

Important Notice: System-Wide Outage

January 14, 2025

Dear Valued Customers,

We hope this message finds you well. We are writing to inform you of an upcoming system-wide outage that will affect the availability of our byproducts. The outage will commence on Friday, January 17th and is expected to continue through Monday, January 20th.

During this period, byproducts will not be available for reservation or purchase at our Hillsboro, Crookston, E. Grand Forks and Drayton factories.

The Moorhead factory will make products available on a first come first serve basis; however, you will not be able to reserve byproducts, and no reservation notices or volumes will be sent. Therefore, it is possible that the product you want may not be available. If you do decide to pick up a product from Moorhead, you must have a current contract and customer number to display to the guard house and payloaders operators. You still will be issued a scale ticket for each load for your tracking purposes and ours.

We understand the inconvenience this may cause and strongly suggest that you stock up on any byproducts you may need prior to the outage.

Please be assured that once the system is back online, you will start receiving reservation notices as usual. Our team is working diligently to minimize the downtime and restore full functionality as quickly as possible.

We appreciate your understanding and patience during this time. Should you have any questions or require further assistance, please do not hesitate to contact our byproducts customer service team.

Thank you for your continued support.

Sincerely,

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