

Spotlight

December 2020



FROM THE MANAGER — JESSE SINGERHOUSE

Dunn Energy Cooperative – Closed to the public until further notice

In early November Dunn Energy Cooperative made the decision to close the office to the public due to a significant increase in COVID-19 cases within our service territory. We know this pandemic has challenged all of us in many ways. Our thoughts are with those impacted by this virus.

We know that keeping your energy service reliable is very important. Your Cooperative has tried to take proactive steps to help stop the spread of the virus. Some of our employees are working remotely, linemen are taking separate trucks to job sites, we are wearing masks and practicing social distancing. All with the goal of keeping our

employees safe and your energy service reliable. I'm very proud of how our employees have embraced this goal during this challenging time.

We know that having the office closed is inconvenient for members who normally come to the office to pay their bill or sign up for service. The good news is that we have many non-contact options for our members. You can pay your bill over the phone by calling 1-844-749-3050 or by logging on to your SmartHub account on your phone or computer. Our staff is available to answer your calls during regular business hours and our answering service is there 24 hours a day to take your calls, payments, and questions as well. We also offer a secure payment

drop box just outside our office by the flagpole. Members can also pay their bills at Dairy State Bank. Our employees will work with you to get your transactions completed.

We thank you for your patience during this time. Closing the office is the right thing to do. The overall wellness of our employees and members is a top priority. Our goal is to maintain a healthy workforce so we can continue to keep key personnel available to serve you. Please keep each other safe and let's all do our part to stop the spread of COVID-19.

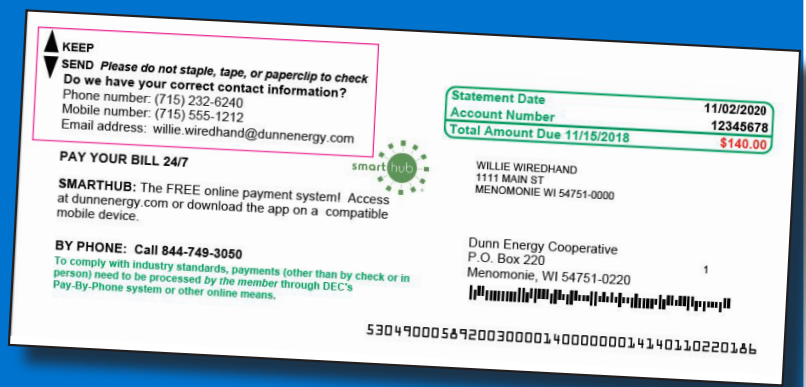


How Do We Contact You?

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. You can also make changes to this information by logging on to your SmartHub account online and clicking on My Profile. Otherwise, you can always call the office at 715-232-6240 to notify us of the change.



End of Year Housekeeping

With the end of 2020 quickly approaching, it's time for end-of-year reminders.

Rebates and Incentives

Have you purchased any new Energy Star rated appliances in 2020? If you have, you may qualify for an Energy Sense incentive through Dunn Energy. We have incentives on new Energy Star rated appliances and LED lighting. We also have rebates on many new, efficient HVAC systems. Did you install a geothermal heat pump or an air source heat pump? We have rebates on those! You can find a full listing of rebates on our website at www.dunnenergy.com under Energy Sense>Rebates & Incentives.

All rebates for any 2020 purchases have to be turned in no later than JANUARY 1, 2021 or they will not qualify.

Operation Round Up®

Are you a not-for-profit group looking for help with a project you'd like to complete? Fourth quarter grant applications are due in our office no later than December 31, 2020. You can find a grant application on our website at www.dunnenergy.com. Maybe you're wondering if your group qualifies for a grant. Here are our Giving Guidelines:



Our mission is:

Operation Round Up contributions will be used primarily in the local area for charitable, educational and community needs to help provide opportunities for long-range enhancement of the communities' quality of life.

Evaluation factors are:

- Generally awarded to non-profit programs, projects and organizations that improve the quality of life in our local communities and
- *Emphasize:* public safety, health care, self-sufficiency, basic human needs, our cultural environment, community leadership and social issues for youth.
- Only one grant per year will be awarded to an organization.

Funding restrictions are:

Contributions are *generally* not awarded to:

- lobbying
- political causes
- religious causes
- veteran organizations
- fraternal organizations
- fundraising dinners
- raffles or events
- individuals
- capital fund campaigns
- scholarship programs
- general operating funds
- national fund drives
- advertising

If your program requires overheads/administrative costs to be written into your grant, Dunn Energy Cooperative requires an itemized print out detailing these costs, so if the board chooses, they can omit funding for those costs.

Have a safe and happy holiday season!



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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