

The Nodak Neighbor

May-June 2020

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www.nodakelectric.com

A Touchstone Energy® Cooperative



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Great rebates from Nodak Electric Cooperative

Add comfort and energy efficiency to your home with help from Nodak Electric Cooperative. Nodak Electric offers the following rebates to encourage load development, load retention and wise use of energy.

Electric heating

Heating Systems	Rebate
Plenum heaters, baseboard, electric furnace and hanging unit heater	\$25/kW
Cable floor heat, electric boiler and brick storage unit	\$45/kW
Mini-split or air-source heat pump	\$150/ton
Ground-source heat pump	\$250/ton

Electric heating rebate requirements

- Electric heating must be on off-peak with a qualified backup heating system.
- Electric heat equipment must be hard-wired (no plug-in loads eligible for rebate).
- Air-source heat pumps do not have to be a part of an off-peak heating system to be eligible for this rebate.
- Must be at least 240 volts and hardwired.
- Multifamily dwellings do not qualify for rebate. However, exceptions will be considered on a case-by-case basis.
- Rebate limit of \$1,200 per member/owner account.

Water heaters

Electric Water Heaters	Rebate
55 gallon or less	\$125
56-99 gallon	\$200
100 gallon or greater	\$300
Additional rebate for new building construction	\$100
Additional rebate for conversion from existing natural gas or propane to an electric water heater	\$250

Water heater rebate requirements

- Must be off-peak controlled.
- Must be at least 240 volts and hardwired.
- Tankless water heaters do not qualify for rebate.
- Hybrid heat pump water heaters do not qualify for rebate.
- Multifamily dwellings do not qualify for rebate. However, exceptions will be considered on a case-by-case basis.
- Rebate limit of \$550 per member/owner account.
- Maximum \$300 rebate for the coupling of two water heaters in parallel or series.

Electric vehicle chargers

Electric Vehicle Chargers	Rebate
Electric vehicle (EV)	\$50/kW
Commercial – forklifts, Zambonis, etc.	\$50/kW



Electric vehicle charger rebate requirements

- Charger must be a Level 2 unit, wired on a dedicated 240-volt circuit, sub-metered and connected to a Nodak-issued load control device.
- Member must participate in Nodak's load control program for EVs.
- Money-saving energy rate of \$0.062/kWh for charging your vehicle during specific time periods each day, plus a \$3.95/month facility charge.
- One-time rebate per charger installation of \$50/kW with a \$500 maximum rebate.

In addition to the above listed requirements for electric heating and water heating rebates, all systems must be new equipment and controlled on Nodak's off-peak program. A check will be issued to participating members after a visit from a Nodak technician.

Please call our Energy Services team at 701-746-4461 or 800-732-4373 if you have any questions about off-peak or the rebate program.



*Mylo Einarson
President & CEO*

Open for business and ready to serve you

When this issue of The Nodak Neighbor lands in your mailbox, I hope it finds you and your family safe and healthy. Since the last issue, we've been busy responding to the pandemic and issues related to COVID-19. The pandemic has changed how we interact with each other and how we conduct business but, rest assured, we are here to meet your needs.

Electric power providers are for obvious reasons considered critical infrastructure and, as such, our employees are essential workers. So, in some ways it's been business as usual for us but in a not-so-usual kind of way. We have taken numerous steps to protect our employees and our members while doing what we need to do to keep your lights on.

In March, we closed the doors to the cooperative but kept the cooperative open for business. Almost any business

our members need to do with us can be accomplished at www.nodakelectric.com, through SmartHub, or by calling our office at 701-746-4461 or 1-800-732-4373. We are here to help you transact your business electronically or over the phone and, if needed, we'll schedule an in-person appointment when it's safe to do so.

Throughout this crisis, we have found a way to keep all our full-time employees productive and working for you, while doing what we can to minimize any potential exposure to the COVID-19 virus. Some employees have been working remotely, some have been physically separated, while others have essentially been isolating in their offices. Our line crews have been separated into nine functional but physically separated groups to maximize our ability to accomplish our main priority: to safely keep the lights on for our member-

owners. We encourage you to call us with questions or visit our website to conduct your business electronically. While the doors to the cooperative are temporarily closed, we are very much open for business and stand ready to provide the service you need.

As you already know, we made the decision early on to postpone our annual meeting. At the time, there weren't any prohibitions on large gatherings, but we felt it wasn't prudent to put that many of you all in one room. We are closely monitoring the current situation and have been working toward having an annual meeting sometime later this year. We will let you know when we feel the time is right. Until then, stay safe and healthy. I really look forward to the day when we can come together for a cup of coffee and a friendly handshake.

6 ways to pay your bill



SmartHub app – View and pay your bill using this app with your smartphone or tablet. The app is available at your favorite app store.



Pay online – View and pay your bill online with the SmartHub app or with the one-time payment option using a checking account or credit/debit card.



Pay by phone – Pay your bill securely by phone 24/7. Call toll free 1-844-846-2690 and follow the automated prompts to pay by check, credit or debit card.



AutoPay – Choose an automatic payment deduction from a checking or savings account. This is set up as a recurring payment on the due date shown on your bill. Contact our office to get set up or access the form on our website.



Pay by mail – Mail your check along with the stub conveniently located at the bottom of your bill to Nodak Electric Cooperative in the envelope provided with your statement. Please allow 3 to 5 business days for delivery.



Drop box – Drop your payment (with bill stub) in the box located at Nodak Electric's headquarters building in the parking lot.

Outage response process



Steve Breidenbach
Engineering Manager

Nodak Electric Cooperative strives to limit power outages. But when Mother Nature has different ideas and an outage does occur, it is helpful to report it as soon as possible.

In the case of any life-threatening emergency (fire, downed “live” power line, etc.), call 911 before calling Nodak at (800) 732-4373. Please do not report outages through email or Facebook, as they are not monitored 24/7 and it may delay response time.

Power outages happen for a variety of reasons. Storms are often the cause of large outages because of high winds, lightning, rain or ice. Other outages can be caused by equipment problems and wildlife.

Whatever the cause, Nodak asks members to call in to report the outage and to refer to our online outage map (found on our homepage, in the top right corner under Outages). The outage map updates automatically and allows you to keep track of the status and location of outages. Nodak’s Facebook page also offers timely notices

and frequent updates on larger outages and restoration status.

Our operations center monitors outages 24/7 and crews are always on call to help restore power.

Please make sure we have your current phone number on file and that your account information is updated. With a current phone number tied to your account, we can more quickly locate the area where power is out and restore your electricity. To update your account information, log in to your online account, or email or call us.

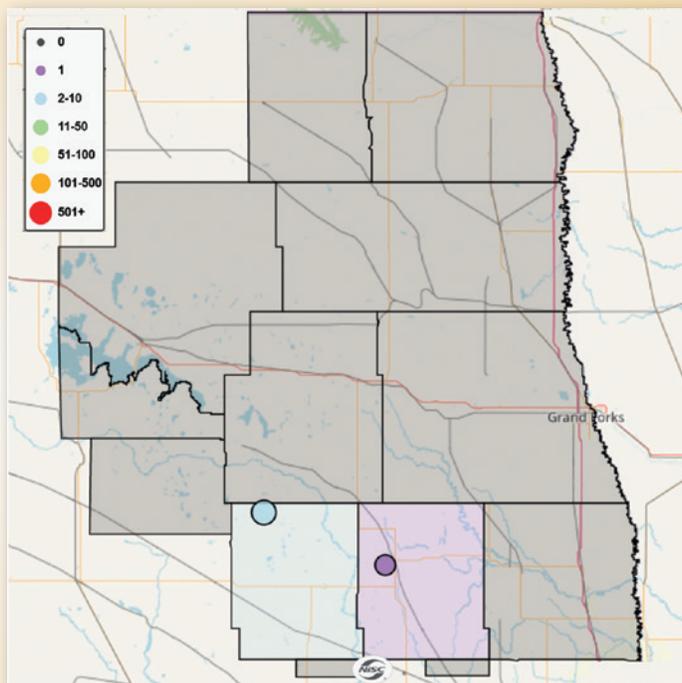
We try to offer estimated restoration times when possible, but there are many factors that can complicate power restoration. When lines are down or equipment is damaged, it can take longer to get the lights back on.

Downed power lines are dangerous! Assume any power line that is down is energized and stay away. Remember – if the situation is an emergency, call 911. Report the downed line to Nodak at (800) 732-4373.

Outage response process

Helping us helps you. Here are the steps Nodak takes to restore your power:

1. Report a power outage as soon as possible. Having your meter number or account number handy is a time saver for the dispatcher. These numbers can be found on your most recent electric bill.
2. To the best of your ability, notify the dispatcher if you heard or saw anything that could identify a probable cause of the outage, such as a loud bang, flash of light or tree on the line. This information could reduce restoration time.
3. Outages are entered in the Outage Management System (OMS) to help pinpoint the location of the problem. The Outage Viewer map on the Nodak Electric website displays the current status and continuously updates outage restoration. We want our members to know what areas are being affected.
4. Nodak’s line crews are called out to investigate the outage cause and safely make the repairs to restore power.
5. The line crews verify the restoration and report back to the dispatcher with data to clear the outage.



The online outage map updates automatically and allows you to keep track of the status and location of outages. View the Nodak outage map at www.nodakelectric.com/outages/.

Tree trimming underway

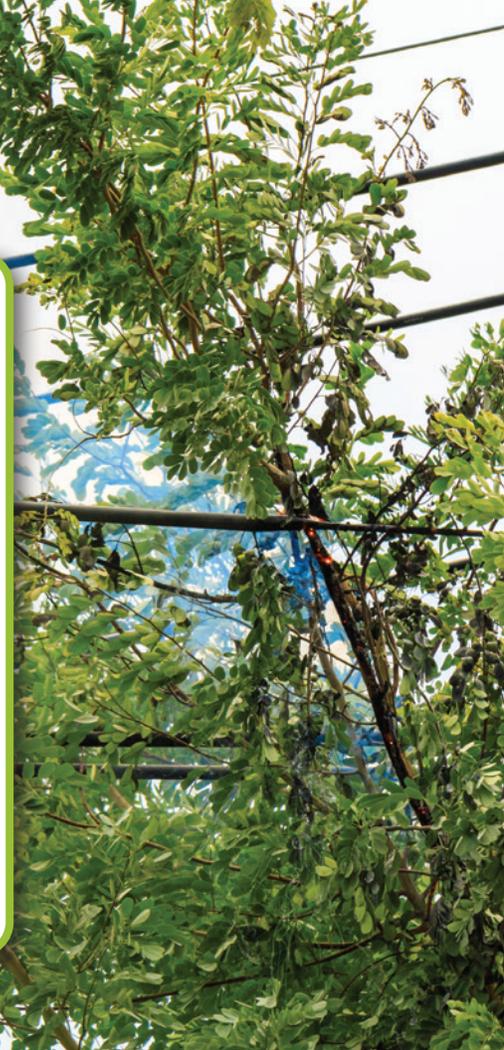
Nodak does vegetation management as one way of maintaining the electric system. This maintenance controls the cost of delivering safe and reliable electric service.

Tree trimming is very important to Nodak. To help with the process during the summer months, Nodak hires tree trimming contractors. This year, AW Power and Dakota Tree Service crews are contracted by the cooperative to remove trees and brush from the electric lines. Qualified line clearing workers perform all tree pruning and vegetation management work as supervisors and Nodak lineworkers maintain close contact with crews to ensure safety and adherence to proper vegetation maintenance procedures.

This season, crews will be clearing trees in the areas of **Adams, Cavalier and Hoople.**

The work is expected to start mid-May and continue until freeze-up.

Safety first! Keep in mind, power lines broken by branches could remain electrified. By being proactive and removing limbs and trees from power lines, Nodak reduces these potential hazards. To ensure public safety, call Nodak at 800-732-4373 to report any trees that interfere with power lines.



Unfamiliar vehicle in your driveway? It could be one of our contractors

For Nodak Electric to provide safe and reliable electricity at the most affordable cost, we use contractors to assist with tree trimming, pole testing, trenching/boring and utility box painting. Please know that employees of these contractor crews will always have vehicles labeled with Nodak Electric stickers to officially mark their affiliation with the cooperative. Members will not be approached, under any circumstances, for payment by either a representative of Nodak Electric or one of its contractors for these types of services.

If you have any questions or concerns about a contractor who has visited your property, please contact Nodak Electric at 1-800-732-4373.

Nodak has hired the following contractors

North Plains
Utility Contracting
Trenching/plowing

Rhino Contracting
Boring/trenching

Joe Ritter Painting
*Metal refinishing
service*

RAM Utilities
Pole inspection

Dakota Tree Service
Tree trimming

AW Power
Tree trimming

**These contractors are currently working in our service area.
They will have a Nodak Electric decal on their vehicle.
If you have any questions, please contact us at 800-732-4373.**

Outsmarting scammers

It seems that with every email, text or voicemail we check that does not look familiar, we pause and think – I wonder if it's a scam?

Scammers are evolving daily and coming up with new tricks to con the public. Nodak Electric warns members to take caution and be vigilant about scams. Recently, scammers have been contacting our members through phone calls – or also via text message, email or even in person – claiming to be a representative from Nodak Electric.

These scams tend to use aggressive and intimidating tactics. Knowing that electricity is a necessity, scammers will threaten to shut off members' power, usually within the hour or that same day, unless they pay immediately in an untraceable form of payment such as a wire transfer or prepaid card. Well-

organized scammers can even spoof or replicate the phone number that appears on your phone to make it look like it's coming from Nodak Electric.

If you receive a phone call, email, text or visit from someone who threatens to shut off your power unless you provide immediate payment:

- Hang up the phone.
- If an email looks strange, don't click on any links; delete it immediately.
- If a text looks suspicious, don't open it.
- Never pay with prepaid debit or credit cards, gift cards, wire transfer or cash, as these are giveaways the person you're speaking to is trying to scam you.
- If someone is at the door requesting payment, members should ask for a photo ID and look for the Nodak Electric logo on clothing and on the



vehicle. If something doesn't seem right, call Nodak Electric and notify local authorities.

- Contact Nodak to report the scam, and to verify you are current with your account. Use our SmartHub app or contact us at 800-732-4373. Do not use any contact information you received through a potentially fraudulent message.
- Remember: Nodak Electric will not demand immediate payment in nontraditional payment methods.

Youth Tour winner to visit Washington, D.C.

Nodak's student delegate to the National Rural Electric Cooperative Association's (NRECA) Electric Cooperative Youth Tour will have to wait one more year to experience the once-in-a-lifetime opportunity. The

Electric Cooperative Youth Tour is an all-expenses-paid, seven-day trip to Washington, D.C., and was scheduled this year for June 18-25. Unfortunately, the educational adventure was canceled due to the COVID-19 pandemic. Emma Cullen of Thompson, N.D., this year's chosen student, will now join more than 1,500 students on next year's trip.

The Youth Tour gives high school students the excitement of traveling, meeting new nationwide friends, learning about America's history and visiting with current federal government leaders from their states. The trip includes visits to Gettysburg, Capitol Hill, the Smithsonian and a rally with hundreds of students from across the country.

This opportunity is open to select sophomore or junior

students whose homes are served by electric cooperatives. Interested students apply by submitting an essay. This year's essay prompt was: *"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?"*

Nodak had a great number of students apply for the Youth Tour, but Emma's submission rose above the rest. Her family lives in rural Thompson, on a few acres with cats, a dog and a large garden. Emma is home-schooled and is active in band, summer theater, track and cross country at Thompson High School. In her free time, she enjoys crafting (knitting, painting and drawing) and reading (historical fiction is her favorite genre). After high school, she plans to study Dietetics at the University of North Dakota.

Nodak congratulates Emma for writing an outstanding essay and earning the opportunity to attend the Electric Cooperative Youth Tour. We will keep you posted on Emma's trip next year.



Emma Cullen
Thompson, N.D.



Capital credits

Nodak Electric Cooperative's Board of Directors approved the retirement of \$2 million in capital credits at its March 2020 meeting. Members who paid for electricity for the years of 2001-2002 were given a bill credit on their April statements.

How does the capital credit process work?

1. Nodak Electric Cooperative keeps track of how much electricity you buy and how much money you pay for it throughout the year – this is your patronage.
2. At the end of the year, the cooperative completes financial matters and determines the amount of margins to allocate.
3. Members receive a portion of the margins as capital credits based upon the amount of revenue each member contributed to total margins throughout the year. This is your allocation.
4. The cooperative notifies you of your annual allocation of margins through the use of an allocation statement. That statement was included with your May billing.
5. When Nodak Electric Cooperative's financial condition permits, your board of directors decides to retire, or pay, the capital credits for previous years.



Military Appreciation Month is a special month-long observance honoring those in and out of the United States Armed Forces. The Senate selected May as National Military Appreciation Month in 1999 to ensure the nation was given the chance to publicly show its gratitude and recognize the men and women – past and present – who serve our country.

Each year, Military Appreciation Month reminds Americans of the important role the U.S. Armed Forces have played in the history and development of our country. May was chosen because it has many individual days marked to note our military's achievements. We thank you, service members, for your dedication and strength in keeping our nation safe.

Thank you!

Nodak Electric reserves the right to edit thank you notes when being published.



Thank you so much for giving me the money for a new wheelchair cushion. It is greatly appreciated!

James Ottem

Thank you for the funds to pay for a handicap ramp. Your support is greatly appreciated. Thank you.

Julie Anderson

A big thanks for everything you do. I really appreciate you helping me pay for my upper denture. Thank you.

Donna Beard

A heartfelt thank you for helping purchase a hospital bed.

Mike Dorsher

Thank you so much for your generous contribution to Alzheimer's Association MN-ND. This grant will help host a community forum to learn how to better serve, educate and support those with Alzheimer's disease and other types of dementia. Thank you!

Maggie Guisvig
Alzheimer's Association
MN-ND Chapter



Energy efficiency tip of the month

Want to light up your outdoor space without increasing your energy use? Try outdoor solar lights! They're easy to install and virtually maintenance free. Remember, solar lights work best when the solar cells receive the manufacturer's recommended hours of sunlight.

– Source: energy.gov



Touchstone Energy® Cooperatives



PoweringYourSafety.com

KNOW WHAT TO DO IF YOU HIT A POWER LINE

STAY PUT



If your equipment contacts a power line, stay inside.

DO NOT EXIT. Call 911.

JUMP CLEAR



If you must exit due to a fire, jump from the equipment so that no part of your body touches the equipment and ground at the same time. Hop or shuffle with your feet together at least 40 feet away.

STAY AWAY



When you are clear of the area, call for help and keep others away. **DO NOT** approach your vehicle again until utility crews and emergency responders tell you it is safe.