




# Mor-Gran-Sou Electric Cooperative

Your Touchstone Energy® Cooperative 



## Current News

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### Mor-Gran-Sou Electric Cooperative, Inc.

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Toll-free: 1-800-750-8212

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### Underground Line Locates

**Toll-free: 1-800-795-0555 or 811**

### OFFICERS & DIRECTORS

Chair.....Leland "Judge" Barth

Vice Chair.....Casey Wells

Secretary-Treasurer.....Pam Geiger

#### Directors:

Mark Doll

Vern Frederick

Lance Froelich

Chad Harrison

Bob J. Leingang

Bonnie Tomac

### Co-General Managers/CEOs:

Chris Baumgartner

Donald A. Franklund

**[www.morgransou.com](http://www.morgransou.com)**

### "Like" us on Facebook

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

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

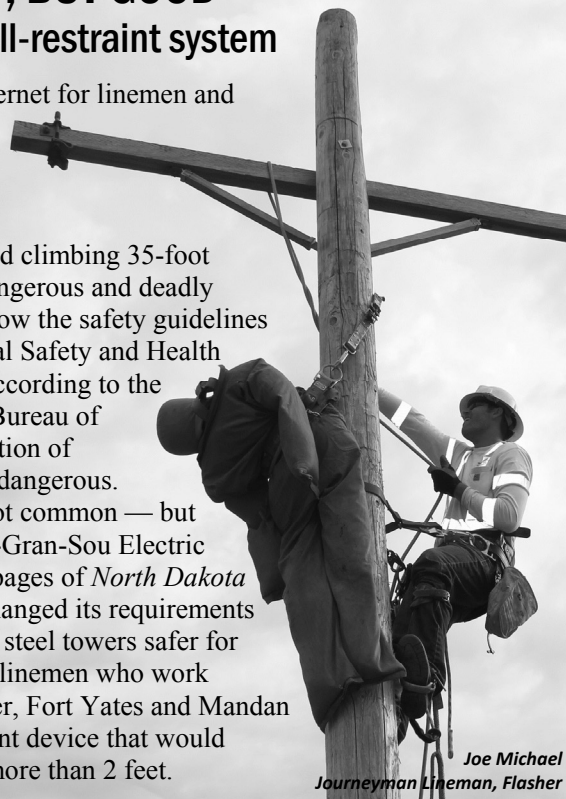
Mor-Gran-Sou Electric Cooperative, Inc., is an  
equal opportunity provider and employer.

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## CHANGE IS HARD, BUT GOOD Linemen adapt to fall-restraint system

A quick search on the Internet for linemen and climbing turns up story after story about accidents, injuries, and even loss of life. Working on energized, high-voltage power lines and climbing 35-foot distribution poles can be dangerous and deadly for linemen who do not follow the safety guidelines set forth by the Occupational Safety and Health Administration (OSHA). According to the U.S. Department of Labor Bureau of Labor Statistics, the occupation of lineman is among the most dangerous.

Climbing accidents are not common — but they do happen. In the Mor-Gran-Sou Electric Cooperative October local pages of *North Dakota Living*, learn why OSHA changed its requirements to make climbing poles and steel towers safer for linemen — and how the 10 linemen who work for Mor-Gran-Sou in Flasher, Fort Yates and Mandan are adapting to a fall-restraint device that would prevent them from falling more than 2 feet.



## Mor-Gran-Sou celebrates National Cooperative Month

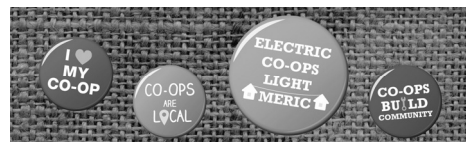
October is National Cooperative Month, and Mor-Gran-Sou Electric Cooperative — and all co-ops across the United States — are celebrating the benefits and values that cooperatives bring to their members and communities.

While co-ops operate in many industries and sectors of the economy, seven cooperative principles set us apart from other businesses: voluntary and open membership; democratic member control; member's economic participation; autonomy and independence; education, training and information; cooperation among cooperatives; and concern for community.

"The co-op business model is unique and rooted in our local communities. Co-ops help us build a more participatory, sustainable and resilient economy," says Jackie Miller, chief of staff and manager of member services for Mor-Gran-Sou.

Mor-Gran-Sou is proud to be a part of more than 740 Touchstone Energy® Cooperatives in 47 states that deliver energy and energy solutions to millions of customers nationwide. Within North Dakota, Mor-Gran-Sou is one of 16 distribution cooperatives that serve 250,000 North Dakotans. With a presence in Flasher, Mandan and Fort Yates, Mor-Gran-Sou provides electric service to around 6,000 members.

To learn more about Mor-Gran-Sou, visit [www.morgransou.com](http://www.morgransou.com) or find us on Facebook.





**Saturday, Oct. 31**

**Please consider these safety tips,  
on behalf of Mor-Gran-Sou**

#### *WALK SAFELY*

- ✓ Cross the street at corners, using traffic signals and crosswalks.
- ✓ Always walk on sidewalks or paths. If there are no sidewalks, walk facing traffic as far to the left as possible. Children should walk on direct routes with the fewest street crossings.

#### *TRICK OR TREAT WITH AN ADULT*

- ✓ Children under the age of 12 should not be alone at night without adult supervision. If kids are mature enough to be without supervision, they should stick to familiar areas that are well-lit and trick-or-treat in groups.

#### *KEEP COSTUMES SAFE*

- ✓ Decorate costumes and bags with reflective tape or stickers and, if possible, choose light colors.
- ✓ Have kids carry glow sticks or flashlights to help them see and be seen by drivers.

#### *DRIVE EXTRA SAFELY*

- ✓ Drive slowly, anticipate heavy pedestrian traffic, and turn your headlights on earlier in the day to spot children from greater distances.
- ✓ Popular trick-or-treating hours are 5:30 p.m. to 9:30 p.m., so be especially alert to kids during those hours.

**Fall back!** Daylight saving time ends this year on **Sunday, Nov. 1**. Don't forget to "fall back" one hour on Saturday evening before you go to bed.

#### **In the October issue of *North Dakota Living*:**

- Cold weather charges
- Chris Baumgartner earns Outstanding Alumni award
- Meeting minutes ... and more

JUNE 11 to 17, 2016

North Dakota Electric Cooperative

# YOUTH TOUR

WRITE A WINNING ESSAY AND WIN A TRIP OF A LIFETIME!  
An all-expense-paid trip to WASHINGTON, D.C.

**HIGH SCHOOL  
SOPHOMORES & JUNIORS**

**THIS YEAR'S ESSAY QUESTION:**  
"Pick one of the four Touchstone Energy® core values — innovation, integrity, accountability and commitment to community — and describe how you see this in action at Mor-Gran-Sou Electric Cooperative."

*The deadline is Jan. 29, 2016. For rules and to submit, contact [jlmler@morgransou.com](mailto:jlmler@morgransou.com) or 800-750-8212 and ask for Jackie.*

### **New requirements by credit card companies may affect you**

Due to security breaches, credit card companies are requiring tighter security to protect personal information. The Payment Card Industry (PCI) has implemented new requirements for credit card payments that will impact the way Mor-Gran-Sou Electric Cooperative, Inc., accepts credit card payments. The Payment Card Industry Security Standards is an open global forum that develops, maintains and manages the PCI Security Standard, which include the Data Security Standard (DSS), Payment Application Data Security Standard (PA-DSS), Payment, and PIN Transaction Security (PTS) Requirements.

Due to the new requirements from credit card companies, beginning Oct. 1, Mor-Gran-Sou customer service representatives will no longer be able to verbally accept credit card payments by phone. So how will this affect you, the member-owner, when you do want to make a credit card payment? Credit card payments can still be made over the phone, but instead of talking to a customer service representative, you must utilize our Interactive Voice Response (IVR) system that is PCI compliant at this time by calling 1-877-853-5865. We understand this is a change in how we have normally operated, and it may cause an inconvenience for some of our members. However, it is a change that is required to remain in compliance with PCI regulations and avoid very costly penalties and fines. Please know that this is just a small change in the cooperative payment options. Members may continue to pay by credit card, through SmartHub on their mobile device or through the "My Account" link on the home page of our website at [www.morgransou.com](http://www.morgransou.com).

Mor-Gran-Sou remains committed to you, the member-owner. The personal touch and exceptional customer service you are accustomed to will not change. Mor-Gran-Sou personnel are still only a phone call away to answer your questions and concerns, including questions on your electric utility bill.

Also know that Mor-Gran-Sou will continue to accept payments by check, cash, money orders, and of course, credit cards. But, as discussed, to remain compliant with the payment card industry, member service representatives will no longer be able to verbally accept credit card payments by phone. If you do call the office wanting to make credit card payment, you can expect to be transferred to the IVR pay-by-phone payment option.

When calling 1-877-853-5865 to make a credit card payment, you will be able to choose prompts to check your account status, make a payment and update personal information affecting your account, such as a phone number, etc. Thank you for your understanding as we move forward with this payment option change.