

2021



Cass County Electric
Cooperative

BUSINESS ACCOUNTS

Guide

Cass County Electric Cooperative is a not-for-profit, member-owned electric distribution system in southeastern North Dakota providing high-quality electrical service to more than 5,700 commercial members of all types and sizes.

Contact us



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Cass County Electric Cooperative is locally owned and controlled. We are a community-focused organization working to efficiently deliver affordable, reliable, and safe energy to our members.

- We belong to the communities we serve, so any excess revenue is given back to the members.
- We are led by consumers like you who understand and listen to the community.
- We were built by the members and communities we serve.
- We are your trusted energy advisors.



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About Cass County Electric Co-op



Safety
Integrity
Innovation
Accountability
Community

CORE VALUES



To serve our members' energy needs with **affordable** & **reliable** electricity.

MISSION



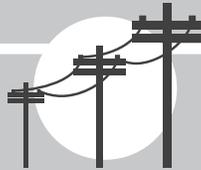
Fargo
Kindred
Arthur
Lisbon
Valley City

SERVICE CENTERS



94

EMPLOYEES



2,896 Overhead
2,827 Underground

5,723 Total

MILES OF LINE



Cass • Barnes • Traill
Richland • Ransom
Sargent • Dickey • LaMoure
Steele • Stutsman

SERVICE COUNTIES

POWER SUPPLY CAPACITY: 55% ND Lignite • 34% ND Wind • 8% ND Hydro • 3% Other

2020 KILOWATT HOURS SOLD:

1,259,066,507 kWh

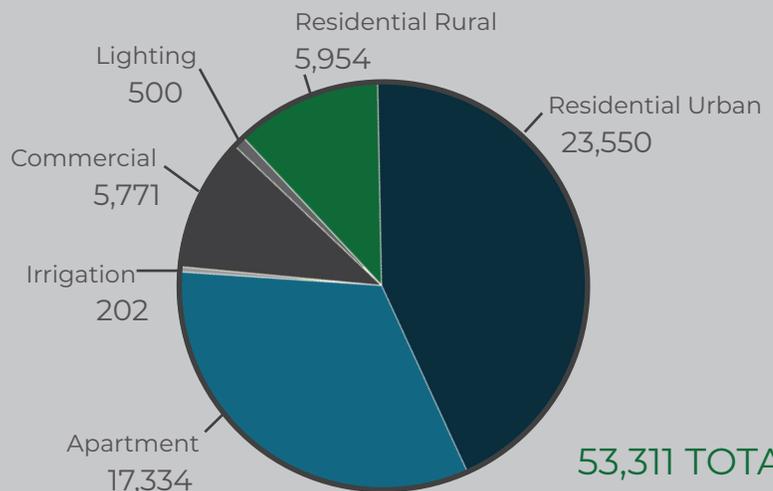
2020 REVENUE:

\$137,051,335

BOARD OF DIRECTORS

Marcy Svenningsen, Board Chair
Jeff Triebold, Vice Chair
Glenn Mitzel, Secretary
Kalvin Hoff, Treasurer
Douglas Anderson
Sid Berg
Terry Kraft
Wendy Loucks
Tom Seymour

MEMBERSHIP TOTALS



53,311 TOTAL SERVICES

01/17/2020

Capital Credits

Capital credits are the return of your investment in the cooperative. If your business has been served by Cass County Electric, capital credits accrue during the duration of the business. If you are selling or closing a business, capital credits could be retained by the sellers or transferred to the new owners as a future asset in the sale. However, if the company is sold without Cass County Electric's knowledge, the allocation may not be assigned to the proper owner. As a business owner or executive representative on Cass County Electric's system, be sure to claim what's yours. Please keep your contact information up to date with us so we can return your stake in the cooperative when the time comes.

TYPES OF UTILITIES



INVESTOR-OWNED
Privately owned by shareholders/investors
Operate for a profit



MUNICIPAL SYSTEMS
Owned by cities, counties, or states
Not-for-profit



COOPERATIVE
Owned and operated by the people they serve
Not-for-profit

When you sign up for service with Cass County Electric Cooperative, you become a **COOPERATIVE member.**

YOUR MONTHLY BILL

BASIC CHARGE
Monthly charge that covers the cost to provide electrical service (infrastructure).
Included in capital credit allocation

FRANCHISE FEES
Fee charged by the cities of Valley City, Fargo, Horace, and West Fargo.
Not included in capital credit allocation



ENERGY CHARGE
Charges for energy consumed during the billing period.
Included in capital credit allocation

PURCHASED POWER ADJUSTMENT
A variable component calculated from the cooperative's monthly wholesale power cost.
Included in capital credit allocation

WHAT ARE CAPITAL CREDITS?

- 1**

Cass County Electric tracks how much electricity you buy and how much money you pay for it throughout the year.
- 2**

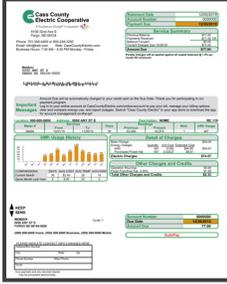
We pay the bills for things like power generation, maintenance, and new construction.
- 3**

Then, at the end of the fiscal year, the board of directors determines if there are excess revenues, called margins.
- 4**

Next, the cooperative allocates those margins to members as capital credits based on their electric bill.
- 5**

Lastly, your board of directors decides to retire, or pay, the capital credits when our financial condition permits.

HOW DO I RECEIVE MY CAPITAL CREDITS?



CREDIT ON BILL:
Members with an active account

OR



CHECKS ISSUED:
Inactive, former members.
A minimum \$5 capital credit amount must be met

\$1.75 million

The Cass County Electric Board of Directors has approved a general retirement of capital credits to qualifying members in 2020.

Search our list of unclaimed capital credits at CassCountyElectric.com/capital-credits to see if anyone you know is owed money from Cass County Electric Cooperative!

The taxability of capital credits depends on if your electric bills served as a business tax deduction on your income tax return for the years in which the capital credits were allocated. For most individuals, the receipt of capital credits is non-taxable. Please contact your tax preparer if this tax deduction pertains to you, as this information is provided as a courtesy and is not intended to be construed as legal or tax advice.

Programs and Services

Our goal is to provide reliable electric service and top-level customer service that exceeds your expectations based on your individual business's needs. As your trusted energy advisor, we offer several programs and services to our commercial consumer-members.

We encourage you to contact us with any questions.

Rate Analysis/Forecasting

We can provide annual or on-demand rate analysis and forecasts for your budgetary needs. We will work with you to determine if your business is on the best rate option for your operation.

Energy and Lighting Audits

We can review your business's energy load profile, advise on energy use and demand levels, and provide a walk-through of the facility to identify areas for energy-saving opportunities.

Demand Response/Generator Program

We have a demand response rate for consumer-members looking to save money on energy demand charges. Businesses can receive lower off-peak rates by managing their consumption during peak energy demand periods, by transferring to on-site backup generation, under our Incremental Pricing Plan.

(See page 7)

Online Account Management

Use our mobile app or website to pay your bill, view energy use, access the outage viewer, and manage other account settings.

(See page 11)

Electric Vehicles

Cass County Electric has partnered with a number of local organizations to install electric transportation infrastructure, with three fast chargers installed in 2020. Additionally, we added an all-electric vehicle to our service fleet, helped West Fargo Public Schools obtain the state's first electric school bus, and assisted the Fargo Police Department and Fargo Parks in obtaining an all-electric patrol motorcycle. We offer programs and incentives for installing an electric vehicle charger on off-peak.

(See page 14)

Renewable Energy Options

Using energy wisely is the cooperative difference. We offer solar energy credits or you can purchase green energy credits. We can work with your business to accomplish your renewable energy goals.

(See pages 16-20)

Demand Response/Generator Program

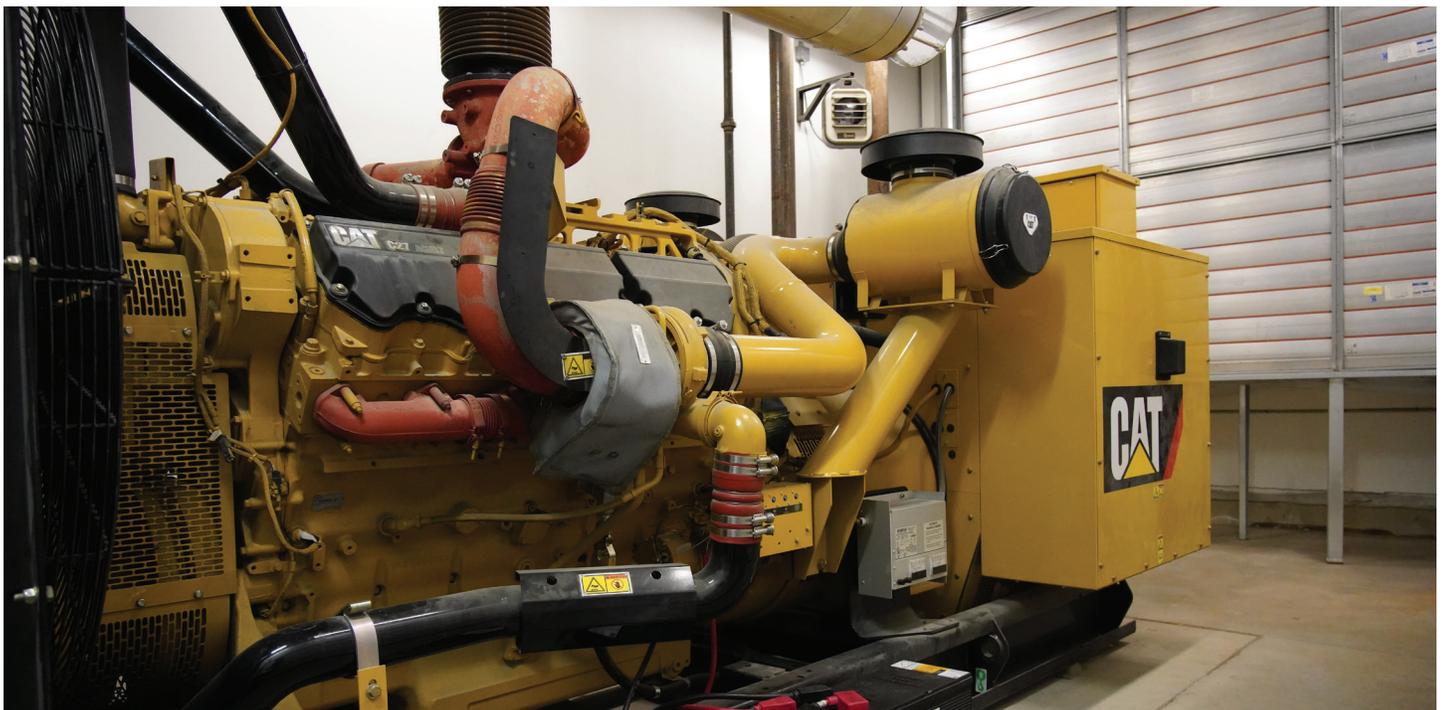
At Cass County Electric Cooperative, we are here to work with your business to discuss different rate options and the best fit for your operation. One option is a demand response rate for businesses looking to save money. Businesses can receive lower rates by managing their consumption during periods of high demand by transferring to on-site backup generation, using our Incremental Pricing Plan.

Though savings may vary from business to business, many businesses save upwards of 25% using this rate.

With the options listed in the chart below, we are able to help your business save on energy costs. Generators need to meet current EPA emissions requirements to participate in our demand response program.

Incremental Pricing Plan

Green Zone	During normal times when we are within our capacity; energy purchased at our low off-peak rate.
Yellow Zone	When demand exceeds our capacity, but wholesale market prices are reasonable; just pay the additional adder.
Red Zone	When energy needs reach a critical or peak emergency situation; charges are passed along directly.

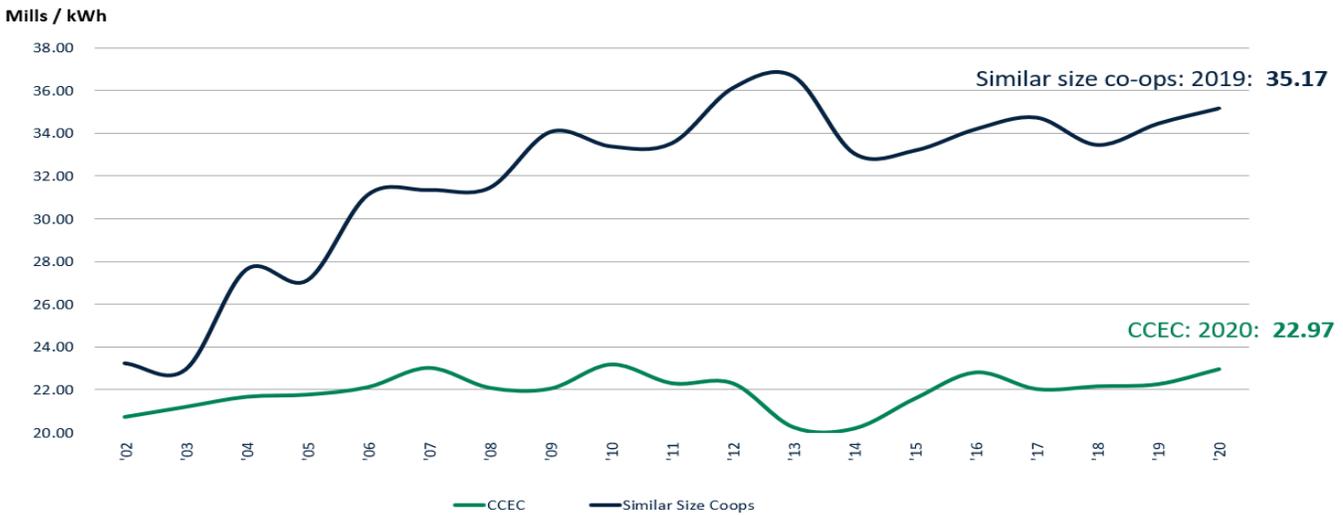


Financial Stability

Cass County Electric Cooperative employees, the management team, and the board of directors are committed to sound financial management of the cooperative to provide the best value for our members' investment in the cooperative.

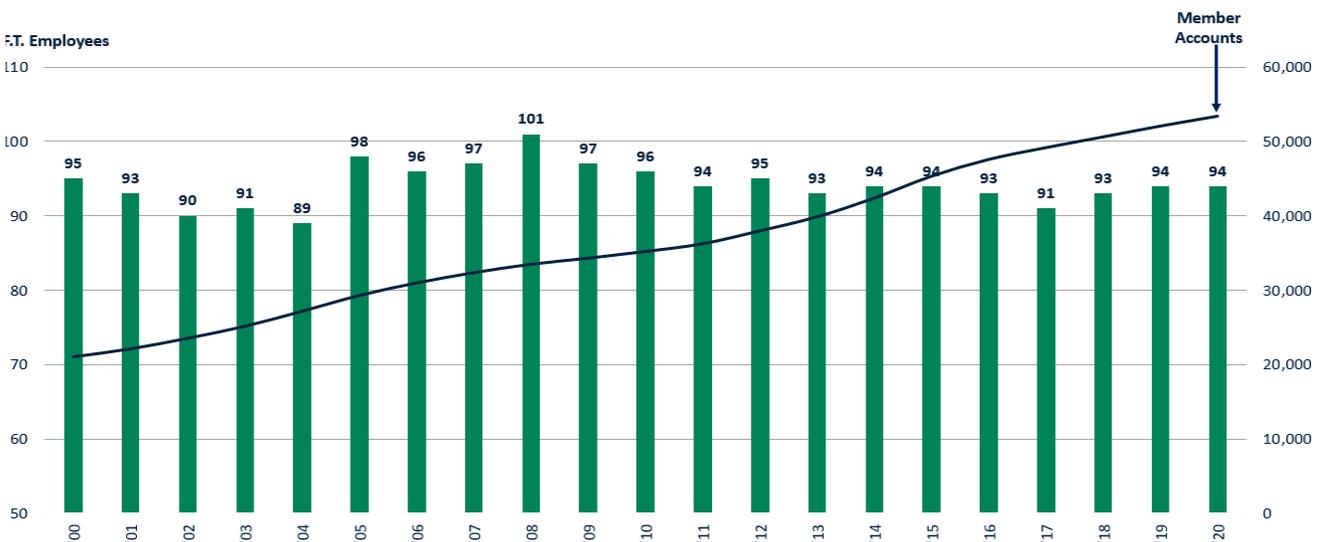
Cost of Operations

The cost to operate your cooperative has remained stable and consistently outperforms like-sized cooperatives.

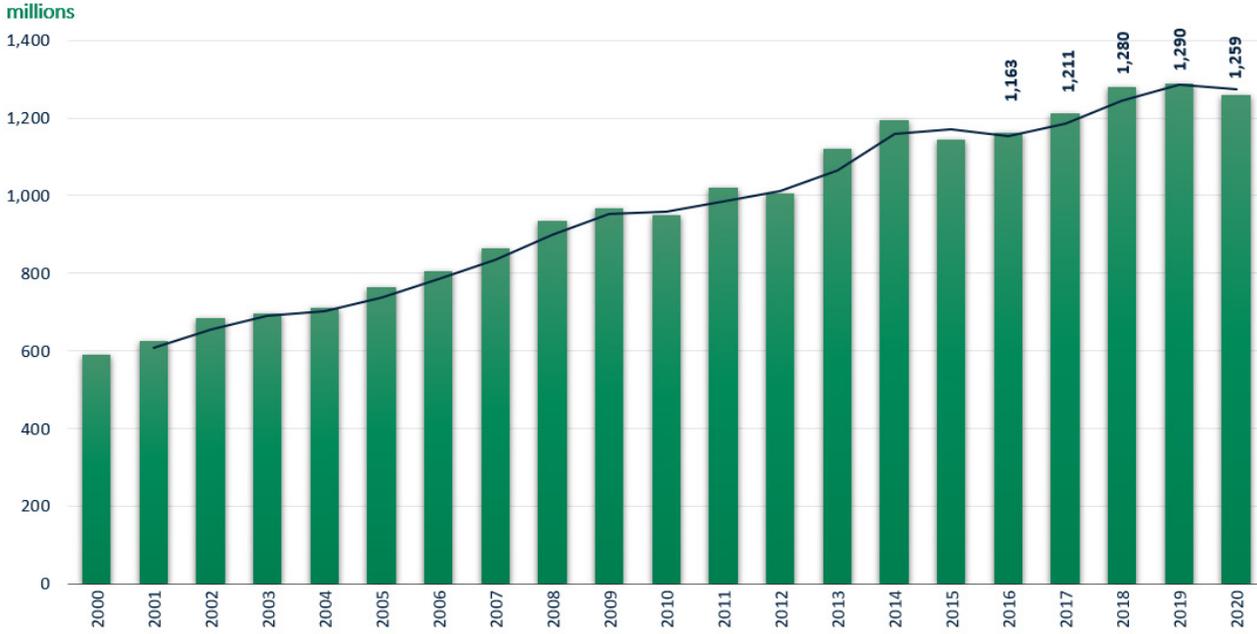


Employee Count vs. Member Growth

Adding new accounts and maintaining employee count by utilizing innovative technology helps us maintain cooperative expenses, saving you money.

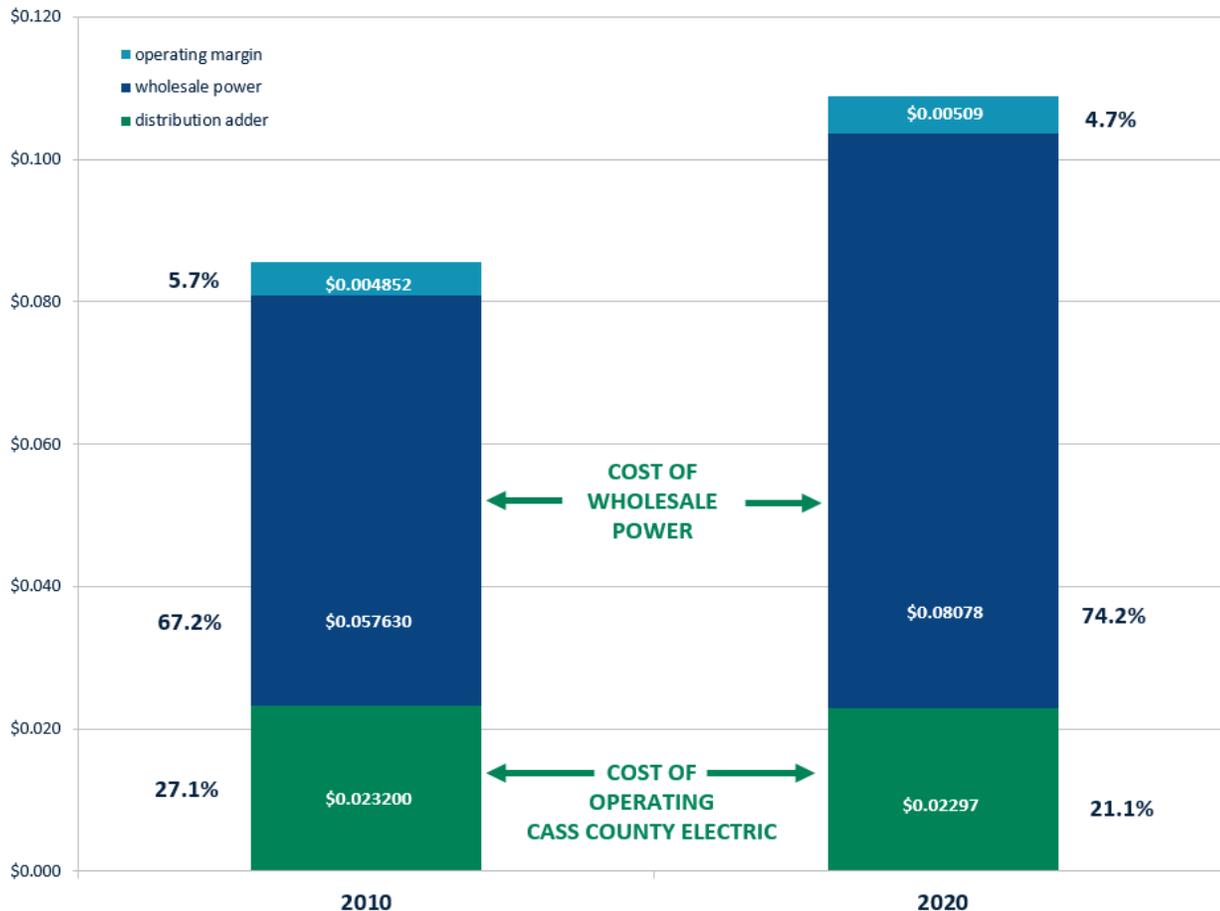


Sales in Kilowatt Hours



Electricity Cost Components

Wholesale power is purchased from Minnkota Power Cooperative.



Communication



MOBILE APP

The Cass County Electric mobile app helps you manage your energy consumption. By viewing peaks in use and hours, with weather overlays, you can stay in control of your power.



HIGHLINE NOTES

Our monthly magazine includes feature articles, safety information, technology, energy saving tips, and more!



CO-OP CURRENT

Our monthly e-newsletter is full of timely topics to aid with using energy efficiently, as well as subjects that will help to run your operation smoothly. If you are not receiving this today, sign up at energy@kwh.com.



WEBSITE

Quickly discover information on our programs and services, read educational articles, or watch videos on ways to stay safe around electricity. We also feature new electronics and technology, and tips for you to save energy.



LOAD CONTROL NOTIFICATIONS

Alerts are available via text and/or email to notify consumer-members when we are in peak conditions for those business members that participate in the Demand Response or Energy Management Programs.



OUTAGE NOTIFICATIONS

We offer real-time outage notifications via text, email, and voice call for multiple contacts. We also post updates for large outages on our Cass County Electric Facebook page.

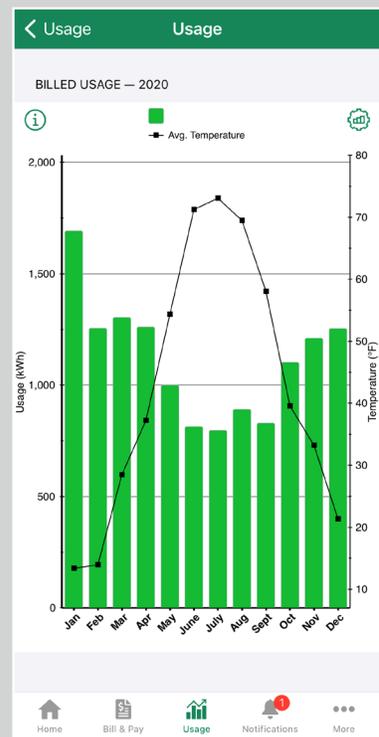
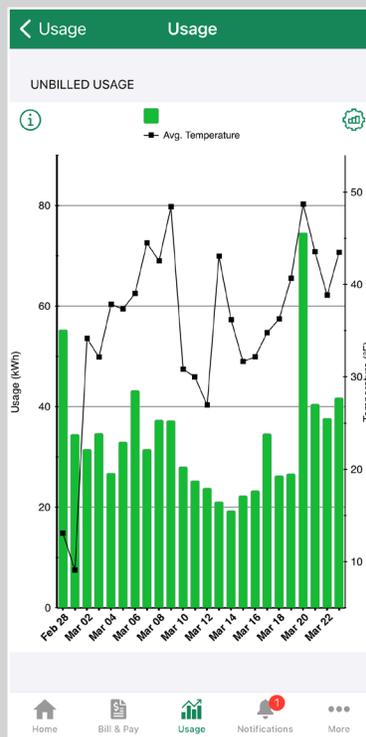
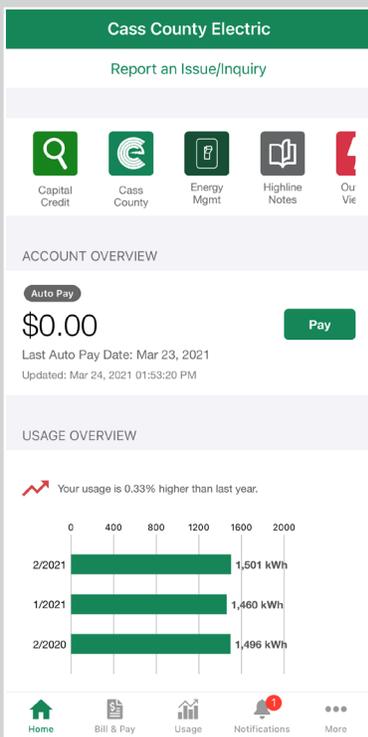
CONNECT WITH US!



Online Account Management

Cass County Electric's online account platform combined with the Cass County Electric mobile app puts the analysis of electric accounts at members' fingertips. It is a powerful engine that makes life easier. All you need is your account number to sign up today. We want you to have access to essential energy usage data so that you can manage your company's electric use more effectively and efficiently.

- Member 24-hour access to account or accounts.
- Ability to manage multiple accounts.
- Monitor usage in hourly, daily, weekly, monthly, and yearly graphical formats.
- Receive a monthly notification when we generate a new electric bill.
- Access current and historical billing and payment information.
- Free mobile app for your smartphone or tablet, or manage online.
- Manage bill pay options: Go traditional or make online payments. Sign up for autopay or prepay, and go paperless.
- View and report outage status and service issues.
- Access quick links to our energy management information, Highline Notes, social media accounts, and more.
- Ability to connect to Google Home or Alexa to make bill inquiries and print energy usage graphs.



Reliability

Cass County Electric measures reliability by using an average service availability index (ASAI). It is a measurement ratio of the total hours that service was available to the total hours that service was expected. Essentially, it is the percent of time that power was on for all consumer-members during the year. In 2020, our reliability performance was outstanding. We had our **best year on record** by keeping your power on **99.9909%** of the time. Cass County Electric is in the:

- Top 10% of cooperatives in the U.S.
- Number one in reliability in the country when compared to cooperatives of similar size.

In the future, outages will occur, and our continued focus is to limit the frequency and duration as much as possible by investing in maintenance and technology.

Innovative Grid Technology

We use powerful grid technology to keep outages to a minimum, which allows our line crew to quickly respond when they do occur. The two main technologies that we deploy are:

- Enhanced electric meters that work with our two-way automated communications systems (TWACS).
- Supervisory control and data acquisition software (SCADA).

Our teams of technicians and engineers can detect changes and oddities on the system. If fluctuation in voltage occurs, these systems will notify our dedicated team of impending trouble and will quickly respond to the situation to prevent or minimize an outage.

Investing in Prevention

We take outages seriously and consistently invest in new technology, proactively detecting and preventing future outages. One innovative tool we use is an unmanned aerial vehicle (UAV). The UAV allows our crews to inspect areas of lines that are dangerous or difficult to access and increases our crew's safety and efficiency. Our crews are proactive by using a thermal camera, scanning for hot spots and equipment issues before a failure.



Outage Preparedness

Cass County Electric Cooperative prides itself on its service reliability. With an aggressive maintenance program and investments in grid-enhancing technologies, we strive to keep service outages to a minimum. However, no utility can guarantee uninterrupted electrical service or service free of voltage fluctuations.

We understand downtime can adversely affect your business and production. Despite our best efforts, power outages can and will occur. We want your business to be as prepared as possible for outages or other service issues to ensure minimal interruption or impact to your operation.

Backup Generation

- Backup generators can prevent financial hardships caused by power outages.
- On-site emergency diesel generators automatically start and pick up a facility's electrical load in the event of an outage.
- Cass County Electric's off-peak generator program can save commercial consumer members up to 25% on their electric rate.
- Programs exist to aid with the cost of backup generation.

Uninterruptible Power Supplies (UPS)

- With or without backup generation, a UPS can protect sensitive or critical equipment, such as computer servers, by providing battery backup power for a short period.
- Some UPS systems also provide surge protection.

Phase Loss Protection

- Phase loss protection devices can prevent damage to heavy equipment during the loss of a single phase on a three-phase line.

- This equipment is relatively inexpensive and straightforward to install.
- Phase or voltage monitors generate audible or visible alarms or completely shut the motor down during loss of phase or phase imbalance.

Surge Protection Devices

- Transient voltage surge suppressors (TVSS) are among the most commonly used and least expensive power protection devices.
- They clamp off excess voltage when it exceeds a certain level (generally 500 volts or less) and direct excess voltage away from the protected equipment.
- Multi-point installation is recommended, including a service entrance point, distribution panels, and at the individual circuit for any sensitive equipment.

Outage Notifications

- We provide automatic power outage text and email notifications for multiple contacts.
- Our live outage viewer is available at **outage.kwh.com** and through the Cass County Electric mobile app.
- Updates for large outages are posted on Cass County Electric's Facebook page.
- Please call 701-356-4400 or email energy@kwh.com to review the notification settings for your business.

Reporting an Outage

- Cass County Electric's 24/7 power control center is always ready to respond to power outages.
- We encourage all consumer-members to call our outage line at 701-356-4400 to report a power outage.
- In the event of high call volumes, follow the prompts on our IVR system to report your outage and to hear outage updates.
- Download the Cass County Electric mobile app to report a power outage on either iPhone or Android.

LEADING THE CHARGE

When you think of mainstream transportation, electric vehicles are not usually top of mind, but that is changing. Electric vehicle and battery technology is rapidly evolving.

Cass County Electric believes in paving the way for an electric future. Innovation and commitment to community are two of our core values. As a leader in innovation, we are proud to have partnered with and lead some exciting projects:

- CCEC was awarded funding through the Volkswagen settlement to purchase and install three Level 3 electric vehicle (EV) fast chargers in 2020. These chargers are located conveniently throughout the metro: West Acres, Hornbacher's Gateway West, and the FM Convention & Visitors Bureau.

- Partnered with Minnkota Power, Coalition for a Secure Energy Future, ND SEP, and WFPS on an exciting new transportation project to bring the first all-electric school bus to North Dakota.
- Partnered with Fargo Parks and Fargo PD to bring the first all-electric patrol bike to our area.

“More and more vehicle manufacturers are announcing new electric vehicle models. We see that’s where the trend is going, and it’s something Cass County Electric actively supports,” says Chad Brousseau, Cass County Electric business accounts executive.

Contact us with any questions regarding electric vehicles and charging and how it may work for your business.



“I love that I am able to show people I can work a 10+ hour shift on an electric motorcycle without recharging. The battery range has also met what was advertised and has never required a mid-shift recharge.” Josh Marvig, Fargo Parks Officer



“Because of the generosity of our partner agencies, West Fargo Public Schools was fortunate enough to make the dream of utilizing renewable energy a reality.” - Brad Redmond, WFPS Director of Transportation



Electric Vehicle Tailgate Party at CCEC headquarters



Fast charger at the Fargo-Moorhead Convention & Visitors Bureau

55% CLEAN COAL

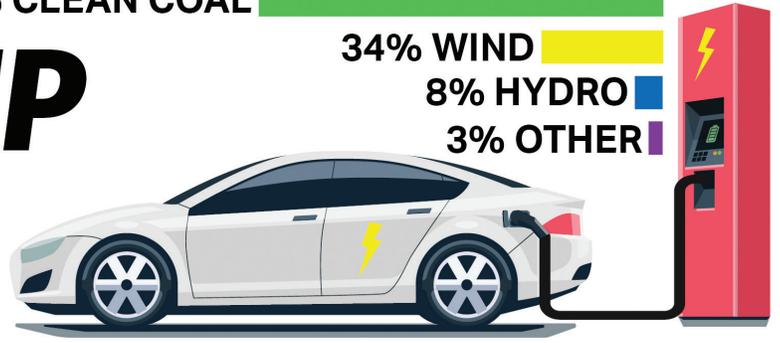
34% WIND

8% HYDRO

3% OTHER

CHARGE UP

with homegrown
North Dakota energy.



	LEVEL 1	LEVEL 2	LEVEL 3
CHARGING INFORMATION	PLUGS INTO A STANDARD OUTLET	UTILIZES A SEPARATE CHARGING STATION	PUBLIC SPACES
ELECTRIC REQUIREMENTS	120 VOLTS (AC)	208 OR 240 VOLTS (AC)	UTILITY INVOLVEMENT (DC)
CHARGING SPEEDS	~5 MILES OF RANGE PER HOUR	~25 MILES OF RANGE PER HOUR	~100 MILES OF RANGE PER HOUR
APPROXIMATE TIME TO CHARGE (FROM DEPLETED)	10 - 40 HOURS	3 - 8 HOURS	20 - 60 MINUTES

INCENTIVE FOR EV CHARGERS INSTALLED ON OFF-PEAK: LEVEL 2 CHARGER REIMBURSEMENT AT \$50/kW (\$500 MAX PER CHARGER)

OFF-PEAK RATE OPTIONS:

\$7 MONTHLY CREDIT

BEST OPTION IF:

ONLY 1 CHARGER IS INSTALLED

NO OTHER OFF-PEAK LOADS ARE IN THE HOME

\$.055 OFF-PEAK RATE

BEST OPTION IF:

(\$5 MONTHLY METER CHARGE)

THERE ARE OTHER OFF-PEAK LOADS IN THE HOME

In addition to the incentives offered from Cass County Electric, current federal consumer tax credits are available for EVs, ranging from \$2,500 to \$7,500 based on the size of the vehicle's battery. Also, many insurance carriers offer discounted rates. Cass County Electric Cooperative provides the load control device for both options.

EV requirements to qualify for off-peak

All-electric vehicles and plug-in hybrids qualify
Level 2 charger, 240V

Charging windows

October-May: Noon—5 PM and 11 PM—7 AM
June-September: Midnight—10 AM

Find public charging stations in your area at
CassCountyElectric.com/ev or plugshare.com.

**Please visit with our Energy Management Team for details, terms, and conditions about specific offers and credits available. Marketing promotions/incentives may be subject to change, conditions, or restrictions. There is a maximum incentive credit of \$500 depending on kW purchased. To be eligible, the member must install the charger on Cass County Electric's off-peak program. The incentive will be applied in the form of an energy credit after a Cass County Electric Cooperative technician has verified the account.*

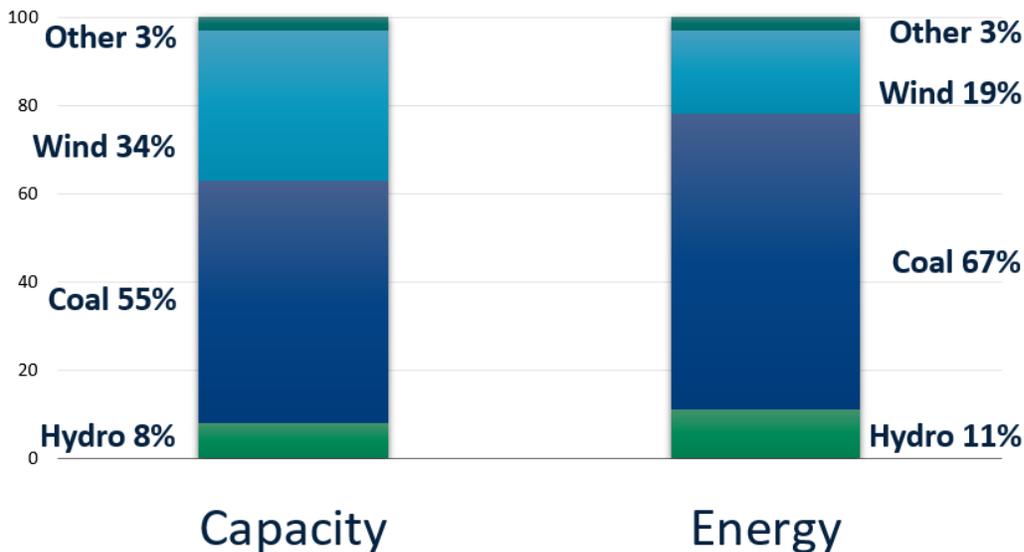
All-of-the-Above Energy Strategy

At Cass County Electric Cooperative, we support an “All-of-the-Above” approach to our generation resources. Renewable resources are an essential piece of our generation mix (specifically wind energy as 34% of our generation capacity comes from ND wind farms). Still, they are only a piece of the puzzle; they do not make up the entire picture. Our baseload ND lignite coal generation remains a vital resource to ensure that we meet our mission “to serve our members’ energy needs with affordable and reliable electricity.” There are many times throughout the year when the wind does not blow, or temperatures become too cold for wind turbines to operate. During

these times, baseload 24/7 generation resources (like our ND lignite coal) ensure your lights and heat stay on when you need them on.

“Our nation is striving toward a cleaner electric grid, but that doesn’t mean we have to shut down all fossil fuel generators and depend solely on wind and solar facilities. In our region, that simply won’t work. The stakes are too high. When it’s 30 below zero, we need electricity so reliable that we don’t have to think twice about it.” - Mac McLennan, president and CEO of Minnkota Power Cooperative

Capacity vs. Energy 2020



55%

ND Lignite

Our plants are equipped with emission control technologies that meet or exceed all current state and federal air quality standards.

34%

ND Wind

Three wind farms and two independent turbines with a nameplate capacity of 457 megawatts are under contract with NextEra Energy.

8%

ND Hydro

Power from Garrison Dam in western North Dakota comes from Western Area Power Administration.

Infinity Renewable Energy Program

Your energy. Your way.

Environmental Stewardship

We have a program to work with your company's renewable energy goals. Through the Infinity Renewable Energy program, you can decide how much of the electricity you purchase is generated by renewable resources. By enrolling in this program, you can designate the percentage of the electric use your business would like to be derived from renewable energy. Cass County Electric will allocate the appropriate amount of renewable energy through the program and indicate your purchases on your monthly bill. The record of your purchase and proof it was reserved for your company is done through a renewable energy credit (REC).

Renewable Energy Credit Measurement

An REC verifies that electricity was generated from an eligible renewable energy resource and was integrated into the electric grid. All wind RECs purchased

through the Infinity program are certified by the Midwest Renewable Energy Tracking System. This certification ensures that the RECs are only used once. When you determine the amount of renewable energy your business would like to purchase, an equivalent number of RECs will be retired on your behalf.

Additional costs are incurred to purchase renewable energy and specifically to designate how this energy is credited and used. Contact Bob Miller or Chad Brousseau for current pricing options.

No contracts are required. The only stipulation is your company is a consumer-member of Cass County Electric Cooperative. The Infinity Renewable Energy program has a designated energy rate that will be included on your monthly bill.



In North Dakota, we can't slow down when it's 30 below. Our electricity can't, either. That's why we're all in on all-of-the-above energy.



Cass County Electric
Cooperative

ALL IN



ALL-OF-THE-ABOVE ENERGY

Prairie Sun Community Solar



Cass County Electric Cooperative's Prairie Sun Community Solar is the first community solar garden in North Dakota. The Prairie Sun Community Solar array is located near 63rd Street South, off of 52nd Avenue South in Fargo, and has been sending electrons back on the grid since 2016.

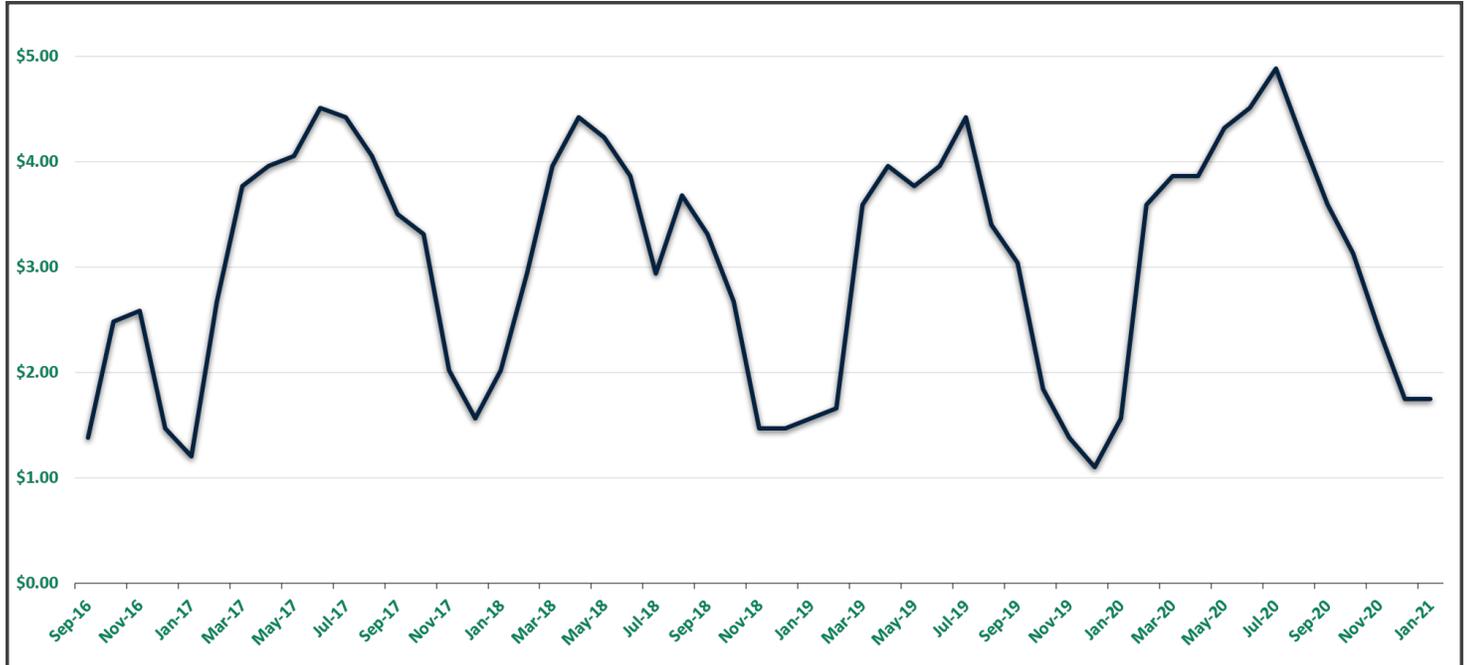
Solar energy is clean and a renewable source of energy. Additionally, monthly credits will be calculated based on the current electric rate. This means if rates go up, the credit you receive from your panels' production will, too.

One full panel (\$700) is projected to provide a credit of 10-45 kWh per month, meaning your credit will vary from month to month because of weather and time of year. Based on current electric rate, the average solar credit from one panel could average \$35 per year. Credits will be calculated based on the current rate, so if rates increase, your solar credit will, too.

Any Cass County Electric Cooperative consumer-member may purchase the output of an amount that equals no more than 75% of their lowest monthly energy use. Participation may be subject to a review of current account standing.

Historical Monthly Energy Credit

Below is a representation of the monthly credits applied since the project's inception.



102 kW

A kilowatt-hour is how we measure energy consumption
This is enough to sustain the power in 15-20 homes.

324

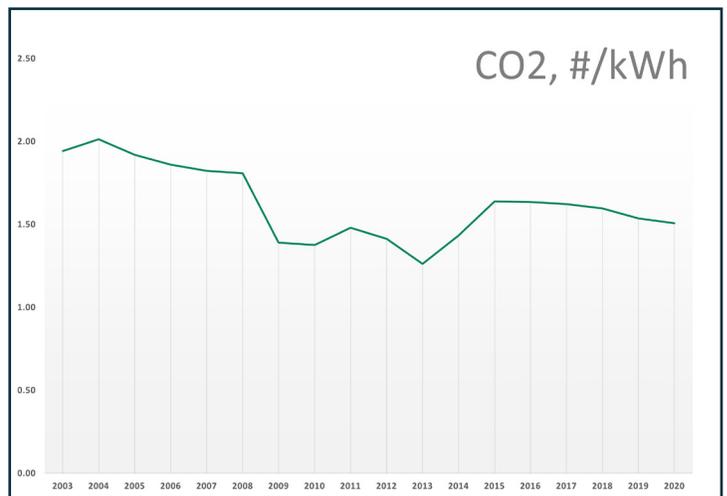
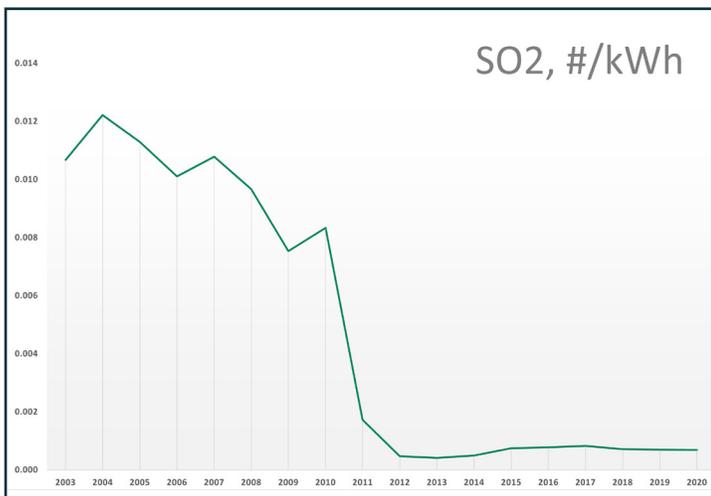
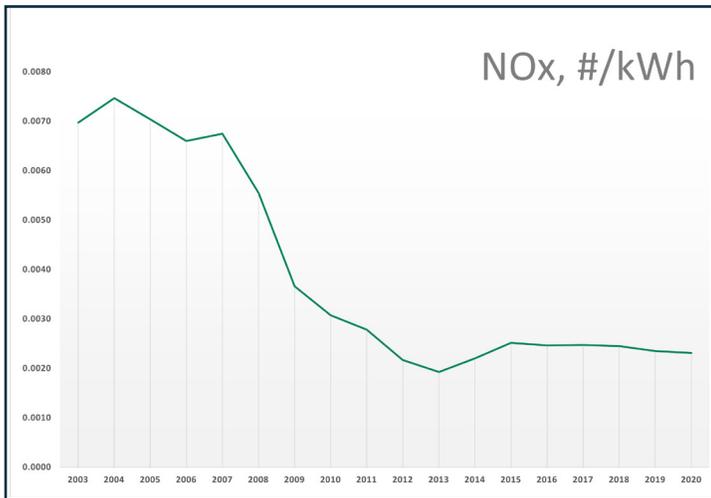
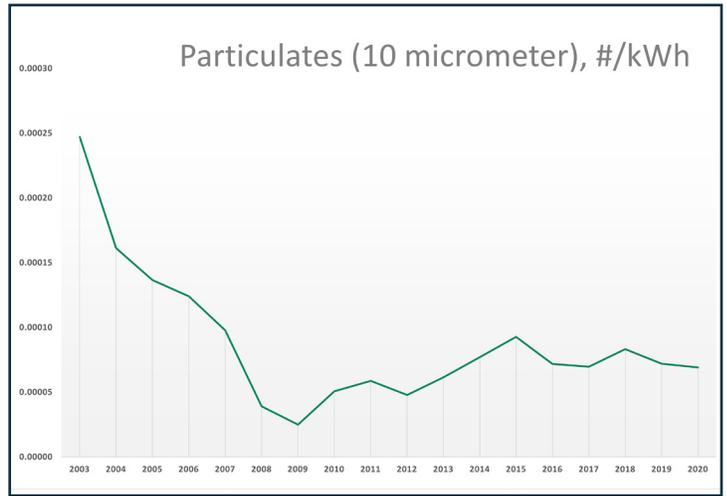
Solar panels
Each panel is 77 × 39.05 × 1.57 inches, contains 72 cells, and weighs 60.8 pounds.

22%

of the panels are still available as of March 31, 2021
Any Cass County Electric consumer-member can participate in the program.

Emissions Reduction

Cass County Electric Cooperative supports an All-of-the-Above energy policy to provide affordable, reliable, and safe energy to our consumer-members. In 2011, Minnkota Power Cooperative (MPC) completed \$425 million in emission control projects to meet or exceed EPA emissions guidelines at the Milton R. Young Station. That investment addresses sulfur dioxide (SO₂), nitrogen oxides (NO_x), and mercury (Hg) emissions. Project Tundra, a proposed carbon capture venture, is in the advanced engineering and design phase. If constructed, it would remove 90% of CO₂ emissions from either of the Young Station's units, addressing the remaining emissions issues. For more information on Project Tundra, visit ProjectTundraND.com.





800-248-3292 | CassCountyElectric.com
4100 32nd Ave S., Fargo, ND 58104

It's time to power a business comeback across America.

Partner with us to be a participating business in the **FREE Co-op Connections® Program**

All CCEC members are encouraged to shop at participating businesses through social media, our website, Highline Notes and other communications materials. It's great free advertising for your business. The program allows members to see participating businesses through the mobile app, print coupons straight from their phone or computer and receive deals from national and local businesses.

Business members can manage their profile, track redemptions, manage limited time offers and more.

