



**Dunn Energy
Cooperative**

A Touchstone Energy® Cooperative 



By James Hathaway,
General Manager

RESTORING POWER

In early September Hurricane Irma hit Florida with powerful winds and a lot of rain. This followed the landfall of Hurricane Harvey in Texas. The day after Irma hit Florida, a convoy of electric co-op trucks left Wisconsin and headed for Florida. One of the trucks was a Dunn Energy bucket truck with two of our linemen in it.

Wisconsin's electric cooperatives have a program for helping to restore power. It's called the R.O.P.E. program. R.O.P.E. stands for Restoration Of Power in Emergencies. Most of the time we help each other here in Wisconsin. Earlier this year Dunn Energy sent men north to Barron County to help restore power after the tornado that hit the county.

Sometimes we send our men to other states to help out. We have sent men to help co-ops in Minnesota, Iowa, and the Dakotas. In 2005 when Hurricane Katrina hit we sent men to Louisiana. Our linemen were gone for weeks helping out. That was the first time our men went that far to help out. But the damage was extreme and the folks in Louisiana needed a lot of help.

If you are careful and thoughtful, you learn from past experiences. We learned a lot from Hurricane Katrina, not just us here in Wisconsin, but all across the country. When we responded to the damage caused by Katrina, our response started after we knew how bad things were. It was a couple of weeks before our crews were down in Louisiana helping restore power.

With Hurricane Irma, we started planning before the storm hit Florida. Irma made landfall on a Sunday. Our national organization, the National Rural Electric Cooperative Association (NRECA), started making calls to line up help the Thursday before. They didn't just call Wisconsin; they called many other states as well. Nobody was sure how bad the damage would be. We started preparing and on Monday, even as the storm was still raking northern Florida, our linemen were on the road going to help out.

Dunn Energy is a cooperative business and we follow the seven cooperative principles. Principle #6 is Cooperation Among Cooperatives. It reads, in part: "Cooperatives serve their members most effectively and strengthen the cooperative movement by working together." So we followed Cooperative Principle #6 by helping our fellow electric cooperatives in Florida. Of course, it was also the right thing to do. It bears mentioning that the cost incurred when we help other co-ops is not carried by our members. We are reimbursed by the co-op we are helping and the government.

Dunn Energy has had to call on R.O.P.E. help before.

When the May 2013 snowstorm knocked out power to almost half our system, we called for R.O.P.E. help. For our storm we didn't need help from other states. We were able to line up six extra line crews from three other Wisconsin electric co-ops. With a dozen extra linemen to help we were able to restore power to everyone in three days. Without that help it might have taken a week or more to get everyone's power back on.

Electricity is such a key part of our lives these days it is vital to have service restored as quickly as possible when disaster strikes. By sending our men to Florida we were able to help restore power to co-op members in less than a week. Without our help and the help offered by other electric co-ops nationwide, the restoration of power could have taken months. Helping out isn't just the co-op way, it's the American way. When fellow Americans need help, America comes together and helps. (608)



These images were captured by our line workers who were among 51 from Wisconsin co-ops who answered the call for help from Clay Electric Cooperative near Gainesville, Florida, after Hurricane Irma caused widespread destruction.



Who's the account holder?

Every day we get calls from people wanting to get information on the electric bill where they reside. That seems like a reasonable request, don't you think? Unfortunately, sometimes we cannot give them the information they want because their name isn't on the account. To protect our members, and to follow federally mandated Red Flag Rules, we will not give out any information to someone whose name does not appear on the account.

What about your account? Without looking, do you know whose name appears on your electric bill? Are you and your spouse or partner both on the bill? Is it in your landlord's name? Now go ahead and look. Were you right?

We will hear people say, "Well, if someone wants to pay my bill, you should let them!" In theory, that's a great idea, but that's not typically what happens. These calls are often from people who want to make arrangements to pay the bill late, or discuss options to avoid disconnection of service. They sometimes want to make partial payments (which is fine), but we need to be able to make arrangements for the balance if that's the case. In all honesty, if someone wants to make a payment on your account, we will let them, as long as we don't have to give out any information on the account.

Let's say John Smith calls in and says he wants to pay \$100 on Jane Doe's account. If he can tell us where Jane Doe lives, we will let him make the payment. However, if John calls and says he wants to pay Jane's bill and asks us how much she owes, we cannot give him that information.

Take a look at the top third of your next electric bill and look at who is legally the account holder. The name (or names) that appears on that bill is the only person to whom we can give out information. If you want someone other than who appears on your bill to have access to your account, you need to call the office and tell us that. We can either send you the

paperwork to add that person as an account holder or make a note that you've given permission for that person to access your account.

We do this because people aren't always honest. Would you believe me if I told you someone once called in to have an account disconnected and they didn't even live there? This is why we take protecting your information seriously. It isn't to make paying your bill harder.

To protect our members, we will not give out any information to someone whose name does not appear on the account.

While we're talking about account safety, let's talk about credit cards. Say Jane Doe calls in to pay her bill by credit card. If she gives us a card with John Smith's name on it, we cannot possibly accept payment with that card. Not unless she can hand the phone to John Smith, who gives us permission to

use that card. If you are not the card holder, we cannot accept payment with that card. That may seem like common sense, but it happens more often than you think.

Please take a minute to look at your electric bill and see who your account holder is. While you're at it, will you make sure the phone number we have on file for you is correct? If we need to do maintenance on the powerlines and we have to shut your power off to do it, we will send out an automated call in advance to the first phone number we have listed for you. (215)

Making sure all of your account information is accurate and up-to-date is important. We appreciate you taking the time to look things over.

Dunn Energy Cooperative
 N5725 100th St - P.O. Box 220
 Menomonie, WI 54751
 Office Hours: Monday - Friday
 8:00 a.m. to 4:30 p.m.
 A Touchstone Energy® cooperative

Account #	Billing Date
1234.001	10/2/16
Due Date	Total Due
10/15/16	105.00

AMOUNT ENCLOSED: \$

When Paying:
 - Please do not send cash
 - Do not staple, tape or paper clip payment
 - Consider paying online at www.dunnenergy.com

Bill4U

ADDRESS OR PHONE # CHANGE? PLEASE CORRECT ABOVE

005892003000010500

Please return this portion with your payment. THANK YOU.

Payment options *Aplenty* at the cooperative

Are you aware of all the convenient ways you can pay your bill at Dunn Energy Cooperative?

View, Pay & Manage Your Account Online

Go paperless! View, pay, and manage your electric account online. It's convenient, free, and simple to use. Plus it helps conserve our natural resources.

- First-time users: Make sure to have your full account number, including the numbers after the decimal, handy. You will need that to create your account.
- Pay by debit/credit card, electronic check, or automatic withdrawal from your bank account.
- To stop receiving a paper bill, check the "STOP sending me a paper bill in the mail" option.

Pay By Phone

For your convenience, DEC accepts payment by phone. This option is free and available 24/7.

- Dial 1-800-924-0630 and make sure to have your account number handy. A customer service representative will help you.
- Pay by credit or debit card—MasterCard, Visa, Discover, or American Express. (We are UNABLE to take checks by phone.)

Pay in the Office

Our office is open from 8 a.m. to 4:30 p.m. Monday through Friday. You are always welcome to stop in and make a payment on your bill.

Automatic Payment Plan

With our Automatic Payment Plan your payment will be automatically withdrawn from your designated bank account on the 15th of each month. If you are interested, you can download the form from our website or call the office and ask to have a form mailed to you.

Night Depository

A night depository is available for your paying convenience 24/7. The depository is located under the flagpole at our office at N5725 600th St., Menomonie.

Credit Card

Dunn Energy Cooperative accepts VISA®, MasterCard®, Discover®, and American Express®. Automatic payment by credit card is available with proper authorization from the cardholder, and will be deducted on the 15th of each month.

Levelized Budget Billing Program

Get a more predictable energy bill with Dunn Energy Cooperative's Budget Billing program. We know that receiving a consistent bill each month makes budgeting much easier. The Budget Billing program makes each monthly bill the same every month, all year long, at no additional charge. If you are interested, you can download the form from our website or call the office and ask to have a form mailed to you.



Growing up CO-OP



Don't you love the feeling of being able to walk into your favorite locally owned shop, restaurant, or farmer's market knowing that the profit, product, and labor can make a positive impact on your community? The spirit of main street is embodied in these local businesses, just like it is in Dunn Energy Cooperative.

Electric cooperatives are as local and community centered as they come. Founded as a way to bring electricity to communities that didn't interest investor-owned utilities (or IOUs), electric cooperatives have been a cornerstone of community and economic development in rural America and beyond for decades.

Living on co-op lines is more than just knowing there are people out there working to bring you safe, reliable, and affordable electric service. Living on co-op lines is an investment in our community and its members.

You see, Dunn Energy is a not-for-profit business. When we make more money than we need to keep the lights on safely, affordably, and reliably, we return it back to our members in the form of capital credits. This means after all co-op expenses are paid, any additional money we earn goes back into our community, instead of going into a shareholder's pocket, which is pretty great!

And because we are owned by you, our members, we have a vested interest in making sure our community is prosperous. We do this by investing in economic development and community service projects and programs such as the Menomonie Free Clinic and Stepping Stones Food Pantry.

We hope that you view Dunn Energy not as "just your electric utility provider," but as a local business that brings pride and prosperity to our community. If you are interested in learning more about how we keep the lights on and beyond, please stop by the co-op or give us a call. We love being a part of this community, and we hope you feel the same way too!

\$\$ FOR HIDDEN ACCOUNT NUMBERS

If your account number is one of the two hidden account numbers in this issue, it will mean \$10 credit on your account if you call the office before the end of the month.

Two customer account numbers have been randomly selected and are hidden in the Dunn Energy Cooperative section of this *Wisconsin Energy Cooperative News*. Last month's winners were James Syverson and Jerome Swenson.

James Hathaway, Manager

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

715-232-6240

www.dunnenergy.com

Jolene Neisius, Editor



"Energy Through Excellence"

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