



CURRENT NEWS



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**KEM
Electric Cooperative**

Your Touchstone Energy® Cooperative

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OFFICERS & DIRECTORS

Chair.....Victor “Chuck” Wald
Vice Chair.....Carmen Essig
Secretary-Treasurer.....Carter Vander Wal

Directors:

John Beck
Dean Dewald
Dean Hummel
Neil Meidinger

Co-General Managers/CEOs:

Donald A. Franklund
Travis Kupper

www.kemelectric.com

“Like” us on Facebook

KEM Electric Cooperative is dedicated to providing affordable, reliable energy and services that support and unite our member-owners.

We also aspire to meet the Touchstone Energy® Cooperative core values of integrity, innovation, accountability and commitment to community.

KEM Electric Cooperative, Inc., is an equal opportunity provider and employer.

TOGETHERWE SAVE.COM

Evolving to serve you better in 2018

By Don Franklund, Co-General Manager and Chief Executive Officer

Our work plan, challenges and achievements vary from year to year, but our New Year’s resolution is always the same: To listen, observe, and evolve to meet the changing needs of our membership.

This month, I’d like to reflect on a significant change that was driven by you, the member-owners of KEM Electric.

Since we implemented SmartHub, an easy-to-use online payment system, you have more control: in checking real-time updates on energy use, having the knowledge to make lifestyle changes that can ultimately lower your utility bill, paying your bill at your convenience and more.

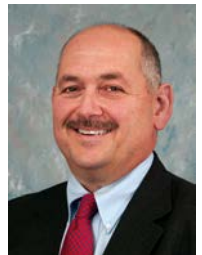
KEM members are using www.kemelectric.com or downloading the SmartHub app to conduct routine business. These mobile services are new ways of connecting with people, and an extension of the customer service and quality services you expect us to provide.

Our shared goal is to help find ways to better control energy costs. That’s why we communicate with you about the energy industry and ways we can work together to reduce some of those costs.

One way is through a member satisfaction survey that we conduct every couple years, to help us learn your needs and how we can better serve you. We plan to do another survey sometime this spring. If you receive a call, please take the time to visit and share your thoughts. This gives us an opportunity to listen, observe, and evolve to meet the changing needs of our membership.

We wish you a healthy and happy 2018.

This is a condensed version of the manager’s column. To learn more details on how KEM is serving you, read the January local pages of North Dakota Living.



Don Franklund

EMPOWER YOUTH GROWING COOPERATIVE LEADERS

- ✦ Build on individual strengths
- ✦ Help recognize leadership potential
- ✦ Improve scholarship/college/job applications

The **Empower Youth Leadership Program**, for students in grades 9-12, is based on Cooperative Principles that promote ideals such as community service and teamwork.

FOR MORE INFORMATION:

Kristie Ching, program director

☎ 605-542-7416 📱 Empower Youth Leadership Program

✉ empoweryouth@becp.com 🌐 www.empoweryouth.coop

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DEADLINES APPROACHING ON YOUTH OPPORTUNITIES!

For details, read the January local pages of *North Dakota Living* or call Lisa or Tim at 701-254-4666.

Electric Cooperative Youth Tour

High school sophomores & juniors: Write an essay and win an all-expense-paid trip to Washington D.C., scheduled for June 9-15. The deadline to enter is Jan. 31.

Student scholarships

KEM is offering \$6,000 in college scholarships to area students, in partnership with Basin Electric Power Cooperative. The deadline to apply is Feb. 9.

Safety poster coloring contest

Kids, draw a poster that tells our readers how you play and work safe around electricity! It should display the Touchstone Energy Cooperative logo. The deadline to apply is March 6.

Also in the JANUARY issue of *North Dakota Living*:

KEM welcomes Travis Kupper as co-general manager and chief executive officer

KEM Electric Cooperative has added a co-general manager and chief executive officer to partner with Don Franklund. Travis Kupper, chief financial officer for Innovative Energy Alliance Cooperative, is filling the position vacated by Chris Baumgartner, who resigned after five years of service to work for Basin Electric Power Cooperative. Kupper will start his new duties on Jan. 1, 2018.



Travis Kupper

The alliance is a professional management and services company that provides support for four electric cooperatives in North Dakota including KEM, Mor-Gran-Sou, Roughrider and Slope Electric Cooperatives, as well as the West Dakota Holdings LLC family including 3C Construction, West Dakota Utilities Service and other subsidiaries.

Kupper has 19 years of cooperative experience. He started in October 1998 doing accounting software installations and support for National Information Solutions Cooperative in Mandan. He transitioned to Slope Electric Cooperative in New England in 2007, to work as chief financial officer. In the cooperative spirit of working together to share employees and resources, streamline processes, gain efficiencies and ultimately save the members money, Kupper was hired by Innovative Energy Alliance Cooperative in August 2010 as chief financial officer.

Dean Dewald, the chairman of the Innovative Energy Alliance Cooperative board of directors, and current director for KEM Electric Cooperative, says Kupper has the knowledge and expertise to help move the alliance forward.

"Because of Travis' background and 19 years of cooperative experiences, along with his understanding of the strengths and challenges the cooperatives face within the alliance family, he was the package deal — and we're glad to have him," he says.

Statement of Non-Discrimination

KEM Electric Cooperative, Inc., is a recipient of federal assistance from the U.S. Department of Agriculture (USDA). 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 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 Ave., S.W.
Washington, D.C. 20250-9410;

(2) fax: 202-690-7442; or

(3) email:
program.intake@usda.gov

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KEM Country LINES
KEM Electric Cooperative, Linton, N.D. JANUARY 2018

'We become the change we wish to see in the world'



Energy Efficiency Tip of the Month

Consider insulating your hot water pipes. Doing so can reduce heat loss, allow you to lower the temperature setting and save an additional 3 to 4 percent per year on water heating.

Source: energy.gov

