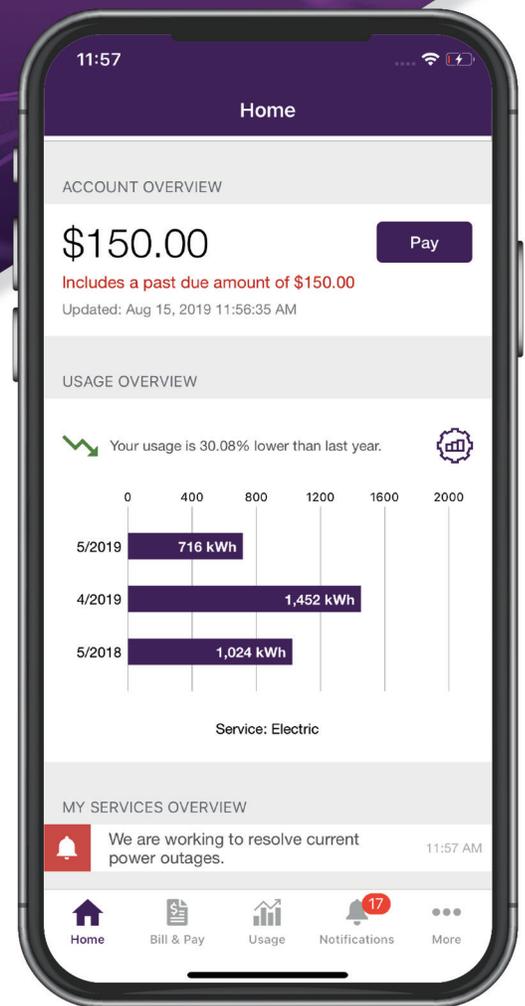


The Nodak Neighbor

November-December 2019
Official Publication of Nodak Electric Cooperative
www.nodakelectric.com

A Touchstone Energy® Cooperative 



New look.
New experience.
Same SmartHub.

Manage your account like never before with the new, improved SmartHub. The enhanced app design is here now! Usage details are right up front, allowing you to monitor your account quickly and easily. The same SmartHub features – view and pay your bill, contact us quickly and easily – are available at the tap of a button with the new SmartHub.

SMART MANAGEMENT. SMART LIFE. SMARTHUB.

The Nodak Neighbor

Official Publication of the
Nodak Electric Cooperative, Inc.

746-4461 or 800-732-4373

www.nodakelectric.com

The Nodak Neighbor (USPS 391-200) is published six times a year, February, April, June, August, October and December for \$1.00 per year by the Nodak Electric Cooperative, Inc., 4000 32nd Ave. S., Grand Forks, N.D. 58201-5944. Periodicals postage paid at Grand Forks, N.D., and additional mailing offices. POSTMASTER: Send address changes to NODAK ELECTRIC COOPERATIVE, INC., P.O. Box 13000, Grand Forks, N.D. 58208-3000.

Volume 69, No. 6
November-December 2019
Officers and Directors

Chairman of the Board..... Luther Meberg
Vice Chairman..... Les Windjue
Secretary/Treasurer..... David Kent
Directors..... Dave Brag, David Hagert,
Pete Naastad, Cheryl Osowski,
Paul Sigurdson and Steve Smaaladen
President & CEO..... Mylo Einarson
Editor..... Blaine Rekken

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Energy Efficiency TIP OF THE MONTH

Heating requires more energy than any other system in your home, typically making up about 42% of your energy bill. With proper equipment maintenance and upgrades like additional insulation and air sealing, you can save about 30% on your energy bill.

Source: energy.gov

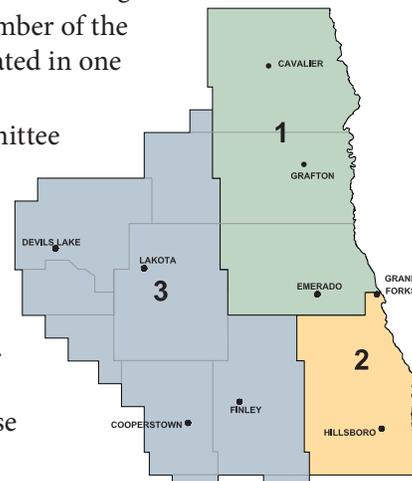
2020 director elections

Nodak Electric Cooperative, Inc. will hold its 80th annual meeting Tuesday, April 14, 2020, at the Alerus Center in Grand Forks, N.D. Election for three positions will be held at the annual meeting.

Members who desire to serve as a member of the Nodak Board of Directors may be nominated in one of two ways:

1. By Nominating Committee. The committee will meet Wednesday, Feb. 19, 2020.
2. By a petition signed by 15 members of Nodak in good standing. The petition must be submitted to Nodak's office 45 days prior to the annual meeting (Friday, Feb. 28, 2020).

If you are interested, or would like to know which district you reside in, please contact Nodak's office at 701-746-4461 or 1-800-732-4373 for more information.



Q&A CORNER

Q. *Am I wasting money by keeping my tractor engine block heater plugged in and on all night?*

A. Leaving engine block heaters on all night does waste money and energy. Agricultural producers can cut energy consumption by using an inexpensive timer to turn the heater on and off. Diesel tractor engines generally require one to three hours of heater operation before cold-weather starts, depending on the temperature (-30 degrees for three hours). Many farmers and ranchers leave heaters plugged in overnight. A 1,000-watt engine heater can cost \$150 a season to use (based on 10 hours per night at 10 cents/kilowatt-hour and a 150-day heating season). Operating that same 1,000-watt heater for only two hours each morning will save \$120 a year, which is more than enough to pay for the cost of the timer.



*Mylo Einarson
President & CEO*

Thank you for your membership

“Feeling gratitude and not expressing it is like wrapping a present and not giving it.”

In the spirit of this quote by author William Arthur Ward, I’d like to take this opportunity to express my gratitude for your membership in our electric cooperative. Because of your connection to Nodak Electric, we are able to make our community a better place.

I generally use this space to provide updates on the goings-on at Nodak, and report on the progress of our activities. We share these updates so that all of our member-owners have a window into our priorities, progress and challenges. However, during this season of giving thanks, I think it’s equally important to let you and other member-owners of Nodak Electric know just what impact you have on our co-op and the greater community, likely in ways you may not even realize.

As part of our cooperative business model, one of our core principles is “Concern for Community.” While our priority is always to provide safe, reliable and affordable energy, we view our role in the community as a catalyst for good.

We work with local colleges to award scholarships to future lineworkers, and with local high schools to participate in an annual youth tour where we take our area’s brightest young people to Washington, D.C., for a weeklong immersion to experience democracy in action. The trip is inspirational for many students, and we are both humbled and honored to be part of

this leadership development journey. Ultimately, the larger community benefits from these programs because of you. You empower the co-op through your membership.

As a local business, we have a stake in the communities we serve. That is why we support local activities and work to make a difference in people’s lives through programs like Operation Roundup. Operation Roundup has donated \$933,481 to individuals and organizations in our area since it began in 2000. When you support these efforts, you are supporting our local communities and making them better places to live for everyone.

When you attend co-op events, alert us to problems, or provide suggestions, you help us improve operations and thereby better serve the larger co-op membership.

Because we are locally governed by members of our community, we are able to get a firsthand perspective on community priorities, thereby enabling us to make more informed decisions on long-term investments.

We are thankful that our co-op

board members carve out time to attend important training sessions, participate in planning meetings and keep abreast of industry trends. This investment in time results in better informed advisors that serve the co-op’s interest in a way that our member/owners expect and deserve.

On a more personal note, we appreciate the countless acts of kindness our lineworkers and other employees receive when they are working in severe weather and dangerous conditions. Our employees are thankful for your patience and consideration when we’re trying to restore power during challenging situations and prolonged periods.

Nodak Electric was originally established almost 80 years ago to bring electricity to our area when no one else would. The cooperative is a reflection of our local community and its evolving needs. Together, let’s continue making our corner of the world a better place. We can’t do it without you, and for that, we are thankful for your membership.

Merry Christmas
& HAPPY NEW YEAR
from all of us at Nodak Electric!

*Nodak's offices will be closed
for the following holidays:*
Thanksgiving, Nov. 28 & 29
Christmas, Dec. 24 & 25
New Year's Day, Jan. 1

New look. New experience. Same SmartHub.



Check out the refreshed and enhanced new mobile app!

Nodak Electric Cooperative's SmartHub mobile app provides many features that help you manage your account, from billing and payment info to detailed usage analysis. It's a great tool to help you access your account information on the go.

This past month, Nodak rolled out a new upgrade for the SmartHub mobile application that will help you get to the features you need quickly and efficiently.

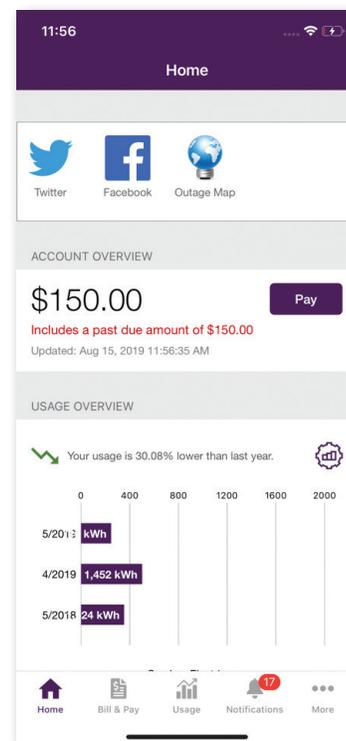
First, you'll notice the mobile app will have a fresh, new look. When you open the app, you'll be able to see your usage analysis right up front, or you can contact us with the click of a button right from the home screen.

Member alerts will also be displayed right on the home screen, making it easy for us to communicate important information to you. Billing, payment and other features are available with one click of a button in a new condensed menu.

Simply log on to your existing SmartHub app for the upgrade, or if you are interested in accessing SmartHub, download it from your favorite app store. We hope these app updates will help provide a more user-friendly and efficient experience. All of the features you love about SmartHub now will still be available, just with a refreshed look and an enhanced user experience.

We are excited about the new changes and hope you check out the app soon! New look. New experience. Same SmartHub.

SmartHub Mobile 3.0 will automatically occur on your mobile devices using at least Android 5.0 or iOS 9.0. Users with a lower version will stay on the current SmartHub mobile version 2.42.



Payment scheduling available in SmartHub.

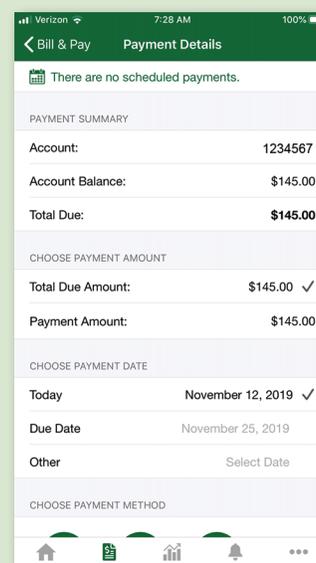
Paying your monthly electric bill is even more convenient on the mobile app! Cooperative members can now schedule their payment in SmartHub. This feature allows users to select one or more days to make a non-recurring payment.

Step by Step Guide:

1. Log in to SmartHub.
2. Click on the 'Pay' icon.
3. On the 'Payment Details' page as shown, in the 'Choose Payment Date' section, click in the field labeled 'Other.'
4. Choose your payment date on the calendar that appears. The amount you enter in 'Payment Amount' field will be applied on the selected date.

Users may also continue with option to choose same day or specified due date for payment.

If you have any questions concerning this new feature or the app, please give our member service representatives a call at 701-746-4461 or 1-800-732-4373.



Ready to respond

Minnkota and its members prepare for winter demand response, estimate normal control hours

Northerners remember the January 2019 polar vortex unkindly – cars that wouldn't start, wind that hurt the skin and dangerous overnight lows.

Fortunately for Minnkota Power Cooperative's service territory of eastern North Dakota and northwestern Minnesota, including Nodak Electric Cooperative, homes and businesses stayed warm as the power stayed on. Energy teams were able to balance overwhelming electricity needs across the region by leveraging the energy market and demand response – a technique that allows a cooperative to temporarily interrupt service to a member's off-peak loads (electric heating, large-capacity water heaters, electric vehicle chargers, etc.) in exchange for a lower electric rate.

"If you have a polar vortex where there's no wind, or the temperatures are so cold that the wind isn't generating, that is going to result in demand response," explained Todd Sailer, Minnkota senior manager of power supply & resource planning. Sailer added that wind generators start to shut down somewhere between 20 and 25 below zero, temperatures that the entire Midwest experienced for multiple days.

"The cold temperatures were over a wider area of the country, which put additional stress on our system. That led to higher electrical needs, which resulted in higher energy costs across the region," Sailer said. "Our demand response program was very helpful in the ability for us to not only man-

age our costs, but also our consumer electricity needs during widespread emergency weather conditions."

Every winter is different, but the planning team projects this year will bring a normal 200-250 hours of estimated demand response. Minnkota is typically able to cover its demand with its own energy resources. However, there are times during planned generator outages, extreme weather events or low wind supply that Minnkota must buy power.

"When the market prices are high, that's when we initiate demand response. We're doing it to keep costs down," Sailer said.

The demand response system was established to avoid building more generation facilities for peak need that only comes a few times a year. That, in turn, keeps rates low for consum-

ers. By being a part of the off-peak load control program, consumers can also take advantage of an even lower electric rate without any disruption in comfort.

Prepare for the heating season

Sailer says those on the off-peak program need to check their backup heating sources to make sure their fuel tanks are full and functioning. Minnkota will run a demand response test in early December, and members should reach out their power providers with any questions or concerns before extreme weather hits.

"The polar vortex showed that you need to make sure your systems are working properly so that when we end up in those events, everybody is able to get through it safely and without too much inconvenience," Sailer said.

NOTICE TO OFF-PEAK MEMBERS

The off-peak program is designed to reduce electric load during peak demand times and pass energy savings on to participating members by controlling electric home heating and water heating equipment.

If during the heating season you experience a control event that seems excessively long or have no hot water, please be sure to give us a call first to determine if further help is needed.

To know if load is being controlled, visit our website at www.nodakelectric.com, click on "Energy Information" from the home page and then the link "Load Management Status". When viewing the Last Switching Status graph, cells that are the color green indicating "on" means there is no load control activity, and red cells with "off" indicate load is being controlled.

If you have any questions, please call 1-800-732-4373 or 701-746-4461.

Slow down and move over

to protect lineworkers this winter

As temperatures plunge below zero and snow covers the region, Nodak Electric Cooperative lineworkers are prepared for the worst Mother Nature can dole out.

Safety is always the focus for our crews when they are restoring power after an outage. Yes, we strive to deliver affordable and reliable electricity to you, but equally important, we want our employees to return home safely to their loved ones. This requires ongoing focus, dedication, vigilance – and your help!

If you're driving on North Dakota roadways, please slow down and move over when you see electric utility vehicles in

operation. Distractions can be deadly. North Dakota law requires motorists to change lanes or slow down when approaching stationary utility and maintenance vehicles with flashing lights activated. This is vitally important during the winter when roadways are routinely covered with snow and ice.

When you're behind the wheel this winter, keep your eyes on the road and please slow down or move over for electrical lineworkers. These lineworkers already work in extremely hazardous conditions, so let's do our part to make their job as safe as possible. These small accommodations help protect our crews – and you!



JUNE 20 TO 26, 2020

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 Nodak Electric Cooperative.
- If you have a question, contact Gretchen Schmaltz, Nodak Electric Cooperative, during regular business hours.
- The deadline is Jan. 31, 2020. You can email entries to Gretchen Schmaltz at gschmaltz@nodakelectric.com or mail a hard copy to: Youth Tour Essay Contest at 4000 32nd Ave. S., PO Box 13000, Grand Forks, ND 58208-3000.

TOP 3 REASONS

TO ENTER THE ESSAY-WRITING CONTEST

1. All-expense-paid trip to Washington, D.C., compliments of Nodak 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

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.ndyouthtour.com

Contact Gretchen Schmaltz
at 701-795-4461

Hear the **BEEP** where you **SLEEP**

EVERY BEDROOM NEEDS A WORKING SMOKE ALARM! Install smoke alarms in every bedroom, outside each separate sleeping area, and on every level of the home, including the basement.



Test alarms at least once a month by pushing the test button.



Some people, especially children and older adults, may need help to wake up. Make sure someone will wake them if the smoke alarm sounds.



Replace all smoke alarms when they are 10 years old or if they do not sound when tested.



When the smoke alarm sounds, get outside and stay outside. Go to your outside meeting place.



Call the fire department from a cellphone or a neighbor's phone. Stay outside until the fire department says it's safe to go back inside.



For 80 years we have been **your voice**,

through voting for your cooperative directors,

through involvement in the annual meeting,

through co-op representatives speaking on your behalf
for smart energy policy.

Your team. Your voice. Your power.

SINCE 1940
80
YEARS
OF POWER

Help us celebrate our 80th anniversary at your annual meeting April 14, 2020.