


How to Read Your Bill

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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

3061 1 AV 0.375 5 3061
JANE DOE C-8 P-8
N1234 STATE ROAD 25
MENOMONIE, WI 54751-0220

Statement Date 05/02/2018
Account Number 123456
Payment Due 05/15/2018

Service Summary

Previous Balance	192.00
Payment Received 04/13/2018	-192.00
Balance Forward	0.00
Current Charges	207.00
Total Amount Due	\$207.00

Message from DEC
Dunn Energy is excited to show off our new bill! This is the first bill with our new computer software system. Please make sure to read the "How To Read Your Bill" insert that came with your first bill. This will help you locate all of the important areas on your bill. If you have any questions, please call our office at 715-232-6240.

Account Number: 123456 Service Address: N1234 State Road 25 Description:


Meter #	Location #	Services From To	Days	Readings Previous	Present	Meter Multiplier	kWh Usage
kWh Usage History							
Month	kWh	Cost					
Mar 18	1454	\$194.25					
Feb 18	1499	\$189.99					
Jan 18	1414	\$181.04					
Dec 17	1445	\$184.30					
Nov 17	1091	\$146.99					
Oct 17	980	\$135.29					
Sep 17	972	\$134.45					
Aug 17	1224	\$179.37					
Jul 17	1467	\$208.63					
Jun 17	948	\$146.14					
May 17	905	\$127.39					
Apr 17	1106	\$148.57					
Mar 17	1508	\$190.94					
PERIOD ENDING	03/31/2017	05/02/2018					
Avg Daily Temp	33	31					
Avg Daily kWh	49	43					
Avg Daily Cost	\$6.18	\$5.74					

Current Billing Detail

Balance Forward	\$0.00
Fixed Monthly Charge	32.00
Energy Charge 1,454 kWh @ 0.1054	153.25
100-watt HPS Dusk to Dawn Light	9.00
State Tax	9.71
County Tax - Chippewa	0.97
Program Charge (Non-Taxable)	1.33
Operation Round Up	0.74
Total Current Charges	\$207.00
Total Amount Due	\$207.00

*****Any unpaid balance is subject to a 1% per month finance charge*****

KEEP SEND Please do not staple, tape, or paperclip to check
Do we have your correct contact information?
Phone number: (123) 456-7890
Mobile number:
Email address:



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.

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FRONT OF BILL

- 1 Date your bill is mailed, your new account number, due date, and bill summary
- 2 Where you will find messages from your cooperative
- 3 Meter reading, billing dates, and energy use
- 4 Usage history in graph form
- 5 Itemized charges
- 6 Average daily usage versus one year prior
- 7 Portion of your bill to send back with your payment

BACK OF BILL

- 8 Ways to pay, contact information, and more!

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Dunn Energy Cooperative
Contact, Service, and Payment Information

CONTACT US
Toll-Free: 800-924-0630 | Email: info@dunnenergy.com
Mailing Address: P.O. Box 220 | Menomonie, WI 54751
Office located at: N5725 600th St. | Menomonie WI 54751
Office Hours: 8:00 a.m. to 4:30 p.m. | Monday - Friday | Closed weekends and holidays

POWER OUTAGES
Steps to follow:
> Check your fuses or breakers to ensure the problem is not within your electrical system.
> If you have determined the outage is on Dunn Energy's system report it by calling our toll-free number 800-924-0630 - this number is available 24 hours a day, 365 days a year.

CALL BEFORE YOU DIG
For your safety, Wisconsin law requires home and business owners planning to do any excavation/digging within the state of Wisconsin to notify Diggers Hotline by calling 811 or 800-242-8511 at least 3 working days prior to excavating/digging to allow utilities to locate their service equipment/lines for your safety. For more information go to diggershotline.com.

IMPORTANT NOTES
Moving: It is your responsibility to contact Dunn Energy when you move. Please contact us at least 3 business days prior to moving to enable us to discontinue or transfer your service.
Commitment to Community: A monthly non-taxable charge mandated by the State of Wisconsin that funds energy efficiency and low income energy assistance programs. This is not a Dunn Energy Cooperative charge.
Fixed Monthly Charge: A cooperative member's share of the fixed costs represented by poles, wires, transformers, metering devices, substations, etc. that are needed to provide electricity to you when you wish to use it.
Operation Round Up: A program implemented by Dunn Energy Cooperative to provide financial support to not-for-profit organizations within the DEC service territory. You have the option to opt out of the program with a simple call to our office.
Tampering: If the meter or other equipment belonging to DEC are tampered or interfered with, the member being served through said equipment shall pay the amount DEC estimates is due for service rendered but has not registered on DEC's meter, as well as replacements, repairs, inspections, investigations, and protective installations.

WAYS TO PAY YOUR DUNN ENERGY BILL
SMARTHUB: The FREE online payment system! Access SMARTHUB through our website at dunnenergy.com or download the app on your smartphone or tablet. Pay your bill, view usage & payment history, sign up for paperless billing and automatic payments, and much more.
BY MAIL: Return payment in the envelope provided to P.O. Box 220, Menomonie, WI 54751.
BY DROPBOX: We have a dropbox located near the flagpole in our driveway. It is checked every business day.
IN PERSON: You can visit our office at N5725 600th St., Menomonie from 8:00 a.m. - 4:30 p.m. Monday - Friday.

