



## Meeting the Regulatory Challenge

By Nick Alderson, CEO



Among the trends shaping agriculture today, two in particular stand out: The rise of technology and the sharp increase in government and industry regulation. That's why I've made incorporating technology and responding promptly to ever-changing regulatory requirements two of our highest priorities at CBH CO-OP.

In this issue, I'd like to highlight some of the changes we're making to ensure the continued safety of our energy customers and our staff. These steps are also necessary to meet the latest government and insurance requirements.

At times, technology and regulation intersect. A perfect example is the Energy-Force™ software we use to manage the energy portion of our business. It is, quite simply, the best energy management software available, and perfectly suited to our propane business.

Energy-Force allows us to easily track leak checks, regulator replacements, cathodic testing and more. It will maintain the regulator replacement schedule, notifying us when the regulators have reached the end of their service life.

Because the system tracks all of this information, we are able to provide detailed data to our insurance company to meet their requirements. These reports can be generated in a matter of minutes, rather than having to pull the information together from spreadsheets at several locations.

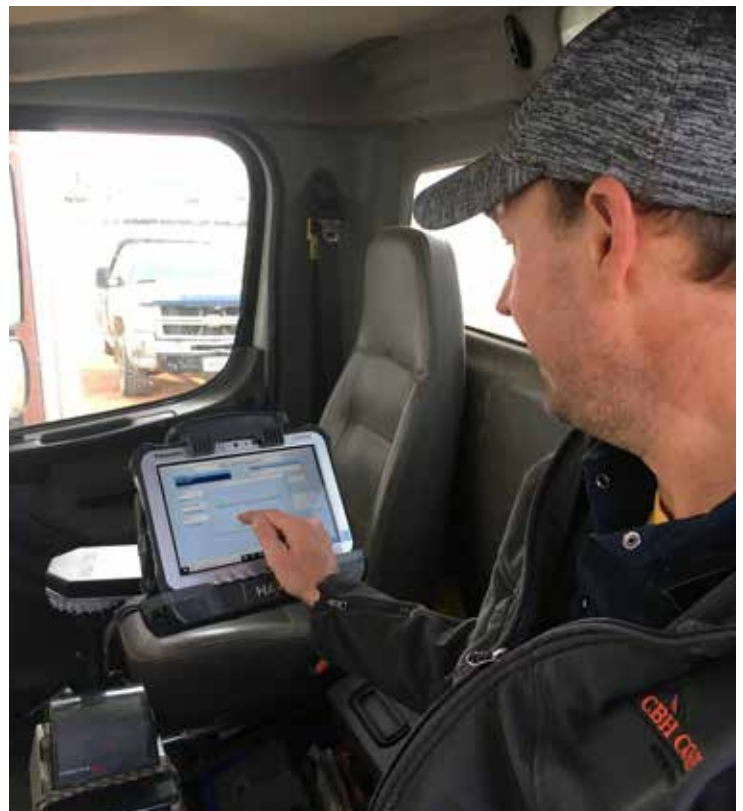
In addition, when one of our trucks makes a delivery and prints a ticket Energy-Force records the GPS coordinates of the truck. That enables us to precisely locate every tank we serve. What's the advantage? If we hire a new driver or have to cover for a driver out on sick leave or away on vacation, the new driver can handle any route without missing a beat.

Energy-Force will keep track of usage and determine when tanks need to be refilled. It will generate a list of tanks to receive propane that day, and Optimizer will determine the most efficient delivery route and provide

turn-by-turn directions. So, as long as we have a driver qualified to operate the equipment, we can always efficiently deliver any route.

We're always working for the benefit of our members and their business. In addition to more reliable energy delivery, increased efficiency benefits the cooperative's bottom line. In the future, we'll be focusing on the implementation of more tank monitoring systems to track both our own bulk inventories and customer tank levels.

Regulations will continue to change (and increase) and technology will constantly evolve. Our goal is to master both in order to better serve our members and keep your cooperative strong.



**Travis Hardy uses the Energy-Force energy management software.**

# Salt Block Trial Results

By Matt Moore, Feed Manager

One of our goals in the CBH feed department is to ensure the products we offer our customers deliver both quality and value. That's the reason we made the decision to switch from American Stockman salt blocks to the Payback lineup.

Some of you reported to us that you felt the Payback blocks weren't holding up as well as those from our previous supplier. We take your feedback very seriously, so we ran our own trials under local conditions.

Our results, shown in the chart below, indicated that the Payback blocks showed less loss to the elements than the corresponding American Stockman blocks. We're confident we're offering a selection of salt blocks that you can trust to perform on your farm or ranch.



| Set out Oct. 1                   | Oct. 9 | Oct. 18 | Loss % | Oct. 21 | Loss % | Oct. 28   | Loss % | Dec. 24   | Loss % |
|----------------------------------|--------|---------|--------|---------|--------|-----------|--------|-----------|--------|
| Moisture                         | 1"     | 4" snow |        | 1"      |        | snow/rain |        | snow/rain |        |
| Payback Common                   | 45.19  | 43.84   | 2.99%  | 42.47   | 6.02%  | 42.17     | 6.68%  | 38.71     | 14.34% |
| American Stockman White          | 49.98  | 48.48   | 3.00%  | 46.06   | 7.84%  | 45.71     | 8.54%  | 39.33     | 21.31% |
| Payback Cobalt Iodized           | 44.8   | 43.57   | 2.75%  | 42.13   | 5.96%  | 41.87     | 6.54%  | 39.23     | 12.43% |
| American Stockman Cobalt Iodized | 51.08  | 49.62   | 2.86%  | 47.77   | 6.48%  | 47.44     | 7.13%  | 40.61     | 20.50% |
| Payback Hi-Salt                  | 45.25  | 43.92   | 2.94%  | 42.66   | 5.72%  | 42.45     | 6.19%  | 39.80     | 12.04% |
| American Stockman Hi-Salt        | 50.94  | 49.73   | 2.38%  | 48.10   | 5.58%  | 47.88     | 6.01%  | 40.94     | 19.63% |

## Plenty of Positives at Belle Fourche South

Good things have been happening at our Belle Fourche South C-store location! This past year the C-store benefited from plenty of projects. The bathrooms were completely updated, the interior of the store received a fresh coat of paint, and the new flooring looks great.

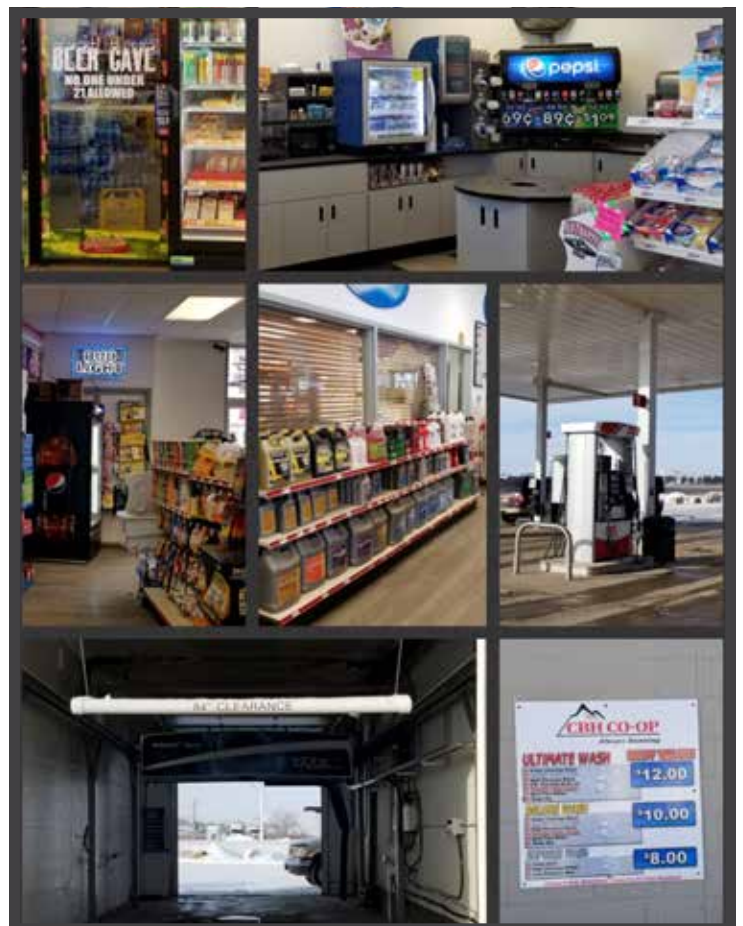
The most recent addition is a new carwash. Our Razor RX-7 touchless carwash replaced the old wash installed back in 1996. That machine had clearly—and proudly—surpassed its life expectancy of 5-7 years when it was finally shut down in May of 2019.

The new wash will be open 24 hours a day, 365 days a

year, and offers three wash choices to suit your needs. Washes can be purchased at the fuel dispensers, in the store, or at the touch screen pedestal by the entrance to the wash. Be sure to stop in and spray off that winter grime.

In the not-too-distant future, this location will also be offering Ronnoco brand coffee, as well as installing a donut case filled with fresh pastries.

There is one feature that has remained the same through all of the changes. You can still find the same great customer service delivered with a smile or two.



# Focused on Propane Safety

## Since You Asked

CBH CO-OP frequently receives calls with questions about propane. We're always happy to answer your questions, but the information below addresses some of the most common calls:

### Housekeeping tips for your propane tank:

- Keep your propane system free of deep snow coverage. Tanks and fittings can shift under the weight of heavy snow.
- Shovels can damage lines, fittings and joints. Instead, use a broom to remove snow from the top of the tank.
- Exercise caution when operating heavy machinery around your tank. Keep a safe operating distance.
- Maintain the area around your tank by removing combustible materials, such as tall grass, brush, building materials or other debris. Flames and sparks should be nowhere near your propane system.

### Safety tests and equipment

- **Leak test:** CBH CO-OP and their insurance company requires leak checks to be performed anytime there is a tank replaced or a new set installed, if there has been any kind of interruption in service\*, a gas appliance is added or removed, a change in occupancy, if your tank is out of gas, or if you suspect a leak.
- **Regulator upgrade:** The gas regulator on your house is a vital component of your gas system, and like any mechanical device, it can wear out over time. Regulators need to be changed out according to manufacturer recommendations.
- **Line location:** If you plan on doing any digging near your propane line, have us mark it before you dig. This will help prevent accidentally cutting your line and causing a potentially hazardous situation as well as a costly repair bill.
- **Cathodic protection:** If you own an underground propane tank, the cathodic protection system attached to the underground propane tank should be tested every three years to ensure it is functioning properly.

### How to read your (correct) tank gauge

Most propane tanks have a dome or cover that protects the valves, regulator and gauges from the weather. When you lift your dome, you should see one or two gauges. If you only see one, it is likely your liquid level gauge. If you see two, one of them is your liquid level gauge and the other is a pressure gauge with "PSI" somewhere on the dial. The liquid level of the tank will change with temperature. Take into consideration the temperature at the time you check, as propane will "shrink" in cold or "expand" in heat, even though there are the same number of gallons in the tank. When your gauge reads between 20% - 30%, place your propane order by calling your local CBH CO-OP at the numbers below.

### If you smell gas:

1. Shut off all appliance valves
2. Close service valve on the propane tank if it is safe to do so
3. Call CBH CO-OP immediately at your local office, as follows:
  - **605-745-5215** if you are in Hot Springs areas.
  - **605-342-4964** if you are in Rapid City areas.
  - **605-720-2946** if you are in Sturgis areas, including Lead or Deadwood.
  - **605-892-2661** if you are in the Belle Fourche areas, including Spearfish.
  - **307-682-4468** if you are in Gillette and surrounding areas.

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\***Interruption of Service:** National Fire Protection Association (NFPA) Code 8.2.3 requires a leak test to be performed following any changes to your system. This is known as an "interruption of service" and leak tests will prevent any propane-related accidents from happening to you, your family, or your property.



## Lubricants Delivery Schedule

**Belle Fourche**  
**Sturgis**  
**Rapid City**

**Tuesday & Thursday**  
**Tuesday & Thursday**  
**Tuesday & Thursday**

All other areas are on a will call/as needed basis.



2030 MAIN ST.  
STURGIS, SD 57785

PRSR STD  
U.S. POSTAGE  
PAID  
VISTACOMM

### MARK YOUR CALENDAR

#### Annual Meeting

Feb. 21, Sturgis Community Center (1401 Lazelle St.). Dinner at 6 p.m., meeting at 7 p.m.

#### Regional Meeting

Feb. 22, Ramada Plaza (2009 S. Douglas Hwy), Gillette. Lunch at noon, meeting at 1 p.m.

See the link to all the meeting information on our homepage, [cbhcoop.com](http://cbhcoop.com).

Official business and election of directors will only be held at the annual meeting in Sturgis.

#### Scholarships Available

CBH CO-OP offers a scholarship to assist those students pursuing a college or technical education. Applications are due March 1, 2020. To apply, use the form found on our website at [cbhcoop.com/scholarship](http://cbhcoop.com/scholarship). You can submit your application online or print the form and return it in person or by mail to:

#### CBH CO-OP

Scholarship Selection Committee  
1206 S Douglas Hwy  
Gillette, WY 82716



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