



MOR-GRAN-SOU ELECTRIC COOPERATIVE

Serving Morton, Grant and Sioux counties

THIS ISSUE:

- Two remarkable co-op careers
- New billing statement
- Apply for Youth Tour

OCTOBER
2023

Your Touchstone Energy® Cooperative 

COOPERATIVE MONTH





With a combined service to Mor-Gran-Sou Electric Cooperative members of more than seven decades, **Jackie Miller**, left, and **Cindy Ternes** have retired from the cooperative.



LIFELONG SERVICE:

A journey of dedication and community impact

BY ANNE HANSEN

In the world of electric cooperatives, where service and community are at the heart of every endeavor, few individuals embody the spirit of dedication and unwavering commitment as much as Jackie Miller and Cindy Ternes. With a combined service of more than seven decades at Mor-Gran-Sou Electric Cooperative, their journeys stand as a testament to the cooperative principles that guided their every step.

Miller's journey had humble beginnings, working

part time in the evenings to conduct member satisfaction surveys.

"I remember being so thankful when someone would answer the phone for me," Miller recalls, reflecting on those early days.

However, her dedication and passion for the cooperative led her to embrace a full-time position as an accounts receivable clerk in July 1983. Miller's office space was a modest corner shared with another co-worker, where they had to take turns

using a single phone. She chuckles, reminiscing about those early days, mentioning how Roger Mahrer's invention of a makeshift turntable for the phone made their communication easier, as it was the cost-conscious way to make it work.

Ternes embarked on her career at Mor-Gran-Sou Electric Cooperative in September 1978 as a general office clerk. Within a short time, her exceptional abilities led to her promotion as executive secretary, along with three other title changes. Over time, her expertise and dedication shone through, leading her to the role of manager of administrative services, a position she held until her retirement in December 2022.

Ternes vividly remembers her first desk by the vault, nestled in a quiet corner, which she quite liked. For some, this might symbolize Ternes's comfort for working behind the scenes, ensuring all needs are met, yet not wanting any recognition in return.

Throughout the years, both Miller and Ternes made profound contributions to the cooperative, embracing new responsibilities and rising through the ranks. Miller's career transitioned to member services, eventually leading her to become the manager of member services and later assuming the role of chief of staff, which she held until her retirement in December 2022. Simultaneously, Ternes's expertise and leadership led her to oversee administrative services, ensuring the smooth functioning of the cooperative's essential operations, with her priority responsibility being the board of directors and managers.

Embracing challenges and evolving technology

Amidst their dedicated roles, Miller and Ternes encountered significant challenges that tested their resilience. Notably, the devastating 2010 ice storm left a lasting impact on Mor-Gran-Sou Electric's area. In response to the chaos caused by Mother Nature, Miller and Ternes tirelessly worked extensive hours away from their families, like most of the other Mor-Gran-Sou Electric employees. Determined to support their members during this trying time, they initiated the Mor-Gran-Sou Facebook page, a platform that proved instrumental in providing timely updates and information to the cooperative's members.

As technology advanced and the cooperative evolved, Miller and Ternes embraced the changes, while staying true to the cooperative principles. The cooperative's unwavering commitment to prioritizing the needs of its members was a constant guiding force.

"The workplace culture at Mor-Gran-Sou was to always put the member first. From the beginning

until I retired, nothing changed when it came to that. Always put the member first," Ternes emphasizes.

While their careers were filled with memorable events and technological advancements, the day-to-day interactions with members left the most profound impact on Miller and Ternes. They sought to exceed member expectations, ensuring every phone call or connection fostered a sense of understanding and support. Their commitment to effective communication extended beyond typewritten letters and evolved with the adoption of technology.

The power of collaboration

Beyond their individual achievements, both Miller and Ternes recognized the importance of mentorship and building a supportive network within the cooperative and other related industries. They acknowledged the invaluable guidance provided by their predecessors and supportive directors, enabling them to develop professionally and contribute wholeheartedly to the cooperative's success.

Their collective experiences instilled in them the belief in the power of collaboration and the strength that arises from supporting one another.


They couldn't have done anything without the entire team at Mor-Gran-Sou Electric, and both say they are proud to have worked with these great individuals. And they couldn't have done it without a supportive team at home – their families, they add.

"I am proud to be part of being a cooperative. There is more to it than electricity. It always has been a way of life, a service," Miller says.

Ternes concurs, and offers the best advice she has gathered throughout her remarkable career.

"Continue helping members, always keeping the members in mind," she says.

Their unwavering dedication to serving the cooperative's members and upholding its core values is a testament to their profound impact on Mor-Gran-Sou Electric and the communities it serves.

As Mor-Gran-Sou Electric celebrates National Cooperative Month, let us pay tribute to the remarkable careers of Miller and Ternes. Their lifelong service exemplifies the cooperative spirit, reminding us that true success lies in prioritizing the needs of the membership and forging enduring relationships based on trust and genuine care. Their legacy will continue to inspire future generations to serve their communities with unwavering dedication and a commitment to the cooperative values that define us. 



MANAGER'S MESSAGE: Celebrating membership



Jason Bentz

Fall is a busy time, and October is a particularly eventful month, with school, community and sports activities in full swing. It's also when all cooperatives celebrate National Co-op Month.

When I say Mor-Gran-Sou Electric Cooperative celebrates Co-op Month, it really means we are celebrating you! After all,

our co-op wouldn't exist without you, our members.

Our core business purpose is to serve as your electricity provider, but the larger mission of the co-op is to help make our corner of the world a better place. "Concern for community" is one of seven guiding principles all co-ops share.

Similar to how our wires run through our service territory, our concern for community flows through all of our decisions, because being a co-op means being a responsible partner and good neighbor.


Mor-Gran-Sou Electric works to help our community thrive through initiatives led by our employees and local board that's comprised of neighbors who live right here in our community.

We're proud to support local youth through our Youth Tour and scholarship programs. With your help, we offer Operation Round Up to provide assistance to our community.

The word "cooperative" is close to "cooperation," meaning people working together toward a common goal, mutually benefiting one another and the larger area. That's the essence of the cooperative spirit. Our employees and member-elected board members are invested in the community where they live and serve.

Above all, as a co-op, we put our members' priorities first. As your trusted energy partner, we know saving energy and money is important to you. We want to empower you to manage energy use at home. If you haven't already, I encourage you

to take a moment and download our SmartHub app. Through the app, you can conveniently monitor and manage your energy use. And we're here to help, so give us a call if you have questions about your energy bills.

Mor-Gran-Sou Electric is continuously examining ways to operate more efficiently, while continuing to provide the highest level of friendly, reliable service you expect and deserve. After all, we're your local co-op. We were built by the members we serve. 



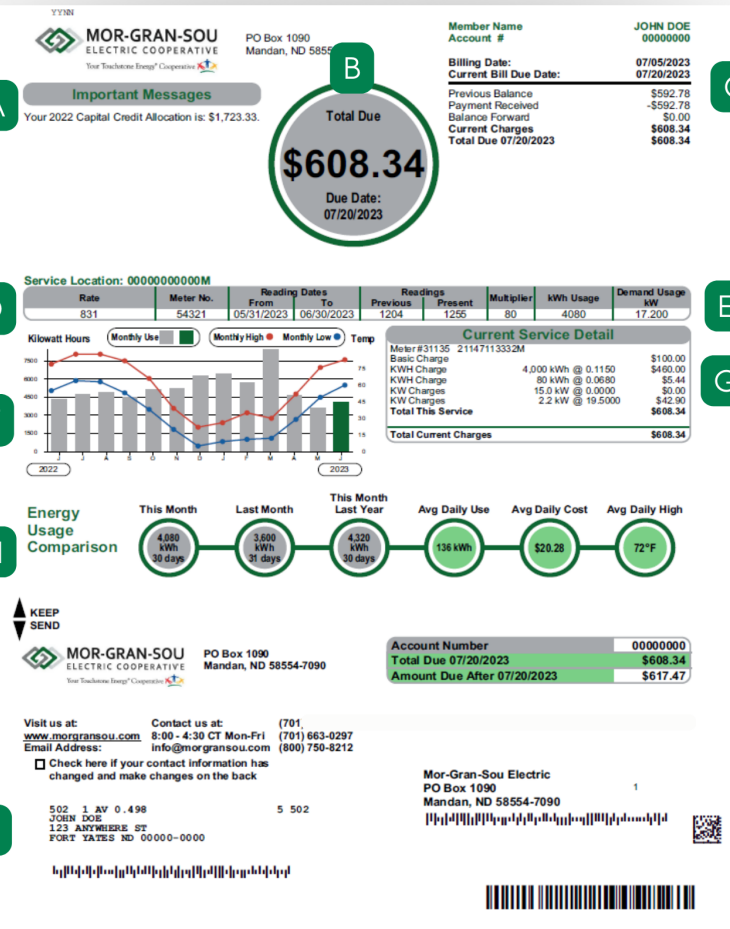
**CO-OPS
- GROW** 

COMMUNITIES

Electric cooperatives are joining co-ops across the U.S. to celebrate National Co-op Month. As your local electric co-op, our services are shaped to meet your specific needs. We love growing with you, the members we are proud to serve.

HOW TO READ YOUR NEW BILLING STATEMENT

- A** Informational and account level messaging can be found here. Examples include the message listed in this bill sample, annual meeting dates, and other important information.
- B** The total account balance bubble features an account balance as well as the due date, or autopay date.
- C** The bill summary contains the billing date, when the current charges are due, the previous balance, when a payment was received, any past due balance, the current charges for this billing period, and the total account balance.
- D** This table details specific meter information including which rate class the meter is in, the meter number, reading dates, the previous kWh reading, current kWh reading, multiplier, and the usage for the billing period.
- E** A demand reading on an electric bill indicates the highest amount of power (kW) used by a member during a specific time, often measured in 15 or 30-minute intervals.
- F** This chart details the past 13 months of usage and the monthly high and low temperatures throughout those months. Usage is represented with the grey and green bars, and temperature is shown as red(high) and blue(low) lines.
- G** Here, you'll discover information about your current service, including a breakdown of charges.
- H** A new, key feature of the bill is the energy usage timeline that details the kWh usage and the number of days calculated for this month. In the next bubble members can compare their usage quickly with how much kWh they used last month, and then a yearly comparison with this month last year.
- I** If you're paying by check, tear off and send in this section so a member services representative knows which account to credit.



Important Messages
Your 2022 Capital Credit Allocation is: \$1,723.33.

Total Due
\$608.34
Due Date: 07/20/2023

Rate	Meter No.	Reading Dates	Readings	Multiplier	kWh Usage	Demand Usage
		From	Previous			
831	54321	05/31/2023	1204	80	4080	17,200
		06/30/2023	1255			

Current Service Detail

Meter #31135	2114711332M	
Basic Charge		\$100.00
KWH Charge	4,000 kWh @ 0.1150	\$460.00
KWH Charge	80 kWh @ 0.5500	\$44.00
KW Charges	15.0 kW @ 0.0000	\$0.00
KW Charges	2.2 kW @ 19.5000	\$42.90
Total This Service		\$608.34
Total Current Charges		\$608.34

Energy Usage Comparison

- This Month: 4,000 kWh (30 days)
- Last Month: 3,600 kWh (31 days)
- This Month Last Year: 4,320 kWh (30 days)
- Avg Daily Use: 136 kWh
- Avg Daily Cost: \$20.28
- Avg Daily High: 72°F

Account Information

Account Number: 00000000
 Total Due 07/20/2023: \$608.34
 Amount Due After 07/20/2023: \$617.47

Visit us at: www.morgransou.com
Contact us at: 8:00 - 4:30 CT Mon-Fri
Email Address: info@morgransou.com

502 1 XY 0.498
 JOHN DOE
 123 ANYWHERE ST
 FORT WARRS ND 00000-0000

Mor-Gran-Sou Electric
 PO Box 1090
 Mandan, ND 58554-7090

The above example bill is subject to minor changes.

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



Safety Starts with ME:

Use caution near cooperative equipment

Although the fall season has brought cooler temperatures, the weather is inviting us to spend time outside and enjoy the changing foliage, pumpkin patches, corn mazes and hayrides. While enjoying the cool, crisp weather, Mor-Gran-Sou Electric Cooperative reminds you to exercise caution near electrical equipment maintained by the co-op.

“Whether you have children running on hay bales or flying a kite this fall, it is important to be aware of your surroundings and be sure to stay clear of substations and power lines,” says Chance Magilke, an apprentice lineworker at Mor-Gran-Sou Electric. “This equipment carries extremely high voltages, and if contact is accidentally made, the results can be very serious.”

Mor-Gran-Sou Electric urges you to take into consideration the following safety tips if you are near any power equipment:


1. **Maintain a safe distance:** It is vital to remember the “safe zone” around power lines and substations. A general rule of thumb is to stay at least 10 feet away from power lines and farther away from substations. If you encounter an animal trapped in a tree near power lines or inside a substation, do not attempt to remove it.
2. **Respect warning signs:** Pay attention to warning signs, barriers and caution tape indicating areas with electrical equipment. These signs are there for your safety and should be taken seriously.
3. **Avoid flying objects near power lines:** Activities such as flying kites, drones or releasing balloons should be avoided in areas close to power lines, as they can easily get entangled in the lines, creating a dangerous situation. Remote-controlled toys should never be flown near power lines, substations or other electrical equipment. If contact is accidentally made with a power line or a transformer inside a substation, members of your community could be left without electricity.
4. **Stay clear during emergencies:** In case of accidents or emergencies involving power lines or substations, it is essential to call emergency services immediately and wait for professionals to arrive. Do not attempt to handle the situation yourself.
5. **Inform children:** Children should be informed about the dangers of power lines and



substations. It is important to remind them to never climb trees near power lines. If contact is made with a tree that is touching a power line, your body could become the path of electricity from the line to the ground.

Lineworkers have gone through extensive training to be able to work around electrical equipment and want to remind the public to stay clear.

“Safety around the equipment is always important to us when we are working. We use the appropriate personal protective equipment, and attend certification courses and monthly safety meetings to ensure confidence in our work,” Magilke notes.

Here at Mor-Gran-Sou Electric, your safety is important to us. We hope you will share the message of electrical safety, so you and others can enjoy fall days filled with fun! 

APPLY FOR A TRIP OF A LIFETIME

WHAT IS YOUTH TOUR?

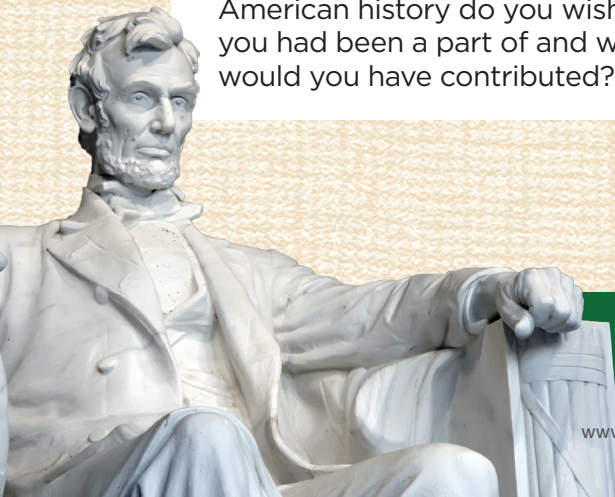
- An all-expense-paid trip to Washington, D.C., paid for by Mor-Gran-Sou Electric Cooperative.
- A week of visiting historic monuments, touring world class museums, learning about electric cooperatives and meeting elected officials.
- Developing lifelong friendships with delegates from across the country!



JUNE 15 TO 21, 2024
AN ALL-EXPENSE-PAID TRIP TO WASHINGTON, D.C.

ESSAY QUESTION

If chosen as a Youth Tour delegate, you will be traveling 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?



HOW TO APPLY

- To enter the essay-writing contest, you must be a sophomore or junior in high school, and you and your parents or guardian must be served by Mor-Gran-Sou Electric Cooperative.
- Email entries to Julie Armijo at jarmijo@morgransou.com or mail a hard copy to: Youth Tour Essay Contest, P.O. Box 297, Flasher, ND, 58535-0297.
- Questions? Call Julie at 701-597-3301, 800-750-8212 or 701-663-0297 during regular business hours.
- **The deadline is Jan. 19, 2024.**

EMPOWER



LEARN MORE AT NDYOUTHTOUR.COM



MOR-GRAN-SOU
ELECTRIC COOPERATIVE

Board meeting highlights July 26

The July meeting of the board of directors of Mor-Gran-Sou Electric Cooperative was held July 26 at the Mandan Service Center in Mandan. Chairman Steve Tomac called the meeting to order at 9:37 a.m. Connie Hill, executive assistant, was designated as the recording secretary. All directors were present. Also present were Mor-Gran-Sou Electric Co-Managers/CEOs Travis Kupper and Jason Bentz, Chief Financial Officer (CFO) Alex Craigmile, Operations Manager Gary Fitterer, Manager of Member Services Manager Julie Armijo and General Counsel Andrew Fergel. The meeting commenced with the Pledge of Allegiance and invocation led by Tomac.

Election of officers: Tomac was elected and remains board chair, as well as Vice Chair Chad Harrison and Secretary/Treasurer Pam Geiger.

Consent agenda: There were no additions to the consent agenda. The agenda was approved as presented. The June 28 meeting minutes were also approved.

Strategic/action: Bentz and Kupper presented the co-general managers' report, which included updates on the Basin Electric Power Cooperative Manager Advisory Committee meeting, Basin Electric manager meeting and other topics. The report also included an update from West Dakota Utility Services and Basin Electric.


Department reports: Craigmile reviewed the June financial reports in the CFO report. Fitterer provided the operations report, with details on maintenance activities and new services. Armijo presented the member services report, including the August local pages preview and 2024

membership survey. The board reviewed Chief Information Officer Charlie Dunbar's report. Fergel provided a general counsel report.

Action items: The board approved the proposed meeting dates for 2024 and appointed delegates for the Basin Electric annual meeting. The 2023 rate adjustment discussion led to the approval of a rate adjustment for 2023.

Upcoming meetings and events were shared prior to the board entering an executive session.

The meeting concluded with the adjournment, and Geiger certified the accuracy of the minutes.

Next meeting date: The next meeting date was set for Aug. 23 at the Mandan Service Center in Mandan. 



MOR-GRAN-SOU
ELECTRIC COOPERATIVE

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Email us: info@morgransou.com

UNDERGROUND LINE LOCATES
800-795-0555 OR 811

OFFICERS AND DIRECTORS

Chair Steve Tomac
Vice Chair Chad Harrison
Secretary-Treasurer Pam Geiger
Directors Mark Doll, Rodney Froelich,
Bob J. Leingang, Ryan Petrick,
Kathy Tokach, Casey Wells

MANAGEMENT

Co-GM/CEO Travis Kupper
Co-GM/CEO Jason Bentz

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