

Spotlight

FROM THE MANAGER— JIM HATHAWAY

Software Update

We have been reporting periodically about our software conversion this year. Our old software provider was going out of business so we had to find a new provider and software to help us run the cooperative.

These days just about everything relies on computers. For Dunn Energy our billing, member service, accounting, accounts payable, and capital credits records are all maintained with computers. As well as our maps, work orders, and scheduling. Our linemen carry iPads and get their work assignments using the new software.

The new software has more features than the old software had. One thing computers do is give us access to a lot of data. The new software will help us use more of that data. Hopefully this will help us work more efficiently and help hold down local costs. The new

software will also allow us to use less paper. This not only reduces costs, but is good for the environment too.

The effort to plan for the switch and the training involved has been huge. We started planning for the conversion in the summer of 2017. The actual conversion process started early this year and is just now finishing up. But just as we have highly trained and hardworking linemen, the co-op's office staff is also highly trained and very dedicated. We have made every effort to make sure that the conversion goes as smoothly as possible without interfering with day-to-day operations.

The change has not just affected us here in the office. Members have had to make some changes as well. Members who had been signed up for autopay with their credit card had to go online and set it up again. Other changes in taking credit card payments have

been made as well. The primary reason for this is to comply with Payment Card Industry (PCI) rules.

PCI rules were established several years ago by the credit card companies. A number of requirements were established to help prevent credit card fraud. Our new software and the changes that we made in taking credit card payments helps Dunn Energy follow PCI rules. Plain and simple, following PCI rules helps reduce the likelihood of identity theft. This is why our staff in the office can no longer take credit card payments over the phone. However, they can transfer you to the automated pay-by-phone system. It may not be as personable, but it allows us to continue to give you the convenience of paying by phone and still follow the PCI rules.

Another change that the new software required was using a different company to process and mail our electric bills. For those members who still receive a paper bill, this means getting the electric bill in a plain white envelope rather than the yellow billing envelope that we had used for many years. We got a few complaints about that. The old yellow envelope was easier to spot than the new white envelope and it's getting to you a couple of days later than it was before. Not all change is good, I guess.

Overall, we are finding the new software will do more for us here in the office and for you the member. And that is a good thing. Possibly the biggest advantage of the new software for members is SmartHub. If you go on our website at



Winter Test for Interruptible Heat (Dual Fuel)

Please be advised the **Winter Test for Interruptible Heat (Dual Fuel) Members is scheduled for Wednesday, November 14th.** 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 5:00 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 9:00 p.m., with all loads restored by 10 p.m.

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A Full House of Energy Savings

ATTIC

In many homes, attic insulation is one of the easiest, least expensive and most effective ways to reduce your energy use. Contact us to find out how much insulation is right for your home. In colder regions, a properly insulated attic also reduces the chance of ice dams.

DEN/OFFICE

Plug all electronic gadgets such as phone and laptop chargers, printers, gaming consoles and BluRay players into a power strip with an on/off switch. When not in use, turn the power strip off to eliminate all those energy vampires.



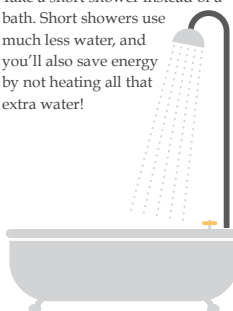
BEDROOM

Ceiling fans can help save energy all year long! In the summer, fans should rotate counter clockwise to push air down creating a cooling flow. In the winter, fans should rotate clockwise to help draw cool air up toward the ceiling and push the warm air that naturally rises down to you and your family.



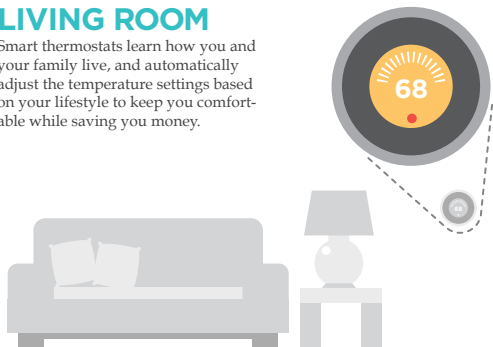
BATHROOM

Take a short shower instead of a bath. Short showers use much less water, and you'll also save energy by not heating all that extra water!



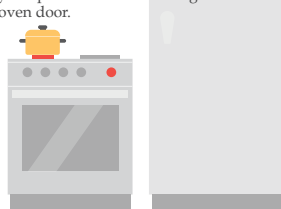
LIVING ROOM

Smart thermostats learn how you and your family live, and automatically adjust the temperature settings based on your lifestyle to keep you comfortable while saving you money.



KITCHEN

Make sure your burner isn't bigger than the pan, and use flat-bottomed pans to maximize surface contact with the burner. Don't preheat the oven until you're ready to use it. Minimize the number of times you open and close the refrigerator or oven door.



Want to learn about additional ways to save energy?
Contact us for more energy efficiency tips!



AMERICA'S ELECTRIC COOPERATIVES

FROM THE MANAGER... Software

(...continued from front)

www.dunnenergy.com and click on the SmartHub link. You can log into your account and do a variety of things. If getting your bill a couple of days later causes you grief with your budgeting or bill paying routine, you can bring up your bill as soon as it is ready. If you wanted, you could even pay online. Or just use the information to send your payment in right away. You can also see your electric usage by day or by month and even compare months.

The 21st century has been all about computers and data. Computers, tablets, and smart phones give us access to more information. Hopefully, having access to more information will help us at the co-op operate more efficiently and effectively. In turn providing members with more information about their electric account with the hope this will help them use electricity more wisely and efficiently. We are confident that our new software will do all of this.



Holiday Office Hours

The Dunn Energy Cooperative will be closed on Thursday, November 22 and Friday November, 23 for the Thanksgiving holiday. Our after-hours call center is open 24/7 and can be reached at 800-924-0630 for payments and emergencies and payment by check or money order can always be dropped off in the night depository at our office.



Spotlight




Find us on
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This newsletter is published for the members of Dunn Energy Cooperative. If you have questions or comments please give us a call. Visit the Energy Professionals at your local energy cooperative.

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 **Dunn Energy Cooperative**

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Calendar of Events

November 2018

- 4 Antique Appraisal Event** – Menomonie Public Library – 1-4 p.m. – Admission is free – for more information call 715-232-2164
- 18 The Menomonie Singers in Concert** – Our Savior's Lutheran Church – begins at 2 p.m. – admission is a suggested donation of \$10

If you have any upcoming events you'd like to post in our calendar, please call Jolene at 232-6240 or email her at jolene@dunnenergy.com.