

CURRENT NEWS

What's Happening



Nov. 11

Offices are closed for Veterans Day.



Nov. 26-27

Offices are closed for Thanksgiving.



Jan. 1

Operation Round Up application deadline.



Jan. 19

Youth Tour applications are due.

Our offices will be closed for a few holidays this month. Please take note of those dates and plan accordingly.

Cooperative happenings

Youth opportunities available

High school students! Are you ready for a bright year ahead? As a proud member of our community, Roughrider Electric Cooperative is committed to supporting our local schools and empowering the next generation. As the school year progresses, we want to remind you that Youth Tour applications are open and scholarship applications will be opening soon. Visit roughriderelectric.com for more information.

Need heating assistance? Apply for LIHEAP.

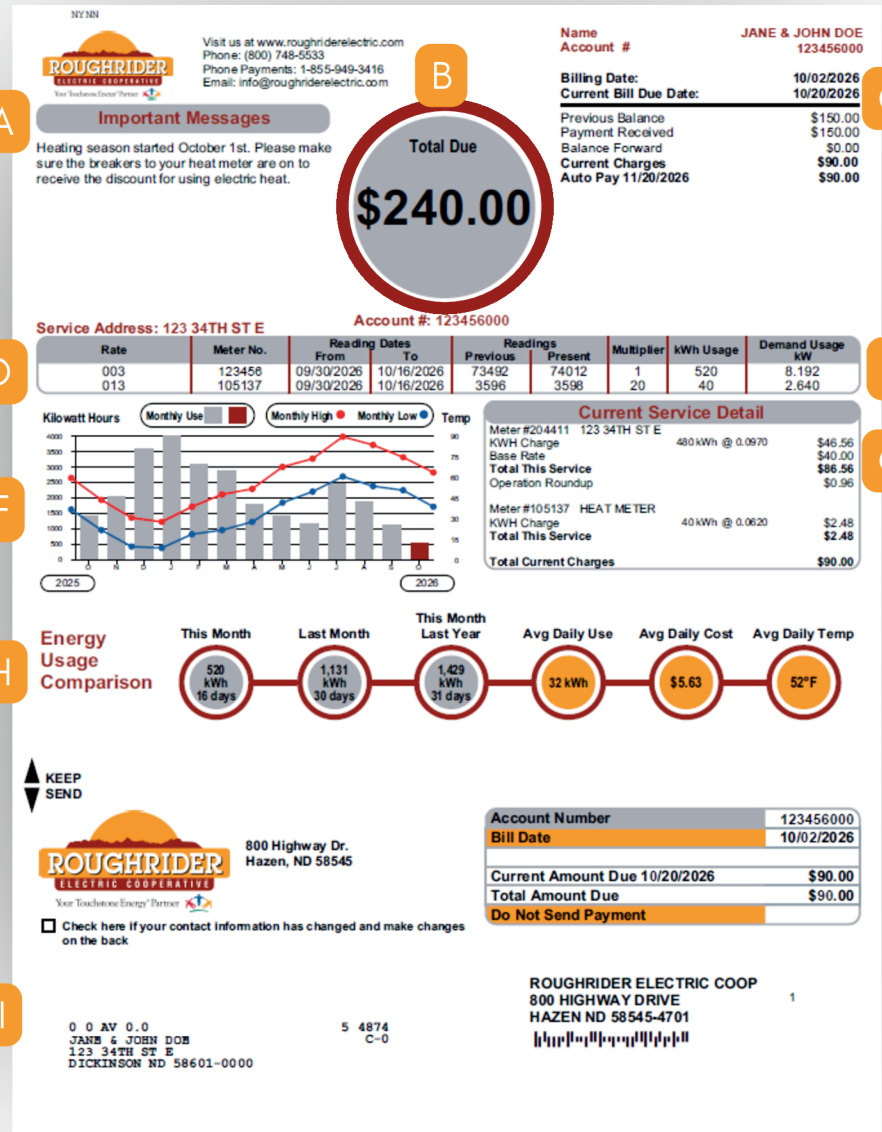
The Low Income Home Energy Assistance Program can help cover heating and weatherization costs for eligible residents. Check with your local human service office for more information regarding these services. Applications are now being accepted year-round and can be found online at applyforhelp.nd.gov or by request at the local human service zone office.

Read this month's issue of *North Dakota Living* and more by scanning the QR code or visiting our website.



HOW TO READ YOUR BILLING STATEMENT

- A** Informational and account level messaging can be found here. Examples include the message listed in this bill sample, annual meeting dates, and other important information.
- B** The total account balance bubble features an account balance as well as the due date, or autopay date.
- C** The bill summary contains the billing date, when the current charges are due, the previous balance, when a payment was received, any past due balance, the current charges for this billing period, and the total account balance.
- D** This table details specific meter information including which rate class the meter is in, the meter number, reading dates, the previous kWh reading, current kWh reading, multiplier, and the usage for the billing period.
- E** A demand reading on an electric bill indicates the highest amount of power (kW) used by a member during a specific time, often measured in 15 or 30-minute intervals.



The above example bill is subject to minor changes.

- F** This chart details the past 13 months of usage and the monthly high and low temperatures throughout those months. Usage is represented with the grey and maroon bars, and temperature is shown as red(high) and blue(low) lines.
- G** Here, you'll find information about your current service, including a breakdown of charges. **One recent update is how your heat meter information appears on your bill. You will continue to receive a 3.5¢ per kWh discount for using your heat meter. This discount is now applied upfront, and your bill shows only the remaining kilowatt (kWh) charge. While this may look different than before, your discount has already been included and your overall benefit has not changed.**
- H** A key feature of the bill is the energy usage timeline that details the kWh usage and the number of days calculated for this month. In the next bubble members can compare their usage quickly with how much kWh they used last month, and then a yearly comparison with this month last year.
- I** If you're paying by check, tear off and send in this section so our customer service representatives know which account to credit.

More billing information and details can be found on your SmartHub account.