

JUNE 2019

# CIRCUITS

FOR DAKOTA ELECTRIC MEMBERS

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ISSUE



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## Contact Us

### Member Service & Drive-Up Window

7 a.m. – 7 p.m. Monday – Friday  
651-463-6212 or 1-800-874-3409  
Minnesota Relay Service 711

**Lobby** 7 a.m. – 4:30 p.m. Monday – Friday  
4300 220th Street West, Farmington, MN 55024

### 24-Hour Outage & Emergency Service

651-463-6201 or 1-800-430-9722

### Underground Cable Locations

Gopher State One Call 811 or 651-454-0002  
or 1-800-252-1166

### Tree Trimming & Street Lights

651-463-6287

*Dakota Electric is an equal opportunity/  
affirmative action employer*

[dakotaelectric.com](http://dakotaelectric.com)

[customerservice@dakotaelectric.com](mailto:customerservice@dakotaelectric.com)

*Dakota Electric Association® and Dakota Electric®  
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## Dakota Electric Association

# BOARD of Directors

### DISTRICT 1

John (Jack) DeYoe  
David Jones | *Chair*  
Gerald F. Pittman

### DISTRICT 2

Janet L. Lekson | *MREA Director*  
Jim Sheldon | *Treasurer*  
Clay Van De Bogart | *GRE Director*

### DISTRICT 3

Kenneth H. Danner  
William F. Holton  
Margaret D. Schreiner | *GRE Director*

### DISTRICT 4

Paul Bakken | *Vice Chair*  
Judy H. Kimmes  
Stacy Miller



## Out of power?

### Power-outage tips to make life easier.

**Dakota Electric's reliability ranks among the best in the nation, but summer storm season is upon us and outages can happen for a number of reasons. Below are some tips for making life easier if it happens to you.**

**Make sure we have your correct phone number on file.** Both our online and automated phone reporting systems use the phone number associated with your account to locate your residence during an outage. Update your number by calling us at 651-463-6212 or visiting [www.DakotaElectric.com](http://www.DakotaElectric.com) > Power Outages. Click on *Update it now*.

**Report your outage to us.** There are three options for reporting an outage.

1. Call us at 651-463-6212
2. Report it online at [www.DakotaElectric.com](http://www.DakotaElectric.com) > Power Outages > Report an Outage
3. Use Dakota Electric's free outage app. Note: this needs to be done prior to experiencing an outage. Download the app from the Apple Store or Google Play, then request a code to personalize it to your residence by calling 651-463-6212 or visiting [www.DakotaElectric.com](http://www.DakotaElectric.com) > Power Outages.

**Knowing when your power will be restored is a bit tricky.** Statistically, members experience only one power outage every 3.5

years, and for those that do, their power is out an average of 70 minutes. Many factors determine how long it will actually take to restore power and it's impossible to know for sure until we identify the cause. You can get real-time updates on your residence by using our outage app. You can also follow us on Facebook or Twitter for general outage news.

### Determining the cause of a power outage takes time.

Sometimes it's apparent why the power is out, such as during a big storm. Other times we don't know until the problem is investigated. Follow us on Facebook or Twitter. We generally post it when we know it.

**Carry a house key with you.** You will not be able to use an electric garage door opener during a power outage. Don't get left out in the cold – plan ahead and carry a house key.

### What about food safety?

According to [www.ready.gov](http://www.ready.gov), the refrigerator will keep food cold for about four hours. A full freezer will keep the temperature for about 48 hours. Visit their website to learn more.

And of course, **stay away from downed lines.** Always assume a downed power line is energized and dangerous. Keep people and pets away until crews arrive and tell you it is safe.

— **Kim H.**  
*Call Center Supervisor*

# Annual meeting recap

## Members elect directors, learn about reliability and new technology

Dakota Electric members attending the co-op's annual meeting on April 25 heard presentations from Board Chair David Jones, CEO and President Greg Miller and others highlighting the co-op's 2018 accomplishments. Below are a few:

- Awarded prestigious Co-op Purpose Award from national organization
- Return of \$3.3 million in capital credits to members
- Service reliability among best in the nation
- Donation of \$200,000 from unclaimed capital credits to local schools
- Clean audit of financials from Eide Bailly
- Focus on a successful safety program
- Plans to replace aging meters with new smart-meter technology
- Successful implementation of new Customer Information System

- Energized second utility-scale solar installation
- Completed siting of new 3 MW solar project
- Plans to explore battery-storage opportunities
- Increase in member-owned solar installations
- Electric vehicle programs and penetration
- Newly redesigned Circuits newsletter



The membership re-elected three incumbent directors and one new director at this year's annual meeting (L-R): David Jones, Stacy Miller, Bill Holton and Jim Sheldon.



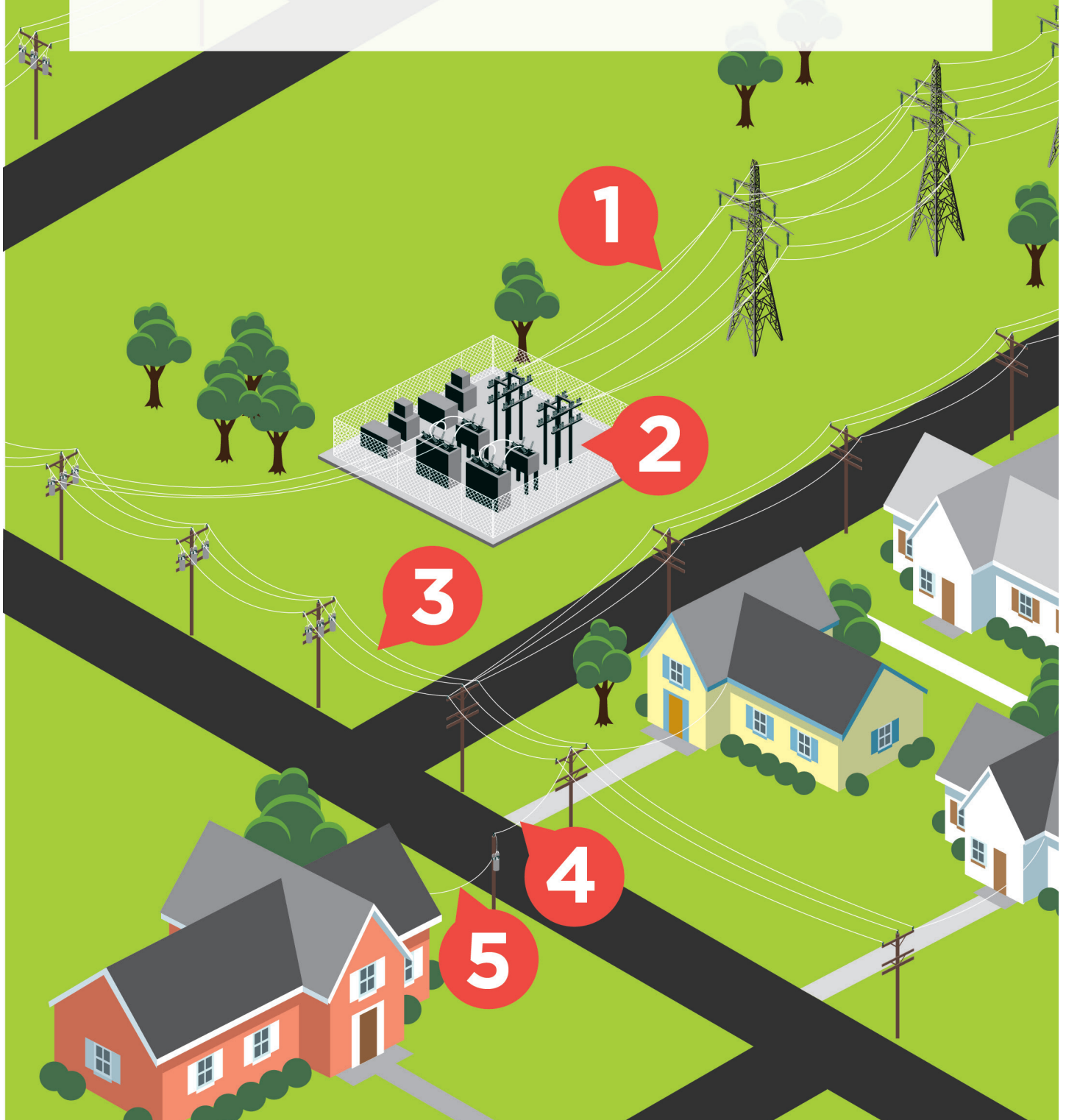
## FOCUS ON: Springtime activities





# Powering Up After an Outage

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of members in the shortest time possible. Here's how we get to work when you find yourself in the dark:







### **1. High-Voltage Transmission Lines:**

Transmission towers and cables supply power to transmission substations (and thousands of members), and they rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

### **2. Distribution Substation:**

A substation can serve hundreds or thousands of members. When a major outage occurs, our line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

### **3. Main Distribution Lines:**

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of members in our local communities.

### **4. Supply Lines:**

If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

### **5. Service Lines:**

If your home remains without power, the service line between a transformer and your residence may need to be repaired. If you experience an outage, please give us a call so we can isolate the issue.



# FOCUS ON:

## Heat pumps

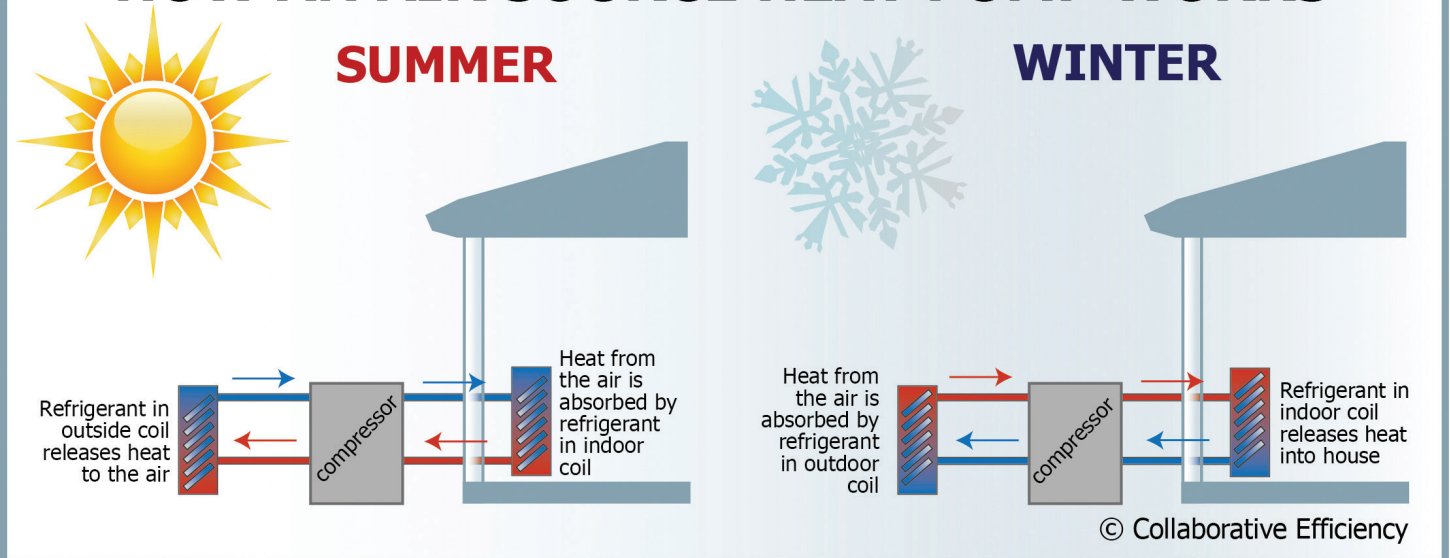
With heating and cooling accounting for some of the largest energy expenses for homeowners, it makes sense to install one high-efficiency appliance to keep costs as low as possible. An air-source heat pump (ASHP) can handle both your heating and cooling needs while saving up to 30 percent on your electric bill.

During the summer, an ASHP extracts the existing heat from inside your home and moves it outside, often outperforming standard central air conditioners in the process.

The cycle is reversed for heating, extracting warmth from the outdoor air and pumping it into your home so your furnace runs less. During the spring and fall, your furnace may not run at all.

Earlier generations of ASHPs were limited in terms of their effectiveness in states with colder climates like Minnesota's, but technology has advanced to where they can now operate down to 0 degrees Fahrenheit.

### HOW AN AIR SOURCE HEAT PUMP WORKS



**Some call this offer cool.  
Others call it hot.  
We say, it's both.**

**But remember, it's gone on June 30.**

And consider this: not only can you double or triple your rebate on an air-source heat pump during this promotion, you can double up on savings by combining it with a low-cost Energy Wise® off-peak electric rate. Contact us today.

**HURRY!**  
OFFER  
ENDS JUNE 30

**ENERGY WISE MN**

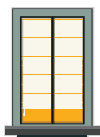
ASHP	Regular Rebate	Promo Rebate*
15 SEER	\$580	\$1,250
16+ SEER	\$630	\$2,000





# Summer Energy-Saving Tips

Costs associated with cooling your home can make up a large portion of your summer electric bills. Stay cool and save money with these energy-efficiency tips!



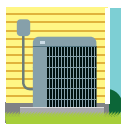
Close blinds and drapes during the day to keep heat out.



Turn off lights and ceiling fans when you leave a room. Fans cool people, not rooms.



Use solar lighting to brighten up your outdoor space. Solar lights are easy to install, low maintenance and provide free electricity.



Schedule regular maintenance for your cooling equipment to maximize efficiency.



On hot days, avoid using the oven; cook on the stove, use a microwave or grill outside.



Replace disposable air filters (or clean permanent filters) once a month to maximize efficiency. Or follow manufacturer's guidelines.



Install a programmable thermostat to easily adjust the temperature when you are sleeping or away from home.



Seal cracks and openings to prevent warm air from leaking into your home.

## 3-Step HVAC Test

As summer temperatures rise, so do electric bills. Follow these steps to test the efficiency of your HVAC unit.

The outdoor temperature should be above 80 degrees, and you should set your thermostat well below the room temperature to ensure the system runs long enough for this test.

1. Using a digital probe thermometer (about \$12), measure the temperature of the air being pulled into your HVAC filter.
2. Measure the temperature of the air blowing out of your A/C vent.
3. Subtract the A/C vent temperature from the HVAC filter temperature. You should see a difference of about 17 to 20 degrees. If the difference is less than 17 degrees, you may need a licensed technician to check the coolant. If the difference is greater than 20 degrees, your ductwork may need to be inspected for airflow restrictions.



Always follow the recommendations of your owner's manual and hire a professional HVAC contractor to perform any service work.



4300 220th Street West  
Farmington, MN 55024

## UPCOMING EVENTS

- **Board Meeting**  
June 27, 8:30 a.m.
- **Member Appreciation  
at the Minnesota Zoo**  
July 25, 4-8 p.m.

[dakotaelectric.com/event-calendar](http://dakotaelectric.com/event-calendar)

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**SAVE  
THE DATE**

**Member  
Appreciation  
Event**

Minnesota Zoo  
Thursday, July 25  
4 - 8 p.m.

Watch for your  
ticket arriving in bills  
mailed between  
June 12 and July 3.

**NEW!**  
Llama Trek  
Exhibit



**DOWNLOAD THE  
OUTAGE APP**

**FREE!**

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