

# Spotlight

November 2020



## FROM THE MANAGER — JESSE SINGERHOUSE

### Energy Services from your Cooperative

One of the great things about being a member-owned Cooperative is that we offer programs and services designed to help our members with their energy bills. As we move closer to winter, I encourage you to take a look at everything you have access to as a Dunn Energy member.

Through our Energy Sense rebate program, we offer home energy audits. We've partnered with a local expert to perform an independent analysis of your home. Dunn Energy covers half the cost of the audit. Energy Sense offers many rebates and incentives for you to complete projects that are identified during your audit to improve your home's energy efficiency.

Members can also participate in our budget billing program. We look at your average billing amount over

the past year and come up with a level amount you will pay each month. Budget amounts are adjusted twice a year to match any changes in your energy use. Budget billing helps even out the large swings in bills we see during the coldest and hottest months of the year.

You can also look at your daily energy use data through our SmartHub portal via the mobile app or by creating an account on our website. You can compare monthly data, see trends in your energy use and see how much energy you have used so far this month. SmartHub also allows you to set alerts on your account to be notified anytime your energy use is very high or low as well as set up auto pay and e-bills.

Give our Energy Services staff a call or visit our website at [www.dunnenergy.com](http://www.dunnenergy.com) for more information.

### Operation Round Up® Grant Awarded to Reach Out and Read

Reach Out and Read is a non-profit organization that provides children free books through their pediatrician. With the Operation Round Up grant our local partner received, they will receive 394 new books to give to children who might otherwise not be able to own a new book. The power of reading is proven to promote healthy brain development, further language acquisition, and helps families build meaningful bonds. For more information on Reach Out and Read, visit [reachoutandread.org](http://reachoutandread.org).

Operation Round Up® uses the power of cooperation to provide much needed grant dollars for community projects, 501©3 organizations and non-profit groups within the Dunn Energy Cooperative service territory.

If you, or a group you are a part of, are interested in applying for an Operation Round Up grant, you can find the application and our Giving Guidelines on our website at [www.dunnenergy.com](http://www.dunnenergy.com) or by emailing Jolene for an application at [jolene@dunnenergy.com](mailto:jolene@dunnenergy.com). Grant applications are due March 31, June 30, September 30, and December 31 and reviewed shortly thereafter.



# Getting the most out of your membership!



As Mr. Singerhouse talked about in his article, there are many programs and services available to you as a member. One of the easiest ways to find out more is by visiting our website. Our website, [dunnenergy.com](http://dunnenergy.com), is mobile-friendly so if you're surfing on your phone or tablet, it will be just as easy to use as if you were on your computer.

You can find information on the rebates and incentives that we offer under the Energy Sense tab on our website. Rebates are broken down in three categories: In-Home, Home Performance, and Commercial/Ag. The rebate forms are available on each page.

Account information, including the sign-up information for Levelized Budget Billing, can be found under the Account Management tab, under Payment Options. You can also find information on our SmartHub portal under the Account Management tab as well.

All you need to sign up for a SmartHub account is your billing account number, last name or organization name (as it appears on your bill), and your billing zip code. Then you have access to a wealth of information! You can see daily usage (down to 15-minute intervals), set usage alerts, report outages, and contact the cooperative without having to call in.

Usage alerts are handy for properties you may not be at all the time, like a cabin or camper. The alert can let you know if something is happening that you are not expecting. If it's winter and you think you have everything shut off and your usage spikes, you could have an unwelcome visitor or maybe you forgot to shut the heat off. You can find out sooner than the next billing cycle and save yourself money.

The Outage & Storm Center on our website may also come in handy. You can see how many outages are being reported across the system, you can report an outage (if you're on your phone) and find information on what you should do if an outage occurs.

Other information you can find is the monthly magazine, newsletter, electrical safety, and load management information.

You can find this all by visiting our website at [www.dunnenergy.com](http://www.dunnenergy.com)

## TAKE A HIKE from writing checks



**Our free, checkless payment plan offers both convenience and savings. Sign up for Auto Pay and have your payment automatically deduct from your bank account or credit card on the due date shown on your bill.**

To enroll in Auto Pay, login to your SmartHub account by visiting [www.dunnenergy.com](http://www.dunnenergy.com). Once logged in click on the Billing & Payments tab and choose Auto Pay Program. Questions? Visit us at [www.dunnenergy.com](http://www.dunnenergy.com) or call us at 715-232-6240.



**With the time you save, get outdoors and take a hike.**

## Spotlight



A Touchstone Energy® Cooperative

This newsletter is published for the members of Dunn Energy Cooperative. If you have questions or comments please give us a call. Visit the Energy Professionals at your local energy cooperative.



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