



# PROGRESS TO BE PROUD OF



By Nick Alderson, CEO

I hope this newsletter finds you well and busy enjoying the summer weather that has come our way. I'm thrilled to take this opportunity to reach out and update you on what has been taking place throughout the cooperative.

Through the efforts to improve accuracy and utilize technology by all of us at CBH CO-OP, we have decreased our billable auditor hours by 40 hours since our last mid-year audit. This is a perfect example of our overall progress. I want to thank our employees for their help and dedication as we have streamlined our processes and created a solid foundation for the cooperative as we move forward.

Other accomplishments, since our last mid-year audit, include our Feed and Agronomy departments, which have had notable progress. Not only have they increased feed sales but have also more than doubled fertilizer sales over this past year. They have been running with a slimmer crew, and yet have figured out how to keep it moving forward.

Propane did an exceptional job this past heating season utilizing monitor technology and Energy-Force™. We utilize a dispatching program in Energy-Force called Optimizer. Our goal was to score 85% for the season, though the propane team scored a 90.80%! I would like to thank everyone as this is a major accomplishment. Our Refined Fuels division is off and running with Energy-Force in our Refined Fuels trucks. The team has done a great job learning the new system, as well as utilizing monitor technology to drive efficiency. Along with Propane and Refined Fuels, our Lubricants division adopted monitor technology and is also performing very well.

Our convenience stores have performed very well through the pandemic. The c-store employees have prepared our sites for the Cenex mystery shops, which helps to ensure our stores are meeting and exceeding the necessary standards. Additionally, our employees at Mr. Tire have been working very hard and our overall performance is improving year over year.

Some of you may know that we offer educational scholarships to promote furthering education. Our members and children of members are eligible to apply for these each year. If you know them and see them around, please congratulate this year's scholarship recipients: Faith Anderson (WY), Kasey Gladson (WY), Danielle Lehnen (WY), Laney Mackaben (SD), David Morell (SD), Everett Paul (SD).

To add to the good news and recognition, our Union Center team worked together to bring a much-needed donation to the Rural Meade County Ambulance Service to train and certify EMTs. By matching our contribution with a CHS Seeds for Stewardship grant, \$8,000 was donated to help the rural Meade County community thrive. In Wyoming, we also sold one of our used refined fuels trucks at a reduced rate to the Beulah Fire Department to be used as a water truck.

It's turning out to be another great year for CBH. As always, I would like to thank you for your continued business and wish you a safe, happy summer.



**CBH CO-OP employees and board members present Rural Meade County Ambulance Service an \$8000 donation on June 7. Back row: Viola Barry, Diane Keffeler, Tanner Simons, Rick Johnston, Dusty Hall, Kellie Linn, Cindy Matt. Front row: Jone Enright, Brian Walker, Kaye Andrews, Tammy Basel, Annie Simons, Wyatt Peterson**

# In With The New



By Todd Reif, Director of Ag

It's been a great year so far here at CBH. Our Feed and Ag departments have seen many changes and improvements this past year, such as implementing the same accounting software, feed bin monitoring, central feed delivery

dispatching, integrating new products, and so much more. It was only fitting to continue that trend with one of our older locations, the Gillette elevator, which has been around for a long time. As expected, the facility began to age, machines didn't work properly, the facility was no longer structurally sound, and it became unsafe for use. This posed a very large risk and our insurance required us to remove the potential hazard.

Thanks to an extremely safe and environmentally friendly demolition, the facility was taken down with no issues. Additionally, almost all the materials that remained following the demolition were able to be repurposed for other things. The office that sat adjacent to the elevator was also removed.

The remaining buildings remained intact, though they were due for a handful of upgrades. With that said, we are repurposing the west-most warehouse into an office space for our Gillette team. Right now, we're anticipating a completion date sometime in September. On Sept. 16, we will be hosting an open house for all our staff and membership to attend and kick off a new era of service in that area. Even more, we will be having our cooperative owners bring in their branding irons, where they can then brand a dedicated interior wall to signify their stake in our cooperative.

I'd also like to mention the retirement of one of our own, Vic Richards. As a manager and a salesman for 12 years, we wish him all the best and can't thank him enough for his contributions. In his place is Jevon Grace, our Livestock Production Specialist, who will be working in Wyoming alongside Doug Hogan, a CHS Payback representative.



**Offering a durable concrete pad system, The Stock Step offers solutions for circular, square, and rectangular water tanks.**

With seasonal droughts becoming a common theme this time of year, it's becoming increasingly important to maintain and improve your ranch water system. As many are aware, it's tough to prevent mud holes from forming around your water tank as cattle come and go, and quick fixes like gravel and rocks need to be replaced as mud holes form.

The Stock Step was created to help preserve your ranch water system by helping to prevent mud holes, preserve tire tank seals, save on hoof rot treatment, as well as being fully removable when the inevitable tank repair is required. Compatible with almost any system, these pads can allow your cattle a consistent water source without wear and tear maintenance around your tank.

CBH CO-OP is here to help keep you *always running*.



**The west end of the warehouse at the Gillette Elevator will be repurposed into an office for our Gillette team.**



Welcome to the online payment portal!

Please sign in or create an account to view your invoices.



## CUSTOMER LOGIN

 Remember me[Forgot?](#)**SIGN IN**[Create Account](#)

## Efficiency At the Forefront



By Amanda Maine, Director of Risk Management

Summer is here, and with it comes continued ways CBH CO-OP can better serve our patrons. Two remain at the top of our list — efficiency and technology.

As mentioned in our previous newsletter, CBH is aligning these goals by putting tank information at your fingertips through the eCommerce portal. You can now find this registration link on the Bill Pay tab of [cbhcoop.com](http://cbhcoop.com).

When you use your mobile number at registration, you are setting up instant access to tank information, delivery dates and gallons, as well as active contract details — all in the palm of your hand. With just a few clicks, you are also able to pay your account balance or specific invoices by submitting credit card or ACH information and receiving a receipt instantly. You can even submit a propane or fuel delivery order through this portal.

But what if you are not a fuel or propane customer? Good news, any of our CBH patrons can take advantage of this user-friendly app to pay their balance at any time. Do you have multiple account numbers? No worries, you can link them all through your one registration by verifying the balance or a specific invoice that has billed on that account. See these and more frequently asked questions on our website in the News & Community article at [cbhcoop.com](http://cbhcoop.com) or reach out to your local credit manager for further assistance navigating this portal.

An added feature to the eCommerce portal is the autopay option, or text-to-pay. Following registration and submission of a payment source, users can opt in to receive a text message when a delivery is made. Texts are sent to confirm delivery, as well as allowing for immediate payment, using the funding source saved in the profile. With a simple “yes” reply to the text, your bill is automatically paid, and a receipt is issued. This is an

incredible stride in our technology advancement, and it is exciting to see where our progress goes next!

But just as efficiency and technology drive CBH fuel and propane deliveries in our Energy-Force™ dispatch system, we would like to extend these same benefits to you, our patrons. We have already installed Otodata™ monitors on most of our fuel, lubricant and propane tanks, giving you 24-hour access to your tank information through the Smart Tank Monitoring system. This app is available to view tank percentage and last delivery details, and even lets you set level alerts. For patrons who don't live in this area year-round, this is the perfect way to keep an eye on your tank levels. These monitors communicate directly with Energy-Force, allowing us to make more efficient deliveries to your tanks at just the right time. Have more than one tank to monitor? No problem, you can manage multiple tanks with different products (lubricant, fuel, propane) from one account. Reach out to Frank Robbins at CBH in Rapid City, at 605-342-4964, for details.

With colder months just around the corner, I would also like to remind propane patrons of the winter pre-buy contract. This program, which runs October through April, gives propane customers the opportunity to buy their winter gallons up front in a one-time lump sum payment. With economic unknowns and a volatile market in these unprecedented times, this will also put your tank on a scheduled delivery and lock in a price for the heating season. It is the best way to keep your home and appliances running all winter long. Keep an eye on your mailbox for the details coming in August. Call us to get set up on this contract in September so your rates and deliveries can start Oct. 1.

We hope these changes give you peace of mind and allow you to help CBH reach our goals of efficiency and technology, as well as continue with the same customer service you've come to expect. We look to the future with excitement of what is yet to come!



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## Bulk Fuel Is Booming

By Chance Hershey, COO/Director of Refined Fuels



It's been a wild year in the world of bulk fuel delivery. The price of crude oil has doubled in 12 months, and along with it, gasoline and diesel fuel. The start of 2021 began with many of our patrons using our five-year, interest-free tank program to boost their storage and take advantage of the

Pandemic-stricken fuel prices. CBH sold semi-loads of fuel tanks in just a few months. The program also enables our customers to get the best pricing in the future because of our tiered pricing structure. If CBH only needs to deliver your fuel three or four times a year instead of a dozen, it reduces our delivery cost, which we pass on to you.

Another highlight has been our Otodata tank monitors, making our routing much more efficient. Our scheduled deliveries are larger, and the chance of our patrons running out of fuel is unlikely, so it's win-win. There is no cost to the customer for this service, and if you commit to scheduled deliveries, you will get the tier pricing that equals your tank's capacity, even if we fill them before they are empty. Some customers keep them full during the busy season and then return to will-call during the slower time of year. We are flexible! We've also installed a fuel delivery system in most of our fleet. This new implementation will modernize our processes away from hand-written invoices.

The bulk fuel business continues to grow for CBH. More and more, our customers are recognizing the benefits of our Cenex® Ruby Fieldmaster® and Cenex Roadmaster XL® premium diesel fuels. We purchased a 2021 Kenworth 6000-gallon truck for Sturgis this year and are looking at several upgrades to bulk plants in the future.

I also hear a lot of appreciation for CBH's commitment to the community by way of support to youth events, charities, and non-profits. We take pride in the communities that we service.

I would like to thank everyone for their business, and a huge thank you goes out to our bulk fuel drivers. They are an excellent group of people and have been on the front-line throughout the entire pandemic, providing top-notch service to our patrons!

