

Spotlight

November 2021




BILLING DUE DATE TO CHANGE

In August, the United States Postal Service (USPS) announced their finalized plan to slow mail delivery service starting October 1, 2021. With this information in mind, **Dunn Energy Cooperative has made the decision to change the billing due date from the 15th of the month, to the 20th of the month.** This will go into effect with the bill you receive in November.

If you would like to get your bill sooner, and be able to pay it without worrying about stamps, you can always use SmartHub, our online account management program. It's convenient and free to use. All you need to know to sign up is your last name, account number, and billing zip code. You can find SmartHub on our website at dunnenergy.com or through your app store on your phone or tablet.

However, just because we are changing the due date doesn't mean we want you to change when you mail your payment. These five extra days are to help lessen the occurrence of accidental late fees charged to accounts. According to the USPS, the agency is changing its standard time frame for delivering first-class letters, flat envelopes, and periodicals. The benchmark will go from a one-to-three-day delivery window to a one-to-five-day delivery window. So, if there are an additional one to two days for us to get the bill to you, and then another additional one to two days for you to get your payment mailed to us, that eats up the extra five days we are adding on before the bill is due.

The people who will see the greatest impact of this change are those members who are on auto-pay. Bills will be drafted on the 20th of each month instead of the 15th of the month starting with the bill you receive at the beginning of November.



Dunn Energy Cooperative
P.O. Box 220
Menomonie, WI 54751

"Energy Through Excellence"
The difference is in DEC and provider

A Touchstone Energy® Cooperative

Office Hours: Monday-Friday 8:00-4:30
Phone: (715) 232-6240 or 800-924-0630
Website: www.dunnenergy.com

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Statement Date: 11/03/2021
Account Number: 54321001
Payment Due: **11/20/2021**

WILLIE WIREDHAND
1234 MAIN ST.
ANYWHERE, WI 12345

Account Number: 54321001 Service Address: 1234 MAIN ST

Meter #	Location #	Services	From	To	Days	Previous Readings	Present	Meter Multiplier	kWh Usage
131479593	5B01B001	09/30/2021	10/31/2021	31	50979	52097	1	1,118	

kWh Usage History

Month	kWh	Cost	
Jul 21	1118	\$182.00	
Jun 21	1204	\$193.00	
Apr 21	941	\$143.00	
Mar 21	756	\$121.00	
Feb 21	867	\$128.00	
Jan 21	1283	\$172.00	
Dec 20	1171	\$161.00	
Nov 20	948	\$148.00	
Oct 20	1089	\$138.00	
Sep 20	876	\$149.00	
Aug 20	966	\$137.00	
Jul 20	1308	\$162.00	
PERIOD ENDING	07/31/2020	\$206.00	
Avg Daily Temp	70	07/31/2021	68
Avg Daily kWh	42	36	
Avg Daily Cost	\$6.65	\$5.87	

Current Billing Detail

Description	Amount
Balance Forward	\$-103.78
Fixed Monthly Charge	
Energy Charge	
State Tax	1,118 kWh @ 0.1214 35.00
County Tax - Dunn	135.73
Program Charge (Non-Taxable)	8.54
Program Charge (Non-Taxable)	0.85
Operation Round Up	1.33
	0.55
Total Current Charges	\$182.00
Budget Amount Due	\$155.00

Any unpaid balance is subject to a 1.5% per month finance charge

Account Number: 54321001 Total Amount Due: **11/20/2021** \$155.00

KEEP
SEND Please do not staple, tape, or paperclip to check
Do we have your correct contact information?
Phone number: (715) 867-5309
Mobile number: (715) 867-5309
Email address: willie.wiredhand@email.com

PAY YOUR BILL 24/7

SMARTHUB: The FREE online payment system! Access at dunnenergy.com or download the app on a compatible mobile device.

BY PHONE: Call 844-749-3050
To comply with industry standards, payments (other than by check or in person) need to be processed by the member through DEC's Pay-By-Phone system or other online means.

WILLIE WIREDHAND
1234 MAIN ST
ANYWHERE, WI 12345

Dunn Energy Cooperative
P.O. Box 220
Menomonie, WI 54751-0220

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September 2021 Board Meeting Highlights



Monthly Reports:

Operations reported that 90 new services have been installed this year. Brushing continues in the Lucas and Tainter areas. Two linemen attended Apprenticeship school in September and crews continue to work on line upgrades and maintenance as well as new services and pole replacements.

IT reported that Dunn is currently working on a shared services project with other local electric co-ops on a disaster recovery program. The group has built and tested a stand alone data center that any of the co-ops could utilize in the event of a disaster.

August financials showed kWh sales and revenues were about 3% over budget. Expenses are higher than budget this month mostly due to power costs being significantly higher than anticipated. Year-to-date revenues are above budget by 1.5% and other expenses are trending at or below budget for the year.

The CEO/General Manager shared that the new Dunn Energy EV charger at the 29 Pine/Eau Claire Travel Center location is up and running, with the ribbon cutting to be later that day. Dunn along with several other local electric co-ops held an EV Experience at the CVTC

Energy Education Center in Eau Claire on Sept. 25. Over 150 people were in attendance and were able to drive several models of EVs including the co-ops Chevy Bolt. Singerhouse also went over strategic planning goals and what is planned for following through with those goals.

The following items were approved:

- Minutes of the August 2021 Board meeting
- Capital credit estate payout for deceased members.
- Audit committee report of all checks, ACH payments, wire transfers, credit card statements, and investments accounts.
- Approved the budget for replacing a large service truck in 2022

Other Business:

Director Zwiefelhofer reported on Dairyland Power activities for the month.

Reviewed the monthly report of new Cooperative members.

Reviewed the monthly governance video that discussed key financial ratios

Conducted the annual CEO performance review



Please be advised the **Winter Test for Interruptible Heat (Dual Fuel) Members is scheduled for Wednesday, November 17th**. This date is the Wednesday of the week before Thanksgiving, the same test day as prior years. This load control test is performed in advance of the winter Full Load Control season to ensure member familiarity with the control sequence and to ensure that backup heating systems have been validated for proper function.

Residential Interruptible Heat load classes will be controlled as follows:

Control Start

All Interruptible Heat load classes will begin control at 5:00 p.m. without pre-alert.

Restoral

Miscellaneous Heat loads (class 4B) will be restored at 8:30 p.m.
All other Interruptible Heat loads (classes 2A, 2B, 2C and 2W) will vary in restoral, beginning at 9:00 p.m., with all loads restored by 10 p.m.



This newsletter is published for the members of Dunn Energy Cooperative. If you have questions or comments please give us a call. Visit the Energy Professionals at your local energy cooperative.



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