the Spotlight

September 2026

Dunn Energy Cooperative
"Energy Through Excellence"
A Touchstone Energy® Cooperative

FROM THE BOARD ROOM

July 2026 Board Meeting Highlights

Monthly Reports:
The CEO/General Manager provided an overview of the cooperative's current issues, including strategic planning preparation, policies for review, as well as updates on several key projects and initiatives across the cooperative.

The board also heard from the two linemen who participated in the Light Up Navajo project. The pair recapped their experience, thanking the board for supporting projects like this.

The CFO report discussed last month's financials and a PCA credit that will be applied to members' bills.

The Operations report contained information on the work crews are doing, including 2025 rejected pole change outs, transformer oil sampling, and a possible farm expansion.

The Engagement report included information on the member survey results, Operation Round Up grants awarded, the Youth Leadership Conference, and more.

The Information Technology report discussed mapping upgrades and cybersecurity training.

Energy Services provided an update on facility maintenance, load management receiver upgrades, and the status of renewable energy applications.

The HR/Executive Assistant report touched on director meetings, two recent retirements, Strategic Planning, and the annual review and merit planning.

The following items were approved:

- Capital credit estate payout for deceased members.
- Audit committee report on all checks, ACH payments, wire transfers, credit card statements, and investment accounts.
- PCA & RVA ***Credit***
- Updates to Policies 211, 212, and 213

Other Business:

- Reviewed the monthly report of new Cooperative members.
- Safety Committee report
- Educational topic: CoBank's "Powering Through Change" podcast

Unclaimed Capital Credits

Dunn Energy Cooperative has unclaimed patronage capital funds for former members of Dunn Energy Cooperative. Funds for these people have been unclaimed for three years. In accordance with cooperative bylaws, after 60 days from this publication, the unclaimed funds shall be forfeited from the cooperative to be used for student scholarships or charitable purposes. The listing of names is published on our website: www.dunnenergy.com. On the main menu under "About Us" select Capital Credits, where you will find a button for the List of Unclaimed Capital Credits.

If you do not have access to our website online, you may request a listing by contacting our office during regular business hours. ***If you know the whereabouts of these former members, please ask either the individual member or the executor of the estate to contact us at 800-924-0630***. Regular business hours are from 7:30 a.m. – 5 p.m., Monday – Thursday and 7:30-11:30 a.m. on Fridays. If you prefer email, address your message to info@dunnenergy.com.

Member Owned, Member Focused:

Dunn Energy Cooperative Earns High Marks for Member Satisfaction

Dunn Energy Cooperative completed its member-wide customer satisfaction survey, where over 6,000 members were asked to participate. The member responses were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the entire United States. For 2026, **Dunn Energy Cooperative received an ACSI score of 87**, on a 100-point scale. Dunn Energy Cooperative's score is higher when compared to publicly measured electric investor-owned utility scores, cooperative utility scores, and municipal utility scores reported in the syndicated 2026 ACSI Energy Utility Study and places Dunn Energy Cooperative 15 points higher than the average electric investor-owned utility score 72, as well as 13 points higher than the municipal utilities score of 74, per the industry ratings.

For more information, please visit https://theacsi.org/industries/energy/energy-utilities/.

*Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by Dunn Energy Cooperative collected between June 15-July 15, 2026. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit www.theacsi.org.

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