

## UNDERSTANDING YOUR ELECTRIC BILL

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**1. 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).

**2. 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.

**3. Important Messages:** This area displays messages directly related to your account or service and other messages from DEC.

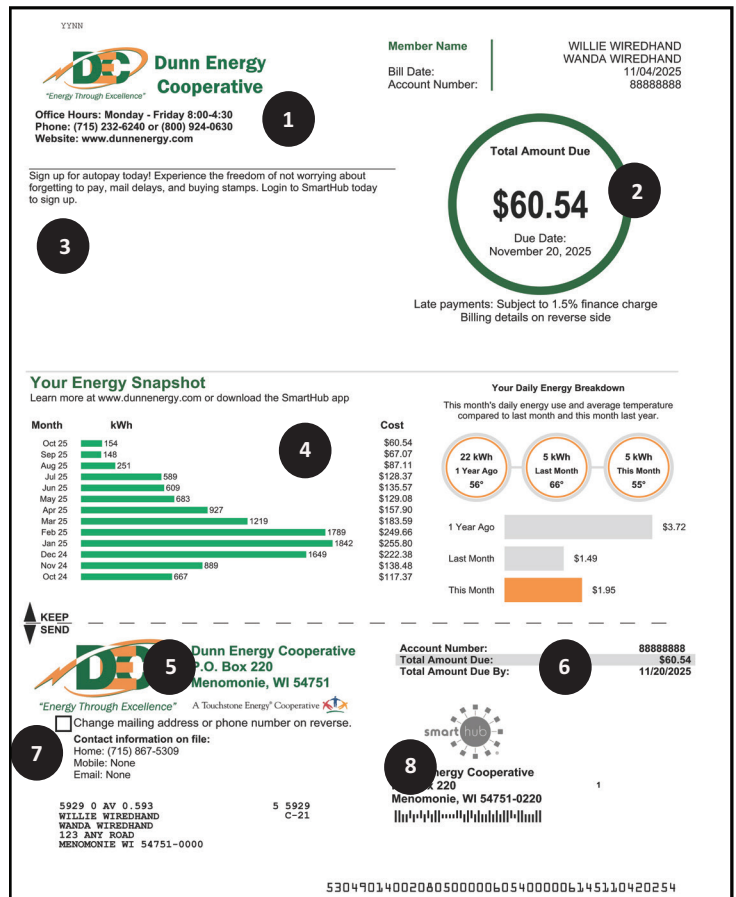
**4. Graph of Electric Usage and Cost:** This graph shows your monthly energy usage over the past 13 months as well as the cost. You can use this information to track and manage your usage. We recommend comparing your usage for the current period to the same period last year.

**5. 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.

**6. Billing Summary:** This section provides the account balance. If there is a past due amount, it will be clearly shown.

**7. Address Change:** Check this box to indicate address or phone number changes on the back of the bill.

**8. SmartHub:** See more detailed account information, track usage, and make payments from your smart device.




# Understanding Your Electric Bill

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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 and demand usage for the billing period. We measure energy usage in kilowatt hours (kWh) and demand usage in kilowatts (kW).
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.
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 through 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: 88888888 Service Address: 123 Any Road

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Reading Dates

From To

Days

Previous

Present

Multiplier

kWh Usage

154

Meter #

77777777

Meter Type

Account Activity

10

Previous Account Activity

Previous Balance

Payment Received - Thank You

Balance Forward

Current Account Activity

Fixed Monthly Charge

Energy Charge

PCA

Peak Demand

Program Charge (Non-Taxable)

Total Current Charges

11

12

ENERGY EFFICIENCY TIP OF THE MONTH

With the holiday season approaching and more time spent in the kitchen, consider ways to save energy in the heart of your home. When possible, cook meals with smaller, energy efficient appliances, such as toaster ovens, slow cookers and air fryers. When using the range, match the size of the pan to the heating element. Keep range-top burners and reflectors clean so they reflect heat more efficiently. After your holiday meals are complete, look for other ways to save energy in your cycle.

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Thank you for your membership

Help Us Keep Your Contact Information Current

☐ Please update my contact information

Mailing Address: 13

City Zip

Phone

Other Ways to Pay

SmartHub App Mobile device

Online Pay your bill dunnenergy.com 14

By Phone 855-957-3716 24 Hrs/Day

In-person N5725 600th St. Menomonie, WI 54751

Remember to call Diggers Hotline before you dig: 811

## FROM THE BOARD ROOM

# November 2025 Board Meeting Highlights

### Monthly Reports:

The CEO/General Manager provided an overview of the cooperative's current issues, including a key takeaways of the NRTC Smart Grid/Reliability Planning summit, an update on the formal policy review process, and other items for open session.

The CFO report discussed last month's financials, a power cost adjustment from Dairyland Power Cooperative, and the annual write-offs for both the electric bills and miscellaneous receivables.

The Operations report informed the board that contractors are still working on the system, in both underground installations and tree clearing. As of the date of the meeting 80 new services had been installed.

The Engagement report included an update on the successful first session of The Power Connection, annual meeting information, and key takeaways from the Dairyland Power Cooperative end-user survey.

The Information Technology report discussed enhancing meter-based outage reporting and helpdesk implementation improvements.

Energy Services provided an update on metering, load management, and renewable energy installs (161 to-date), as well as an update on cleaning the cooling towers and water treatment equipment.

### The following items were approved:

- Capital credit estate payout for deceased members.
- Audit committee report of all checks, ACH payments, wire transfers, credit card statements, and investment accounts.
- Pass-through power cost adjustment charge
- Annual electric and miscellaneous receivable write-offs
- November Special Board Meeting minutes

### Other Items:

- Reviewed the monthly report of new Cooperative members.
- Safety Meeting recap