


# How to Read Your Bill

Beginning this month, Dunn Energy Cooperative will begin using a new bill format. We have worked diligently to upgrade our system and this redesigned bill is the result of our desire to provide our members with the most information possible.

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

*"Energy Through Excellence"* A Touchstone Energy® Cooperative

Office Hours: Monday-Friday 8:00-4:30  
Phone: (715) 232-6240 or 800-924-0630  
Website: www.dunnenergy.com

3061 1 AV 0.375      5 3061  
JANE DOE                      C-8 P-8  
N1234 STATE ROAD 25  
MENOMONIE, WI 54751-0220



**Statement Date** 05/02/2018  
**Account Number** 123456  
**Payment Due 05/15/2018**

**Service Summary**

Previous Balance	192.00
Payment Received 04/13/2018	-192.00
Balance Forward	0.00
Current Charges	207.00
<b>Total Amount Due</b>	<b>\$207.00</b>

**Message from DEC**  
Dunn Energy is excited to show off our new bill! This is the first bill with our new computer software system. Please make sure to read the "How To Read Your Bill" insert that came with your first bill. This will help you locate all of the important areas on your bill. If you have any questions, please call our office at 715-232-6240.

**Account Number:** 123456      **Service Address:** N1234 State Road 25      **Description:**

Meter #	Location #	Services	To	Days	Readings	Meter	kWh
		From			Previous	Multiplier	Usage
<b>kWh Usage History</b>							
Month	kWh	Cost					
Mar 18	1454	\$194.25					
Feb 18	1499	\$189.99					
Jan 18	1414	\$181.04					
Dec 17	1445	\$184.30					
Nov 17	1091	\$146.99					
Oct 17	980	\$135.29					
Sep 17	972	\$134.45					
Aug 17	1224	\$179.37					
Jul 17	1467	\$208.63					
Jun 17	948	\$146.14					
May 17	905	\$127.39					
Apr 17	1106	\$148.57					
Mar 17	1508	\$190.94					
<b>PERIOD ENDING</b>	<b>03/31/2017</b>	<b>05/02/2018</b>					
Avg Daily Temp	33	31					
Avg Daily kWh	49	43					
Avg Daily Cost	\$6.18	\$5.74					

**Current Billing Detail**


<b>Balance Forward</b>	<b>\$0.00</b>
Fixed Monthly Charge	32.00
Energy Charge      1,454 kWh @ 0.1054	153.25
100-watt HPS Dusk to Dawn Light	9.00
State Tax	9.71
County Tax - Chippewa	0.97
Program Charge (Non-Taxable)	1.33
Operation Round Up	0.74
<b>Total Current Charges</b>	<b>\$207.00</b>
<b>Total Amount Due</b>	<b>\$207.00</b>

\*\*\*Any unpaid balance is subject to a 1% per month finance charge\*\*\*

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- ## FRONT OF BILL
- 1 Date your bill is mailed, your new account number, due date, and bill summary
  - 2 Where you will find messages from your cooperative
  - 3 Meter reading, billing dates, and energy use
  - 4 Usage history in graph form
  - 5 Itemized charges
  - 6 Average daily usage versus one year prior
  - 7 Portion of your bill to send back with your payment

## BACK OF BILL

- 8 Ways to pay, contact information, and more!

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**Dunn Energy Cooperative**  
Contact, Service, and Payment Information

**CONTACT US**  
Toll-Free: 800-924-0630 | Email: info@dunnenergy.com  
Mailing Address: P.O. Box 220 | Menomonie, WI 54751  
Office located at: N5725 600th St. | Menomonie WI 54751  
Office Hours: 8:00 a.m. to 4:30 p.m. | Monday - Friday | Closed weekends and holidays


**POWER OUTAGES**  
Steps to follow:  
> Check your fuses or breakers to ensure the problem is not within your electrical system.  
> If you have determined the outage is on Dunn Energy's system report it by calling our toll-free number 800-924-0630 - this number is available 24 hours a day, 365 days a year.

**CALL BEFORE YOU DIG**  
For your safety, Wisconsin law requires home and business owners planning to do any excavation/digging within the state of Wisconsin to notify Diggers Hotline by calling 811 or 800-242-8511 at least 3 working days prior to excavating/digging to allow utilities to locate their service equipment/lines for your safety. For more information go to diggershotline.com.

**IMPORTANT NOTES**  
**Moving:** It is your responsibility to contact Dunn Energy when you move. Please contact us at least 3 business days prior to moving to enable us to discontinue or transfer your service.  
**Commitment to Community:** A monthly non-taxable charge mandated by the State of Wisconsin that funds energy efficiency and low income energy assistance programs. This is not a Dunn Energy Cooperative charge.  
**Fixed Monthly Charge:** A cooperative member's share of the fixed costs represented by poles, wires, transformers, metering devices, substations, etc. that are needed to provide electricity to you when you wish to use it.  
**Operation Round Up:** A program implemented by Dunn Energy Cooperative to provide financial support to not-for-profit organizations within the DEC service territory. You have the option to opt out of the program with a simple call to our office.  
**Tampering:** If the meter or other equipment belonging to DEC are tampered or interfered with, the member being served through said equipment shall pay the amount DEC estimates is due for service rendered but has not registered on DEC's meter, as well as replacements, repairs, inspections, investigations, and protective installations.

**WAYS TO PAY YOUR DUNN ENERGY BILL**  
**SMARTHUB:** The FREE online payment system! Access SMARTHUB through our website at dunnenergy.com or download the app on your smartphone or tablet. Pay your bill, view usage & payment history, sign up for paperless billing and automatic payments, and much more.  
**BY MAIL:** Return payment in the envelope provided to P.O. Box 220, Menomonie, WI 54751.  
**BY DROPBOX:** We have a dropbox located near the flagpole in our driveway. It is checked every business day.  
**IN PERSON:** You can visit our office at N5725 600th St., Menomonie from 8:00 a.m. - 4:30 p.m. Monday - Friday.

**KEEP SEND** Please do not staple, tape, or paperclip to check Do we have your correct contact information?  
Phone number: (123) 456-7890  
Mobile number:  
Email address:



**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.