



COOPERATIVE CONNECTIONS



South Dakota Snowmobiling

Seasonal Fun in the
Snow

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High School Students
Gaining Dual Credits

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Moncur retires after 39 years of service to the Cooperative



Mike Moncur, former Manager of Finance and Administration, retired from Dakota Energy on January 2, 2024. While retired, Moncur will miss the employees and members.

Moncur's career began in the cooperative world after graduating from Northern State University with a degree in Accounting. His first job at Ree Electric was in May 1984.

After the consolidation of Beadle Electric and Ree Electric to form Dakota Energy in 1995, former CEO/General Manager Robert Rademacher promoted Moncur to the position of Staff Assistant in the Huron office, where he remained until 2003.

From 2003 to 2009, he worked as the Office Manager of Oahe Electric in Blunt, SD. In 2009, he was hired by former CEO/General Manager Ken Gates as the Manager of Finance and Administration.

Some of Moncur's memories include using column pads and 10-key-adding machines to do a lot of accounting. "Computers have made our job considerably more accessible and more efficient over the last 40 years," stated Moncur.

"Also, the meters are now all electronic, and we can get the readings and do disconnects from the office instead of sending someone out to the location to get a reading, check the meter, or disconnect a service," said Moncur.

He also noted means of communication have undergone a significant change over the years. "We would send letters to the members, or they would



stop in the office about corrections or changes to their accounts, and now most of the communications with members is done by email or text," reflected Moncur.

"I have truly enjoyed working for Dakota Energy and working with all the employees over the past 39 ½ years. The employees at Dakota Energy have great work ethic and enjoy working for the members of the Cooperative," stated Moncur.

Moncur was known for his knowledge, dedication to the cooperative, and quick wit! He was always willing to help wherever he was needed.

I would like to thank you, the board of directors, the staff, and the employees at Dakota Energy for allowing me to be part of a great team and a great Cooperative. I have learned a lot about the Cooperative world and have seen a lot of changes over the past 39 ½ years. Dakota Energy works hard for its members and is a great place to work. I hope this tradition will continue into the future. Thanks again for everything Dakota Energy has done for myself and my family.

COOPERATIVE CONNECTIONS



(USPS No. 018-949)

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Manager of Finance & Administration:
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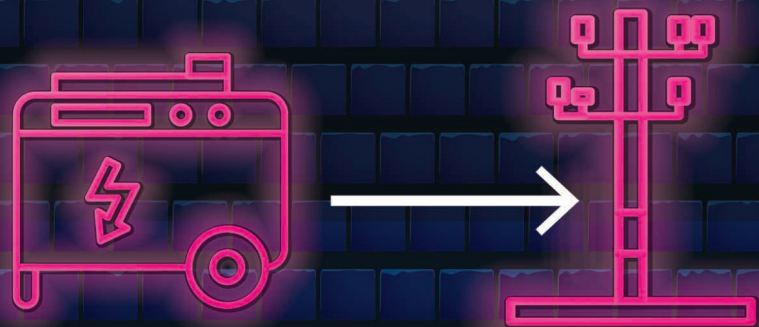
DAKOTA ENERGY COOPERATIVE, INC.
HURON, SD 57350

WHAT IS backfeed?

Backfeed happens when a person connects their portable generator to a wall outlet, which allows power to flow in reverse – that is, the alternate power source feeds energy back through their home’s electrical meter and back into the power lines.

Potentially deadly backfeed can also happen with permanently installed generators that are not used or installed correctly. They should be wired into your home by a qualified electrician, who will install either an automatic or manual transfer switch, depending on the generator, to transfer a power source safely from its primary source to a backup source.

To keep utility crews safe, never plug a portable generator directly into a wall outlet or electrical system, and ensure transfer switches are professionally installed and working properly. Electric lineworkers thank you in advance.



Cooking Safety

Watch What You Heat: Cooking is the Number One Cause of Home Fires

Plan A: Primary Prevention

- The best time to cook is when you are wide awake, and not drowsy from medications or alcohol.
- Always wipe clean the stove, oven, exhaust fan to prevent grease buildup.
- Wear short or close-fitting sleeves when cooking.
- Keep a pan lid and dry potholders or oven mitts near you EVERY time you cook.
- Turn pot or pan handles toward the back of the stove.
- When heating food in the microwave, use microwave- safe cookware that allows steam to escape.
- Allow food to rest before removing from the microwave.
- When frying, use a pan lid or splash guard to prevent grease splatter.
- Stay in the kitchen while you are frying, grilling, or broiling food. If you leave, turn off the stove.
- If you are simmering, baking, roasting, or boiling food, check it regularly. Remain in the home while food is cooking, and use a timer to remind you to check on your cooking.
- After cooking, check the kitchen to make sure all burners and other appliances are turned off.

Plan B: Secondary Prevention

If your food does catch on fire...

1. Cover the pan with its lid. A cookie sheet works too. Leave covered until the pan is cool. NEVER move the pot or carry it outside - the pot is too hot to handle and the contents may splash, causing a severe burn.
2. Turn the heat off. With the lid on and the heat off, the fire should quickly put itself out. NEVER use water to put out a kitchen fire. Water will cause the

oil to splatter and spread the fire, or scald you as it vaporizes.

3. If the fire is inside the oven or microwave, keep the door shut and turn it off. Keep closed until the oven is cool.
4. If the fire gets out of control- get out, stay out and call 9-1-1. Don't return inside for any reason.

STATS

- 47% of all home fires are caused by cooking
- Preventing a burn injury is always better than the pain and trauma of medical treatment afterward.

National Burn Awareness Week (Feb. 4-10, 2024) is a window of opportunity for organizations to mobilize burn, fire, and life safety educators to unite in sharing a common burn awareness and prevention message in our communities.

Source: American Burn Association



Call 811 Before You Dig

Lillee Pannell, Age 10

Lillee Pannell instructs readers to call 811 before digging. Lillee is the daughter of Scott and Kim Pannell from Sioux Falls, S.D., members of Southeastern Electric Cooperative.

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.

BRUNCH SPECIALS

FRENCH TOAST SUPREME

Ingredients:

1/2 cup butter
 2 tbsps. white corn syrup
 1 cup brown sugar
 5 eggs
 1 cup Carnation milk
 1 tsp. vanilla
 1/4 tsp. salt

Method

Boil together butter, corn syrup, and brown sugar for one minute. Grease a 9x13 pan and put the caramel mix in bottom. Slice French bread about one inch thick or use Texas toast. Put slices close together on top of the caramel sauce. Beat together eggs, milk, vanilla, and salt. Pour on top of bread. Cover and refrigerate overnight. Bake at 350 degrees for 45 minutes. When ready to serve, turn the pieces over and caramel will be on top. Best served warm.

Brigitta Hofer
 Bridgewater, S.D.

MINI FRITTATAS

Ingredients:

8 eggs
 1/4 cup milk
 1 1/2 tps. Italian seasoning
 1/4 tsp. salt
 1/8 tsp. ground black pepper
 1 cup crumbled cooked bacon
 1 med. onion, finely chopped
 1 med. zucchini, finely chopped
 1 cup shredded Cheddar cheese, divided

Method

Preheat oven to 350°F. Beat eggs, milk, Italian seasoning, salt and pepper in medium bowl until well blended. Add bacon, onion, zucchini and 1/2 cup of the cheese; mix well. Spray one (12-cup) muffin tin generously with no stick cooking spray. Spoon about 1/4 cup egg mixture into each cup. Sprinkle with remaining 1/2 cup cheese. Bake 20 to 22 minutes or just until eggs are set. Run small knife or spatula around each cup to loosen mini frittatas. Let stand five minutes before serving.

McCormick.com

CINNAMON PANCAKES

Ingredients:

2 cups pancake mix
 1 tsp. cinnamon
 2 eggs, beaten
 1 cup milk
 2 tbsps. vegetable oil
 1 tsp. pure vanilla extract

Method

Stir pancake mix and cinnamon in large bowl until well blended. Stir in eggs, milk, oil, and vanilla just until blended.

Pour 1/4 cup of batter per pancake onto preheated lightly greased griddle or skillet. Cook one to two minutes per side or until golden brown, turning when pancakes begin to bubble. Serve pancakes with Spiced Syrup, if desired.

Kitchen Tip: To make flavorful Spiced syrup, mix one cup pancake syrup, one teaspoon pure vanilla extract and 1/4 teaspoon cinnamon in a small microwave-safe bowl and microwave on HIGH for one minute or until warm, stirring once.

McCormick.com

Please send your favorite 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 2023. All entries must include your name, mailing address, phone number and cooperative name.

Scholarships Available

Dakota Energy believes strongly in the future of area students and takes pride in helping develop rural leaders. To recognize the achievements of students and future leaders, Dakota Energy is offering \$5,000 of scholarships to qualifying high school seniors.

COOPERATIVE SCHOLARSHIPS:

- \$1,000 for a future line worker attending Mitchell Technical Institute's (MTI) Power Line & Maintenance program
- \$1,000 for a future electrician attending MTI's Electrical Construction and Maintenance program
- \$1,000 Basin Electric/Dakota Energy scholarship
- Four \$500 Dakota Energy scholarships for students attending a South Dakota university or technical school

WHO IS ELIGIBLE?

To qualify, an applicant's parent(s) must be a member of Dakota Energy Cooperative.

Applicants must be planning to be enrolled in a full-time undergraduate course of study at an accredited, two-year or four-year college, university or vocational/technical school. Scholarship recipients are selected based on academic record, leadership, school and community involvement, an appraisal from a counselor, advisor or instructor who knows the student well, and an essay.



HOW DO I APPLY?

Scholarship applications are available at local high school guidance offices or scan the QR Code or email dakotaenergy@dakotaenergy.coop.



Submit applications to:

Dakota Energy Cooperative
PO Box 830
Huron, SD 57350
Email: dakotaenergy@dakotaenergy.coop

Application deadline: Friday, Feb. 9, 2024



Who can apply?

Junior or senior students who attend a public, private, or home school are eligible to participate.

DEC membership is not required.

Submit an application and all required attachments by Friday, Feb. 9, 2024

Are you ready for an all-expense paid trip to Washington D.C.?

Dakota Energy Cooperative is sponsoring two high school juniors or seniors from our service area for the Rural Electric Youth Tour. This is an all-expense paid trip to Washington D.C. from June 15-22, 2024.

Applications can be downloaded by scanning the QR code or picked up at a Dakota Energy office or your high school advisor's office.



NOVEMBER 2023

The Board of Directors met on Tuesday, November 28, 2024, with Directors Baruth, Binger, Bonebright, Bushong, Dearborn, Nemec, Raschke, and Raschke present. Manager Felderman and Employees Decker, Moncur, Picek and Zomer were present. Director Baum was absent

MANAGER'S REPORT

Manager Felderman reported on the following items:

- Energy sales and revenue
- CRC dispatch
- East River
- Basin Electric
- Greater Huron Development
- NextGen

OFFICE SERVICES REPORT

Manager of Finance and Administration Moncur reported on the following items:

- October Financial reports
- Year end process
- 2024 audit schedules
- Tax exemption forms
- SmartHub redesign
- VCV Crypto site update
- Capital credit general retirement
- Work order inspection
- Dakota Provisions

OPERATIONS REPORT

Manager of Operations Zomer reported on the following items:

- Construction, maintenance, and retirement activities
- Main meter changes
- Changing rejected poles
- Work order inspection
- Tree trimming complete

- Voltage issues
- Mid-Dakota service upgrade
- Glacial Lakes service upgrade
- Sunshine Bible Academy mitigation project

MEMBER SERVICES REPORT

Manager Felderman reported on the following items:

- Wiring department workload
- Potential hazards
- Load control program
- Submeter changes

HUMAN RESOURCES/ COMMUNICATIONS REPORT

Manager of HR/Communications Decker reported on the following items:

- 2022 Summary Annual Reports
- Huron School District REDLG loan
- 2024 workman's comp experience rating
- 2024 Youth tour

BOARD ACTION

The following items were acted upon:

- Accepted the reports presented
- Appointed SDREA Annual Meeting delegate
- Approved rate policies

BOARD REPORTS

Director Raschke reported on East River's November 2023 regular board meeting

Director Bonebright reported on East River's New Director/Employee orientation.

Next monthly board meeting is January 23, 2024 at 10:00 a.m. in the Huron office.



Area rugs are an easy, cost effective solution to cold floors. Adding area rugs to hard-surface flooring can add warmth to any room and keep your feet cozy on cold winter days.

Choose rugs made from wool or other natural fibers and plush or high-pile textures for the most insulation. Place rugs in areas where you need additional warmth, like the foot of a bed or under a coffee table. Area rugs can enhance the aesthetic of your home and keep you cozier.



Year-to-Date Financial Report

| | Nov-23 | Year-to-Date |
|--------------------------|-------------|--------------|
| Total Revenue | \$2,335,563 | \$23,081,660 |
| Cost of Power | \$1,558,893 | \$16,391,059 |
| Operating Expenses | \$565,047 | \$6,546,118 |
| Total Margins | \$259,516 | \$513,074 |
| KwH's Purchased..... | 23,940,399 | 230,974,770 |
| Services in Place | | 3,614 |
| Miles of Line | | 2,536 |
| Members per Mile | | 1.43 |



SOUTH DAKOTA'S SNOWMOBILE CLUBS

A group of Black Hills Snowmobile Club members enjoy a ride through the snow covered pines.

Snow Lovers Create Trails and Lifelong Friendships Through Club Membership

Shannon Marvel

shannon.marvel@sdrea.coop

Being a member of one of South Dakota's many snowmobiling clubs is more like being a member of a big, adrenaline-loving family.

Being a part of a snowmobile club provides the opportunity to meet likeminded individuals that can easily turn into some of your best friends. That's the case for Mike Boock, of Rapid City, who is a longtime member of the Black Hills Snowmobile Club (BHSC).

"Most of the friendships that I have today are because of the snowmobile club. Many of us even camp together during the summer at the lake," Boock said.

Boock said the club boasts up to 70 members in all. While he primarily rides the mountains of Colorado and Wyoming, Boock loves riding in Black Hills when the area receives enough snow.

There are a total of 416 miles of groomed snowmobile trails

in the Black Hills National Forest, making it a pristine spot for snowmobiling.

The snowmobile clubs in the Black Hills have it a little easier than those out east as they don't have to mark, install, groom or repair trails.

"The state takes care of that," Boock said. "This allows clubs like the BHSC to become more of an educational and community support organization."

This allows club members more free time to volunteer or participate in community events, such as the Festival of Lights Parade and Storybook Island Christmas Nights of Light.

Kelly Weaver is the President of the South Dakota Snowmobile Association and a member of the Aberdeen Drift Busters Snowmobile Club.

The Aberdeen Drift Busters maintain what's called the Dakota Midland trail system, which connects Aberdeen, Mina Lake, Richmond Lake, Westport, Frederick and Columbia.

"This provides about 75 miles of riding in a safe, marked, and groomed corridor," Weaver said.

There are rules governing the trail system. While there are no posted speed limits on the trail, when the trail is located in a road right-of-way, the speed limit of the road applies.

There are also laws governing the type of vehicle that can be ridden on a snowmobile trail. Machines must meet the state definition of a snowmobile. ATV's and other motorized vehicles do not typically meet that definition.

Aberdeen Drift Busters has held the title of being the largest snowmobile club in the state for several years. It was established in 1969, the same year the South Dakota Snowmobile

Association was established.

“Currently, our membership is right around 100 families,” Weaver said. “The club has been as large as 225 members but membership has slowed over the past decade due to the lack of snow and the growing number of activities that families have an opportunity to participate in.”

Anyone can join a snowmobile club and snowmobile ownership is not a requirement.

“You are connected with very experienced snowmobilers who can provide information about machines, riding ventures and how organized snowmobiling operates,” Weaver said. “It is a way to connect with people who have a shared passion for the sport.”

Weaver had her first taste of snowmobiling as a young child with her father and neighbors.

“When I was young, I only rode as a passenger, which I found was not to my liking. When I met my future husband, he also had a snowmobile and I had to ride as a passenger once again,” Weaver said.

Weaver and her husband decided to join the Aberdeen Drift Busters while taking a break from riding for a bite to eat years ago.

“In 1986, my fiancé – now husband – and I were on a snowmobile ride and stopped to eat at a trailside business. Another snowmobiler, who we did not know, approached us and told us we needed to join the club. We did and have been actively involved ever since. That snowmobiling ‘stranger’ became a lifelong friend who we’ve shared many snowmobile memories with,” Weaver said. “Like most things we are drawn to, it is the ability to connect with others who share a common interest that keeps us involved. We have met so many people across the state and the nation through our involvement and have experienced some awesome and fun-filled trips over the years. There are so many ways to be involved that even members who are not avid riders can benefit from and enjoy

being part of the club.”

Once married, Weaver decided she’d need her own sled if she were to continue with snowmobiling. When her husband acquired a new Polaris, she was granted a used Arctic Cat Jag that she described as a “trusty starter sled.”

“Early on in our riding, we were able to make trips to the Black Hills, Big Horn Mountains and West Yellowstone. These venues are even more breathtaking in the winter,” Weaver said.

A long day on the trail in a large riding area might last six to eight hours. There needs to be a minimum of six inches of snow on the ground, depending on the terrain.

It may take several layers of snow to create a base for the trail, which can then be groomed and maintained throughout the season.

With adequate snow and a trail in place, an ideal riding day for Weaver would be sunny skies with a little wind, and temperatures between 0 and 30 degrees.

Over in the southeastern corner of

the state, Duane Duerr, President of the Siouxland Sno Trackers, finds great enjoyment in riding his Ski Doo 900 Ave Four Cycle snowmobile.

The Siouxland Sno Trackers is one of the original snowmobile clubs in South Dakota and has around 78 miles of groomed trails for its 80 members.

Duerr grew up in Minnesota and joined the club in 2006 when he moved to South Dakota. Joining the club helped him to learn the trails and rules, and provided him with many friendships.

“I think snowmobiling has become more popular, but involvement in all organizations is down,” Duerr said. “Many do not realize that snowmobile clubs are why we have a trail system and that they put it in and take it out. Without the clubs, we will no longer have trails in South Dakota. Member support is what makes a difference and too many take that involvement for granted.”

More information on the state’s snowmobile clubs can be found at the SDSA’s website at snowmobilesd.com.



Watertown’s South Dakota Snowmobile Club members take a break during an outing.

SCHOLAR OF THE WEEK



High School Guidance Counselor Tom Brantner and Jackson Peck with a \$250 check from Dakota Energy Cooperative.

TOUCHSTONE ENERGY SCHOLAR OF THE WEEK

James Valley High School Senior Jackson Peck is honored for his accomplishments.

Jackson Peck was selected the Touchstone Energy Scholar of the Week for the week of January 7-14, 2024.

As an outstanding student at James Valley Christian High School, Jackson has demonstrated that if you apply yourself to studying, you can overcome your problems and achieve your goals.

“Jackson’s freshman year was a bit of a challenge because of what happened with his mom being hospitalized for Covid,” said JVC Academic Advisor Tom Brantner. His mom overcame COVID-19 and is doing well. Jackson’s grades have improved every year since that critical time in his family. Sometimes, it takes adversity in your life to realize

what is essential in life.

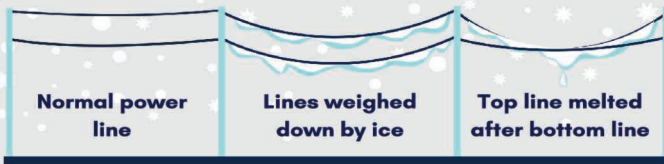
Jackson stated that he wants to be the best he can be. His philosophy is that working harder now and learning all you can is better than not being able to do things later in life.

Jackson stays busy playing soccer, basketball, track and field, band, and student council. He is also involved in his church youth group, community service.

Jackson wants to be an engineer in the future but is not sure what type of engineer. He plans to job shadow this semester to give him some background in the field. He is looking forward to what he will do next and is excited to see what the future holds.

Jackson’s parents are Dakota Energy members Travis and Janet Peck of Huron.

ICE ON POWER LINES



ICE ON POWER LINES IS A WEIGHTY SUBJECT



When it comes to getting electricity across power lines and into homes, ice can be a force to be reckoned with.



ICE ON DISTRIBUTION LINES

Ice can quickly lead to broken power poles and other pole equipment. Ice can also make falling tree branches 30x heavier and much more likely to break power lines.

ON A 300-FOOT SPAN OF 1-INCH-THICK POWER LINES

- 1/2 inch of ice adds 281 pounds of weight
- 1 inch of ice adds 749 pounds of weight
- 2 inches of ice adds 2,248 pounds of weight

WHEN ICE MELTS

Melting ice can cause power outages. If ice on the bottom (neutral) line melts before the lines above, it can cause the lines to touch.

OTHER ICE FACTS

- Damage can begin when ice exceeds 1/4 of an inch
- 1/2 inch of ice can cause a line to sag up to 12 inches
- Pressure can also be caused by a broken tree limb
- Both ice and melting ice can cause power outages

 Safe Electricity.org®

Source: Jerri Ingarten-Whitley and Victory Electric Cooperative

OUTAGE TIPS TO KEEP YOU SAFE

- When you see power lines on the ground, stay away, warn others to stay away and contact the electric utility or 911. Lines do not have to be arcing or sparking to be energized.
- Utility wires that are sagging or down, could be in contact with an energized power line, also making it dangerous. Do not try to guess the types of lines and stay away from all lines.
- Be alert to the possibility that tree limbs or debris may hide electrical hazards. Downed power lines can energize objects around them, such as chain-link fences and metal culverts.
- Keep in mind that a dead line could become energized during power restoration efforts or improper use of generators.
- Never drive over a downed line. It could start a chain reaction and cause additional poles or other equipment to collapse.
- If you are in a car that has contacted or is near a downed power line, stay in your vehicle. Wait until the utility crew has arrived and deenergized the line. Warn others not to approach the vehicle.
- Only exit if there is a fire. If this happens, cross your arms over your chest and make a solid jump out and away from the vehicle with both feet together. Then hop away at least 50 feet or more while continuing to keep both feet together.



Jocelyn Cihak takes a dual-credit calculus class offered by Northern State University. *Photo courtesy of Northern State University*

DUAL-CREDIT

High Schoolers are Gaining College Credits

Scott Waltman

Some graduates of South Dakota high schools are showing up on college campuses with a semester's worth of credits.

Sometimes even more.

The dual-credit program has proven to be both beneficial and popular since it was introduced by Gov. Dennis Daugaard in 2014.

It's easy to understand why. Here's how the program works. High school juniors and seniors at any South Dakota high school can take classes for which they get both high school and college credits. There are scores of

classes to choose from, and the cost to take them is steeply discounted.

For instance, once a student enrolls at any of the state's six public schools or universities, they pay between \$253.85 and \$260.55 per credit hour. That cost for a high school student taking a college-level class through the dual-credit program? It's a mere \$48.33 per credit hour.

That's why education officials in South Dakota love the program.

Nathan Lukkes, executive director and chief executive officer for the South Dakota Board of Regents, said providing an affordable education has been a priority for the regents in

recent years. Tuition freezes and an increased number of scholarships are part of that work. But so are dual-credit classes, he said.

Most of the dual-credit courses are general education classes – or generals, as college students often call them – he said. Through the program, students can have some of those courses out of the way before they even get their high school degrees.

The work done by the regents and the universities resulted in Forbes naming South Dakota the most affordable state in which to get a high school education, Lukkes said.

All six South Dakota public universities offer dual-credit classes, and the number of high school students taking advantage has been going up in recent years.

The number of students taking dual-credit classes changes throughout

the year, but there were 1,223 taking classes at Northern State University in Aberdeen in fall 2023 compared to 1,141 the year before. And at South Dakota State University in Brookings, the number jumped from 903 to 1,031 in fall 2023, according to statistics from the board of regents.

Here's how the systemwide numbers are trending based on the number of students taking dual-credit classes, according to the 2023 South Dakota Board of Regents Fact Book, which was issued during summer at the end of the most recent fiscal year.

2021-2022: 4,300

2020-2021: 3,919

2019-2020: 3,781

2018-2019: 3,168

The 10 most popular classes all had more than 150 students.

College algebra: 990

Fundamentals of speech: 905

Composition I (English 101): 830

General psychology: 513

U.S. history I: 379

American government: 317

Music appreciation (Music 101): 280

Introduction to sociology: 241

Biology survey I (Biology 101): 157

Biology survey lab: 156

In 2021, there were 9,523 dual-credit courses taken by South Dakota high school students, according to information from the regents. That number includes summer courses and students who took more than one course.

At Northwestern High School in Mellette, Superintendent Rob Lewis said about 25% of the juniors and seniors are taking advantage of dual-credit courses. One student has taken a full semester's worth, he said.

Do the math over the course of a semester, and that's a savings of north of \$2,300. And that doesn't take on-campus housing and food into account.

That's just a great deal for high school kids, Lewis said.

Chris Ulrich, the middle school and high school principal at Northwestern, agrees.

"It's a nice opportunity for kids

to get not only college credits, but also experience what college is like," he said.

And they get to do it within the comfort of their high school, Ulrich said. The program is a great transitional step leading from high school to college, he said.

AP, or Advanced Placement classes, were great, but dual-credit classes are even better, Lewis said.

AP classes are college-level courses taught by high school teachers. But they don't always equate to college credit. Dual-credit courses are taught by college instructors and professors and always result in college credit, if a student passes.

In South Dakota, dual-credit courses can be taken on any of the six public university campuses, in Sioux Falls, Rapid City, Huron, Pierre, Watertown and online.

And there's another benefit, Lukkes said. Dual-credit classes create a tie between South Dakota high school students and the regental schools. Any chance a high school student has a chance to engage with a state school creates a bond that could help keep that kid in South Dakota, he said.

Perhaps a Spearfish High School student takes a dual-credit class at Black Hills State University and it's a good experience. Maybe that high school graduate stays in town and enrolls at BHSU.

Lewis, too, said the program is a great way to keep students in South Dakota for college and perhaps beyond.

That's also a focus for the Aberdeen Development Corp., which is starting a program aimed at keeping more Northern graduates in town to start their professional careers.



Rhianna Troske, a student at Northwestern High School in Mellette, takes a dual-credit class while at school. Photo by Scott Waltman



Basin Electric Security and Response Services dispatchers take calls from rural electric cooperative members at Basin's headquarters in Bismarck, N.D.

SRS Dispatchers Keep Watch Over South Dakota Linemen

Shannon Marvel
shannon.marvel@sdrea.coop

No matter the time of day or night, nor outdoor conditions, members can be assured their calls will be taken during an outage thanks to the Security and Response Services (SRS), a 24-hour dispatching service provided by Basin Electric in Bismarck, N.D.

When a rural electric cooperative is closed, the SRS team takes incoming outage calls from members. “Safety is the reason we exist,” said Chad Reisenauer, Director of Community and Member Relations for Basin Electric.

The SRS program started in 1992. Reisenauer has been in charge of the

dispatch team for just over a decade. “We started with one or two cooperatives that were asking us to monitor alarms and dispatch linemen. Back then it was nothing but a phone and a computer screen where we typed notes. Now we’re integrated into outage management systems, we’re doing all sorts of things to predict outages and this technology has grown leaps and bounds,” Reisenauer said.

The team is comprised of 22 dispatchers total, with 18 of those positions dedicated to dispatching full time, while the other four dedicate half their time to dispatching and the other half to alarm monitoring. Each dispatcher works 12 hour shifts with

four to six dispatchers working per shift, depending on what they’re expecting for the day. These shifts begin at 4 p.m. and end at 4 a.m.

“Our job is to be the cooperative during the hours they are closed,” said Jolene Johnson, dispatch supervisor.

“We’ll back them a little bit if they have a safety meeting or a funeral where they’re shutting the office down. We oversee 18 cooperatives in South Dakota. We’re a little bit of feast and famine,” Johnson said.

Overall, Basin SRS oversees 13 states, from Washington to Illinois to Texas. On any one day, dispatchers could be dealing with a blizzard in the Dakotas, freezing rain in Nebraska and a tornado in Texas.

On a light day, the SRS team will receive 600 to 700 calls for assistance. That number quells in comparison to the number of calls SRS dispatchers receive during major storm events, such as the winter storms events in April of 2021, when a couple of huge blizzards came through the Northern Great Plains region. During that storm, the

SRS team took in around 33,000 calls for service in a 24-hour period.

“That’s a stressful day for our dispatchers. They’re getting beat up continually, then they have to get onto the next call and maintain the safety of the linemen,” Reisenauer said.

“The other type of stress is if Bismarck is getting hit by a blizzard. Then there’s the stress of employees getting into work.”

A new dispatch center equipped with a sleeping room for dispatchers was recently built at the headquarters in Bismarck, which has no windows and a locking door so dispatchers can get as good of sleep as they’re going to get if the weather prevents them from traveling back home.

Dispatchers are also trained to remain calm under high stress situations, especially when the caller on the other end has lost power and is having a stressful day as a result.

“We reassure them that crews are working on it. We do call backs to make sure they’re not left in the dark, no pun intended. We just remain calm, we can’t

let them get us worked up,” said Seth Neer, lead dispatcher.

“No one ever calls us to tell us thanks for keeping the lights on,” joked Reisenauer. “It’s the worst day in the world for them if they’ve got water freezing and pipes bursting. They’re mad about the situation and we stress to our dispatchers that we’re just the voice on the phone and focal point of their anger.”

Neer added that it’s one of those jobs where you have to have the right mentality and the calls are something you cannot take personally.

Dispatchers must successfully pass a training program, which is self-directed.

From the time the dispatcher is hired to the time they are allowed to go live on the phones typically takes two months.

Reisenauer said he wouldn’t put anyone on the phone that he feels wouldn’t be able to handle an emergency.

“This is lineman safety. We literally have their lives in our hands,” he added.

Johnson said the SRS dispatchers are

also taken out into the field to visit local member cooperatives, such as Moreau-Grand Rural Electric, so they can go out and see what linemen are looking at.

“It’s hard for any dispatcher to get a call about a transformer if they don’t know what a transformer looks like,” she said.

Dispatchers track the locations of all linemen and check in with them every 90 minutes. If they miss a status check, dispatch will be sending someone their way. Their duty is to keep track of linemen at all times.

“We’re talking to them everyday. They do get to be family in some ways,” Reisenauer said.

“It’s funny when we bring operations and linemen in and they’ll go ‘I recognize that voice!’ And it turns out they’re good friends with the dispatcher but they’ve never met in person before,” Reisenauer said.

For more information on the SRS team, including quarterly newsletters on the department’s activities, go to Basin Electric’s website – www.basinelectric.com.





FEB. 24, 2024
Nemo 500 Outhouse Races & Chili Cookoff
 10 a.m.
 Nemo Guest Ranch
 Nemo, SD

FEB. 3
Lake Hendricks Fishing Derby
 11 a.m.
 City Boat Landing
 Hendricks, MN

FEB. 9-10
Mardi Gras Weekend
 Historic Downtown Deadwood
 Deadwood, SD

FEB. 10
Polar Bear Chili Cook-Off
 11 a.m.
 Main Street
 Hill City, SD

FEB. 11
Beadle County Humane Society Bingo, Silent Auction & Bake Sale Benefit
 2 p.m.
 Huron Community Center
 Huron, SD

FEB. 18-20
MASC presents Disaster! the Musical
 Vesta Community Center
 Vesta, MN

FEB. 22
The Starlets: Pop Female Trio
Aberdeen Community Concert Association
 7 p.m.
 Johnson Fine Arts Center NSU
 Aberdeen, SD

FEB. 23-24
Women in Blue Jeans Conference
 Highland Conference Center
 Mitchell, SD

MARCH 1-3
National Pheasant Fest & Quail Classic
 Denny Sanford Premier Center
 Sioux Falls, SD

MARCH 2
Live on Stage
 High Country Guest Ranch
 Hill City, SD

MARCH 7
Elevate Rapid City Economic Summit
 8 a.m.
 The Monument
 Rapid City, SD

MARCH 9
French Toast/Pancake Feed & Health Fair
 8:30 a.m.
 Tea Community Building
 Tea, SD

MARCH 9
SunCatcher Therapeutic Riding Academy & 3rd Annual Shamrock Gala and Benefit Auction
 5 p.m.
 Alex Johnson Ballroom
 Rapid City, SD

MARCH 11-15
Black Hills Institute's 50th Anniversary Celebration
 Hill City, SD

MARCH 15
East Dakota Chapter NWFT 31st Annual Banquet
 Ramkota Exhibit Hall
 Sioux Falls, SD

MARCH 16
Live On Stage
 High Country Guest Ranch
 Hill City, SD

MARCH 16-17
Hill City Antiques, Railroad & Collectibles Show & Sale
 Hill City Center
 Hill City, SD

MARCH 17
St. Patrick's Day Green Pancakes and Sausage
 8:30 a.m.
 RVUMC
 Rapid City, SD

MARCH 20-23
Hill City Restaurant Week
 Hill City, SD

MARCH 23
Tyndall VFW Vegas Night
 7:30 p.m.
 Tyndall Community Center
 Tyndall, SD

MARCH 23
Hill City Children's Easter Egg Hunt
 Visitor Info Center
 Hill City, SD

MARCH 24
Ham Dinner & Silent Auction
 11:45 a.m.
 RVUMC
 Rapid City, SD

MARCH 24
Run for the Rangers
 Hill City, SD

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.

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