

## MANAGER'S MESSAGE: STAY IN THE KNOW



At Mor-Gran-Sou Electric, we are constantly striving to improve our operational efficiency so we can provide the most reliable electric service possible for our consumer-members (that's you!).

We rely on data for nearly every aspect of our operations, which is why we need your help. By making sure we have your most accurate and complete contact information, we can continue to provide the high level of service that you expect and deserve. Accurate information enables us to improve customer service and enhance communications for reporting and repairing outages. It also allows co-op members to receive information about other important programs, events and activities.

Up-to-date contact information can potentially speed up the power restoration

process during an outage. For example, the phone number you provide is linked to your service address in our outage management system. This means when you call to report an outage, our system recognizes your phone number and matches it with your account location. Accurate information helps our outage management system predict the location and possible cause of an outage, making it easier for our crews to correct the problem.

While we always do our best to maintain service, we occasionally plan outages to update, repair or replace equipment. In these instances, we can provide advance notification to affected members through automated phone messages, text messages or email, if we have your updated contact information and communication preferences.

Keeping the co-op updated with your information also helps us when there's a question about energy use or billing. Emails and text messages are also used to notify registered members of any

changes in co-op event details. In addition, discrepancies on your account can be taken care of promptly if Mor-Gran-Sou has accurate account information.

Many of you have been members of the co-op for years, and it's likely that your account information hasn't been updated for some time. We recognize that many members now use a cell phone as their primary phone service, and we might not have that number in our system.

I want to emphasize that in providing your contact information to the co-op, we will never share this information with any third parties. It is only used by Mor-Gran-Sou to send important information to you. Please take a moment to confirm or update your contact information by emailing [info@morgransou.com](mailto:info@morgransou.com). By doing so, you will be helping us improve service and efficiency so we can better serve you and all members of the co-op.



Travis Kupper

## NEED HELP WITH YOUR ENERGY BILLS? LIHEAP IS HERE TO HELP.

While the winter weather continues, Mor-Gran-Sou members will be faced with colder temperatures in the coming months. For some, anticipation of the winter month's causes stress and anxiety, wondering how to make ends meet – thankfully, there are programs to help members.

The Low-Income Heating Energy Assistance Program, also known as LIHEAP, can help Mor-Gran-Sou's low income and eligible individuals with assistance when it comes to heating and insulation costs in the winter. Through the North Dakota Department of Human Services, human service

zone offices and Community Options, individuals can be helped with a variety of services when it comes to heating assistance.

To read more about LIHEAP, check out our local pages in this month's issue of *North Dakota Living* magazine.

### Mor-Gran-Sou Electric

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1-800-750-8212  
[info@morgransou.com](mailto:info@morgransou.com)

### Underground Line Locates

Toll-free: 1-800-795-0555 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

### Co-General Managers/CEOs:

Travis Kupper  
Jason Bentz



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## SAFETY STARTS WITH ME: JULIE ARMIJO



Power surges can be frustrating, but typically happen unexpectedly. To reduce the member's risk of damage, it is important to be knowledgeable and prepare ahead of time if and when a power surge does strike.

"A power surge is typically caused by lightning, changes in electrical loads, faulty wiring, or damaged powerlines," said Julie Armijo,

Mor-Gran-Sou Electric Cooperative's member services manager. "Regardless of the cause, a power surge can cause significant damage to electronic devices and equipment in your home," said Armijo.

### Common causes

Electrical overload happens when devices or appliances are plugged into an outlet that cannot handle that amount of voltage, or if multiple devices are plugged in at the same time through an extension cord. Please contact

Mor-Gran-Sou if you are experiencing recurring power surges or frequent interruptions in power.

Faulty wiring in a home is another cause of power surges. Signs of a faulty wire include visible burns on outlets, buzzing sounds from outlets or frequently tripped circuit breakers. "If you notice these signs, it may be time for an electrical wiring repair or update," said Armijo.

A quick surge of electricity may also occur after Mor-Gran-Sou restores the power after an outage. In the case of a power outage, it is important to unplug any sensitive devices around your home then wait to plug them back in after power is restored.

### Protect electronics in your home

There are two other ways in which you can save the longevity of devices in your home.

**Point-of-use surge protection devices-** power strips can protect your devices during most power surges. Not all power strips, however, include surge protection. So, before buying a power strip, read the packaging and do not overload the power strip with too many devices.

**Whole-home surge protection-** This can protect your home from power surges. These are connected to your home's service panel and include features like thermal fuses and notification capabilities to inform when a device has been impacted by a surge. The price of this device varies and should be connected by a licensed electrician.

## MEMBERS RECEIVE NDSU HARVEST BOWL AWARD

March is National Agriculture Month, and Mor-Gran-Sou Electric Cooperative salutes our farmers and ranchers who make agriculture one of North Dakota's top industries.

North Dakota State University (NDSU) also acknowledges the agricultural impact on the state and recognizes leading agriculturalists through the NDSU Harvest Bowl. "The Harvest Bowl is a weekend event, where we are able to recognize agriculture and athletics, and the connection between," said Duane Hauck, NDSU Harvest Bowl chair.

The Harvest Bowl recognizes dedicated agriculturalists in all of North Dakota's 53 counties and 10 counties in western Minnesota annually with the naming of County Agriculturalist Honorees. The County Agriculturalist Honorees are selected through the local NDSU Extension offices. "Each county agent nominates an individual or couple based on active community leaders, people who are innovative and active in promoting the ag industry, and are highly respected individuals," Hauck said.

During this event, two Mor-Gran-Sou Electric Cooperative members were recognized. We congratulate our members, Sidney and Melva Brenner and Roger and Vicki Griffin on receiving the award.

To read more about this year's Harvest Bowl winners, check out our local pages in this month's *North Dakota Living* magazine.

### Do we have your current contact information?

If you no longer have a land line or your mobile mailbox is full - we may not be able to reach you in regards to information about your electric service. Update your phone number and email address by:

- Logging into your SmartHub Account**
- Call us at 800-750-8212, 701-663-0297, 701-597-3301**