



**Dunn Energy  
Cooperative**

A Touchstone Energy® Cooperative



By Jesse Singerhouse,  
General Manager

## NEW MANAGER, SAME CO-OP COMMITMENT

It is truly an honor and privilege to be writing my first article as the general manger/CEO at Dunn Energy Cooperative (DEC). I'd like to offer my sincere appreciation to the board of directors for choosing me for this position. I would also like to give special recognition to James Hathaway for providing strong leadership and service to the cooperative for nearly 30 years. Jim worked diligently to deliver quality service at a reasonable cost to all members of the cooperative. On behalf of our members, Jim, thank you for dedicated service.

A little about my background: I grew up on a farm near Menomonie that my great-grandparents originally settled back in the 1930s. I still live on that farm today and my kids are the fifth generation to call it home. My family has a history in the energy business, too. My great-grandfather, Fred Williamson, was a rural electrician and helped bring power to many farms and homes when the REA came to western Wisconsin. My great-uncle was an electrician at 3M and UW-Stout, and my grandfather was an electrician at Uniroyal in Eau Claire. So, working for an electric cooperative seemed like a natural fit.

My connection to Dunn Energy actually started when I was in high school. The cooperative sponsored me to attend the Wisconsin Electric Cooperative Youth Leadership Congress, which is something we still do to this day. Then, during college, I had a chance to intern at DEC. I worked on a member satisfaction survey, load management receiver testing, and many other interesting projects. When I completed my internship, I knew this was the place I wanted to work. A couple of years later I was hired to work at the cooperative in the Member Services Department. As you read this, I will have been with the

cooperative 20 years. I have enjoyed working with many members on energy efficiency, renewable energy, load management, and community service. The employees at Dunn Energy are second to none and make coming to work every day a joy. Having the opportunity to continue to work with them, and our members, at Dunn Energy Cooperative is truly humbling.

In his farewell article in December, Jim wrote about all the things that have changed at the cooperative during his time here. One of the things that hasn't changed is our commitment to you, our members, and the

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communities we serve. That commitment to our members and the community drives everything we do here at the cooperative. From our Operation Round Up program to the dedication and effort our employees give to restore power quickly

during a storm, it's what sets us apart. That commitment to our members and our community is embedded in our culture. (12348002)

The future of the energy business is exciting and I'm honored to be a part of it. So, even though the person managing the cooperative has changed, that fundamental commitment to delivering reliable, safe, and affordable energy to you won't. I look forward to working with our members, board, and employees to create a strong future for Dunn Energy Cooperative.

# Energy Sense

Together we can...together we will



**B**elow you will find a detailed list of the Energy Sense rebates and incentives offered by Dunn Energy Cooperative. Please make sure to read Overall Incentive Rules at the end of this list for other terms and conditions. If you have any questions, please call the office.

## HEATING AND COOLING

AHRI Certified Reference Number required for all HVAC incentives

### Geothermal Heat Pump Incentive

- Paid to member at \$500/ton of the system
- Need a copy of the receipt and serial number of the unit
- AHRI Certificate must be provided

### Air Source Heat Pump/Mini Split

- Paid to member at \$250/ ton of the system
- Must be 14 SEER or higher or EER 11.5 or higher or HSPF of 8.2 or higher
- Need a copy of the receipt and serial number of the unit
- AHRI Certificate must be provided

### Heat Pump – Commercial Air Source & PTHPs

- \$250 per ton
- <20 to: EER 11+
- 20 to <60 ton: EER 10.5+
- ≥60 ton: EER 10+

### ECM Blower Motor Incentive – new furnace installation

- Incentive is \$35 per unit
- Need a copy of receipt indicating ECM/Variable Speed blower motor
- Must be fully variable speed or AFUE ≥ 95% & EAE ≤ 670 kWh/year
- AHRI Certificate must be provided for furnace

## LIGHTING

- LED Exit Signs – \$5/fixture
- Occupancy Sensor – \$5 each
- LED Bulb – \$.50/bulb
- LED hardwired fixture (indoor and outdoor)- \$.50 per 800 lumens

## WATER CONSERVATION

- Faucet flow restrictors (1.5 GPM or less) - \$1 each
- Showerhead flow restrictors (2.5 GPM or less) - \$5 each

## APPLIANCES

### Energy Star Clothes Washer – Clothes Dryer – Refrigerator – Dishwasher – Dehumidifier – Freezer – Inductive Range

- Incentive is \$25 per unit
- Unit must have Energy Star rating to qualify
- Member must provide a copy of purchase receipt
- Must provide proof of Energy Star rating
- Refrigerators and freezers must be ≥ 10 cu. Ft.

### Heat Pump Clothes Dryer

- Incentive is \$50 per unit

**RECYCLE** – Get an additional \$25 per working freezer, refrigerator, or window a/c unit that you recycle – need proof of recycling to qualify for the rebate.

### Smart Power Strip/Bar

- Incentive is \$5 per unit

### Water Heaters

- Incentive is \$125 for units 75–99 gallons and \$300 units 100 gallons and over
- 75+ gallons must have UEF of .88
- Unit must be put on the DEC load control program

- Member will receive an additional \$4/mo. credit on bill for load control\*
- Member must provide a copy of purchase receipt
- Must provide proof of Energy Factor (EF)

\*must use at least 400 kW/mo.

### Solar or Heat Pump Water Heaters

- \$125 for 75-99 gallons and \$300 for 100+ gallons
- Must be new install or replacing an existing electric water heater
- Must have an Energy Factor of 2.0; be integrated
- Does not have to be on Load Management program
- Solar Storage heaters must have electric back-up

## RENEWABLES

### Renewable Energy Grant/Rate Incentive

- Incentive will be paid out at \$50 per installed kW of the system up to \$500 max (i.e. 4kW=\$200 – 10kW=\$500)
- Member will have six (6) months from the date issued to use the grant
- Funds will not be paid until project completion
- Funds cannot exceed 25% of the project cost
- Member should complete a renewable energy site assessment through a certified professional before applying for the grant
- Systems must be wind, solar, or biomass and used for electricity production
- Systems must follow all rules and regulations set forth in Dunn Energy Cooperative policy and PSC rule 119 for interconnected renewable energy electric generation
- Dunn reserves the right to award no grants, at its discretion, if the projects do not meet the above guidelines

### Controlled Electric Vehicle Charging Station

- Incentive is \$400 paid to member

## HOME PERFORMANCE

### Home Energy Audit

- Incentive is \$150 credit towards the cost of a home energy audit
- Work must be performed by a state certified energy audit specialist
- Typical total cost is \$300 less credit
- Bill for audit will be sent to Dunn Energy Cooperative and the member will see the charge on their energy bill, less the \$150 credit
- Cost of the audit generally includes one follow-up visit for retesting after recommended correction measures have been made.
- Eligible for only one audit every five years – limit 50 members per year
- If audit requests exceed 50, members will be placed on

a waiting list and awarded incentives if money becomes available (635001)

- Credit cannot exceed 50% of the actual cost of the audit or \$150

### Home Audit Follow-up Incentive

- Incentive is a max of \$500 per member and must be claimed within 24 months of audit
- Must have done a home energy audit through the Dunn Energy program first
- Consultant will give the homeowner a series of recommendations of ways to improve energy efficiency
- Dunn will credit member up to \$500 for completion of efficiency updates/improvements
- Member can do any combination of one or more of the projects listed by the consultant
- Projects should be related to electrical reduction and/or electrical efficiency
- Additional \$100 bonus available for at least 25% or 400 minimum CFM reduction

### Touchstone Energy Home Program

- Incentive is \$500 per home
- If requests exceed five, members will be placed on a waiting list and awarded incentives if money becomes available
- Need a copy of State Energy Star certification
- Program is arranged by the homeowner, builder and state Energy Star Home staff. DEC just does the final rebate if the home passes and is certified as a Wisconsin Energy Star Home

## COMMERCIAL & FARM PROGRAMS

### Incentives for Farms Include:

- Plate Coolers – \$500
- Dairy Refrigeration Heat Recovery system with electric back up – \$300
- Low/Zero Energy Livestock Waterer – \$50 per unit (must be less than 500-watts; insulated tank)
- Scroll Refrigeration Compressor – \$30 per HP – max rebate \$1,000/compressor
- Variable Speed/Frequency Drives – \$30 per HP – max rebate \$1,000/drive; min. ½ HP
- Ag Fan – Exhaust – \$1 per inch diameter (36" fans must be rated 18 CFM/watt+; fans over 36" must be at or above 21 cfm/watt)
- Ag Fan-Circulation – \$1 per inch diameter (Fans under 36" must be rated 18 ft-lb/kW – 36"+ fans must be rated at or over 21 ft-lb/kW)
- Commercial Vending Machine controls – \$25
- Electric Forklift Battery Charger – must be on load control – \$200 each

Custom Farm and Commercial incentives are available. Contact the office for more information.

(Continued ►)



## OVERALL INCENTIVE RULES

- All incentives are available on products purchased and worked performed from 1/1/20 until 12/31/20
- Dunn Energy reserves the right to terminate all or part of this program at any time
- Only active electric members of Dunn Energy Cooperative are eligible for these incentives
- Incentives listed are as of 1/1/20 – call Dunn Energy Cooperative for updates
- All energy efficiency measures and appliances must be installed on the DEC system to qualify for an incentive
- Rebates in the amount of \$499 or less will be issued in the form of an energy bill credit, unless otherwise requested. Checks will be issued for amounts \$500 or larger
- Rebates CANNOT exceed 100% of the purchase price of item being rebated
- All forms and receipts must be turned in within 3 months of purchase date or by December 31 to qualify for rebates



## Hidden Account Numbers

The incentive to find your account number has increased! If you find your account number hidden in the pages of this magazine and you call and tell us before the next issue is mailed, we'll put a \$50 credit on your electric bill. Happy hunting!

Last month's winners were Johnne Smalley and Russell Cotts.



In August we emailed a member survey out to nearly 3,000 people, and received responses from approximately 700. We've had some time to comb through the comments and will be answering some of the more common questions and concerns here in the magazine.

## How do I contact you? Or how do you contact me?

Those are both good questions, especially for members newer to the cooperative.

**There are plenty of ways for members to contact us at the cooperative.** The most usual way is simply by giving us a call at the office at **715-232-6240**. During regular business hours you will get our office staff—the people who are your neighbors.

If you call our local number after hours you will be forward-ed to our call center. The call center can take payments, dispatch outages, and answer some pretty basic service questions. Most likely, however, they will email our staff your questions or concerns to be answered the next business day. The call center is also who you will get when you call **800-924-0630**.

There are other ways to get in contact with us too. If you are a **SmartHub** user, you can simply contact us through the app or website. You can also email questions or concerns to **info@dunnenergy.com**. Both of these forms of communication are only monitored during regular business hours.

As for how we will contact you, it's pretty straightforward. You'll get written communications from us, like your bill or notices that we are doing right-of-way clearing in your area. Occasionally you may get an automated call from us letting you know that we will be working in your area, doing maintenance that will cause a short outage, or that your bill is past due. On occasion, we may call you directly with questions regarding your account.

Currently we do not use texting as a form of communication. It may be available to us in the future, but is not something we plan to use quite yet.

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[www.dunnenergy.com](http://www.dunnenergy.com)

**Jolene Neisius, Editor**



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