



Cooperative Connections

**Co-ops support
H.S. events**

Page 8

**Young adults
forge the future
of cooperatives**

Page 12



Taking Care of Our Co-op and Community During COVID-19



Rodney Haag

rhaag@oaheelectric.com

In the early days of the coronavirus outbreak, it was clear that the pandemic would change our perception of normal. As concepts such as “social distancing” first circulated among health officials, electric cooperatives looked ahead to identify and confront the possible impacts of COVID-19.

As co-ops responded to local concerns and circumstances, we worked to present a unified front to our political leaders in Washington and urged them to address the specific needs of our community and their cooperative. Working alongside the National Rural Electric Cooperative Association (NRECA), electric co-ops’ national trade association, we informed policymakers about the challenges being faced on the ground in South Dakota.

One of the first things we looked at was the projected economic impact of COVID-19 on co-ops and their consumer-members. NRECA projected that lost electricity load and unpaid bills would total a staggering \$10 billion through 2022.

In response, electric cooperatives have worked to help their local communities by working with co-op members on extended payment plans. But the federal government has a role to play as well.

Among the policy responses sought by co-ops is the ability to refinance loans from the Rural Utilities Service (RUS). Electric cooperatives deliver essential services in the most rural and impoverished parts of the country. Many of them meet that challenge, in part, with low-cost financing from the RUS.

However, the RUS does not permit borrowers to adjust existing loans simply to take advantage of lower rates, and penalties are significant in the narrow circumstances that allow for refinancing.

NRECA and its members are pressing for legislation that would allow electric co-ops to adjust RUS debt to current market rates, providing greater cash-flow flexibility to meet the needs of rural consumers in these challenging economic times and allowing co-ops to be part of the long-term recovery.

Electric co-ops could realize \$10.1 billion in net present value savings from the repricing of \$42 billion in RUS loans.

One of the seven cooperative principles – concern for community – is looming large right now in the minds of America’s electric co-ops. It has governed our response to the pandemic from the beginning and will continue serving as our primary focus as we seek additional ways to help our co-op members.

NRECA projected that lost electricity load and unpaid bills would total a staggering \$10 billion through 2022.

Energy Efficiency Tip of the Month

Clothes dryers make up a large portion of your appliance energy consumption. Clean the lint filter after each cycle and scrub the filter with a toothbrush once a month to remove film and increase air circulation.

Source: energy.gov



Oahe Electric Cooperative Connections

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Our Mission

Oahe Electric delivers high quality, low-cost electric service to our local member-owners. As a Touchstone Energy® Cooperative, we are committed to meeting the highest standards of customer satisfaction. We do business with accountability, integrity, innovation and commitment to community. As an electric co-op, we are part of America's most trusted network of high quality energy providers.

Thank You

Oahe Electric Co-op,

Thank you for your continued support of our 4-H Rodeo. It was greatly appreciated.

Blunt 4-H Rodeo Committee

Oahe Electric Co-op,

Thank you so much for awarding me this scholarship. My mom has ripped out the article from the magazine telling me to apply for years now. It was one of the first that I applied for and it was so worth it. I am so excited to go to SDSU this fall to major in political science. While I'm there, I will be in the Pride of the Dakotas Marching Band and their concert band. Thank you so much!

William Kessler

Dear Oahe Electric,

I feel so honored and thankful to have been awarded your scholarship. It will be a huge help to me and my family in paying for college. Next year I will be attending Dixie State University in St. George, Utah, and plan to study Exercise Science/Physical Therapy. Thank you again for helping my educational goals become a reality.

Morgan Jones

On behalf of the board of directors of the South Dakota Guardianship Program, I thank the Oahe Electric Operation Round Up Program for its generous contribution.

The support which we receive from Operation Round Up is very important to the funding of our program. Especially, when we provide services to those in need but are not reimbursed by them as they do not have the means to do so.

Sincerely,

Ronald Staebell

Oahe Electric,

I would like to thank you for naming me as the 2020 Youth Tour winner and offering me a scholarship in place of the trip due to the pandemic. It's upsetting that they weren't able to have the tour, but it is still a great privilege to know that I would've represented your cooperative. All the work you guys do is greatly appreciated. We are very lucky to be part of such an amazing cooperative!

I had a great senior year and I can't wait to continue my education. I will be attending Dakota State University in the fall majoring in digital sound design with a minor in photography. Thanks again for everything!

Angela Guthmiller

Statement of nondiscrimination

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov
USDA is an equal opportunity provider, employer, and lender.

Recreational Boating: Stay Safe on the Water

With more than 11 million recreational vessels registered in the U.S., millions of Americans are enjoying time on and in the water.

Each year, roughly 4,000 boating incidents occur, causing more than 2,500 injuries and about \$46 million in property damage. Stay safe by being prepared and using the appropriate equipment, whether enjoying a ride on a motorized boat, paddling a kayak or wakeboarding.

Life jackets are at the core of safe boating, whether using a motorized or non-motorized vessel. The U.S. Coast Guard reports 76 percent of boating deaths in 2017 were due to drowning, and 84 percent of the victims were not wearing a life jacket.

While regulations on life jacket use vary from state to state, the Wear It program of the National Safe Boating Council promotes boating safety by encouraging boaters to wear life jackets any time they are on a boat, motorized or non-motorized.

Good swimmers still need life jackets. When people fall off a boat, they may become disoriented, injured or unconscious. Life jackets can keep victims' heads above water so they can breathe and be rescued more easily. Every child should wear a life jacket at all times when boating.

Choose the right life jacket for the activities you will be doing. Double check to make sure the life jackets are U.S. Coast Guard approved and fit correctly:

- Make sure the jacket is a proper fit for your size and weight
- Make sure the jacket is properly fastened
- Hold your arms straight up over your head, ask a friend to grasp the tops of the arm openings and gently pull up; make sure there is no excess room above the openings and that the jacket does not ride up over your chin or face.

The National Safe Boating Council encourages following these boating safety tips to help minimize risks:

- Take a National Association of Boating Law Administrators safety course
- Be familiar with the boating state laws
- Know the "Rules of the Road"
- When operating a motorized boat, know about carbon monoxide; this odorless, colorless poisonous gas is emitted by all combustion engines and onboard motor generators.

Taggart, Schmidt win Glenn English scholarships

Anneliese Taggart of Vermillion recently landed a \$10,000 scholarship award presented by the National Rural Electric Cooperative Association (NRECA).

Carter Schmidt of Colman also won a \$1,000 scholarship through the Glenn English Youth Tour Alumni Scholarship program.

Taggart and Schmidt were participants in the 2016 NRECA Washington Youth Tour. Taggart was sponsored by Clay-Union Electric Corp., while Schmidt was sponsored by Sioux Valley Energy.

Taggart was elected by her peers to join the Youth Leadership Council. She participated in a grassroots panel discussion at NRECA's Annual Meeting last year and also helped teach a

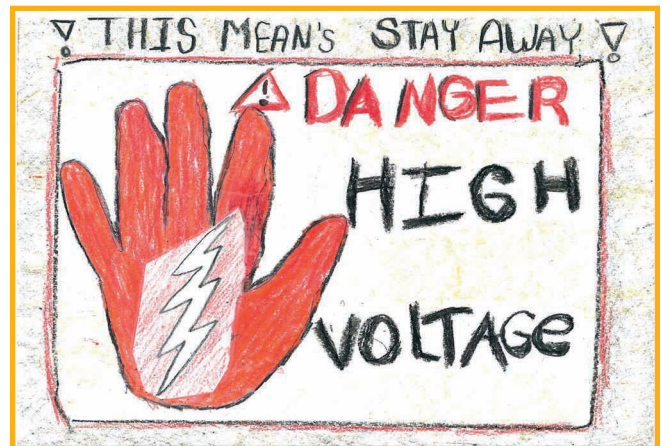
course called "Bridging the Gap" to encourage young adults to vote.

Now in its fifth year, the Glenn English National Cooperative Leadership Foundation has awarded nearly \$100,000 in scholarships to NRECA Youth Tour alumni.

The Glenn English scholarships are one of the few sources of private scholarships for college students. Applicants are required to have completed one year of college as a full-time student.

Glenn English, former CEO of NRECA, spent his career championing the co-op business model and fighting to improve the quality of life for all Americans. A native of Oklahoma, he served 10 terms in Congress.

KIDS CORNER SAFETY POSTER



"Danger! High voltage! This means stay away!"

David Biggins, 10 years old

David Biggins is the son of Jessy and Katie Biggins. They reside in Gregory, S.D., and are members of Rosebud Electric Association.

Kids, send your drawing with an electrical safety tip to your local electric cooperative (address found on Page 3). If your poster is published, you'll receive a prize. All entries must include your name, age, mailing address and the names of your parents. Colored drawings are encouraged.

Goodies from the Garden

Mashed Potatoes with Kale

4 med. potatoes	1/4 c. grated cheese (cheddar or Colby)
2 Tbs. butter	
1 Tbs. milk or cream	1-1/2 c. chopped raw kale, mid-ribs removed

Peel potatoes if desired, cut into chunks, boil until tender, about 15-20 minutes. Drain, mash and add remaining ingredients. Stir until well combined. Serve with sea salt and pepper. *Mary Jessen, Holabird, SD*

Cabbage Salad Bowl

4 cups shredded cabbage	1/2 tsp. salt
1 c. shredded carrots	2 Tbs. sugar
2 Tbs. tarragon vinegar	1/2 c. light raisins
1/4 c. mayonnaise	1/4 c. orange juice

Soak raisins in orange juice while preparing vegetables. Combine cabbage, carrots, sugar and salt in a bowl. Add mayonnaise along with raisins and juice. Toss lightly. Refrigerate until time to serve. Serves 8. *Verna Knapp, Waubay, SD*

Balsamic Vegetable Salad

3 lg. tomatoes, wedged	1/4 c. balsamic vinegar
3 med. cucumbers, peeled, halved and sliced	3 Tbs. water
1/2 c. olive oil	1 envelope Italian dressing mix

In a salad bowl combine tomatoes and cucumbers; in another small bowl whisk oil vinegar, water and dressing mix. Pour over vegetables and toss to coat. Yields: 6 servings. *Jane Barthel, Elkton, SD*

Rhubarb Upside Down Cake

Yellow cake mix	3-4 c. sugar
4-6 c. rhubarb, chopped	1 pint whipping cream

Mix cake mix as directed. Put in a 9x13-inch pan. Mix rhubarb with sugar; pour over cake. Pour whipping cream over mixture and bake at 350 for 30-45 minutes. *Shirley Dreher, Clark, SD*

Zucchini Dish

1/4 c. cooking oil	1/2 med. green, red or yellow pepper cut in thin strips
1 lb. unpeeled thinly sliced zucchini	
1 lg. carrot, coarsely shredded	1/4 tsp. dried basil, crushed
1 lg. onion, chopped	Dash of pepper
3/4 c. chopped celery	1/2 c. taco sauce
1/2 tsp. garlic salt	2 tsps. prepared mustard
	2 medium tomatoes, cut in wedges

Heat cooking oil in a 10-inch skillet. Add sliced zucchini, shredded carrot, chopped onion, chopped celery, pepper strips, garlic salt, basil and pepper. Mix well, cook covered, over medium-high heat 4-5 minutes, stirring occasionally. Combine taco sauce and mustard; stir into vegetables. Add tomato wedges, cook uncovered, 3-5 minutes or till heated through. Makes 4-6 servings. Optional: sprinkle with shredded cheese of your choice. *Rachel Brezczinski, Marshall, MN*

Stuffed Cherry Tomatoes

24-28 cherry tomatoes	1 medium cucumber, peeled and diced
1 package (8 ounces) cream cheese, softened	2 teaspoons minced dill
2 tablespoons mayonnaise	fresh dill, for garnish
3 green onion stalks, diced	

Cut thin slice off top of each tomato. Scoop out pulp. Invert tomatoes on paper towel to drain. In medium bowl, combine cream cheese and mayonnaise until smooth. Stir in cucumber, green onion and dill. Spoon mixture into tomatoes. Top with fresh dill. Refrigerate until ready to serve. www.culinary.net.

Please send your favorite pasta recipes to your local electric cooperative (address found on Page 3). Each recipe printed will be entered into a drawing for a prize in December 2020. All entries must include your name, mailing address, telephone number and cooperative name.

Be Cyber Secure

The internet can be scary and dangerous if you don't know how to navigate it. Below are four tips to make yourself safer from cyber scammers and hackers, but first, let's look at a few reasons that might encourage you to put those tips into action.

Cybersecurity Tips

- 1) Use strong passwords and change them regularly – many sites and apps make that easy to do by clicking on the “forgot your password” link. The best passwords are at least eight characters and include different types of characters. Try using a memorable verse from your favorite song and adding a few numbers and special characters, (\$! _ &) or even a space.
- 2) Install software updates. Your apps and operating systems will periodically send updates.
- 3) Use two-factor authentication.
- 4) Think before you click. Be wary of any offer or link that comes through the internet, whether by email or social media, or even a phone call instructing you to get online. Don't click on a link unless you know for certain what it is. Even emails from friends should be suspect – hackers can impersonate someone you know to send a link or an attachment – both can result in you downloading malware that can take control of your computer in ways you may not even be able to detect.

Energy Assistance Available to Those Who Qualify

The Low-Income Energy Assistance Program (LIEAP) helps eligible South Dakotans pay for home heating costs. Energy assistance may not pay for all your home heating costs but it will help ease the strain of the heating season. Energy assistance is applied to energy usage during Oahe Electric's heating season, which is Oct. 1 to April 30.

Eligibility for the program is based on:

- The number of people in the household
- The gross income of everyone in the household
- The type of heating for the home
- Geographic area you live in

Applications can be obtained by calling toll free 1-800-233-8503, online at www.dss.sd.gov/energy-assistance, or at the local Department of Social Services office.

Drive-Thru Annual Meeting to be Held in Onida Only

At a recent meeting of the board of directors, they voted to hold your Drive-Thru Annual Meeting at one location only. The meeting will be held in Onida – not in Blunt or Pierre – on Saturday, Oct. 3 from 4-6 p.m.

Members will drive up, receive their voting ballot and \$40 bill credit, listen to brief director candidate speeches either on their radio or loud speakers, cast their ballot and drive home! We will certainly miss seeing and visiting with our members like we normally do, but with the future of this pandemic so uncertain, we had to make our decisions now so that we can move forward with our planning process.

Please watch for next month's *Cooperative Connections* for more details.

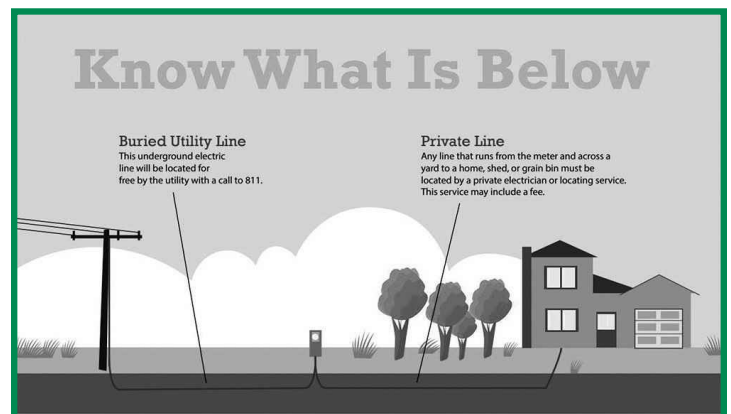
Primary Versus Secondary Lines

Oahe Electric is a member of South Dakota One Call, a communication link among utilities, contractors, and private individuals who work with or around underground lines or pipes. If you plan to dig a hole or trench more than a foot deep on your property, you must phone South Dakota One Call (811) at least 48 hours before you plan to excavate. They have up-to-date records on electric, gas, phone and other utilities. They can help you avoid loss of service by accidentally severing one of these lines or pipes. Your call may also avert a possible serious incident.

When requesting an underground locate, please be aware of the difference between primary and secondary lines.

Primary lines are the lines owned and maintained by Oahe Electric that lead up to your meter. These lines are located for free and maintained at the cost of the cooperative. These lines are located by calling 811.

Secondary lines are lines after the meter that lead up to your home, shed, barn, wells, etc. The member owns these lines, and these lines are located and repaired at the cost of the member. In order to locate secondary lines, a member will need to hire an electrician. Oahe Electric does not have the equipment to locate these lines.



Winner of Question of the Month

The Question of the Month winners for the July 2020 publication were Travis and Amber Stout. They correctly answered the question, "How much did our area schools receive for Oahe Electric's KWH Tax Liability?" The answer is almost \$394,000.

Congratulations for providing the correct answer!

Question of the Month!

This month's question is:

Who is responsible for locating secondary electric lines?

Please submit your answer via e-mail to oahe@oaheelectric.com with the subject line reading: Question of the Month.

A winner will be chosen and a surprise gift will be sent to them.

Like Us!

You can now keep in touch with your cooperative on Facebook!



We will share with you the latest news, events, power outage updates, energy efficiency tips, money-saving rebates, load management information, legislative alerts, safety tips and much more!

We hope you "like" Oahe Electric Cooperative, Inc. on Facebook.

Co-op Connections Card			
Cooperative Connections Card Program Vendors			
Automotive			
Graham Tire Company	605-224-8643	Pierre	Receive a 10% discount on regularly priced service work. Cannot be combined with any other offer.
Lamb Motor Company	800-952-2222	Onida	Receive a free alignment check with the purchase of 4 new tires.
Napa Auto and Truck Parts/Farnam's Genuine Parts, Inc.	605-224-8624	Pierre	Receive 10-50% off retail price.
Food/Convenience Store			
Branding Iron Bistro	605-494-3333	Pierre	Enjoy \$1 off your order. Limit one per visit.
Gator's Pizza Pasta and Subs	605-224-6262	Pierre	Purchase any large pizza at regular price and receive a FREE order of breadsticks.
Grey Goose Store	605-945-0794	Pierre	Receive a free 20 oz. fountain soda or coffee with the minimum of a \$30 gas or diesel purchase.
The Corner	605-258-2400	Onida	Buy one breakfast sandwich at regular price, get second half off.
Health/Fitness and Beauty			
Anytime Fitness	605-224-4011	Pierre	Receive a free two-week mini-membership.
Home/Garden			
The Pink Petal	605-224-1775	Pierre	10% discount on cash and carry purchases - fresh floral only.
Slumberland Furniture	605-945-1997	Pierre	20% off any regular priced Lazy Boy items. Excluding special orders.
Services			
Airtech Heating and Cooling	605-945-0160	Pierre	\$50 discount on any new heat pump OR \$15 discount on any service call.
Apryl's Animal House	605-224-9203	Pierre	10% off a grooming or boarding.
Inman's Water Technologies	605-224-5111	Pierre	Receive a 15% discount on the rental price of a water softener and/or reverse osmosis drinking water system by paying a year in advance. Receive 10% off of the purchase price of a new Water Softener or reverse osmosis drinking water system when you mention this ad. Payments made by credit cards do not qualify for discounts/specials.
Olson Plumbing Inc.	605-224-6436	Pierre	\$50 discount on any electric boiler, Marathon water heater, or fireplace.
Small Engine House	605-224-5815	Pierre	10% off parts and labor.
Sports/Recreation			
Teton River Traders Gun Shop LLC	605-224-1371	Ft. Pierre	2% discount. Payments made by credit cards do not qualify for discount.
Retail			
Fastenal	605-224-4060	Pierre	10% off of fasteners and 5% off on all other products.



Sioux Valley Energy donated food and helped raise more than \$3,000 for booster clubs in Brandon, Hartford and Pipestone, MN.

Local Co-op Events Provide Fun, Food and Festivities for Sports Fans

Ben Dunsmoor

Contributing Writer

In northwest South Dakota, clashes on the football field between rival schools are the main attractions on Friday nights. It is where community members can count on connecting with friends and neighbors. It is also a place where high school sports fans can count on seeing employees from Grand Electric Cooperative cooking up a pre-game meal.

“We see people of all ages at the tailgate parties,” Grand Electric Cooperative Marketing/Tech Specialist Rachel Eggebo said.

The Bison based cooperative began hosting block parties in the summer months nearly 20 years ago to reach out to the community. In 2009, Grand Electric transitioned to serving up brats, hot dogs, and chips before high school football games to reach families that were busy attending school activities. The co-op says it has been a great way to serve the community and show support for local schools.

“It gives us an opportunity to show our membership that we are there for them. Occasionally, it might be the only time we have to communicate with our busy members,” Eggebo said.

Grand Electric is taking a cautious approach to its tailgate parties this year due to concerns surrounding COVID-19. But, if the players are on the field, the co-op is committed to serving up free food at five different games this fall. Grand Electric will make some modifications to the tailgate parties by packaging the food and making it a “grab-and-go” style event for fans.

Grand Electric is not alone in its efforts to partner with local schools and reach out to the community with fun pre-game events. Butte Electric plans to host a tailgate party before the Belle Fourche and Spearfish game this fall. West River Electric holds a tailgating event before the Wall and New Underwood football game and sponsors a basketball tournament in Union Center every November.



Arm wrestling contestants square off during a tailgate party and family fun day hosted by Grand Electric.

Sioux Valley Energy in Colman is also on the tailgating bandwagon. Sioux Valley started hosting events before football games to help its local schools raise money.

“As school funding becomes tighter, booster clubs - and other school organizations run by parents - serve an important purpose,” Sioux Valley Director of Communications and Government Relations Carrie Vugteveen said. “Sioux Valley Energy feels that supporting these efforts helps the co-op live out its guiding principle of ‘commitment to community.’”

Sioux Valley hosted three tailgate parties in 2019 to raise money for booster clubs in Brandon, Hartford, and Pipestone, MN. Sioux Valley bought all the food and asked for a free-will



Lyon-Lincoln Electric Co-op in Tyler, MN, helped to host a tailgate party where the main attraction was the co-op's Tesla electric vehicle.

donation from fans during the meal. The three events raised more than \$3,000 combined for the booster clubs.

FEM Electric Association in Ipswich also partners with local schools to raise money during athletic events. FEM Electric donates 60 cases of bottled water to each school district within its service territory every year. The schools can sell the water in their concession stands and keep all the profits. Each water bottle has an electrical safety message printed on the label which translates into a big win for both the school and the co-op.

The schools can sell the water in their concession stands and keep all the profits.

“We wanted to contribute something to help out the various school programs and at the same time get our safety message out to kids and everyone,” Carol Schaffner with FEM Electric Association said.

Lyon-Lincoln Electric Cooperative in Tyler, MN, hosted a “Tailgating with Tesla” party before the Minnesota and Canby football game last fall. The co-op partnered with a local youth group to host

the event. The co-op bought all the food and the youth group kept all the proceeds from the tailgate party to help pay for a mission trip. It was an opportunity to raise money for a good cause and for Lyon-Lincoln Electric to showcase its Tesla and talk about the benefits of electric vehicles.

“These events are a win-win for the cooperative and the community,” Lyon-Lincoln Electric Manager of Marketing and External Relations Brian Jeremiason said. “The co-op is able to deliver a message to a targeted audience and visit about other topics that community members may have. The community benefits by having a face-to-face opportunity to visit with their co-op.”

Electric co-op participation in school events is widespread across South Dakota. Northern Electric Cooperative in Bath, Dakota Energy in Huron, Charles Mix Electric in Lake Andes, and Central Electric in Mitchell all participate in local homecoming parades. Lacreek Electric in Martin sponsors a t-shirt toss during basketball and football games. Dakota Energy also hosts “co-op night” during local basketball games. And, Central Electric hosts free popcorn nights at high school basketball and football games to promote electrical safety and give back to the school and community.

So, whether it is a tailgate party, a fundraiser, or a t-shirt toss, it is likely that electric co-ops will be supporting their

local schools and communities this fall and winter.

“High school sports are wonderful opportunities to reach out to our communities,” Jeremiason said. “Young and old all attend and we can communicate with families as a unit which can be difficult sometimes with the busy lives most families are living.”



FEM Electric Association donates bottled water with unique labels to raise funds for schools in the co-op's service area.

Visit Co-op Connections Plus

Take a moment to visit our new online companion to Cooperative Connections. Co-op Connections Plus is a YouTube channel that features a more in-depth treatment of stories appearing in this publication as well as other subjects of interest to rural South Dakotans.

Search for “Co-op Connections Plus” and you’ll find videos on human trafficking, the State High School Rodeo finals and grain bin safety. Be sure to “like” and “subscribe.”



America's Electric Cooperatives

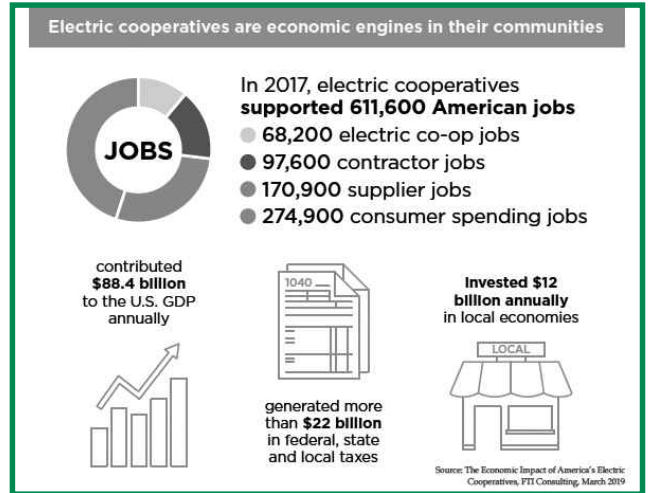


Russell Hohn

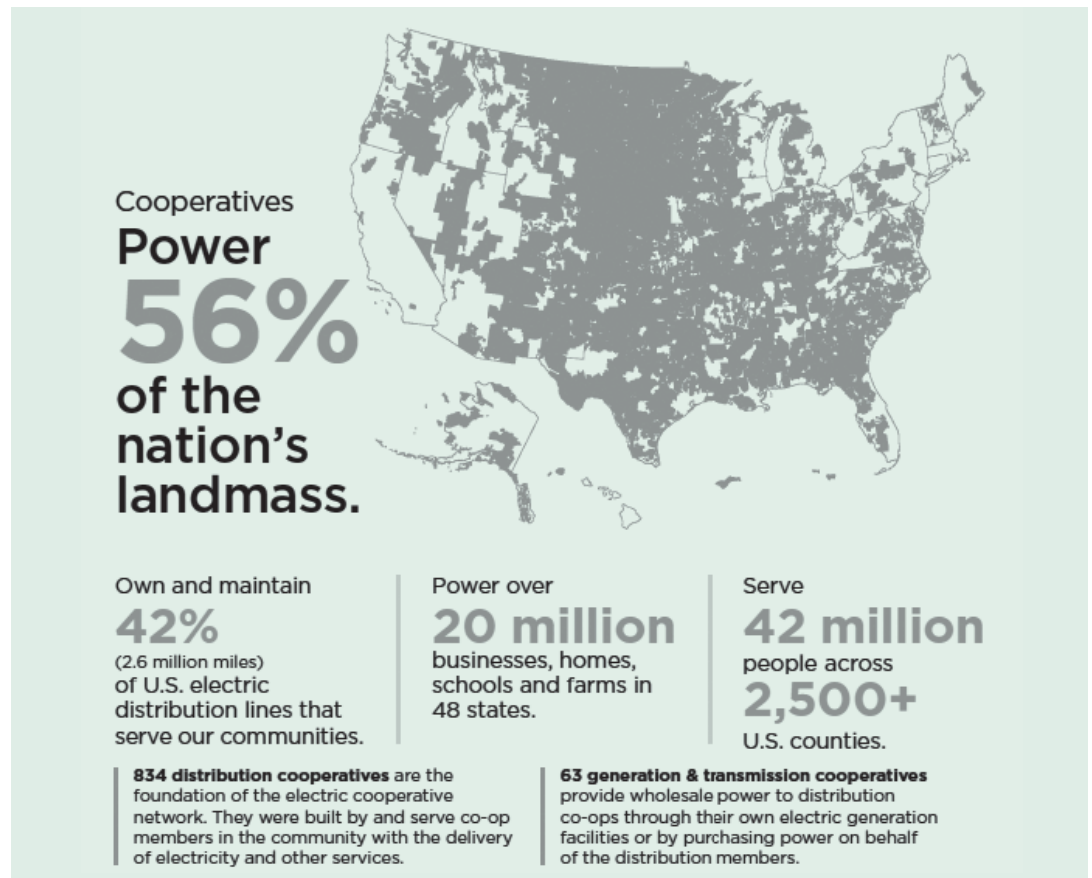
rhohn@oaheelectric.com

From booming suburbs to remote rural communities, America's electric cooperatives are energy providers and engines of economic development. Electric cooperatives play a vital role in transforming communities.

Electric co-ops are local energy and technology providers. They are shaped by the specific needs of the communities they serve. This local, member-driven structure is one reason why cooperatives enjoy the highest consumer-satisfaction scores within the electric industry, according to J.D. Power and Associates and the American Consumer Satisfaction Index.



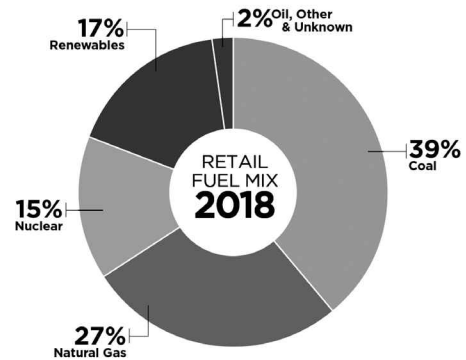
- Electric cooperatives are built by and belong to the communities they serve. They are led by members from the community and are uniquely suited to meet local needs.
- In 2018, America's electric co-ops returned more than \$1.2 billion in capital credits to their consumer-members.
- Co-ops earned the top spot in the J.D. Power and Associates 2017 Electric Utility Customer Satisfaction Study.
- Electric cooperatives, on average, score three points higher than all other electric companies, according to the 2017 American Consumer Satisfaction Index.



Electricity use and energy mix

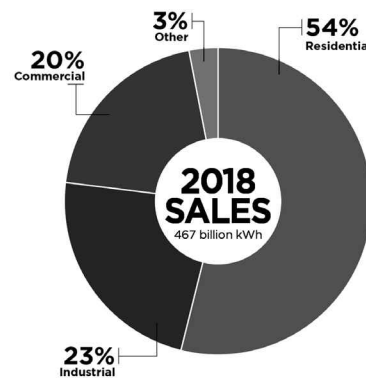
Co-ops use advanced communications and automation technology to improve reliability and efficiency while reducing environmental impacts by growing the use of renewable resources.

Note: Non-hydro renewables includes owned and directly purchased generation, plus generation in the mix from wholesale market purchases and do not reflect renewable credits.



Source: NRECA Research

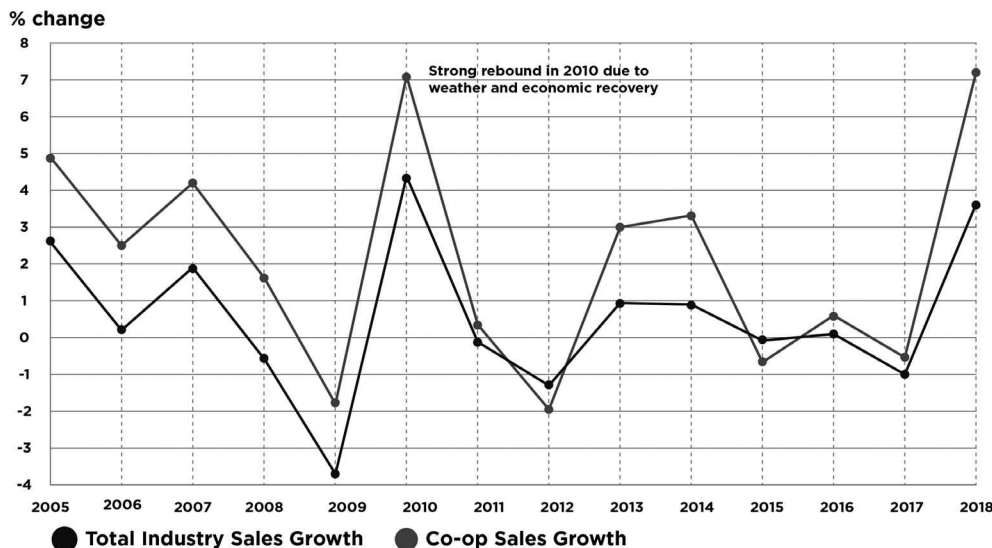
- Co-ops added **281,000 new members** in 2018.
- **85%** of electric co-ops had a net increase in members in 2018.
- Electricity sales at co-ops increased more than **7%** in 2018, with co-op retail sales reaching **467 billion kilowatt-hours**.
- Residential sales increased **9.3%**, commercial sales increased **3.5%** and industrial sales increased **6.2%**.



Source: RUS and CFC Form 7 data (excludes sales for resale)

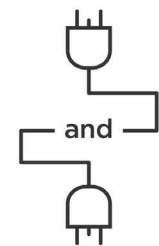
Co-op Sales Growth Normally Outpaces the Industry

Co-op sales growth rates generally surpass that of the total electric utility industry as a whole. In 2018, extreme weather caused sales to soar, especially for co-ops whose sales are more heavily residential than the industry as a whole.



Source: EIA Form 861 data; NOAA National Climate Reports

Co-ops generate **5%** of total U.S. electricity and deliver **12%** of all U.S. electricity





South Dakota's Rural Electric Cooperatives are adapting to the expectations of the next generation of co-op members.

NEXT GENERATION

Young adults figure prominently in the future of the rural electric cooperative movement

Billy Gibson

Contributing Writer

It's getting harder and harder to find people who can provide a first-person account of what it was like when electrical power came to their communities.

The nation's rural electric program sprang to life more than 80 years ago when an executive order by President Franklin Roosevelt created the Rural Electric Administration (REA). The REA issued low-cost loans that gave local communities the ability to build out power delivery systems to serve their own farms, homes and businesses.

But relatively few of the members served by those cooperatives today actually witnessed the transformation that took place when thousands of small towns and hamlets across the country began

enjoying the benefits made possible by electrical power.

Though many characteristics of electric co-ops have stayed the same – democratic control, focus on quality service, accessibility, commitment to community – other elements have certainly changed over the decades. For instance, some cooperative service areas that were once rural have become suburban as population centers have expanded into spaces that were once sparsely populated farms and fields.

Cooperatives are also taking advantage of modern technology to broaden their menu of services available to members, such as online account management systems, energy audits, pre-pay programs, automated meter reading, renewable power and more.

Yet another change is the generational shift taking place as older board directors, managers, employees and consumers are being replaced with younger folks who have different ideas, different approaches, different plans and different expectations.

In South Dakota, co-op leaders say the changing dynamics present an opportunity to bring innovative ideas and new concepts to the table – all centered around the ongoing mission to deliver power that is safe, reliable, affordable and accessible.

Evan Buckmiller is manager of Kingsbury Electric Cooperative (KEC) based in DeSmet. He is part of a group of younger general managers who have taken the reins at various electric co-ops in the state. He said that over the past decade KEC has seen a 100 percent turnover in personnel and that every current employee



Co-ops will continue their commitment to both personal and digital service.

is under the age of 35. The result is a prevailing mindset that's not averse to searching for new ways to "work smarter."

"Our employees are constantly exploring new avenues to operate more efficiently and effectively," Buckmiller said. "They understand that the money people pay for power doesn't grow on trees. Our members expect value, and it's our job to make sure we're using the latest technology to minimize operating costs while improving service and convenience."

He said one advantage of having a younger work force is a greater acceptance of change, more flexibility and being open to new approaches to addressing issues.

"We've made wise investments in new equipment that we never would have considered in the past," Buckmiller said. "Our employees don't mind trying something new. They don't mind going through the training process. Having grown up in the internet age, they adapt well to learning things like new computer-based applications and software."

Some of those changes include a new barcoding program to track inventory, using iPads for preparing timesheets and taking service orders online.

Jay Spaans, manager of Douglas Electric in Armour, echoed Buckmiller's observations regarding younger employees. Two of his seven staff members are expected to retire in the not-too-distant future. They represent a combined 96 years of service.

"That's a lot of institutional knowledge



Kingsbury Electric Co-op Manager Evan Buckmiller leads a staff of young employees who understand the co-op's mission.

walking out the door, and as a manager you wonder if the next generation will be as dedicated to the co-op as them," Spaans said. "I'm sure that whoever we hire will have grown up with technology and will have new ideas. I see that as a benefit."

When it comes to engaging younger consumers, co-ops across the state maintain social media platforms such as Facebook, Instagram, Twitter and others. West River Electric based in Wall, is representative of many South Dakota co-ops that use an array of digital tools to track the organization's member engagement.

Public Relations Manager Robert Raker said diversity and the strategic use of various social media channels is the key to making sure the lines of communication remain open across the age spectrum.

"We use Facebook and our printed newsletter to appeal to our older members," he said. "We use Instagram and Tik Tok to reach our younger members, and we're beginning to deploy LinkedIn to interact with our technology and business accounts."

There's even a specific approach to communicating internally, Raker said.

"We're using Snapchat to communicate with some of our crews in the field because

One advantage of having a younger work force is a greater acceptance of change, more flexibility and being open to new approaches.

we've found that our young linemen prefer to use Snapchat rather than a conventional email account."

Chad Felderman, CEO/General Manager at Dakota Energy in Huron, said it's important for co-ops to balance their approach so that the interests of all age groups are taken into account.

Part of that strategy of fostering connectedness across generations is to get out of the office and meet members at events that attract a cross-section of people.

"In order to interact with all age groups, we have been present at sporting events, parades and event booths. It's more difficult due to the pandemic, but this is our goal," Felderman said. "This has allowed us to engage with members of all ages and creates an overall increase in knowledge of who we are and what services we provide. Utilizing Facebook, the website and text messaging has been a great way to inform members and makes us more visible in our communities."

Matt Klein, General Manager at Union County Electric in Elk Point, said he has noticed the older generation has been receptive to change, albeit at a more measured pace.

"In general, our older members want to come to the office and pay by check and get a receipt, while our younger members are more comfortable paying online, having us withdraw directly from their back account, or setting up recurring charges to their credit card," Klein said. "Now that we offer these other payment options, we are seeing more of the older generation using them. So they are clearly becoming more comfortable with this, but are a bit slower to adopt the change."



Younger members expect their cooperative to provide information through social media platforms.



Co-op members are increasingly capable of managing their appliances from a smart phone or tablet.

CO-OP TECH

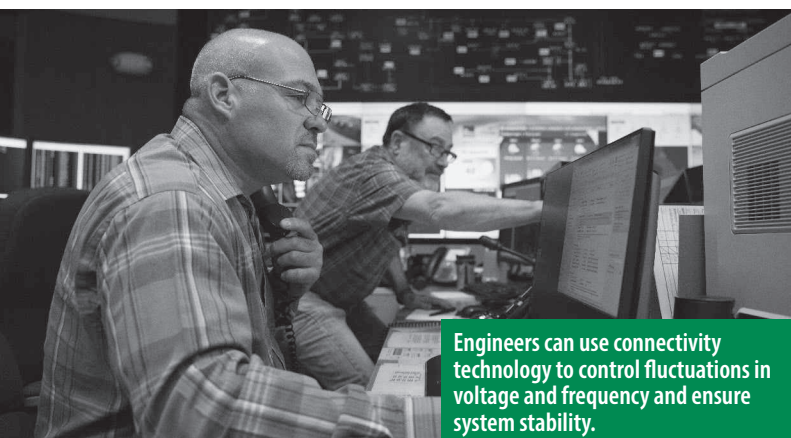
Electric Co-ops Adopt High-Tech to Improve Service

By Billy Gibson

Contributing Writer

The terms “rural” and “technology” may appear to be contradictory concepts.

However, rural electric cooperatives all across the country are adopting advanced scientific techniques and methodologies while leading the charge to discover bold new ways to deliver power that is safe, affordable, reliable and accessible.



Engineers can use connectivity technology to control fluctuations in voltage and frequency and ensure system stability.

For instance, more than 100 cooperatives nationwide are working behind the scenes to build out high-speed broadband networks in their service areas. Many others are involved in developing clean energy sources, implementing automated meter-reading systems, applying state-of-the-art cybersecurity safeguards, adding convenience to the bill-paying process, exploring ways to use energy more efficiently and much more.

South Dakota’s rural electric cooperatives are among the prime-time players in this high-tech game.

H-D Electric Cooperative, which is based in Clear Lake and serves 3,600 meters, recently completed a pilot project in collaboration with the National Rural Electric Cooperative Association (NRECA).

The goal of the research program funded by the U.S. Department of Energy was to field test the effectiveness of an automated load management mechanism called GridBallast.

When it comes to properly managing grid-scale electrical power, load control is paramount for both safety and efficiency reasons. Engineers vigilantly monitor and control any differences detected in voltage and frequency along power grids that can stretch for many miles. Excessive fluctuations in voltage and frequency can cause damage to devices all along the grid and present a safety hazard to members.

These fluctuations have always been a chief impediment in the development of renewable energy sources such as wind and solar. Renewable power sources are often described as “intermittent” because of the variation in their productivity. The task of load management is made more challenging when clouds block the sun and the wind changes speed and direction.

GridBallast is a technology that can detect changes in the flow of energy and quickly and automatically adjust the load on the demand side by switching on or off water heaters or other connected devices and circuits in the home. It was a severe and persistent frequency imbalance that led to the historic blackout that occurred throughout the Northeast region in 2003.



H-D Electric CEO and General Manager Matt Hotzler got the co-op involved in a pilot program testing the GridBallast device.

The ability to control demand has been an effective means of managing peak load.

managed in the future.

Hotzler said that the co-op is always eager to explore new ways to promote a more stable system while maintaining affordable rates.

“With our current load management system that we have in place, it is certainly important right now for our rates and our members. I think that’s why we have such a good buy-in from our membership,” Hotzler said.

Hotzler noted that H-D Electric has 2,150 water heaters on its existing load management program that can be controlled by the co-op’s wholesale supplier, East River Electric. H-D Electric is one of 250 other co-ops in 35 states that have similar programs.

That ability to control demand has been an effective means of managing peak load. But as more renewable power sources enter the grid, automated control performed through a device like GridBallast may take on greater importance in years to come.

“As distributed generation starts to come on a bit more, and possibly becomes majority renewable, it probably will have a real role in stabilizing the system,” Hotzler said. “The Department of Energy projects that renewable power will be the single largest generation source on the North American grid by 2045. That will require finding new ways to manage the grid.”

GridBallast, developed in collaboration with Carnegie Mellon University, Eaton and SparkMeter, also has the potential to reduce a system’s dependence on its communications network while protecting against cyberattack.

H-D Electric CEO and General Manager Matt Hotzler expressed reservations about how autonomous load control would be received by the co-op’s consumers.

He invited 15 H-D Electric members to participate in the pilot program over a span of three months. After the study was concluded, Hotzler reported that the results were promising.

“We didn’t see any problems at all,” Hotzler said.

Paramount to this load management approach, Hotzler pointed out, is that it opens up a plethora of new possibilities regarding the types of loads that can be

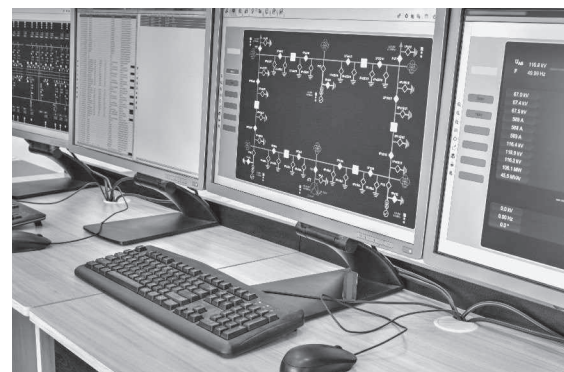


Intermittent sources of electricity will make automated load management more important than ever.

East River Electric has also been involved in another research partnership with NRECA and Dakota State University in Madison. The Connected Home Research Project based at the university’s Madison Cyber Labs center was designed to create a “home hub” that would enable smart devices in the home to communicate with the cooperative.

East River Electric is a generation and transmission entity that provides wholesale power to 25 distribution member systems in eastern South Dakota and western Minnesota.

Chris Studer, chief member and public relations officer for East River Electric, said, “While current technologies can help manage electricity usage and benefit consumers, we noticed a gap between the capabilities of those technologies and the needs of our utility network to connect to those technologies. We hope to close that gap through this project.”



Studer said cooperative consumers have demonstrated their eagerness to adopt smart-home technology to exercise more control over their energy use, save money and add convenience.

While consumers can use their smart-phone devices to adjust thermostats and lighting, many apps designed for this purpose are produced by different companies. Home Hub is an effort to develop an integrated dashboard that would allow these programs to communicate through one centralized source.

East River invested roughly \$14,000 on appliances, cabinets and technology at the lab facility. The research space at Madison Cyber Labs resembles a kitchen equipped with smart products and appliances such as lighting, window coverings, a water heater, security system and a washer and dryer. Plans include adding an electric vehicle charger and smart locks.

Note: Please make sure to call ahead to verify the event is still being held.

South Dakota's Touchstone Energy® Cooperatives will not have a booth this year at the state fair due to COVID-19 safety concerns.

August 26-30

Corn Palace Festival, Mitchell, SD, www.cornpalace.com
605-995-8430

August 27

PRCA Xtreme Broncs Finals 7-9:30 p.m., Central States Fair, Rapid City, SD
www.centralstatesfair.com

August 27-30 CANCELED

Annual Steam Threshing Jamboree featuring John Deere, Madison, SD
605-256-3644

August 28-29

Pioneer Museum Excess Sale 9 a.m. to 4 p.m. Pioneer Museum, Hot Springs, SD
605-745-4616

August 29-30

Fall River Hot Air Balloon Festival, Municipal Airport, Hwy 79, Hot Springs, SD
605-745-4140

September 3-5

South Dakota State Fair: Perfect Vision of Fun, 1060 3rd St. SW, Huron, SD
800-529-0900
www.sdstatefair.com

September 6

Studebaker and Packard Car and Truck Show, 10 a.m. to 3 p.m., Custer, SD
605-718-7431



August 29-30

Fall River Hot Air Balloon Festival

September 7

Hidewood Valley Steam Threshing Show, 1 p.m., 47326 183rd Ave., Clear Lake, SD, 605-881-8405

September 12

Central Valley Struttin' Gobblers NWTF Banquet, Dakota Plains Event Center Hartford, SD, 5:30 p.m.
605-941-4297

September 12-13

Fall Harvest Festival, Delmont, SD, 605-928-3792, www.twinriversoldiron.org

September 13

20th Annual Antique Tractor and Car Parade, 1 p.m., Farmer, SD, 605-239-4498

September 19

Health Connect's Human Race, Elmwood Park, Sioux Falls, SD, 8 a.m. 888-761-5437

September 19

Health Connect Fair, Sanford Pentagon, Sioux Falls, SD, 11 a.m. to 5 p.m., free lunch, door prizes and flu shots
888-761-5437

September 25-27

Coal Springs Threshing Bee Featuring Massey Harris Tractors, Meadow, SD, 605-788-2229

September 26 CANCELED

10th Annual ROCS Fall Festival, 9 a.m. to 2 p.m., Springfield, SD, 605-464-7379

September 26

Wheelin' to Wall, Wall Community Center, Wall, SD

October 3 CANCELED

Hobo Marlin's Pumpkin Train 11 a.m., Madison, SD
605-256-3644

October 7-8 CANCELED

Energize! Explore Innovative Rural Communities Conference, Milbank, SD, <https://extension.sdstate.edu>

October 31-November 1

Dakota Territory Gun Collectors Assn. Sioux Falls Classic Gun Show, 3200 W Maple St. Sioux Falls, SD, 605-630-2199

To have your event listed on this page, send complete information, including date, event, place and contact to your local electric cooperative. Include your name, address and daytime telephone number. Information must be submitted at least eight weeks prior to your event. Please call ahead to confirm date, time and location of event.