

N.D. MEMBER SERVICES ASSOCIATION

Aug. 3-5, 2026

Prairie Knights Casino & Resort • 7932 ND-24, Fort Yates

MONDAY, AUG. 3

3 p.m. Golf at Prairie West Golf Course
2709 Longspur Trail, Mandan

7 p.m. Dinner at Rusty's Saloon & Grill
2331 Co. Rd 136, St. Anthony

Whether you're coming off the golf course in Mandan or heading to the Prairie Knights Casino & Resort to check into your room, you're invited to join the group for an informal evening meal.

TUESDAY, AUG. 4

7:30 a.m. Breakfast

8 a.m. Welcome and Opening Announcements
Julie Armijo, president, N.D. Member Services Association (NDMSA)

8:15 a.m. North American Energy Conservation Act (NAECA IV) Defined
Tim Gaughan, region sales manager – utilities and HE products, Rheem Manufacturing Company

With energy costs continually increasing and rural electric cooperatives doing all they can, heating remains the easiest way to reduce load and is surging. The North American Energy Conservation Act IV will have a major impact on your members. It will also assist your co-op to be in the very best position to assist your members.

9 a.m. Mor-Gran-Sou Electric Cooperative Update
Julie Armijo, chief of staff and member services manager, Mor-Gran-Sou Electric Cooperative

9:15 a.m. Cooperative Network Updates
Jeremy Woeste, supervisor of member relations, Basin Electric Power Cooperative

Kaylee Cusack, senior communication strategist, Minnkota Power Cooperative

Clarice Kesler, communications director, NDAREC

10:30 a.m. Refreshment Break

10:45 a.m. From Peers to Partners!
This roundtable discussion is a collaborative space to exchange insights, problem-solving strategies, and learn from each other. Please come prepared to highlight your co-op's annual meeting and ideas you'd like to share.

12:15 p.m. Lunch
Group departs for tour at 12:45 p.m.

1 p.m. Mor-Gran-Sou Electric Cooperative Key Accounts Tour
We will start with a tour of the Prairie Knights Casino & Resort Energy Center.

Then the group will board the bus to tour the Standing Rock Sioux Tribe administrative building, Sitting Bull College and wind generator, Cannon Ball Community solar farm and the WOZU Cultural Center.

5:30 p.m. Cultural Dinner at the WOZU Cultural Center
7039 State Hwy 1806, Cannon Ball

WEDNESDAY, AUG. 5

8:15 a.m. Breakfast

8:45 a.m. Powered by Intelligence: A Practical AI Guide for Electric Leaders
Laura Matthews, director of product design, National Information Solutions Cooperative

AI has moved from buzzword to business reality, and electric leaders are being asked to make decisions about it without enough context. This session delivers a practical, vendor-agnostic foundation: what the terms mean, where AI is delivering real value in utility operations today, and what to demand from any platform you evaluate. Attendees leave with a 5-step adoption framework, a security checklist for vendor evaluation, and a clear picture of where the industry is heading.

9:45 a.m. Refreshment Break

10 a.m. NDMSA Business Meeting
Julie Armijo, NDMSA president - presiding

10:30 a.m. The Fred Factor
Kristi Pfliger-Keller

Uncover the simple steps you can take to move your life from the ordinary into the extraordinary. Learn the "Fred Factor" principles that will release fresh energy, enthusiasm and creativity in your career and life.

12 p.m. NDMSA Meeting adjourns

MEET KRISTI PFLIGER-KELLER



Kristi Pfliger-Keller is a high-energy speaker and trainer dedicated to empowering audiences of all backgrounds. By combining an off-beat sense of humor with her "been-there, done-that" work examples, she leaves audiences laughing while identifying practical tools for change. A graduate of Northern State University (Go Wolves!), she holds a bachelor's degree in political science and public relations. In addition,

she is a Certified Family Development Specialist.

Kristi received the DDI Trainer certification through Bismarck State College. Her diverse background includes gigs as a nonprofit executive, business owner and mother extraordinaire.

Each life adventure has provided Kristi with practical experience and a passion for personal growth and development. Kristi is a sought-out and recognized trainer in the areas of team building, effective management, leadership, long-term care and Alzheimer's disease/dementia. She lives in Hazen with her husband, son, and a menagerie of wayward animals. She finds joy in family, friends, good coffee and a great pair of shoes.

Registration Information

Please register for the summer meeting by July 20. Complete the online registration at <https://www.ndarec.com/ndarec-education-programs>. The cost for meals and refreshment breaks will be billed back to your cooperative.

Room reservations at the Prairie Knights Casino & Resort, 7932 ND-24, Fort Yates

For your convenience, we've reserved a room block for Aug. 3 and 4. To make your room reservation, please call (701) 854-7777 and ask for the "North Dakota REC Member Services Meeting" group booking. The room rate is \$110 plus tax/night. Please note the release date for the reserved room block is July 20. After this date, the reserved block of rooms will be released for general booking.

Special dietary needs and other accommodations

Please notify Pamela via email at pstein@ndarec.com of any dietary restrictions such as food allergies, gluten-free options and any other special accommodations needed for those registering for the NDMSA meeting. A minimum of 72 hours' advance notice is requested.

Cancellations

If you need to cancel your registration, please notify Pamela Clark-Stein at pstein@ndarec.com 14 days in advance of the meeting. If notice is provided 14 days or more in advance, there is no cancellation fee. If notice is provided less than 14 days in advance, a cancellation fee of \$70/day will be charged. Please note: Substitutions are permitted at no extra charge if NDAREC is notified of the substitution prior to the meeting date.

NDMSA Executive Committee

Julie Armijo, president, Mor-Gran-Sou Electric Cooperative

NaTesa Messerschmidt, vice president, Capital Electric Cooperative

Cole Strong, secretary, North Central Electric Cooperative

Jeremy Woeste, Basin Electric Power Cooperative

Jenna Chase, Minnkota Power Cooperative

Pamela Clark-Stein, NDAREC

