

Spotlight

October 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 the power. 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 Readings	Meter Multiplier	kWh Usage
131479593	58018001		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
May 21	941	\$143.00
Apr 21	756	\$121.00
Mar 21	867	\$128.00
Feb 21	1283	\$173.00
Jan 21	1171	\$161.00
Dec 20	1191	\$148.00
Nov 20	948	\$138.00
Oct 20	1089	\$149.00
Sep 20	876	\$137.00
Aug 20	966	\$182.00
Jul 20	1308	\$206.00

PERIOD ENDING 07/31/2020 07/31/2021

Avg Daily Temp	70	88
Avg Daily kWh	42	36
Avg Daily Cost	\$6.65	\$5.87

Message from DEC
Energy Tip of the Month: When shopping for new lightbulbs, know the difference between lumens and watts. Lumens measure the amount of light produced by the bulb. Watts measure energy consumption. Energy-saving LEDs come in a variety of colors and brightness levels and last 15-25 times longer than incandescent bulbs.

Current Billing Detail

Item	Amount
Balance Forward	
Fixed Monthly Charge	\$-103.78
Energy Charge	35.00
State Tax	1,118 kWh @ 0.1214
County Tax - Dunn	135.73
Program Charge (Non-Taxable)	8.54
Operation Round Up	0.85
	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

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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August 2021 Board Meeting Highlights



Monthly Reports:

Operations reported that 79 new services have been installed this year. Tjader & Highstrom is working on three work plan projects near the Colfax area. Herbicide application has been completed in Lucas and will start soon in Downsville. Brushing continues in parts of the Downsville area and we will be moving to the Tainter area next.

Energy Services reported on the long lead times to get new meters which are now at 6-12 months. He also discussed load management controls as well as renewable energy. There are only 30 shares remaining in our SunDEC Community Solar array. Maintenance to the building was reviewed. Renewable energy policies and excess generation purchases from members was also talked about.

July financials showed energy sales volume 2.3% over budget due to warmer temperatures. Year-to-date operating revenues are about 1.3% above budget with expenses slightly over-budget due to the increased demand and power cost this summer. This results in year-to-date local operating margins 1.12% above budget.

The CEO/General Manager shared that Dunn Energy scored an 85 on a recent national customer satisfaction

survey. Nationwide, cooperatives averaged a score of 74 and investor-owned utilities averaged a 72. The Board commended the staff on achieving one of the highest scores in the nation for member satisfaction. Also, the Level 3 electric vehicle charger is up and running at the 29 Pines Travel Plaza on County Highway T in Chippewa County. Future renewable energy options for the Cooperative were also talked about.

The following items were approved:

- Minutes of the July 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.
- Additional capital credits retirement for 2020
- 2020 IRS 990 report

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 CEO appraisal.

October is Cooperative Month!

Annual Cooperative

FREE Breakfast

Sunday, October 30th 8-11AM

Our shop, N5725 600th St., Menomonie

Join us for breakfast!

Displays | Kid's Activities | Face Painting

Please bring a non-perishable food item for the Stepping Stones Food Pantry



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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