

# Rieger, Borgen, Benson Electric Inc. On Call and On Time to Keep Clients Online

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Jon and Theresia Rieger, Ron and Cyndi Rieger, Tim and Lisa Borgen, Chad and Robin Benson, as well as Craig and Nichole Solway, founded Rieger, Borgen, Benson Electric Inc. in 2002. More commonly known as RBB Electric Inc. (RBB), the one-stop shop is capable of handling jobs of varying sizes throughout North Dakota and Minnesota. The family-owned and -operated business boasts a highly capable team of 80 and only subcontracts less than 1 percent of its work.

Headquartered in Grand Forks, N.D., RBB is able to serve commercial, residential and industrial clients across the region with three additional locations. The team's reach is enhanced by RBB's locations in Crookston, Minn., plus Bismarck and Fargo, N.D.

RBB's motto is reflected in the team's day-to-day operations: "On call, on time and on line." The team is on call 24/7/365, which truly showcases RBB's dedication. The company ensures that a licensed RBB electrician, not an answering service, will answer each customer's call. By stating RBB is on time, every time, the company shows that it respects client's valuable time. Therefore, RBB always calls ahead for scheduled service calls to prevent frustration for customers. In addition, RBB boasts a knowledgeable team of designers and installers dedicated to ensuring every customer is always online. RBB's Dave Twite is a Registered Communications Distribution Designer (RCDD) and Building Industry Consulting Service International (BICSI) certified, a notable honor that less than 2,000 people worldwide retain.

## An Electric Family

Today, Cyndi Rieger, Jon Rieger, Ron Rieger, Chad Benson, Robin Benson, Tim Borgen and Craig Solway head RBB together. It is truly a family affair.



"I am the second generation of this company," says Ron, cofounder and co-owner of RBB. "My father was the first, and my kids are the third." Ron has been with RBB for eight years, dabbling in almost every department, including estimating, project management, finances, human resources and "whatever else comes with the job," says Ron with a smile.

RBB brings a new meaning to a family-run business, as the company's ownership is shared among the Riegers, Bensons, Solways and Borgens. Each

family is comprised of genuine members, where the focus is on others rather than themselves. The owner's hard and honest work ethic is reflected through each project the team at RBB tackles.

According to the families of RBB's leadership, whether it's a customer, a community or an individual in need, the team is willing – and able – to put in the extra time and effort necessary to secure the success of others. It is evident that RBB possesses not only a special work ethic, but also special people, truly setting the company apart by creating long-lasting relationships.

Robin, cofounder, partner and corporate secretary of RBB, has been in the industry for over 20 years. Robin is proud to note that