. ■



PRICE INCREASE SINCE 2020 INCLUDE:

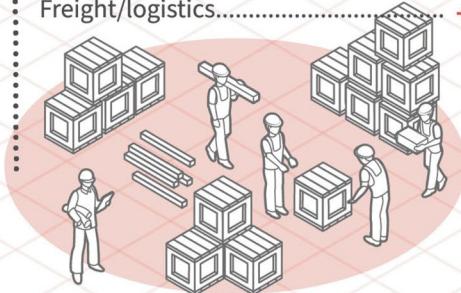
● Infrastructure

Utility poles (wood, steel, composite)	+25-40%
Crossarms & braces (steel/wood)	+20-35%
Conductor wire (aluminum/copper)..	+30-50%
Transformers.....	+70-100%
Grain-oriented electrical steel.....	+80-100%
Oil/dielectric fluids.....	+25-40%
Copper wiring.....	+50%
Concrete.....	+25-35%
Smart meters.....	+20-35%
Pad-mounted switchgear.....	+25-40%
Circuit breakers/reclosers.....	+20-35%



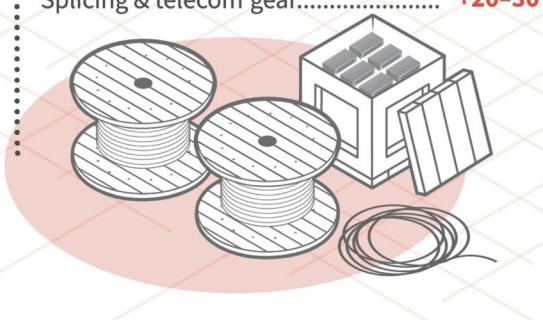
● Build-outs

Utility construction labor.....	+20-40%
Freight/logistics.....	+30-60%



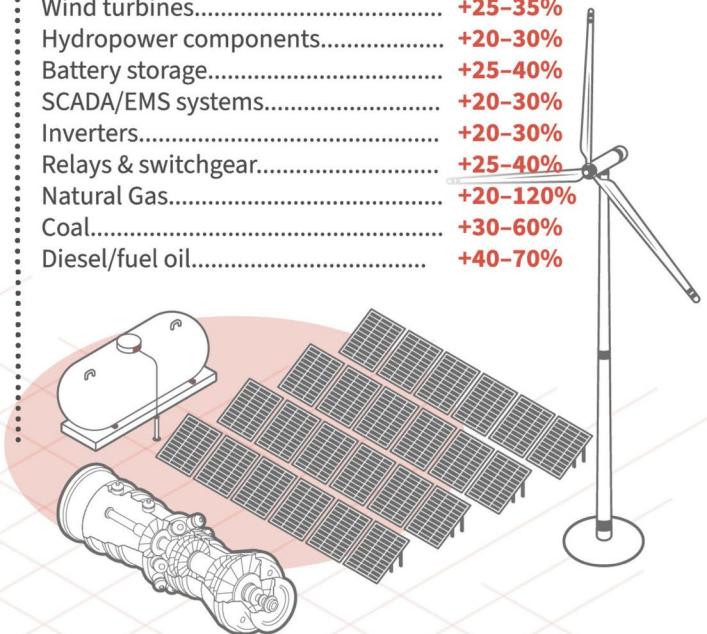
● Broadband

Fiber-optic cable.....	+25-40%
Splicing & telecom gear.....	+20-30%



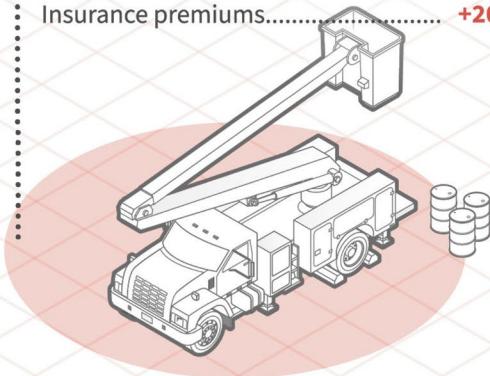
● Generation

Diesel gensets.....	+20-40%
Gas turbines.....	+20-30%
Solar PV systems.....	+25-35%
Wind turbines.....	+25-35%
Hydropower components.....	+20-30%
Battery storage.....	+25-40%
SCADA/EMS systems.....	+20-30%
Inverters.....	+20-30%
Relays & switchgear.....	+25-40%
Natural Gas.....	+20-120%
Coal.....	+30-60%
Diesel/fuel oil.....	+40-70%



● Fleets

Light trucks.....	+25-40%
Bucket trucks, digger derricks	+20-50%
Fuel costs (especially diesel).....	+20-30%
Maintenance.....	+15-25%
Insurance premiums.....	+20%



Sources: BLS; energynews.com; Reuters; Wood Mackenzie; NREL; IEA

MESSAGE FROM MEMBER SERVICES: **Nominating committee process and information**



Larissa Eslinger

Manager of
 Member Services

As we prepare for our annual meeting scheduled for June 3 in Hazen, we would like to share information regarding board positions up for election within Roughrider Electric Cooperative.

At the 2026 annual meeting, the following positions will be elected:

- **Western District:** Currently held by Arnold Kainz, Dickinson
- **Central District:** Currently held by Greg Steckler, Dunn Center
- **Eastern District:** Currently held by Dan Price, Hensler

The Roughrider Electric Cooperative board of

directors appointed a Nominating Committee at its Dec. 19, 2025, board meeting. The Nominating Committee consists of Gerald Buresh, Dickinson, Eugene Kinzel, Dickinson, Gerald Binstock, Dickinson, David Twist, Manning, Robert Fitterer, Golden Valley, Don Buck, Zap, Ryan Wolf, Hazen, Randy Becker, Beulah, and Cole Price, Stanton. The committee met for the first time Jan. 16 in Dickinson, and the final meeting will be Feb. 20 in Hazen.

If you or someone you know is interested in running for a director position, contact the Nominating Committee or the Roughrider Electric office. Nominations are due to the nominating committee by Feb. 20. ■

**Roughrider Electric Cooperative
 Annual Meeting
 June 3 – Hazen**

Nomination process

To comply with Rural Utilities Service requirements, we must provide each member with a summary of the bylaws on the nomination process prior to the nomination of candidates for board positions. Following is the bylaw section on nominations:

SECTION 4. Nominations.

(a) A Nominating Committee shall be selected by the Board of Directors in time for its first meeting to be held before the annual meeting of members in 2009 and for each annual meeting of members thereafter. The Nominating Committee shall consist of an equal number of members from each of the Cooperative's districts and a minimum of two members from each district shall be selected. No member of the Board of Directors may serve on the Nominating Committee. The Board of Directors shall establish rules for the conduct of and arrange for the meeting of the Nominating Committee. The Secretary shall notify the members of the Nominating Committee in the manner provided by Article II, Section 4.3 delivered at least fifteen days before the date set for the Committee meeting. From and after 2009, the Nominating Committee shall meet at least sixty days before the annual meeting of members to nominate at least one qualified candidate for each directorship for which there is a vacancy to be filled by a vote of the members. Upon conclusion of the meeting, the Nominating Committee shall cause a list of nominees for Directors to be posted at the principal office of the Cooperative.

(b) By petition, any fifteen or more members of the same district acting together may make other nominations for each directorship in that district for which there is a vacancy to be filled by a vote of the members, provided that the petition is filed with the Secretary not less than ninety (90) days prior to the annual meeting of members. The Secretary shall cause to be posted such nominations at the same place where the list of nominations made by the committee is posted.

(c) The Secretary shall cause to be mailed, with the notice of the annual meeting of members, or separately but at least fifteen days before the date of the meeting, a statement of the number of Directors to be elected and the names and addresses of the candidates, specifying separately the nominations made by the Nominating Committee and also the nominations made by petition, if any.

(d) Unless voting by mail or remote electronic means for directorships has been approved, the President, acting as Chairman of the meeting, shall invite additional nominations from the floor and nominations shall not be closed until a reasonable time has passed during which no additional nominations have been made. No member may nominate more than one candidate at any single annual meeting of members. If extenuating circumstances exist, nominations from the floor may be accepted even though voting by mail or electronic means has occurred. ■

SAFETY STARTS WITH ME: Snow removal around electrical equipment



Tyler Phelps
Line Superintendent

Winter is here. As wind, snow and ice conditions continue, members break out their shovels and snowblowers once again. While removing snow and ice, it is important to keep any electrical equipment Roughrider Electric Cooperative may have on or near your property in mind.

Equipment, such as meters, pad-mounted transformers, commonly known as the big green box, or even overhead lines, are typically located

near snow removal sites such as homes, shops and businesses.

"Keeping areas like your meter and pad-mounted transformers on your property clear of snow and ice helps us act quicker in the event of an outage," says Tyler Phelps, line superintendent. "But it is important to do so safely."

Here are a few tips to keep in mind this winter as you remove snow:

- **Locate electrical equipment:** Before a heavy snowfall, mark the location of electrical equipment with flags to easily see it when removing snow.
- **Be gentle when clearing snow:** Always use a shovel to clear snow around electrical equipment. Never use a snowblower or plow directly against it.
- **Maintain clearance:** Ensure a safe distance is carefully cleared around pad-mounted transformers, which is typically at least 10 feet in front and 3 feet on the sides.
- **Be aware of overhead lines:** Be mindful of overhead power lines, especially when removing snow from roofs. Never attempt to remove ice from power lines.
- **Report damage:** If you notice any damage to electrical equipment due to snow removal, contact our office as soon as possible. Do not try and fix the damage yourself.

Keeping these tips in mind will help Roughrider Electric ensure safe and reliable electrical services continue to power your homes and businesses. Please remember, if you notice any damage to electrical equipment, contact our office as soon as possible at 800-748-5533. ■

PERBIX PROMOTED TO BUSINESS MANAGER

Roughrider Electric Cooperative is proud to announce the promotion of Michaela Perbix to the position of business manager.

Perbix has been with Roughrider Electric for eight years. As the business manager, Perbix will be overseeing the accounting and member service departments.

"Michaela has consistently demonstrated exceptional leadership, accountability and dedication to Roughrider Electric," said Shawn Olson, Operations Manager and Chief of Staff at Roughrider Electric. "She takes ownership of her responsibilities and approaches every challenge with professionalism and a solutions-focused mindset."

Perbix has recently graduated from NRECA's Management Internship Program completing a project that will benefit the Roughrider Electric membership.

"I am deeply appreciative of this new opportunity and look forward to continuing to contribute serving our members in this new role," said Perbix.



Roughrider Electric board meeting highlights Nov. 21, 2025

The meeting of the board of directors of Roughrider Electric Cooperative was held on Nov. 21, 2025, at Roughrider Electric's Dickinson office. The meeting was called to order at 12:45 p.m. MT (1:45 p.m. CT). A quorum was present. Also attending were co-General Managers/CEOs Travis Kupper and Jason Bentz, CFO Alex Craigmire, Chief of Staff/Operations Manager Shawn Olson, Director of Key Accounts and Member Services Leonard Hibl, Legal Counsel Jennifer Grosz and Board Liaison Connie Hill.

Consent agenda: Amendments were proposed to the agenda. The agenda was approved as amended.

Strategic items: Bentz and Kupper presented the co-general managers' report, which included an employee update, load expansion, Upper Missouri Power Cooperative updates and other items. Several additional Basin Electric Power Cooperative reports and board documents were available for review.

Department reports: Craigmire provided a financial report, which included a review of the budget and executive summary. Olson provided an operations report, which included an update on projects crews are working on and future projects. Hibl provided a report, which included community activities, annual meeting and program updates. Chief Information Officer Charlie Dunbar provided a written report. Grosz provided an update on the status on legal topics and projects.

Action items: The board reviewed and resolved various items.

Discussion/general information: The board discussed the preliminary operating budget and other items.

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

Next meeting date: The next meeting is at 10 a.m. CT (9 a.m. MT) on Feb. 27 in Hazen. ■



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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To enable paperless billing through SmartHub, you must log in to your SmartHub account, navigate to *My Profile*, then *My Information*, and select *Update my paperless settings*.



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