



**Dunn Energy
Cooperative**

A Touchstone Energy® Cooperative



WHAT IT MEANS TO BE A COOPERATIVE AND A COOPERATIVE MEMBER

By Jesse Singerhouse, General Manager

To kick off Cooperative Month I wanted to focus my article on communicating to our members what exactly being a cooperative means. The Seven Cooperative Principles originated back in 1844 in Rochdale, England. Developed by the Rochdale Society of Equitable Pioneers, these principles became a guidepost for cooperatives that still hold true today. Over the next several months I hope to expand on these principles and show you how we use them at Dunn Energy Cooperative.

Cooperative Principle #1: Open and Voluntary Membership

Membership in a cooperative is open to all people who can reasonably use its services and stand willing to accept the responsibilities of membership, regardless of race, religion, gender, or economic circumstances.

As I have touched on in other articles, this principle is very important to Dunn Energy Cooperative. We have two types of members at Dunn Energy Cooperative. Class A members are active users of electric energy service from the cooperative. They have full membership in the cooperative that entitles them to vote in elections, run for the board of directors, and receive capital credits.

The other type of members are Class B members. Those would be accounts that do not purchase electric energy from the cooperative, but may purchase something else. We sell water heaters, surge protectors, and some electric heating options. We also used to have a propane division and satellite TV division that anyone could purchase products from. Class B members can't vote, run for the board, or receive dividends.

We are here to serve the electric energy needs within our service territory. The make-up of cooperative members has certainly changed over the years. When Dunn Energy was first formed back in the 1930s, all the members of the cooperative were farmers. The membership grew as more farms and rural homes were energized. As our area developed,

the cooperative also started to serve a variety of business accounts. (778002)

Our area continues to develop and today we provide energy service to a diverse membership. The types of accounts we serve that are Class A members of the cooperative include homes, farms, cabins, hotels, supper clubs, cell towers, irrigation systems, and many others. While our mix of accounts and members has changed, we still resoundingly believe in Cooperative Principle #1: Voluntary and Open Membership.

The definition of principle #1 also includes a statement about membership responsibilities. So, what are the responsibilities we share as members of Dunn Energy Cooperative? First, as we said earlier, to be a Class A member you

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have to take electric energy service from the cooperative. A member is also responsible for paying for the energy they consume according to the billing policies of the cooperative.

However, cooperatives, in general, are for much more than buying a service and paying for it. You have joined with your fellow neighbors to be part of a local business that serves this community. You help set the direction of your cooperative by electing members who represent you on the board. The employees of the cooperative are your friends and neighbors. They come to work each day with the mission of keeping your lights on.

As the cooperative experiences financial success, so do our members. Many of you will see that this month when you receive your capital credits checks.

Your cooperative has grown to serve a wide range of members over the years, but the mission to serve all our members has remained the same. Your cooperative does not discriminate and believes every member has a right and a responsibility to participate in cooperative business.

Thank you for being a member of Dunn Energy Cooperative. Look for more information in the coming months about the rest of the Cooperative Principles.

CO-OP TO RETIRE NEARLY \$1 MILLION IN CAPITAL CREDITS

Typically, this is our month. The month we thank you, our members, for your support over the last year with a huge waffle breakfast and great giveaways. We have hosted this event over the last 21 years with our cooperative partners throughout the community. Well, this year Co-op Month is going to look a little different, physically, but it doesn't change that we are grateful for each and every one of you.

Unfortunately, due to COVID-19 and gathering restrictions, we will not be having our annual waffle breakfast. While the celebration itself will look different this year, the one steadfast reminder of your membership in this cooperative will remain the same: capital credits. This year Dunn Energy Cooperative will be returning nearly \$1 million to the membership through capital credit retirements. Most members who have retirements of \$5 or more will be receiving a check in the mail.

Even if we can't gather, we will still be doing some great things to thank you for your membership and support our local community. **Every business day in October we will hold a random drawing of active members for a \$25 bill credit.** We'll be in touch with you if you're a lucky winner! We will also be holding weekly social media trivia. All members who answer right will be put in a weekly drawing for \$50! Watch our Facebook and Instagram pages for the trivia questions.

The other important aspect for us in celebrating Co-op



Month is the opportunity to give back to the community. During our yearly breakfast, our members donate approximately 1,500 pounds of food and nearly \$1,000 in cash donations to the Stepping Stones Food Pantry. Because we know that this year is causing stress on more households than ever, we will donate to the food pantry on behalf of our members this month.

Of course, if you are able to donate individually as well, the food pantry—and your neighbors in need—would be grateful. Thank you for your membership. We're grateful you're here, with us.

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.

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

KEEP
SEND Please do not staple, tape, or paperclip to check
 Do we have your correct contact information?
 Phone number: 715-867-5309
 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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530490005892003000014000000014140060420189

IT'S WET OUTSIDE. HOW CAN I SAFELY CHARGE MY ELECTRIC VEHICLE?

While it's normally a bad idea to stand on a wet surface and plug something in, it should be safe to use a charging station.

Charging equipment is designed to be insulated and waterproofed. The car's electrical system is also resistant to water and dust particles.

The Society of Automotive Engineers designs electric vehicle equipment to safely charge in most weather conditions.

Always inspect charging equipment for signs of damage before using.

Don't cut corners when purchasing a Level 2 home charging system. Have it installed by a qualified electrician.

Always follow manufacturer's instructions when charging your electric vehicle.

LEARN MORE

Safe Electricity.org

WILL CHARGING YOUR EV LEAVE YOU SINGIN' IN THE RAIN?

Many new electric vehicle (EV) owners and those interested in plug-in cars may wonder what will happen if an electric vehicle is charged in wet or snowy conditions.

Will I get shocked? Is it dangerous?

Those are good questions to ask because usually electricity and water do not mix. Generally, standing on a wet surface and plugging something in is a bad idea.

However, using your EV charging equipment is usually safe to do in wet conditions. The Society of Automotive Engineers (SAE) designed and rigorously tested EV charging equipment to ensure safe charging in almost any weather condition (we don't advise it during a hurricane or flood, for example). The car's electrical system is engineered to resist rain and water intrusion, as well as dust particles, all of which could damage it.

Reputable charging equipment systems should be engineered with the same precautions. After all, if they weren't, EV enthusiasts could only charge their vehicles on a nice day.

That being said, there are some general charging station precautions to keep in mind. Safe Electricity and Dunn Energy Cooperative would like to point out these EV charging safety tips:

- All components of a charging station should be in good working order. Look closely for signs of vandalism or disrepair.
- Although it sounds obvious, never use an EV charger if it is off its base or otherwise damaged, which could be caused by a natural disaster, major construction mishap, or other type of accident.
- If you are considering having a Level 2 charging station installed at home, make sure it is certified by a reputable and independent testing laboratory (or purchased from the car manufacturer) and professionally installed. (Level 1 charging requires a regular outlet. Level 2 equipment is more complicated and requires a 240v outlet.)

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- Always follow manufacturer’s directions when charging your vehicle.
- Place charging components up and out of reach when not in use. (12860001)
- If you have an at-home unit in a carport or exposed area, make sure the outlet is covered so that water does not get inside the outlet.

For more information about electrical safety, go to SafeElectricity.org.

If you have questions about an at-home Level 2 charging station and its energy use, us at 715-232-6240. Level 3 charging stations, which fully charge an EV in about an hour or less, are usually only offered at public charging stations.

Hidden Account Numbers

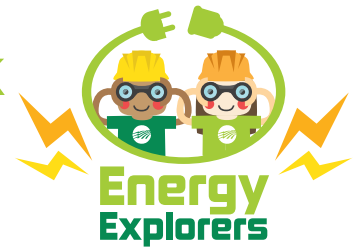
If you find your account number hidden in the pages of this magazine and you call and tell us before the next issue is mailed, we’ll put a **\$50 credit** on your electric bill. Happy hunting!

Last month’s winners were Rachel Nigon and Scott and Beth Osel.

CO-OP MONTH FILL-IN-THE-BLANK

Did you know October is National Co-op Month?

Complete the fill-in-the-blank activity below to learn about a few ways co-ops are unique! Use the word bank if you need help.



1. Co-ops and their members work together toward a common _____.
2. Co-ops are _____ organizations, so they understand the communities they serve.
3. All co-ops operate according to the same set of seven cooperative _____.
4. Concern for _____ is the seventh cooperative principle.
5. Co-ops don’t have customers; we have _____.
6. Co-ops are _____ by the members they serve.

WORD BANK

LED
LOCAL

GOAL
PRINCIPLES

MEMBERS
COMMUNITY

Answer Key: 1) goal 2) local 3) principles 4) community 5) members 6) led

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“Energy Through Excellence”

Dunn Energy Cooperative

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