



REGISTER ANY INQUIRY OR COMPLAINT AT:

Dakota Electric Association
4300 220th Street West
Farmington, MN 55024-9583
651-463-6212 • 1-800-874-3409

CUSTOMER INFORMATION BOOKLET AVAILABLE UPON REQUEST AT:

Important Dakota Electric Telephone Numbers

Customer Service (M - F, 7 a.m. to 7 p.m.)
Local.....651-463-6212
Long Distance.....1-800-874-3409
Emergency/Lights Out (24 hours)
Local651-463-6201
Long Distance 1-800-430-9722
Minnesota Relay Service*..... 711

* Telecommunications Service for the Hearing Impaired

Office Hours M - F 7 a.m. - 4:30 p.m.

Energy Conservation Information.....651-463-6243
Streetlights/Tree Trimming.....651-463-6287
Underground Cable Locations/Gopher State One Call
Local.....651-454-0002
Long Distance 1-800-252-1166

View and pay bills, find energy tips, and more on our website at www.dakotaelectric.com

Explanation of Late Charges – If the delinquent amount is in excess of \$10.00, the entire amount is subject to a late payment charge of 1.5% monthly (18% annually) or \$1.00, whichever is greater.

Electronic Funds Transfer (EFT) – You can pay your bills via electronic funds transfer. For more information or an enrollment form, please call 651-463-6212 or 1-800-874-3409. Or visit www.dakotaelectric.com.

Credit Card and Electronic Payments – To pay your electric bill instantly by credit card or check, call 1-888-935-4850. Or visit www.dakotaelectric.com.

Estimated Reading – If the word ESTIMATE appears to the left of the present read, your bill is based on an estimated reading. If you do not agree with the estimated reading, please read your meter and call Dakota Electric at 651-463-6212 or 1-800-874-3409.

Fuel Sources/Air Emissions/Your Choices

Fuels used to generate electricity have different costs, reliability and air emissions. For more information about energy saving ideas contact Dakota Electric at www.dakotaelectric.com or call 651-463-6243 or 1-800-874-3409 or contact the Minnesota Department of Commerce at 1-800-657-3710 or www.mn.gov/commerce. For more information about the sources of your electricity contact Great River Energy at www.greatriverenergy.com. Contact the Minnesota Pollution Control Agency at 651-296-6300 or 1-800-657-3864 or www.pca.state.mn.us/index.php/topics/energy/electricity-and-the-environment/index.html for more information about air emissions.

Energy Generation and Delivery Costs

The table on the front of your bill shows how much of the monthly bill is related to the generation, transmission and distribution of electricity. These are average percentages for your particular customer category. Individual monthly percentages may vary from the average. For more information call 651-463-6212. The generation function consists of generating plants, fuel and labor to operate these plants. The transmission function moves electricity from generating plants to local service areas over high voltage lines. The distribution function, provided by Dakota Electric, converts electricity to usable voltage levels and delivers this power to individual homes and businesses through local facilities including substations, poles, wires and transformers.

Payments accepted at Dakota Electric headquarters

4300 220th St. W., Farmington

Front desk: Mon. – Fri. , 7 a.m. – 4:30 p.m.

Drive-up: Mon. – Fri., 7 a.m. – 7 p.m.

Drop box: 7 days a week, 24 hours