

Spotlight

August 2023

INTRODUCING Outage Texting

You can now text in your outage! To use this new texting service, we must have your cell phone number on file, and you have to register for the service on our website.

First, verify your contact information by looking at the bottom portion of your electric bill or by logging in to your SmartHub account. You can also call the office and check to see what phone number we have on file. Next, visit our website at dunnenergy.com and navigate to the Outage & Storm Center and click on Sign Me Up! You will need to answer some questions and can give your meter(s) a nickname.

Once you're registered, you can simply text "Outage" to 55050, if you have one meter.

Outage

If you have multiple meters that are out of power, you can report those one at a time by texting the nickname to 55050. Or, you may text 'all' or 'outageall' if all meters are without power.

Outage Reported Successfully

Outage Reported Successfully

4

1



If you forget what nicknames you used, or if you do not type in your outage correctly, you will receive a text message similar to the one at the right. You can either enter the number or the nickname as it appears on the list.

Choose-
1: Home
2: Pump
3: Rental
4: Work
All: All

Or call [xxx-xxx-xxxx](tel:xxx-xxx-xxxx) to report your outage

Once the outage is texted correctly, you will receive a confirmation text.

Outage Reported Successfully

Once the power is restored, you will receive a text.

Power in your area has been restored. If you are still out, please call [xxx-xxx-xxxx](tel:xxx-xxx-xxxx)

If you would like to know the status of your outage, simply text 'OutageStatus.' Our system will

reply with a message notifying you of the current status of the outage.

Outage Status

We hope that adding another line of outage reporting will help during large scale power outages. It is also an added convenience for those who just want to shoot a text and get on with their day. You can still call your outage in 24/7 to 800-924-0630.

Energy Efficiency Tip of the Month

Did you know ceiling fans can make a room feel 4 degrees cooler? To save energy through ceiling fan use, remember to raise your thermostat a few degrees while fans are turned on. Ceiling fans can help improve comfort year-round. In the summer, operate ceiling fans in a counterclockwise direction. Reverse the direction to clockwise during winter months and set fans on a low speed so warm air can circulate from the ceiling to the lower levels of the room. Remember, ceiling fans cool people, not spaces. Be sure to turn them off when you leave the room.

Source: Dept. of Energy





AED Donated from Operation Round Up® Funds

On the behalf of members, Operation Round Up awarded the Village of Elk Mound an AED for the village park. The park is used continuously all summer for ball games, picnics, and more. This will be a great additional safety feature for the village.

Pictured: Tim Benjamin, Elk Mound Public Safety Chairman; Chad Weinberger, Elk Mound Chief of Police; Colin Feuster, Elk Mound Fire Chief; Jolene Fisher, Dunn Energy Cooperative; Megan Ludy, Colfax Rescue; Autumn Wildfeuer, Colfax Rescue; Terry Stamm, Elk Mound Village President; Don Knutson, Colfax Rescue Director

FROM THE BOARD ROOM

June 2023 Board Meeting Highlights



Monthly Reports:

Operations gave updates on the continued progress at the Country Jam site as well as the Knapp substation rebuild. The new truck and the track vehicle should be in service in July. There have been

26 new service installations in June. Crews are busy with summer construction and regular day-to-day maintenance. The contractors have the Highway 85 project completed and cleaned up.

The Engagement report included a motion on the date of the 2024 Annual Meeting (May 16, 2024) and information on miscellaneous human resources items, including policy updates for 2023 and the status of the 4th year apprentice/journeyman lineman position currently open. It was also noted that the Co-op Month member appreciation lunch is scheduled for Saturday, October 28.

The CFO reported that year-to-date kWh sales were very close to budget while revenues were about a half a percent better than budget. It was also noted that operations and maintenance costs came in significantly under budget due to much of the time being spent on construction activities. During the Finance report it was approved to pass through a Power Cost Adjustment (PCA) credit of 1.838 mills, or \$0.001838 per kWh. This is equivalent to \$1.83 per 1,000 kWh's.

The CEO/General Manager gave an update on the grants the Cooperative has applied for, as well as the two solar projects under construction. Singerhouse

also led discussions on recent meetings that directors and staff attended in the past month. Several strategic planning initiatives were discussed, including CRC outage texting, pre-pay metering potential, and increased communications during load control events.

The following items were approved:

- Minutes of the May 2023 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.
- Annual Meeting date of May 16 for the 2024 meeting.
- A PCA credit in the amount of 1.838 mills on the June power bills.
- Setting the capital credit retirement check minimum for inactive members at \$20 and pay all retirements under \$50 as bill credits to active members.
- Update of Policy 105: Director Fees, Expenses, and Benefits

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 Maintaining Your Co-ops Bylaws.