



Dunn Energy Cooperative
A Touchstone Energy® Cooperative



GETTING READY FOR WINTER

By James Hathaway, General Manager

Winter is once again approaching here in Western Wisconsin. With last winter being so long and cold, electric and heating bills were way up. At this point it is too early to tell what old man winter has in store for us this time. Unfortunately early predictions are calling for another cold winter.

I often write about energy-saving ideas this time of year. Winter in Wisconsin is a time when a lot of energy is used to keep houses and businesses warm. It is also a time when a lot of energy is wasted due to poor insulation or inadequate sealing of holes and cracks. While you may have heard it before, it doesn't hurt to be reminded of the importance of taking steps to conserve energy.

The most obvious way to save on energy bills is to lower the setting on the thermostat. For many of us that's also the most unpopular. But the fact is, each degree you lower your thermostat will save you about 3 percent on your heating bill. There are other ways to save money on heating bills, such as regular replacement of furnace filters and vacuuming dusty baseboard heaters. Both allow better circulation of heat around your house. That means less energy use. (11874001)

Many of us enjoy winter and the activities such as snowmobiling, skiing, skating, and ice fishing that make it a special time. But we also like warming up inside. That means keeping the cold air outside. Keeping the cold air outside not only helps us stay warm, it helps us save money on our energy bills.

In order to keep your house warm, make sure that it is well-insulated and well-sealed against the winter cold. Keeping the heat in is the best way to stay warm and save money. That means adding insulation and using caulk to seal

up leaks and cracks, especially in windows. You can also buy the window plastic at local DIY stores to seal against leaky windows.

Most of us think of the attic when we think of insulation, but there are other locations where insulation can keep out winter's cold. Foundation insulation and box sill insulation can help to warm up a cold basement and eliminate drafts. Using caulk and weather stripping to seal around doors and windows helps too.

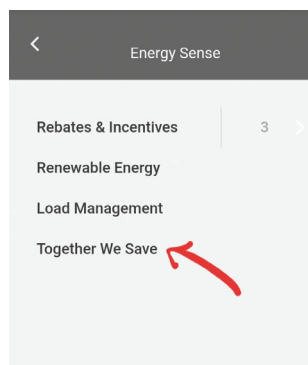
Do you want to learn more ways to reduce your energy consumption and save money? Our website has many resources and information for you. You just have to go to the Energy Sense page of our website and click on Together We Save. We have information on ways to reduce your energy consumption and energy calculators to help you find out more ways to save.

You can also download our Use Energy Wisely brochure. It's full of information about energy usage and tips on reducing energy consumption. It will give you ideas for tracking your electric consumption to better understand how you use electricity. There are also charts showing how much electricity different appliances use. The Use Energy Wisely guide is also on our Energy Sense page.

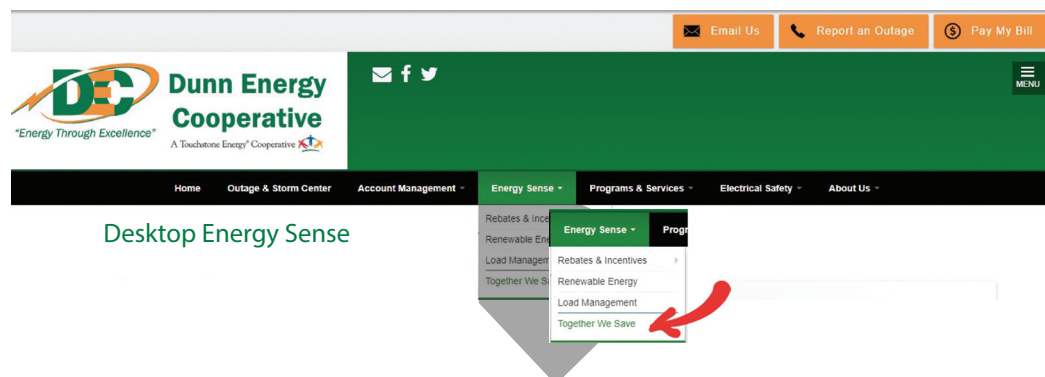
SmartHub, our account management tool, can also help you find your energy vampires. You can see what your home is consuming for electricity down to 15-minute intervals. You can turn an appliance or electronic device on and see right away how it affects your energy bill.

By following these suggestions, you could have more money in your pocketbook at the end of the year. You will be helping the environment as well, and that helps everyone.

MY CO-OP



Mobile Energy Sense



Desktop Energy Sense



YOU SPOKE AND WE LISTENED...



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.

First off, we want to say thank you to everyone who participated in the survey. We appreciate the feedback. We're proud to say that you gave us a score of 8.71 out of 10 in overall satisfaction. And, our overall ASCI (American Customer Satisfaction Index) Score is 83. The national average for electric cooperatives in 2019, according to data provided by the ASCI Institute, is a score of 75.

Not to toot our own horn, but that's awesome! Thank you!
Now, on to the meat of the survey. Your questions!

Why do underground outages take so long to restore?

This is a relatively easy question to answer. When there is an outage and you have overhead lines, it is easier to find, visually. You can see where a tree has torn a line down or where a fuse has blown. Bad underground is much harder to spot.

When there isn't anything to visually tell the linemen that there's an outage, they have to figure out where it faulted (went bad) by turning services and switches on and off until they find the section of line that isn't working. From there, we have a piece of equipment to help narrow down the location of the actual fault within that section of line.

Once they find out approximately where the fault happened, they have to follow the law, just like the rest of the State of Wisconsin, and call Diggers Hotline. Even in situations like an outage, we have to have the line located so our linemen can dig safely. We also don't want to hit gas or fiber optic lines either. It can take quite a bit of time getting all of the locaters to come out on short notice. Once the locate is done, then there's the digging, finding exactly where the wire is bad, fixing the problem, and filling the hole back in.

In a nutshell, this is why an underground outage can take a long time to restore. None of this is quick or easy work. It is time-consuming work and can be just as frustrating to us as it is to the member(s) experiencing the outage.

If you have any other burning questions you would like to see answered in the magazine, feel free to send a quick email to info@dunnenergy.com. We can't guarantee we'll get to it, but we'll try.

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. Once logged in click on the Billing & Payments tab and choose Auto Pay Program.

Questions? Visit us at www.dunnenergy.com or call us at 715-232-6240.



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

12TH ANNUAL FARM-CITY DAY

One weekend a year, a local farm opens its doors, and stalls, and cabs, to people from all over the Chippewa Valley to learn about what it takes to run a current-day dairy farm. It's typically a two-day event with one day aimed at students in elementary school. The students are provided a sack lunch and a snack. They get to tour the farm, milk a (plywood) cow, and learn about all of the technological advances in the agricultural industry, and learn where their food comes from.

Not only do students (grades 3–5) get hay wagon tours of the operation, local fire, EMS, and police departments are present, showing off their equipment and educating students on ways to stay safe.

Dunn Energy was also on hand for the day, doing hotline demonstrations and answering questions on how to stay safe around electricity. (7394002)

Here at the cooperative, we enjoy answering the students' questions. Getting the chance to interact with children face-to-face and teach them the importance of electrical safety is valuable time spent. Farm-City Day creates an environment that encourages interaction, engagement, and questions. This is invaluable to the organizations participating.

Next year, when you hear about the 13th Annual Farm-City Day, we hope you swing on in and see a current-day farming operation. We may even see you there!



From top to bottom: (1–2) Students attending the hotline demonstration by Dunn Energy linemen Mike Frinak and Dave Livingston were able to check out equipment and gear the linemen use in their work. (3) Students also get to try to milk a (plywood) cow before learning about new, robotic ways to do the work now. (4) The cows enjoyed a snack in between visits from students at the 12th Annual Farm-City Day held at Denmark Dairy in September.



Please be advised the Winter Test for Interruptible Heat (Dual Fuel) Members is scheduled for Wednesday, November 20.

This date is the Wednesday of the week before Thanksgiving,
the same test day as prior years.

Residential Interruptible Heat load classes will be controlled as follows:

Control Start

All Interruptible Heat load classes will begin control at 5 p.m. without pre-alert.

Restoral

Miscellaneous Heat loads (class 4B) will be restored at 8:30 p.m.
All other Interruptible Heat loads (classes 2A, 2B, 2C and 2W) will vary in restoral,
beginning at 9 p.m., with all loads restored by 10 p.m.

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 Marlin and Diane Bird and Adam Mucks.

James Hathaway, Manager

N5725 600th St., P.O. Box 220, Menomonie, WI 54751

715-232-6240

www.dunnenergy.com

Jolene Neisius, Editor



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