

Note to WRCTC and Grand Electric Members

Please remember to write separate checks to WRCTC and Grand Electric when paying your bills. Although both companies are located in the same building, they are separate entities. Thank you!

Welcome New General Manager and his Family to WRCTC

The WRCTC and Grand Electric Cooperative Boards have named Reed Metzger, as the next General Manager. He begins his new duties on November 4, 2013. In this position, he will serve as the General Manager for both organizations and report to both the electric and telephone boards. The combined Cooperatives 375-3363 provide employment for 46 dedicated people.

“I’m grateful for the trust the board members have placed in me and truly honored to be given the opportunity to serve as the next General Manager. I look forward to joining the hard working team of directors and employees that serve the member-owners. My wife and I will be moving our family to the area soon, and we’re excited about meeting and getting to know the employees, the board, and the members. We also look forward to getting involved in the community,” said Metzger.



Manager Reed Metzger and his wife Brandy holding baby Emmett.

Metzger replaces Jerry Reisenauer, the current General 374-4195 Manager, when Reisenauer retires after serving the Cooperatives for 27 dedicated years. The organization holds the distinction of having had only five General Managers in 866-4689 its 63 year history.

“Reisenauer has had a distinguished career with GEC/WRCTC. He has served on many boards and committees representing the Cooperatives over the years and is highly respected both locally and nationally for his numerous contributions to the electric and telephone cooperative industries,” said John Long, Chairman of the GEC Board of Directors.

“On behalf of both boards of directors, we want to thank Jerry for his dedicated service to our membership and wish him well in his retirement,” DeJon Bakken, Chairman of the WRCTC Board, added.

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The Manager's Column
by Jerry Reisenauer

A Bittersweet Farewell

I am writing this column almost three weeks after one of the most devastating storms in the history of South Dakota hit our area. The losses the farmers, ranchers, electric companies and businesses sustained are still unknown. Many animals drifted for miles. Some were fortunate as their livestock found a place to weather the storm. Others were not as fortunate as they found some and in some instances, 797-4499 all of their livestock did not survive. The losses are sure to be in the hundreds of millions of dollars when the final tally is completed. Our hearts go out to those who have worked so hard and now have to deal with the devastation this storm left behind.

For us here at West River, the storm certainly posed some challenges. At one point, we had approximately 60 Remote Service Terminal (RST) cabinets that were running on emergency power. Once 257-2156 crews were able to leave the office, they braved the elements and trudged through the snow to set generators at RST cabinets to insure that they would keep operating and provide phone and internet service to our members. We still have one RST cabinet that is being powered by a generator as of October 23 – 19 days after the storm began. I am very grateful to the employees who worked so hard to insure that everyone's service was up and running.

When crews were not working on communications-related services, they were busy assisting the linemen at Grand Electric to restore power to the Grand Electric members. Office personnel worked long hours to assure that every call was handled by a live voice rather than a recording. They are a very dedicated group of individuals that I am proud 374-4204 to call my co-workers.

Which brings me to the last item of my Manager's Column. This will be the last manager's column I will be writing for the newsletter as I will be retiring early next year. I have been very fortunate as I have had the opportunity to spend almost 40 years working for a couple of great companies – the last 25 here at West River and Grand Electric. There are no better organizations that I could have hoped to work for, and there are no finer, more genuine people than you will find here in western South Dakota. I thank you for the opportunity to serve as the General Manager of your Cooperative for the past 12 plus years. Donna and I hope you have a very happy holiday season and good luck in the future.

Win a FREE \$20 Beef Certificate for Christmas!

WRCTC is giving away \$20 Beef Certificates for Christmas this year! In order to enter the drawing, please fill out the certificate located below and return it to WRCTC, PO Box 39, Bison, SD 57620. You may also register online at www.wrctc.coop.

Deadline to register is December 12, 2013!

You must be a member of West River Cooperative Telephone 375-3638 Company to win. **Please enter only once.**

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____

Mail to WRCTC • PO Box 39 • Bison, SD 57620.

Storm "Atlas" causes Outage Chaos

Many members in our service area were affected by the storm called "Atlas" that hit October 4th, by not only losing power, but after 18-24 hours, began losing phone and internet services. When central power is lost to RST cabinets, 375-3945 your phone and internet begin running on battery backup power. Most RST cabinet batteries last 8 to 10 hours. During the storm, phone technicians placed generators at each RST cabinet that had lost central power. These generators had to be re-fueled once a day to keep them running and keep phone and internet services operating to those affected.

Many consumers without power, who only ran their generators at their home for a few hours in the evening or during the day, experienced phone and internet outages because the battery backup inside their house was not able to fully recharge during the time period their generator was running. These batteries are capable of 17 hours of backup time depending on use. While we hope we do not experience another storm of this magnitude anytime in the near future, we wanted to provide our members with a better understanding of what happens in the event of a widespread power outage.



The view outside of the central office in Bison on October 4th.



Area Journeyman Combination Technician Darin Prella setting up a generator at one of the RST cabinets along Highway 73.



WRCTC Area Supervisor Trevor Fisher takes a helicopter ride to assist in the restoration efforts.

WRCTC and Grand Electric trucks ready to roll as soon as the storm passes.



A long line of bucket trucks helping to restore power.



New General Manager (continued)

“The board selected Mr. Metzger following a nationwide search conducted over many months. The board takes its fiduciary responsibility very seriously and interviewed numerous highly qualified candidates – ultimately selecting Metzger,” Long said.

“Both boards felt his strong leadership skills, excellent interpersonal skills, his motivation and enthusiasm, ability to learn quickly, educational background and general manager cooperative experience, along with his personal traits that reflect our strong culture and work ethic, make him an outstanding choice to lead us into the challenging times ahead. He is committed to the cooperative principles of doing what is best for our members,” he said.

Metzger serves as CEO/GM of the Bijou Telephone 244-5634 Cooperative in Byers, CO. He has been with Bijou Telephone Cooperative since 2000, serving as construction technician, project manager, operations/plant manager and for the past 8 years as its CEO/GM reporting to the board of directors.

“He has expertise in strategic and financial planning, administration, operations, member and regulatory agency relations and business development. He is an excellent communicator, consensus builder and is very successful in developing relationships with employees, customers, board members and industry groups. He is also a tenacious leader able to capitalize on rapid industry and technology changes toward building a cohesive, robust, and financially sound organization. We look forward to having Metzger lead our Cooperatives for many years. He is bright, energetic and willing to learn,” said Long.

Metzger received his Bachelor in Business Administration from the Minnesota School of Business. He also holds an A.A. in General Studies from Morgan Community College in Fort Morgan, CO. He completed his Bachelor’s Degree in Business while raising a growing family and running a very successful Cooperative. He plans to continue to pursue his 788-2969 MBA degree while employed with GEC/WRCTC. He also plans to enroll in NRECA’s Management Intern Program in the future.

He and his wife Brandy have four children; Alyssa, Tucker, McKenna and Emmett. Brandy is an avid horse lover. She 374-5880 went to school to study Secondary Education in social studies and hopes to fulfill that degree one day, but for now she is busy being a stay-at-home Mom. She looks forward to becoming involved in the Bison school district with the children and meeting other mothers in the community.

Please welcome Reed Metzger 456-2833 and his family to our community!

New Employee



Please welcome Janelle Goddard to Grand Electric and WRCTC! Janelle started her new position as a Customer 456-9882 Service Representative on October 1. Prior to working for Grand and WRCTC, she worked at the Bison School as the secretary for 3 months; and prior to that, she worked for the Perkins County Assessor’s office for 11 years.

Janelle is no 244-7178 stranger to the area. She and her husband Todd Goddard live on their ranch near Prairie City. They have two children: Ashleigh and Roy. When Janelle isn’t working, she enjoys reading, crocheting and helping on the ranch.

**Welcome
Janelle!**

WRCTC's Annual Meeting will be held on November 4th, 2013

Location: West River's Warehouse

2:00 p.m. – 4:00 p.m.	Open House for Helen Aaker
4:30 p.m. – 6:00 p.m.	Registration
5:00 p.m. – 6:00 p.m.	Pancake & Sausage Supper
6:00 p.m. – 7:30 p.m.	Business Meeting
7:30 p.m. – 8:30 p.m.	The Potter Family

\$500 GRAND PRIZE!
to be drawn from entire membership. If that person is not present, we will draw for 5 - \$100 cash prizes.

Entertainment



The Potter Family

Both together and on their own, the members of The Potter Family have been singing and performing since childhood. The 244-7158 Potter Family enjoys performing a variety of vintage, 50's and 60's music at various different venues, and they continue to maintain their roots in gospel music.

Retirement Open House for

Helen Aaker

Honoring 40 Years of Service!

You're invited to celebrate this special occasion to honor Helen for her 40 years of service to WRCTC and Grand Electric! Come enjoy a piece of cake before attending WRCTC's Annual Meeting!

**November 4, 2013 from 2:00 p.m. to 4:00 p.m.
Grand Electric Social Room, Bison, SD**

New WRCTC Members

Buffalo, Camp Crook

Duininck Inc. 375-3411
Ginter, Dean 375-3428
McCann, Angela (Town) 375-3594

Lemmon

Alyea, Todd & Sara 374-4335

Newell

Higgins, Joe 456-3633
Olson, Terri 456-3686

Nisland

Brown, Heather 257-2867
Finn, Shane & Melissa 257-2868
Reyes, Jennifer 257-2865

Find Your Phone

Fifteen telephone numbers were hidden in the last newsletter. Those members who hunted and found their number were: Josh Anderson, Lemmon; William Cleveland, Nisland; Albert Colgrove, Lemmon; Jay Evenson, Lemmon; Stanley Fried, Bison; Raymond Garness, Newell; Karen Schwartz, Vale; Gary Steen, Buffalo and Joe Sterna, Newell. Hidden in this issue are ten new numbers. If you find your number, all you have to do is notify our office. The \$10 will then be deducted off your telephone bill. New connect numbers do not count. **Deadline is November 20, 2013.**

From the Mailbox



*Dear WRCTC and Grand Electric,
Thank you very much for sponsoring the \$500 Quiz Bowl scholarship at the Harding County Fair. I will put it to good use when I attend college.*

*Sincerely,
Riley Jensen, Scranton*

*Dear West River Telephone,
It was an honor that you chose my picture for the cover of the 2014 telephone book. Thank you very much for the \$100 prize. It was fun entering the contest.*

*Thanks again,
Julianna Kari, Bison
1st Place Directory Contest Winner*

Statement of Nondiscrimination

West River Cooperative Telephone Company is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Assistant Secretary for Civil Rights, Office of Assistant Secretary for Civil Rights, 1400 Independence Avenue, S., STOP 9410 W., Washington, D. C. 20250-9410, or call toll free (866) 632-9992 (English) or (800) 877-8339 (TDD) or (866) 377-8642 (English Federal-relay) or (800) 845-6136 (Spanish Federal-relay). "USDA is an equal opportunity provider, employer, and lender."

**WRCTC office
will be closed
November 28th for
Thanksgiving!**

**Happy
Thanksgiving!**

