



MID-YEAR MANAGER'S UPDATE

By Jesse Singerhouse, General Manager

As we reach the midpoint of 2020, I wanted to take this chance to update the members of the cooperative on how the year has been going. When I began my role as the new general manager/CEO in January my main goal for the year was to facilitate a smooth transition for the members, employees, board members, and partners of Dunn Energy Cooperative. I believe that, unexpected challenges included, we've accomplished that goal. The unexpected part obviously started with COVID-19.

Your cooperative took an aggressive approach to keeping our workforce safe. We knew that our members needed us to be able to respond to power outages and other requests. We closed the office to the public, split into teams, and implemented enhanced safety and cleaning procedures, all with the goal of being there to keep the power on for you.

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Below I've listed a few highlights of our operations through June.

Finance

Revenues to-date in 2020 are below budget. As businesses experienced economic challenges their energy use declined and this resulted in lower sales for the cooperative. On the positive side, if we sell less electricity, we have to buy less so our cost of purchased power is below budget as well. We also took aggressive steps to lower controllable expenses without sacrificing power quality. We are hopeful that as the economy continues to rebound, our energy sales will follow.

Operations

Reliability is the most important issue to our members. To help keep reliability strong our line crews have been busy upgrading lines, clearing rights-of-way, and performing routine system maintenance. While there will still be power outages, these yearly upgrades help reduce the chances of an outage occurring. We have also installed several new services to residential and business accounts this year as well.

Administrative

The office staff has continued their fine work of keeping the day-to-day business of the cooperative running smoothly. Each month they process thousands of bills and payments. They work with members to set up new services and retire capital credits. Since COVID-19 we have seen more members utilizing our SmartHub online platform. This allows members to see their energy use, pay bills, and sign up for things like paperless billing or auto pay.

Again, we kindly ask our members to continue to avoid coming to the office if at all possible. We encourage you to use the technology we have in place, such as SmartHub and phone payment system, to conduct your business with the cooperative. While we enjoy seeing our members, we want to make sure we are doing our part to keep our employees safe and ready to respond to our members' needs. (7492003)

We have faced many challenges already in 2020. As we enter the final six months of the year, the employees and directors of Dunn Energy Cooperative will continue to work diligently, each and every day, to deliver you the service you deserve and meet our goals for 2020.



A WELL-DESIGNED LANDSCAPE CAN SAVE YOU SOME GREEN

Thinking of planting some trees in your yard this summer? If the answer is yes, giving some thought about where to put them could help reduce your energy bill. Not only are trees beautiful, but shading is the most cost-effective way to reduce heat gain from the sun—a good thing in the summer.

And the savings are nothing to sneeze at. According to the Department of Energy, a well-planned landscape can reduce an unshaded home's air conditioning costs by 15 to 50 percent. Our nation's energy authority also boasts that on average, a well-designed landscape saves enough energy to pay for itself in fewer than eight years.

Although effective, shade-producing landscaping strategies vary by climate. Here are some general planting guidelines from the Arbor Day Foundation:

- Plant on the west and northwest side of your home to provide mid- to late-afternoon shade.
- Plant shade trees over patios, driveways, and air-conditioning units (but never crowd or block your A/C unit—it should have a five-foot clearance above it and three feet on all sides).
- Use trees to shade east and west windows. If they block your view, prune lower branches.
- In general, large, deciduous trees planted on the east, west, and northwest sides of your home create shade in the summer and can help decrease the cost of running your air conditioner in the heat of the summer.

And what is deciduous, you ask?

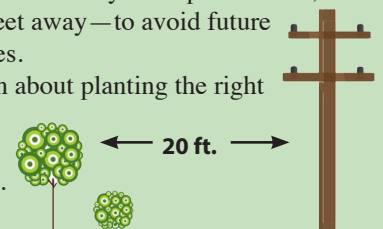
Deciduous (du-si-juu-uhs) trees shed their leaves annually. Although it equates to a lot of leaves to rake come October, the annual cycle lets the sunshine through in the winter but blocks the sun's rays in the summer. Either scenario helps reduce energy costs if trees are strategically placed in relation to your home. (10615003)

Trees that don't shed leaves are called evergreens, which usually block the sun year-round. That's great in the summer but not so hot in the winter.

Consult a landscape professional for specific climate/region recommendations.

NOTE: When planting trees, be sure to consider height potential. Do not plant a tree that will mature to more than 15 feet tall near or under power lines. Taller-growing trees (taller than 15 feet at maturity) should be planted a minimum of 20 feet away from power lines, and much farther—50 feet away—to avoid future pruning/power line issues.

For more information about planting the right tree in the right place or about electrical safety, go to SafeElectricity.org.



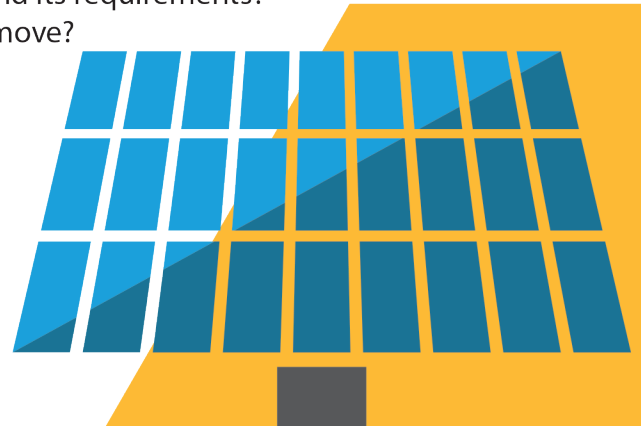


Before You Say Yes to Solar

If you are considering a photovoltaic “solar system” for your home, there is more to consider than promised monthly savings. Here are some of the many aspects to consider:

- Know all the costs, not just those for equipment and installation.
- In addition to equipment and labor, there are also pricey “soft costs” that can cost more than the system itself, according to Energy.gov.
- Soft costs include permit acquisition, financing charges and “pass-along” marketing, advertising and research costs.
- Thoroughly investigate the company: Is it backed by the Better Business Bureau? How long has it been in business? Is it contracted to do business in my state?
- Collect objective opinions about the pros and cons of solar versus electric.
- What happens when it’s cloudy? How does that impact energy supply?
- Are installers specially trained and certified to install solar?
- Is the work supervised by a master electrician?
- Who maintains the equipment and how much does that cost?
- Does the company carry major insurance for individuals working on my property?
- How does the system interface with my electric utility and its requirements?
- Should I buy or lease the system and what happens if I move?
- What are the safety issues surrounding solar?
- How is the power safely disconnected if needed?
- Does my utility require me to carry special insurance?

Please contact us with any questions about solar versus traditional electric energy transmission and delivery, as well as concerns about connection to the power grid.





KEEP

SEND Please do not staple, tape, or paperclip to check
Do we have your correct contact information?

Phone number:
Mobile number: 715-867-5309
Email address: willie.wiredhand@email.com

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.

Statement Date	06/04/2018
Account Number	54321001
Total Amount Due 06/15/2018	\$140.00

Willie Wiredhand
1234 Main St.
Anywhere, WI 12345

Dunn Energy Cooperative
P.O. Box 220
Menomonie, WI 54751-0220

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HOW DO WE CONTACT YOU?

Every now and again we have to take some electrical services out of power to do maintenance or repairs on our system. When we do this, we send out an automated call informing members of the planned outage so they can plan

accordingly. We don't want you to just get started on a birthday cake or loaf of bread and have the power go out!

Every time we do these calls, we have a handful of phone numbers that bounce back as disconnected, changed, or it's for the wrong person altogether.

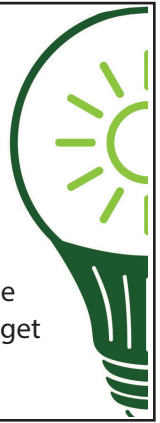
We list your phone number(s) that we have on file on the bottom third of your electric bill. Please take a moment to verify that the number we have on file is

the best number for you to get important notifications at. If it is not the correct number, you can make the correction on the stub and just mail it with your monthly statement. Otherwise, you can always call the office at 715-232-6240 to notify us of the change.

If you are a member who uses SmartHub, you can also change your contact information through the app or desktop site.

Energy Efficiency Tip of the Month

Spending more time at home? Try an online energy audit to assess the overall efficiency of your home. Visit www.energystar.gov, then enter "home energy yardstick" in the search box to get started.



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 George and Shelly Ibach and Echo Brook Farms.

Jesse Singerhouse, Manager

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Jolene Neisius, Editor



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A Touchstone Energy® Cooperative