

Delivering reliable, AFFORDABLE, and environmentally responsible energy



By Jesse Singerhouse, General Manager

Next up in our look into how we deliver you Reliable, Affordable, and Environmentally

Responsible energy we will explore how we work to keep your energy affordable. I recognize that the term “affordable” can mean something different to each member. But in general, if we can work diligently to keep our local costs down it will benefit every member who receives electrical service from Dunn Energy Cooperative (DEC).

Our members have enjoyed a period of time of relative rate stability, even as we have seen price increases in many areas of our business. Rates have been stable due to several factors including: the lower cost of generating power, steady energy sales, and our ability to hold costs down at the local level. In 2011 a member using a 1,000 kWhs per month would have paid about \$133. This includes both the electricity produced and the cost of distributing the energy to you. Distribution costs include outage restoration expenses, line maintenance investments, and other costs to run the cooperative. In 2021, those same 1,000 kWhs cost you roughly \$145, meaning the cost for generating and distributing electricity to you has increased by \$12 (or 9%) in total over the past 10 years for a typical member. That averages out to less than a 1% increase per year.

Around 70% of our cost is purchased power from Dairyland Power Cooperative (DPC). DPC generates and transmits electricity to us and we distribute it to our members. DPC has been able to keep the rates we pay for energy very stable the last few years. They have also found ways to operate more efficiently. Stable prices from DPC are the main reason why we have been able to keep your rates level. We are

hopeful this trend will continue in the short term. Longer term, the investment needed to bring on more renewable energy combined with the cost of generation and battery storage (to take over when the sun isn’t shining and the wind isn’t blowing) will be a significant cost. (766001)

Locally, we continue to do things to help keep our costs down. First, our employees and board members work efficiently each day to minimize our expenses without sacrificing quality service. As we discussed last month, keeping your energy service reliable isn’t cheap. Locally maintaining power lines, having good equipment, and adequate staffing are important to providing you quality service. Over the last 10 years we have found ways to do that work more efficiently and maximize

the value we provide our members. We’ve done this by implementing new technology, sharing resources with other cooperatives, and adding new accounts to our system. As we look forward, we will continue to make investments to operate as efficiently as possible.

Lower interest rates have also played a key role in helping us continue to upgrade our distribution system. With interest rates at historic lows, we have been able to refinance some of our long-term debt and, in turn, spend money to complete projects on our system that will help to keep your power reliable. In 2020 Dunn Energy Cooperative members had power 99.9 percent of the time. Of course, outages will happen. However, investing in our distribution system will pay dividends both today and in the future.

As a member-owner of Dunn Energy, we offer you many programs and services designed to help you become a more efficient user of electricity as well. Our Energy Sense program has a variety of rebates on lighting, efficient appliances, and HVAC systems. We also offer home energy audits and load management programs that will help members conserve energy and save money. As a cooperative, we are here to work with and for our members. Visit our website www.dunnenergy.com or give us a call to learn more about keeping your energy service affordable.

Please know that this is not an article foreshadowing or announcing a rate increase. In fact, your cooperative hopes to keep rates stable the rest of 2021 and perhaps into 2022 as well. As with anything, we can’t predict the future. Inflation, regulatory changes, or a COVID-related impact could affect our plans to keep rates stable. Rest assured that the employees and directors of your cooperative will work diligently each day to keep your energy service affordable.





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.

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 timeframe 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.

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.

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

"Energy Through Excellence" A Touchstone Energy Cooperative

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

WILLIE WIREDHAND
1234 MAIN ST.
ANYWHERE, WI 12345

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

Service Summary

Previous Balance	51.22
Payment Received 07/15/2021	-155.00
Balance Forward	-103.78
Current Charges	182.00
Budget Amount Due	\$155.00

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.

Account Number: 54321001 Service Address: 1234 MAIN ST

Meter #	Location #	Services	Description
131479593	58018001	09/30/2021 To 10/31/2021	RESIDENCE

Readings: Previous 50979, Present 52097, Meter Multiplier 1, kWh Usage 1.18

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	\$158.00
Oct 20	1089	\$149.00
Sep 20	876	\$137.00
Aug 20	966	\$162.00
Jul 20	1308	\$208.00

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

Avg Daily Temp	70	68
Avg Daily kWh	42	36
Avg Daily Cost	\$6.65	\$5.87

Current Billing Detail

Balance Forward

Fixed Monthly Charge	\$-103.78
Energy Charge	35.00
State Tax	135.73
County Tax - Dunn	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

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.

smart hub

WILLIE WIREDHAND
1234 MAIN ST
ANYWHERE WI 12345

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P.O. Box 220
Menomonie, WI 54751-0220

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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 Lisa Ruth and Eric and Darla Anderson

October is Cooperative Month!

Annual Cooperative **FREE** Breakfast

Saturday, October 30 • 8 - 11 AM

Cooperative Displays | Kid's Activities | Face Painting

Please help us support the

Stepping Stones of
Dunn County Food Pantry by bringing a
non-perishable food or a cash donation to
the breakfast.



**Together,
We CAN make a difference!**

CO-OPS. By the Community. For the Community.



Breakfast Location: Dunn Energy Cooperative - N5725 600th St, Menomonee



STAYING SAFE AFTER AN ACCIDENT:

Know what to do around utility equipment

With winter right around the corner, now is the time to revisit accident safety with the drivers in your home. Do you all know what you should do if your vehicle comes in contact with a pad-mount transformer (or “green box”) or other utility equipment or lines?

First, assess the situation. If your car is not smoking or on fire, stay in your vehicle. That is the safest place for you to be while you wait for help, and the utility to de-energize the power lines. Stepping out of your vehicle while touching it at the same time, or trying to walk or run to safety, can cause serious burn injuries or death.

If you are in a multiple-car accident, yell to others (from the safety of your car) to warn them not to leave their vehicle. Also warn those who might stop to help to not approach the scene.

Call 911 to report the accident location and clearly state to the dispatcher that electrical equipment or lines are involved.

If you see smoke or fire, try to stay calm. Make a clear jump, without holding on to the vehicle, and hop or shuffle (with your feet together) at least 30 feet from the vehicle. Just like any downed power lines, any damaged utility equipment such as pad-mounted transformers or cabinets that house electrical equipment can send electrical current through the pavement or ground.

Walking across the energized ground or touching an energized vehicle and the ground at the same time a phenomenon known as step potential can occur. Step potential is the voltage different between the two feet of a person near

an energized, grounded object. A person on the ground is subjected to the risk of injury during an electrical fault by simply attempting to move away from the grounding point, in this case the car in the accident.

DO NOT go near or touch electrical equipment.

DO NOT move a downed wire or broken piece of equipment with your hand or other object.

Keep in mind that there can still be damage to equipment, even if you don’t see anything. Even if metal boxes look intact or appear to have minimal damage, please report the incident to electrical provider. If the impact dislodges the equipment inside the

“green box” it is possible the ground could become energized. This makes for a very dangerous situation.

This winter, if you are plowing and accidentally clip a transformer, or any other electrical equipment for that matter, please make sure to report it to your utility. This helps keep everyone safe. (4659003)

If you are in an accident involving electrical equipment, remember to stay calm, call 911, stay in your vehicle, and warn others to stay away. If your car is on fire, jump clear of the vehicle with both feet together and hop or shuffle at least 30 feet away.

Let’s make it a safe winter season here in Wisconsin!



To learn more about what to do you if you should ever find yourself in an accident involving power equipment, watch the short video “License to Live,” a project sponsored by Wisconsin’s electric cooperatives and developed by electric co-op employees and WECA in conjunction with the Federated Rural Electric Insurance Exchange and Safe Electricity. You can view the video at <https://safeelectricity.org/license-to-live/>.

Jesse Singerhouse, Manager

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Jolene Fisher, Editor



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