



NPEC celebrates 25 years!

Anniversaries can often be a source of opportunity. They provide us with an occasion to review past achievements, reflect on current challenges and opportunities, and look to the future with a clear vision. After a quarter of a century of productive collaboration, Northern Plains Electric Cooperative (NPEC) celebrates its 25th anniversary.

When Baker Electric Cooperative and Tri-County Electric Cooperative saw that greater economy of scale would benefit their members, they consolidated in 1997 into what today is known as Northern Plains Electric Cooperative.

Today, NPEC is the largest electric cooperative in North Dakota geographically, serving 8,185 members on 6,721 miles of line in a 50- to 70-mile area from south of Jamestown to the Canadian border. Counties served include: Benson, Eddy, Foster, Griggs, Kidder, Stutsman, Wells, Pierce, Ramsey, Towner and Rolette. Headquarter offices are located in Carrington and Cando, and outposts in Rolla, Rugby, Maddock, Jamestown, Robinson and Woodworth. Forty-two employees work full time to provide members with electricity and to improve the quality of rural life.

Our goal stands the same, back when Baker Electric Cooperative was incorporated in April 1937 and Tri-County Electric Cooperative in February 1938 – to provide safe, reliable and affordable energy to our members. 2022 brings a whole new world of challenges. While significant, these challenges are no greater than the challenges overcome through the years. As in the past, the cooperative will rely on the support and spirit of its members each step of the way. ■

JANUARY 2022

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Happy New Year

BY SETH SYVERSON, GENERAL MANAGER

The holiday season has come and gone and a new year is upon us. I hope you were able to enjoy the holiday festivities and family gatherings and take an opportunity to reflect on the past year. All of us at Northern Plains Electric Cooperative are grateful for our cooperative family and each member we proudly serve.



Seth Syverson

Changes to you

As we venture into 2022, a few changes will be taking place at the start of the year. The cooperative will be introducing a new bill design, which will display a history of your energy usage. The history will allow you to reflect on the previous year to see if your energy usage may have increased or decreased in relation to the temperature. The history will help you visualize when you may use the most energy and help with budgeting or energy conservation habits. If interested in diving into your usage even further, please reference the cooperative's SmartHub application, which can provide the history of energy usage on a daily basis.

Another modification members with a sub-meter will see on their bill is the change from a "Controller Charge" to a "Meter Charge." A majority of the members will see no impact to their monthly bill. But members with multiple sub-meters or members utilizing the uncontrolled electric heat rate will see a small increase. The shift to a meter charge is a more accurate representation of the fixed costs associated with the additional meter or meters required for sub-metered rates. This change will not introduce a new charge for your main meter.

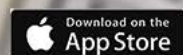
Co-op construction

Planning for 2022 construction is well underway. Looking forward, the cooperative has another strong season of replacing aging infrastructure, pole inspections and meter changeouts. We are staying diligent with procuring materials, as the industry is experiencing both price increases and longer lead times. We encourage members to contact us on upcoming projects sooner rather than later to accommodate the ordering of material.

We will continue to strive to provide safe, reliable and affordable energy, and continue to support our local communities and members. Our goal is to provide you with the necessary information to make informed decisions and we hope you will share your opinions. The Northern Plains Electric Cooperative family wishes you a happy New Year. We look forward to the opportunity to serve you. ■

You Have The Power to

- Pay your bill
- Manage your account
- Monitor usage & more!




Introducing your new bill!

Over the past several months, Northern Plains Electric Cooperative (NPEC) has been hard at work modernizing and simplifying how your new bill will look. Our goal was to make a member's account clear and easily understood at first glance.

Among the list of key additions to the new bill, members will find an energy usage comparison graph that shows a year's worth of usage history. For a further breakdown of your bill, and to better understand where to find certain information, follow the helpful points listed below:

- 1 Here, you will find your breakdown of payments, past due balances, late fees, current charges due and any miscellaneous charges, like Operation Round Up.
- 2 In this section you will find important messages from your cooperative.
- 3 In these sections, you will find the service description and usage breakdown for a specific meter. If you have multiple meters, you may see more than one breakdown listed on your bill.
- 4 New to NPEC's bill, this chart provides an easy way to compare how you've used electricity from month to month and gives you more insight into how weather and habits contribute to your bill.
- 5 If you are paying your bill by check, be sure to include this with your payment. This is also where you will find your current charges due and your total account balance.
- 6 VanillaDirect Pay is a safe, convenient and secure service that lets you pay your bill with cash at participating retailers. More information can be found on our website under "Payment Options." The new bill format will be released in February. If you have any questions, please call us at 800-882-2500. ■



PO BOX 608
CANDO, ND 58324-0608


Your Touchstone Energy® Cooperative

Phone: 800-882-2500 (Toll free)
701-968-3314 (Cando)
701-652-3156 (Carrington)

Office hours: 8:00-4:30 Monday-Friday

Pay-By-Phone: 844-749-3052
Pay Online: www.nplains.com

JOHN DOE
JANE DOE
PO BOX 180
CARRINGTON ND 58421-0180



Account Number	4441701
Statement Date	10/04/2021

Billing Summary

Previous Balance	163.00
Payment Received 09/17/2021	-163.00 CR
Balance Forward	0.00
Current Charges Due 10/20/2021	126.67
Operation Round Up	0.33
Amount Due	127.00

Penalty Charges will be applied against all unpaid balances @ 1.5% by the 20th of the month.

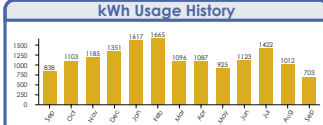
Important Messages

Welcome to Northern Plains Electric's new bill print format!

Loc: 2567-09-2-0-0001-M1	Addr: 1515 West Main	Desc: Home	Rate: 030 Rural Residential
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Meter #	Services	From	To	Days	Previous	Readings	Present	Mult.	kWh Usage
210318		09/01/21	10/01/21	30	6234		6937	1	703

kWh Usage History



COMPARISONS	DAYS	AVG COST	AVG TEMP	AVG kWh
Current Month	30	\$4.40	62	23
Same Month Last Year	31	\$4.71	57	27

Detail of Charges

Service Availability Charge	42.00
Unmetered STD LED Light Qty: 1	8.55
Electric Charges	
Energy Charges	76.12
Quantity	400
Unit Cost	0.197700
Extended Cost	\$45.82
kWh	103
Unit Cost	0.100000
Extended Cost	\$10.30
Electric Charges	126.67

KEEP

SEND Please Return This Stub With Your Payment. Do Not Staple, Tape or Paperclip.

JOHN DOE
JANE DOE
PO BOX 180
CARRINGTON ND 58421-0180
(701) 555-5555 Home


Cycle # 1

PAY YOUR BILL 24/7
BY PHONE: 844-749-3052
ONLINE: www.nplains.com
SMARTHUB: The FREE online payment system! Access at nplains.com or download the application on a compatible mobile device.
See more payment options on reverse side.

Account Number	4441701
Current Due By 10/20/2021	127.00
Amount Due	127.00

Amount Enclosed \$

NORTHERN PLAINS ELECTRIC COOPERATIVE
PO BOX 608
CANDO, ND 58324-0608




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DO NOT WRITE IN BOX. FOR OFFICE USE ONLY.

Manage your account with SmartHub!

- View bill history and make payments
- Enroll in autopay or paperless option
- View hourly energy usage data
- Access at nplains.com or scan code



VanillaDirect Pay: A safe, convenient and secure service that lets you pay your bills with cash at participating retailers.


799366433650003605000034917016

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at www.vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at www.vanilladirect.com/pay/ereceipt.

The majority of participating locations will accept cash payments up to a maximum amount of \$500.00 with a transaction fee of \$1.50.

DOLLAR GENERAL | CVS | FAMILY DOLLAR

Find a full list of participating locations on our website: www.nplains.com under "Payment Options".



www.nplains.com | NORTHERN PLAINS ELECTRIC COOPERATIVE | JANUARY 2022 **C3**

Cathy Klocke retires

Northern Plains Electric Cooperative (NPEC) congratulates Cathy Klocke on her retirement after working for the cooperative for more than 27 years.

In September 1994, Klocke started working for Tri-County Electric Cooperative, Carrington, as an administrative assistant. The merger with Baker Electric Cooperative in 1997 to form NPEC brought career changes for many of the employees, including Klocke.

Throughout her career, she has worked in several departments, taking on whatever task was asked of her. Her most recent title as customer service representative is where she most excelled. Klocke was well known for her upbeat attitude and huge heart. Her genuine concern and eagerness to help members would radiate over

the phone.

“Cathy is a valuable asset to NPEC - hardworking, dedicated and always willing to help out wherever she is needed,” commented Cheryl Belle, business manager. “Whether working in dispatch or customer service, Cathy has always shown a strong devotion to our customers and understanding of their needs, and is always concerned for the safety of our linemen.”

Klocke is looking forward to retirement in the Southwest with her husband, David, and the summers back in North Dakota with her children and grandchildren.

Thank you, Cathy, for your years of service and good luck in your retirement! Your uplifting spirit will be missed. ■



NPEC employees donate \$400 prize money to charities

Seventy-five electric cooperative employees across the state participated in a bingo challenge sponsored by the N.D. REC Benefit Trust this fall. Bingo cards were distributed weekly and challenged players to expand and enrich their sense of overall wellness by checking off tasks. Cards had a variety of challenges, including improving social, financial and physical health.

Twenty-eight participants won individual prizes, including donations to a charity of the participant's choice. Charitable donations for this year's challenge total \$4,000 and three Northern Plains Electric Cooperative employees were lucky enough to be selected. They distributed \$400 of their winnings to area charities.

- **\$100 – Carrington Daily Bread Backpack Program**, donated by Justin Kollman, dispatch/safety coordinator.

This backpack program currently fills about 80 backpacks weekly for students in preschool to high school to make sure they have food to eat over the weekend.

- **\$100 – Safe Alternatives for Abused Families (SAFE)**, Devils Lake, donated by Shauna Olson, business assistant.

SAFE serves Ramsey, Benson, Towner, Nelson, Eddy and Wells counties, providing services to victims of domestic violence and sexual assault, and creating public awareness to the problem.

- **\$200 – A Moment of Freedom (AMOF)**, Buchanan, donated by Brittnee Wilson, communications.

AMOF provides equine services to riders with special needs. Equine-assisted services help with not only sensory issues and muscle control, but they also help balance riders physically, emotionally, mentally and spiritually. ■

UNDERSTANDING YOUR ELECTRIC SERVICE PANEL



Electricity plays an essential role in how your home operates. Whether watching TV, powering heating and cooling systems or charging a cellphone, we rely on our home's electrical system to provide us with power when and where we need it.

Let's take a look at one of the components of your home's electrical system, the electrical service panel.

Every home has a service panel that distributes electricity to switches, outlets and appliances. The service panel is usually found in the basement, garage or utility area.

When a short or overload shuts down power to a circuit, this is where you can restore the flow. It is also where you will shut down power to a circuit before starting a project or repair.

Fuses and circuit breakers

All service panels are equipped with fuses or circuit breakers that protect the wires in each circuit from overheating and causing a fire. In general, older service panels use fuses, while more modern systems rely on circuit breakers.

Fuses and circuit breakers are safety devices that help prevent overloading of your home electrical system and prevent fires. They stop the electrical current if it exceeds the safe level for some portion of your home's electrical system.

Fuses

Service panels installed before 1965 use fuses to protect each individual circuit. Each fuse is marked with a code, which provides information about the type of base and the degree of time delay, if any.

Once a fuse is blown, it must be unscrewed and thrown away. When replacing fuses in your service panel, always make sure the replacement fuse matches the amperage rating of the circuit.

Circuit breakers

All newer homes are protected by circuit breakers. Unlike a fuse that must be replaced when it blows, a circuit breaker that has "tripped" can be mechanically reset to resume operations once the problem has been resolved. A tripped breaker is likely the result of too many appliances overloading the circuit and should be fixed immediately.

Instructions for resetting a tripped breaker:

- Unplug or turn off appliances in the room.
- Find your main breaker panel and open the cover.
- Locate the tripped breaker. A tripped circuit breaker will be in the off position or in a middle position between on and off.
- To reset the breaker, switch it to off position and then back to on. This may restore power to the room. If the problem continues, there may be more serious issues. Contact an electrician to diagnose the problem.

Main breaker

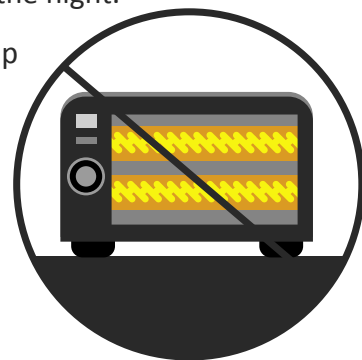
Your home also includes a main breaker, which serves as the on and off switch for electricity to your entire home. During an emergency, you can turn off power to your entire home with this switch. Everyone in your home should know where this is located. ■



TIPS TO DITCH THE SPACE HEATER

Space heaters are energy hogs, and older models can be extremely dangerous. This winter, ditch the space heater and try these alternative solutions to stay cozy.

- Use an electric blanket to keep warm during the night.
- Caulk and weatherstrip around all windows and doors to prevent heat loss.
- Consider adding insulation to your attic and around duct work.



Are portable space heaters efficient for my home?

Small space heaters are meant to do exactly as their name says: heat a small space. Unfortunately, many people use portable space heaters to heat their entire home, which can really take a toll on your energy bills. Whether you should use space heaters really depends on your home's efficiency and energy needs.

If you're using a space heater to compensate for problems in your home, like inadequate insulation, drafty windows and exterior doors, or an inefficient heating system, space heaters are not a practical solution. Your best bet is to improve the overall efficiency of your home. If you're on a tight budget, caulking and weatherstripping around windows and exterior doors is a low-cost, easy way to save energy. Depending on the size of your home, adding insulation can be a great next step. Loose-fill insulation typically costs \$1 to \$1.50 per square foot. Taking these proactive energy-saving measures, rather than relying on space heaters for supplemental warmth, can reduce your heating and cooling bills for years to come.

Perhaps your home is energy efficient, but you're cold-natured and want a specific room to be cozier than the rest. In this case, a space heater may work for your needs. A good comparison is ceiling fans; we use ceiling fans in the summer to cool people, not rooms. A

space heater can be used in a similar way during winter months. Only use a space heater in small spaces you are occupying and, if possible, try to shut off other rooms to contain the warmth provided by the space heater. If you decide to use a space heater to heat a small area in your home, make sure the heater is properly sized for the space; most heaters include a general sizing table.

A word about safety: The U.S. Consumer Product Safety Commission estimates more than 25,000 residential fires are associated with the use of space heaters every year, resulting in more than 300 deaths. If you must use a space heater, purchase a newer model that includes the most current safety features and make sure it carries the Underwriters Laboratories (UL) label. Choose a thermostatically controlled heater to avoid energy waste and overheating, and place the heater on a level surface away from foot traffic when in use. Always keep children and pets away from space heaters.

Consider alternative ways to stay warm like extra layers of clothing or UL-approved electric blankets. If you have hardwood or tile floors, lay down area rugs to provide additional insulation (and appeal!) and maintain warmth.

We know it's cold out there, but in addition to safety concerns, space heaters can greatly increase your energy bills if used improperly. ■



Do you have money waiting for you?

The following people have capital credit checks at Northern Plains Electric Cooperative for which we do not have a current address. Please notify us if you have a current address for any of these people, or if you are entitled to the capital credits in the case of an estate. Information must be received by Jan. 31. Call us at 800-882-2500.

2021 UNCLAIMED CAPITAL CREDIT CHECKS

Azure, David.....	Belcourt	Jones, Leora	Cando	Robeson, Lauralee.....	Cando
Backman, Donna	Minot	Keltgen, John	El Dorado Hill, Calif.	Schindler, Jeff.....	Heimdahl
Barko, Gary D.....	Sheyenne	Laducer, Mary.....	Belcourt	Schulz, Leno	Jamestown
Belgarde, Clifford E.....	Belcourt	Lafromboise, Larry	Belcourt	Shaw, Andrew	Fort Totten
Benson, Curtis	Heimdahl	Lafromboise, Richard	Belcourt	Shively, Sandy	Cando
Bergquist, Lorraine.....	Belcourt	Lavallie, Shelly.....	Belcourt	Slater, Rochelle.....	Belcourt
Black Cloud, Ivan.....	Fort Totten	Lavallie, Terry.....	Belcourt	Slebodnick, Michael J.....	Belcourt
Botz Family Farm LLP	Tucson, Ariz.	Malaterre, Kristy.....	Dunseith	Teel, Darlys.....	Fort Totten
Brotten, John T.....	Sheyenne	Marcil, Elinor.....	Rolla	Thibert, Carrie	Belcourt
Campbell, Stella	Rolla	McKay, Ernest II	Tokio	Thomas, Rebecca M.	Belcourt
Cavanaugh, Sally A.....	Fort Totten	McMahan, Thomas O.	Rugby	Throlson, Scott	Grand Forks
Chase, Lexington.....	Belcourt	McMahan, Thomas.....	Barneveld, Wis.	Tuenge, Karen K.	Buckeye, Ariz.
Dauphinais, Kevin.....	Fort Totten	Morin, Cindy	Belcourt	U.S. Post Office	Balta
Delong, Kristy L.	Belcourt	Morin, Lora.....	Fargo	Vallie, Lynda.....	Belcourt
Dramstad, Harry	Binford	Muchscher, Fred	Spiritwood Lake	Vondal, Christine.....	Belcourt
Dubois, Amber	Colorado Springs, Colo.	Olson, Robert J.	Devils Lake	Walker, Chris.....	Mandan
Duchaine, Rodney	Belcourt	Overby, Garry.....	Jamestown	Wanna, Myron	Ft. Totten
Durum House LLC.....	Amberg, Wis.	Parisien, Elmer.....	Belcourt	Warren, Louis.....	Belcourt
Feather, Misty B.	Bismarck	Pedroza, Jacqueline B.	Belcourt	Whitley, Leatrice.....	Shakopee, Minn.
Folmer, Paul	Bismarck	Perkinds, Laurie.....	Mandan	Wilkie, Nick.....	Belcourt
Giron-Vargas, Juanita.....	Fort Totten	Plett, Jody.....	Cando		
Grant, Debbie.....	Belcourt	Price, Greg	Menno, S.D.		
Grant, Frank, Sr.....	Rolla	Radford, Carol.....	Belcourt		
Hickman, Gary	Turtle Lake	Raines, Twila	Glendive, Mont.		
Hoffart, Vickie.....	Ellendale	Roberts, Steve.....	Wing		
Jeannotte, Victoria.....	Rolla	Robertson, Dave	St. Petersburg, Fla.		



Scholarship deadline nearing!

Together with Northern Plains Electric Cooperative (NPEC), Basin Electric Power Cooperative is offering a \$1,000 scholarship for the 2022-23 school year. To qualify, an applicant's parent(s)/guardian(s)'s primary residence must be served by NPEC. Applicants for the scholarship must be high school seniors or college freshmen enrolled or planning to enroll in a full-time course of study at an accredited, two-year or four-year college, university or vocational/technical school in the fall of 2022.

For more information, contact your school counselor, NPEC or download the application at <http://nplains.com/scholarship>.

Applications must be received/postmarked by Jan. 31.

Submit applications to:
Northern Plains Electric Cooperative
 Attn: Brittnee Wilson
 P.O. BOX 608
 Cando, ND 58324

Statement of nondiscrimination

Northern Plains Electric Cooperative is a recipient of federal financial assistance from the U.S. Department of Agriculture (USDA). In accordance with federal civil rights law and USDA civil rights regulations/policies, 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/expression, sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs or reprisal/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.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language) should contact the responsible agency or USDA TARGET Center at 202-720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at 800-877-8339. Program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form (AD-3027) found online at www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide 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 Ave. S.W., Washington, DC 20250-9410;
- 2) fax: 202-690-7442; or
- 3) email: program.intake@usda.gov.

Northern Plains Electric Cooperative is an equal opportunity provider and employer. ■

CANDO OFFICE:
 609 4th Ave.
 Cando, ND 58324

OFFICE HOURS:
 Monday-Friday
 8 a.m. to 4:30 p.m.

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 1515 West Main
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www.nplains.com
justask@nplains.com
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