



**Dunn Energy
Cooperative**

A Touchstone Energy® Cooperative 



By James Hathaway,
General Manager

THE FUTURE OF ELECTRIC SERVICE

My article this month is about the future of electricity. More specifically the future of electric service. Dunn Energy cooperative has always focused on providing good electric service.

We work hard to make sure your electric service stays on as much as possible. We do our best to control costs and keep your electric service reasonably priced. We offer a variety of ways to pay your electric bill from autopay options to taking payments over the counter.

However, there are opportunities to do more. In the 21st century we have seen a great increase in computer technology. From instant communication options like Facebook and Twitter to in-home assistants like Amazon's Alexa or Google's Home, technological advances have changed many things in our lives.

At your electric cooperative we have been making some significant changes to improve your electric service and offer members more options. Last year we upgraded the software we use at the co-op. Our new software does many more things for us. Work orders and jobs assigned to our Operations Department are done electronically. All of our outside crews carry iPads now. The new software lets them see the work without carrying around a bunch of paper. We can communicate with them quicker, too.

The new software gives us more options for analyzing data as well. To be honest, we are still learning all of the features our new software has to offer. We think it will help us provide better service for years to come though.

The new software gives members more options, too. The SmartHub feature on our website allows members to access their electric account information electronically. If you are a Dunn Energy member you can go online, click on SmartHub, and register as a new user. You can see your daily or monthly electric usage. You can look at current or past electric bills. SmartHub provides you information to better manage your electric bill.

The new software ties in with the new metering system we have been installing. Our old Turtle metering system became obsolete a few years ago. The meters still functioned and provided us readings, but the vendor stopped providing technical support. So we invested in a new metering system. Just like the new software, our new metering system gives us more information more quickly. If a member has a question

about their electric usage we can access the data from the new meter system quickly and give the member a detailed report. The new meters also let us know if there is a problem with the electric service. If there is a power outage, the meters will report it. During working hours, if there is an outage, or if there is a problem at an account, we get a notice from the meter. We can then dispatch a crew to restore power. Even if the member isn't home to report the outage we get a notice from the meter that there is a problem.

Another service we are looking at offering is Time-of-use rates. Time-of-use rates are electric rates that change depending on the time of day the electricity is used. Electricity costs more to generate when demand is high, like on hot summer afternoons when the air conditioning is running and folks are cooking supper and washing clothes. It's also high on winter evenings when the sun sets early and folks come home to cook, do schoolwork, and other indoor activities. (6641002)

Time-of-use rates aren't for everyone, so we will continue to offer regular rates as we do now. However, time-of-use rates might offer people who are willing to switch activities to off-peak times an opportunity to save on their electric bills. Our new meter system will allow them to monitor electric usage

and rates with the help of an in-home monitoring system. We will be evaluating the costs and benefits of offering time-of-use rates in the future.

More information and better information—that's what our new software and meters give us and you. It provides information to reduce the time members are out of power, and information to help members better understand and manage their electric usage.

Finally, we plan on continuing our efforts to reduce outages and blinking lights. We have a variety of inspection and maintenance programs in place to make sure our electrical grid is working properly, to make sure trees and animals cause a minimal amount of damage and outages, and to make sure your power stays on more. And, as always, we will continue to make every effort to control costs so your electric bill is manageable.

More and better information about your electric bill. More reliable service at a price you can afford. That's the future of electric service from your electric provider, the Dunn Energy Cooperative.





Making a Difference, LOCALLY

Did you know that 150 Dunn Energy members produced well over a half-million kilowatt-hours (kwhs) in 2018? Isn't that incredible? Those 665,000 kwhs were produced right here, meaning they offset the production of electricity from other sources.

Of those 150 members, 58 of them have installations on their property. The other 92 are participating in our SunDEC Community Solar garden.

Nearly all of this production was solar energy. We know solar energy isn't for everyone. Our service territory is beautiful, with rolling hills, winding streams and rivers, and

trees. A lot of trees. Trees aren't the only inhibitor of installing solar. It is recommended to replace the roof you are installing it on if it hasn't been replaced recently. The reason for that is if your roof will need to be replaced in the next few years, removing the

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solar to do that and then reinstalling isn't cost-effective. Replacing a roof can be costly in itself, let alone adding that to the cost of a photovoltaic system.

You should also consider if you've done everything possible to tighten your home before you consider installing a solar system. The size of your system depends on the amount of electricity you use. So what good is producing your own electricity if it's just going to slip through a crack of inefficiency in your windows, attic, foundation, or recessed lighting?

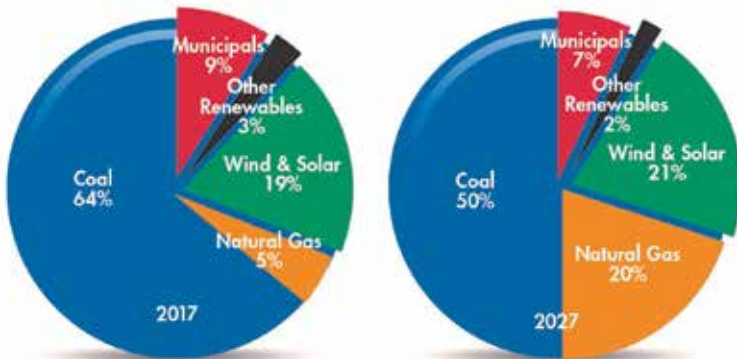
An energy audit would be the most prudent place to start if you are looking to install any sort of home energy production or make any changes to your homes' carbon footprint. Know where the inefficiencies are and tackle those first. Dunn Energy partners with local auditors at a reduced cost to members looking to tackle home efficiency projects. (2961004)

If you are interested in participating in the SunDEC Community Solar garden or a home energy audit, please call the office and talk to one of our knowledgeable staff. Remember, the best kilowatt is the one never produced.—
Jolene Neisius

RENEWABLES ON THE RISE AT DAIRYLAND POWER

If we're talking about local renewable energy, we can't forget to mention Dairyland Power Cooperative (DPC), our power provider. In recent years Dairyland Power installed a 1 megawatt (MW) solar array on Dunn Energy lines. This solar array is directly connected to our Downsville substation. Not only are we benefiting from the installation of the solar array directly, the array is also planted to be pollinator friendly.

Dairyland Power Cooperative has a very diverse mix of power production. They provide power generated from solar, wind, hydro, and landfill-to-gas sources. Dairyland has a commitment to renewable resources, and grows their mix yearly. They are predicting that renewable energy will comprise 50 percent of their production by the year 2027.



Dairyland Power is also a good steward to the land. They are a founding member of the Electric Power Research Institute's Power-in-Pollinator Initiative, which is the largest pollinator protection collaboration in North America. Through the end of 2018 there were 18 solar array sites within DPC's service territory that are home to about 250 acres of new pollinator habitat. Add to that the Peregrine Falcon program (that you can watch on their birdcam at dairylandpower.com), and the Dairyland Reservoir on the Flambeau River, and you'll find a pretty good neighbor.

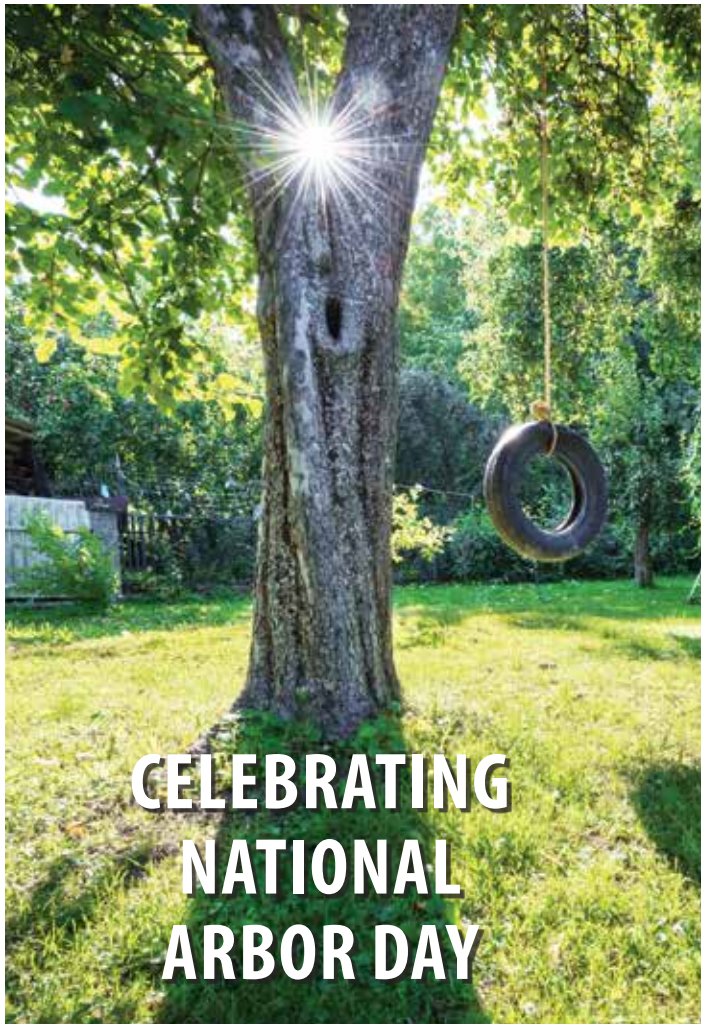


Utilizing renewable energy isn't the only way to honor Earth Day. Here are some simple and easy steps you can take, courtesy of Earth Day Network, to help make every day Earth Day.

- Replace inefficient incandescent light bulbs with efficient CFLs or LEDs. Reduce your carbon footprint by 450 pounds a year.
- Carpool, ride your bike, or use public transportation. Reduce your carbon footprint by one pound for every mile you do not drive.
- Keep your tires properly inflated and get better gas mileage. Reduce your carbon footprint 20 pounds for each gallon of gas saved.
- Recycle paper, plastic, and glass. Reduce your garbage by 10 percent and your carbon footprint by 1,200 pounds a year.
- Turn off and unplug electronics you're not using. Also, turn off lights when you leave a room. *NOTE: Dunn Energy makes it easier for you to manage your energy use through SmartHub; see page 15 to learn more.*

Experience EVs!
Drive and learn about electric vehicles!
Saturday
April 27, 2019
CVTC Energy Education Center, Eau Claire

SAVE THE DATE!



CELEBRATING NATIONAL ARBOR DAY

There's no way around it. Trees are good for us! They keep our air clean, they help reduce noise pollution, improve water quality, prevent erosion, provide food and building materials, create shade, and they're just plain beautiful.

According to the Arbor Day Foundation: Carefully positioned trees can reduce a household's energy consumption for heating and cooling by up to 25 percent. Computer models devised by the U.S. Department of Energy predict that the proper placement of only three trees can save an average household between \$100 and \$250 in energy costs annually.

Every dollar spent on planting and caring for a community tree yields benefits that are two to five times that investment—benefits that include cleaner air, lower energy costs, improved water quality and storm water control, and increased property values.

Trees absorb carbon dioxide (CO₂), removing and storing the carbon while releasing the oxygen back into the air. In one year, an acre of mature trees absorbs the amount of CO₂ produced by a car driven 26,000 miles.

In celebration of Arbor Day on April 26, we are giving out Sugar Maple seedlings to the first 50 members who stop by our office throughout the month!



\$\$ FOR HIDDEN ACCOUNT NUMBERS

If your account number is one of the two hidden account numbers in this issue, it will mean \$50 credit on your account if you call the office before the end of the month. Two customer account numbers have been randomly selected and are hidden in the Dunn Energy Cooperative section of this *Wisconsin Energy Cooperative News*. Last month's winners were Chad Amundson and Larry Hagness.

Energy Efficiency Tip of the Month

Streaming content with electronic equipment that has earned the ENERGY STAR® rating will use 25 to 30 percent less energy than standard equipment.

Source: energy.gov



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"Energy Through Excellence"

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