



# A SPRING UPDATE

By Jesse Singerhouse, General Manager

Late spring is always a busy time at your energy cooperative. As the weather warms we begin our work on improving your system reliability with the construction of new power lines, right-of-way clearing, and the installation of new electrical services.

We are also busy planning our annual meeting which will be held on Thursday, May 16, here at our office. We will have a nice meal and discuss the year your cooperative had in 2023. Look for more information on the annual meeting in the following pages and your mailbox. Ballots were mailed on April 23, so you should see yours shortly if you haven't already. I hope to see many of you at the meeting and encourage all members to cast their ballots in the director election.

Another exciting thing for the cooperative in May is the new bill

design roll-out. Our staff has worked hard on this project and listened to member suggestions on how to make the billing statement better. There is an overview of the new billing statement layout on the following pages. Hopefully you'll find it easier to read with more pertinent information included.

One new item in your billing detail is the monthly demand reading. Our larger commercial and farm accounts are used to seeing demand, but this is the first time all our members are seeing their peak monthly demand. (12313001)

So what is the demand reading? Demand is calculated by your highest instant draw of electricity. Energy is calculated by looking at demand over time. For example, say I turn on my electric dryer, which is 4,000 watts. That will create a 4 kilowatt (kW) demand. If

that 4,000 watts runs for an hour, it will use 4 kilowatt hours (kWh); if it runs for 30 minutes it will use 2 kWh. Regardless of how long that dryer ran, it still created a demand of 4 kW. Our demand reading looks at what point in the month your meter saw the highest demand.

Your cooperative uses that information to help size the facilities that serve your home, including the transformer and the wires coming to your home. We must size our equipment to meet your maximum demand regardless of how long that item runs or how many kilowatt hours it consumes.

We will have more information and education on understanding your electric demand in the year ahead as we work with our members to safely deliver you reliable, affordable, and environmentally responsible energy.

## Dunn Energy Cooperative Annual Meeting Thursday, May 16, 2024

**Win up to \$400 in bill credits!**

**Free Ellsworth Cooperative Cheese for everyone in attendance!**

**Dinner by the Viking Bowl!**

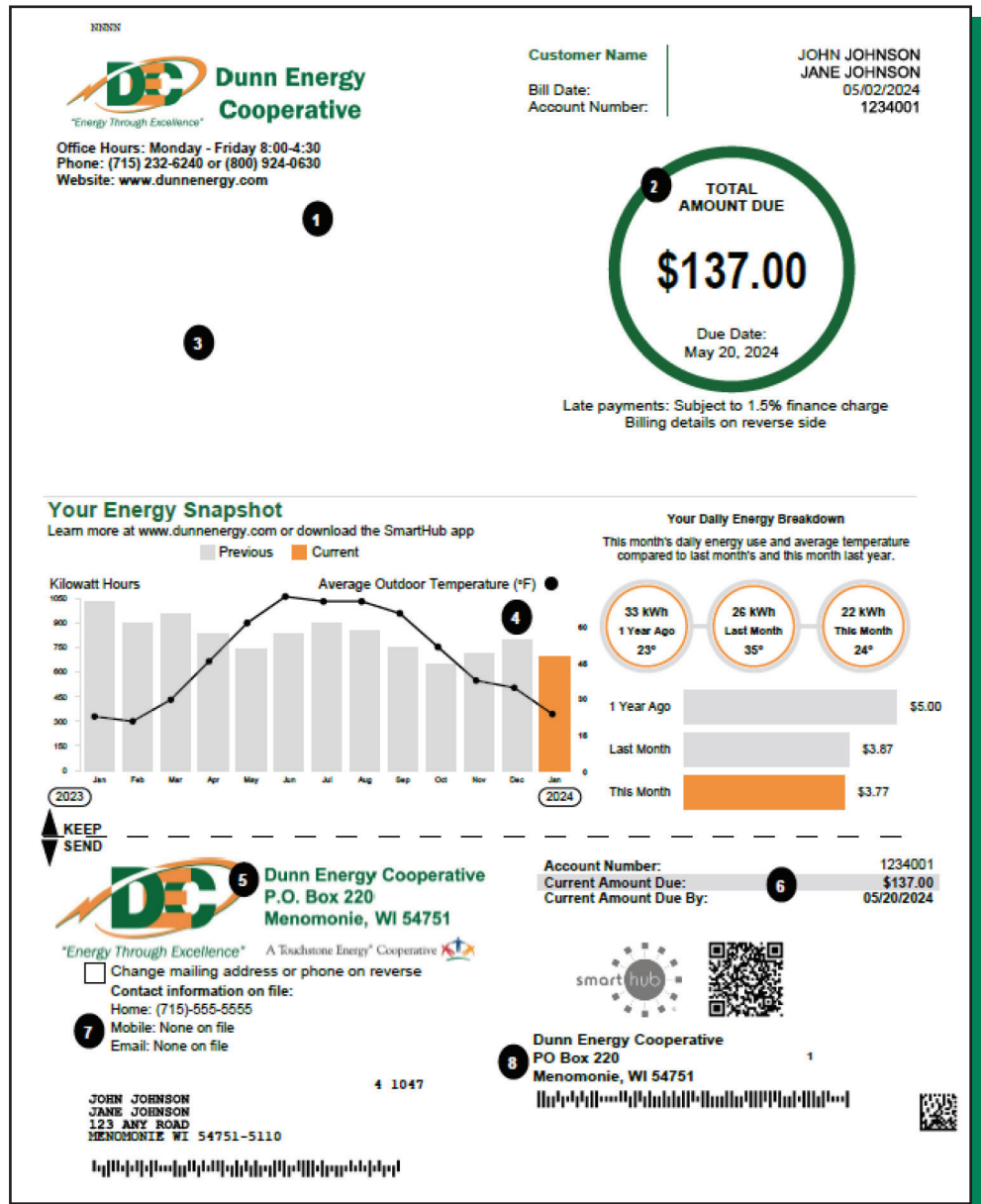
*We hope to see you here!*

**Registration at 5:30  
Dinner from 5:30-6  
Business Meeting at 6 p.m.**

# UNDERSTANDING YOUR NEW ELECTRIC BILL

In recent months your cooperative has worked to redesign your electric bill. We hope you find the layout easier to read and the information helpful.

- Contact information:** Ways to contact us about your bill or account are clearly noted on your bill. You can always reach us at 715-232-6240 or at [www.dunnenergy.com](http://www.dunnenergy.com).
- Account Summary:** The most important information regarding your bill is placed inside a circle in the top center of your bill. Accounts with past due notices will be flagged with a red circle and red text indicating when a payment must be received to avoid a late fee.
- Important Messages:** This area displays messages directly related to your account or service and other messages from DEC.
- Graph of Electric Usage vs. Temperature:** This graph shows your monthly energy usage over the past 13 months compared with the temperature. You can use this information to track and manage your usage. We recommend comparing your usage for the current period to the same period last year.
- Payment Stub:** If you are paying by check, please return this stub with your payment to ensure the payment is properly credited to your account. The payment stub also provides you with your account number and amount due.
- Billing Summary:** This section provides the account balance. If there is a past due amount, it will be clearly shown.
- Address Change:** Check this box to indicate address or phone number changes on the back of the bill.
- SmartHub:** See more detailed account information, track usage, and make payments from your smart device.





# A REDESIGN WITH YOU IN MIND

The backside of your bill became more informational. By adding a larger space to provide account activity, the cooperative is saving paper and postage.

**9. Meter Readings:** This table shows meter data associated with the current bill. It indicates your service type, meter number, and meter readings. This is your actual energy usage a for the billing period. We measure energy usage in kilowatt hours (kWh).

**10. Account Activity:** This lists any changes to your account since your last billing statement, including your most recent payments.

**11. Billing Details:** This shows a detailed listing of the charges that have been assessed to your account, including your peak demand for the month. (140018817)

**12. Important Messages:** This area displays messages for upcoming events in your area or information pertaining to your utility.

**13. Address Changes:** You can update your contact information by filling out and returning this stub.

**14. Other Ways to Pay:** There are several convenient ways to pay your bill. Each is identified in this section.

As a reminder, you can always find more detailed information about your bill, as well as report outages and send questions straight to staff, by logging in to your SmartHub account. If you have any questions about your bill, feel free to call the office at 715-232-6240 or send an email to [info@dunnenergy.com](mailto:info@dunnenergy.com).

**Dunn Energy Cooperative**  
"Energy Through Excellence"  
This institution is an EOE and provider A Touchstone Energy® Cooperative

Customer Service & Outages: 800-924-0630  
Visit our website at [www.dunnenergy.com](http://www.dunnenergy.com)

Account: 1234001 Service Address: 123 ANY ROAD Description: RESIDENCE

Meter #	Meter Type	Reading Dates		Days	Readings			kWh Usage
		From	To		Previous	Present	Multiplier	
131479593		03/31/2024	04/31/2024	31	78852	77544	1	692

**Account Activity**

<b>Previous Account Activity</b>		
Previous Budget Balance		\$137.00
Payment Received - Thank You		-\$137.00
Balance Forward		-\$110.18
<b>Current Account Activity</b>		
Fixed Monthly Charge		\$39.00
Energy Charge	692 kWh @ 0.1104	\$76.40
Peak Demand	6 kW	\$0.00
Program Charge (Non-Taxable)		\$1.33
Operation Round Up		\$0.27
<b>Total Current Charges</b>		<b>\$117.00</b>
Budget Amount Due		\$137.00

**CAPITAL CREDITS HAVE BEEN RETURNED TO MEMBERS**

Did you see yours?  
As you pay your energy bill, we utilize the revenue to grow, operate, and maintain a safe and reliable system. Any revenue that is earned over and above these costs of doing business is called margins. Your portion of allocated margins is then returned to you in the form of capital credits. Every member gets a piece of the pie!

Thank you for your membership

**Help Us Keep Your Contact Information Current**

Please update my contact information

Mailing Address: \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_

**Remember to call Diggers Hotline before you dig:**  
**811**

**Other Ways to Pay**

- SmartHub App Mobile device
- Online Pay your bill at [dunnenergy.com](http://dunnenergy.com)
- By Phone 844-749-3050 24 Hrs/Day
- In-person N5725 600th St. Menomonie, WI 54751

# DUNN ENERGY SCHOLARSHIPS ANNOUNCED

Dunn Energy Cooperative is proud to announce the 2024 high school scholarship recipients. As a member-owned cooperative, we believe firmly in engaging and lifting up the next generation of cooperative members and leaders. Our scholarship program is just one of many ways we make a difference, one member at a time. Congratulations on your \$1,000 scholarships and good luck to the following individuals:

- Brady Amble, Elk Mound High School
- Emi Anshus Frank, Menomonie High School
- Kara Bauer, Durand High School
- Seth Bauer, Durand High School
- Travis Bauer, Eau Claire Memorial High School
- Jaycey Bowe, Colfax High School
- Brayten Casey, Menomonie High School
- Katrina Drazkowski, Menomonie High School
- Christian Ebert, Colfax High School
- Madeline Klatt, Glenwood City High School
- Grandt Mueller, Elk Mound High School
- Nicholas Olson, Boyceville High School
- Morgan Sailer, Elmwood High School
- Alexis Schlough, Boyceville High School
- Sarah Stoveren, Boyceville High School



## Hidden Account Numbers

If you find your account number hidden in the pages of this magazine and you call and tell us before the next issue is mailed, we'll put a **\$50 credit** on your electric bill. Happy hunting!

Last month's winners were Scott & Melissa Hazen and Joe & Erica Gabert.

### Jesse Singerhouse, Manager

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### Jolene Fisher, Editor



## Dunn Energy Cooperative

A Touchstone Energy® Cooperative 