

SPRING 2021

2030 MAIN ST. | STURGIS, SD 57785
605.720.2946 | CBHCOOP.COM



A SEASON OF OPPORTUNITY



By Nick Alderson, CEO

Spring is fast approaching, and with it comes opportunities around every corner. We at CBH CO-OP are moving full speed ahead toward a brighter future. I stated in our winter newsletter that our Sturgis c-store was planning

some exciting renovations that were to begin in February, I'm happy to say those are now complete. With these updates comes the introduction of several new food items including the full line of Piccadilly Circus Pizza® products. See Devin McGrath's article "A Higher Level of Confidence" for more on these updates.

An exciting addition to our member benefits now includes Land O'Lakes Regional Cooperative fleet program.

Through this program CBH members can receive exceptional discounts on several types of fleet vehicles: cars, trucks, farm and ranch pickups, as well as other equipment. If you're thinking about acquiring a new fleet vehicle, please feel free to give us a call.

Our transition to further implement Energy Force, in order to drive efficiency, has progressed to include not only our propane but now our refined fuels as well. CBH is taking that software even further. In "Serving You Better," Amanda Maine will further explain a great new option for accessing your tank information as well as paying your bill online.

CBH continues to move forward in search of opportunities to better serve our patrons. As always, I thank you for your continued business.



**FLEET
PROGRAM**

LEVERAGE YOUR FLEET BUYING POWER AS A CBH CO-OP MEMBER

Save Big with the CO-OP Truck Program

- Average savings of **\$5,700** but can be up to **\$11k**
- No tax on rebate dollars and tax deduction savings
- Additional 40k miles of powertrain warranty coverage
3 year/36k bumper to bumper
5 year/100k powertrain
Transferable warranty

How to Utilize the Light Duty Program

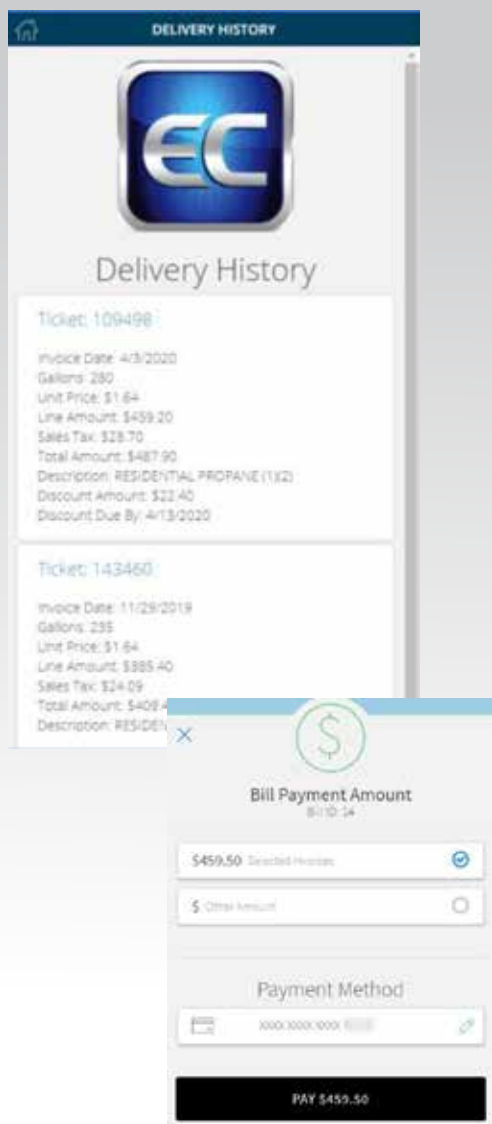
- **Plan ahead** - If you order your vehicle instead of buying off of the lot, you save between **\$2,000 to \$2,500** in lot fees.
- **Pick your dealer** - Just ask for the Fleet Manager and tell them you want to use the Land O' Lakes Fleet Program.
- **Requirements**
Have a copy of your past year's equity statement.
Title vehicle in your business name. If you use your personal name for your business, you will also need to provide a copy of your Schedule C or F tax form.
Keep the vehicle for 12 months.

Program Manufacturers

- Ford, General Motors and Ram Trucks, SUVs and Cars
- **If interested in the heavy duty manufacturers below, please contact Greg at 866-377-4652**
- Freightliner, Kenworth, Peterbilt
- CEI Pacer Bulk Feed Trailers or Bodies
- CAT Loaders

To obtain a copy of your equity statement please contact Dawn (307-682-4468) or Jake (605-720-2946).

SERVING YOU BETTER



By Amanda Maine, Director of Risk Management

With only a few months of 2021 under our belt, CBH CO-OP has made considerable progress in putting information at your fingertips. As Nick just mentioned, efficiency is one of our top priorities when serving our patrons.

The most exciting feature available this month is eCommerce. As we continue further into our tank driven dispatch system, Energy-Force™, patrons can now register their account for access via their mobile devices. Using this portal, account information is at your fingertips, including details regarding both propane and fuel tank gallon usage for the past year, active contracts with remaining gallons or dollar amounts, and even placing an order for delivery. Ecommerce is available to all patrons through this portal, making it ever so easy to access your account and pay your balance or invoices by credit card and/or ACH, in as little as a text or a click of a button.

I also want to let our propane customers know about our Even Energy Payment Plan (EEPP). Through this program, a price is locked in for the heating season, and by making continuous monthly payments, tanks are placed on a scheduled delivery and refilled whenever they drop to 30 percent or below. Because these consistent monthly payments are already contributing towards the scheduled deliveries, you are able to build up a credit that can be put towards your heating bill during colder months. A common question during the contract renewal process is "How many gallons did I use last year?" - Now, eCommerce access makes this information available in a few clicks, allowing you to make more informed decisions. Watch your mailbox for letters this month and get signed up for this program before the end of May as the Even Energy season starts June 1.

CBH is excited to bring about these new features but these progressions are only a small testament of how CBH is keeping with our ever-changing world by putting technology at your fingertips. We are looking forward to what new efficiencies the future will bring next!





The Sturgis c-store updates are complete and we now offer new food options.

A Higher Level of Confidence



By Devin McGrath, Director of Retail and Lubricants

Our Sturgis c-store has been in operation at its current location for 25 years, it was time to take care of some much-needed updates. Some of the updates included LED lighting throughout the store, painting, and reviving a kitchen that had previously been closed. By making these changes it has allowed us to keep up with the changing times in the

industry and offer key products. We now have offerings such as fresh pastries, handcrafted deli sandwiches, and Piccadilly Circus Pizza® products. All of these changes were sparked by the Cenex® LIFT Initiative Program that was designed to help upgrade the interiors of convenience stores.

While the interiors of our locations needed renovations, we have also updated some of the exteriors. At our Country Store location in Gillette, we have upgraded our marquee to highlight our Roadmaster XL® premium diesel. This is a product that we are proud to offer and sets us apart from our competition. CBH is proud to be the only retailer to offer Roadmaster and Fieldmaster® premium diesels in the trade area. We have also featured our new illuminated CBH CO-OP sign at this location with the rest of our locations to follow in the near future.

The list of changes over the past 30 years could go on and on, and we are certain to continue seeing major changes in the coming years. We strive to keep evolving to better serve our customers now and in the future.



Watch for new signage coming to our locations soon.



We're proud to announce we now offer the full line of Piccadilly Circus Pizza products. Pizza, sandwiches and breakfast all made fresh daily to fill you up when you need it. Now available at our Sturgis c-store location!





2030 MAIN ST.
STURGIS, SD 57785

PRSRT STD
U.S. POSTAGE
PAID
SIOUX FALLS, SD

Seeds for Stewardship

With a population of nearly 900,000 people, over half of South Dakota's citizens live in rural areas. Because of the small populations in these areas, some services aren't always fully staffed and ready to perform.

Specifically, the Rural Meade Ambulance service is in desperate need of Emergency Medical Technicians (EMT's). For 25 years, they have served 1200 square miles ensuring that residents who need emergency help in rural areas know someone is on the way. However, they've

run into staffing issues — there aren't enough people to provide 24/7 service.

We knew we needed to help. At CBH, we know the importance of serving our patrons to the best of our abilities. We also know how important it is to keep our patron's communities strong. We consider these rural towns a part of our family.

CBH CO-OP is proud to be a part of the CHS Seeds for Stewardship grant program. Through this gift matching program, CBH is donating \$4000 towards an EMT Training Campaign that can help keep this emergency service up and running. An additional \$4000 will be provided by CHS, to enhance the vitality of this rural community.

With the proper funding, our goal is to keep the Rural Meade Ambulance service running while a brand-new group of EMT's are trained. The service has been active for over 25 years, and we want to ensure it reaches 50. Serving our patrons means more than simply conducting business. It means giving back to the community.

For more information about the program, please visit www.chsinc.com/stewardship/seeds-for-stewardship.



Rural Meade Ambulance Service. Photo courtesy of Black Hills Pioneer.