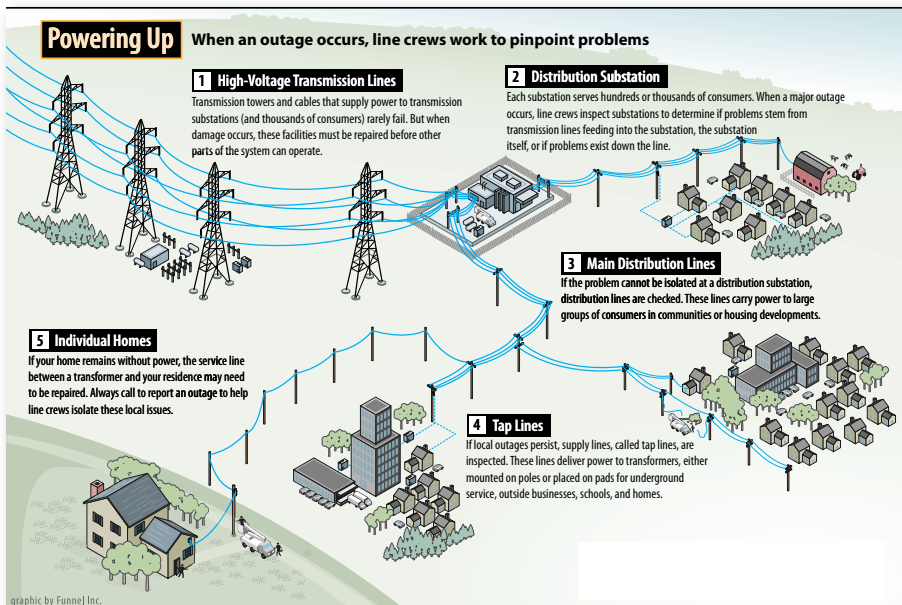


How to report an outage

If your power goes out, you should first check your circuit breaker or fuses to be certain the problem is not your own electrical system. If that is not the case, then call Verendrye at (800) 472-2141 to report the outage. Outages can be reported 24 hours a day, seven days a week. If the lines are busy, you might get an automated message asking you to leave your phone number or account number.

When you leave your information, that information helps Verendrye restore power. Once Verendrye receives an outage call, its smart meter system kicks in by “pinging” several meters in the area of the reported outage to determine how widespread it is. An electronic map in Verendrye’s office will show which meters are working, and which are not— helping Verendrye pinpoint the cause of the outage. This helps save time because lineworkers will know exactly where to go before they are sent to make repairs.



When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here’s what’s going on if you find yourself in the dark.

Notify Verendrye about MEDICAL ISSUES

Verendrye encourages members to notify the co-operative beforehand of critical life-support needs in a household. If Verendrye has this information beforehand, priority can be given to restoring power to homes with special needs and members can be notified of preplanned outages. However, members should not depend on this notification if power goes out because in extreme conditions, outages can last several days. Verendrye leases uninterruptible power supply systems to members to back up critical medical equipment or computer systems for businesses. Contact Verendrye for more information.



December e-bill winner

Congratulations to Doug and Clarice Frazier, of Minot, who won a \$100 bill credit by participating in the e-bill program. To encourage the use of e-bill, Verendrye has a contest allowing members a chance each month to win \$100 until the end of the year.

You can enter the contest simply by registering for online access to your bill, or if you already have an online account, simply log on once each month. If you are not already registered online at www.verendrye.com, you will need your account number and a valid e-mail address handy to get registered.

Once you have the information ready, click on the red “my-e-bill” tab toward the top of the home page. After clicking on “my e-bill,” there is a link for new users to register for online account access.

Verendrye encourages all of its members to view their bills online for several reasons. You can see and pay your bill a few days before it comes in the mail, you can view previous payments and bills, you can see charts comparing your total usage for several months and charts that show daily and monthly usage and cost data and you can update your account information quickly and easily.