

MAY 2020

# CIRCUITS

FOR DAKOTA ELECTRIC MEMBERS



## Our response to COVID-19.

Dakota Electric is taking steps to protect our employees' well-being to ensure your power stays on. Read about our response to the global pandemic.



2-4

COVID-19

Our response to the global pandemic.

5

Safety

Have your kids complete this fun and educational exercise!

6

Community

Community education programs impacted by COVID-19.

## 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 Temporarily Closed

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

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

*Dakota Electric Association® and Dakota Electric®  
are registered service marks of the cooperative.*

*All programs and rebates are subject to change  
without notice. Funds are limited and available  
on a first-come, first-served basis.*

## Dakota Electric Association

# BOARD of Directors

### DISTRICT 1

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

### DISTRICT 2

Jim Sheldon | *Treasurer*  
Clay Van De Bogart | *GRE Director*

### DISTRICT 3

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

### DISTRICT 4

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



## Our Response

### To COVID-19

**As we deal with the new realities brought on by COVID-19, I want to assure you that Dakota Electric is here to help.**

More than ever, we remain steadfast in delivering safe and reliable electricity for our members. We are practicing social distancing, following CDC guidelines and taking preventative measures to ensure the safety of our employees and the public. Many of our employees are working remotely and outside crews are working staggered shifts to minimize the risk of exposure.

Rest assured, we are fully staffed and open for service. We continue to install new services, maintain electric lines and trim trees as normal. Our control center is staffed 24/7 year-round and continues to respond to outages and coordinate system operations. Our member service call center and drive-up window are open weekdays, 7 a.m. to 7 p.m. Additionally, our information technology employees have taken preventative measures to ensure your information is safe and secure.

That said, Dakota Electric is deeply concerned about the well-being of its communities, and understands the difficult position some members may face due to COVID-19. To address this, we are increasing our donations to local food shelves and charities hit hardest by this pandemic. Additionally, we suspended disconnections and are waiving late fees for members facing financial hardships. To help members get back on their feet, we are offering greater flexibility for payment arrangements and connecting members to energy assistance programs.

Dakota Electric has been overcoming obstacles and providing safe, reliable electricity for over eighty years. On behalf of our employees and board of directors, thank you for your support and patience.

If you are facing financial hardship, please contact Dakota Electric's member service department. We will work with you. Call **651-463-6212** or email [\*\*customerservice@dakotaelectric.com\*\*](mailto:customerservice@dakotaelectric.com).

— **Jerry Pittman**  
*Chair, Board of Directors*

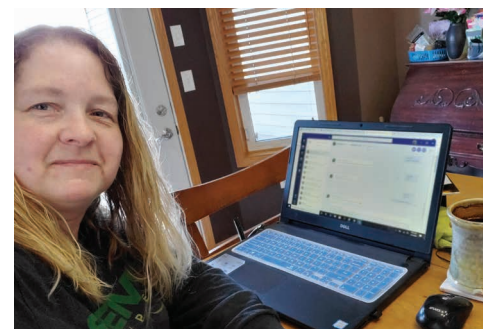
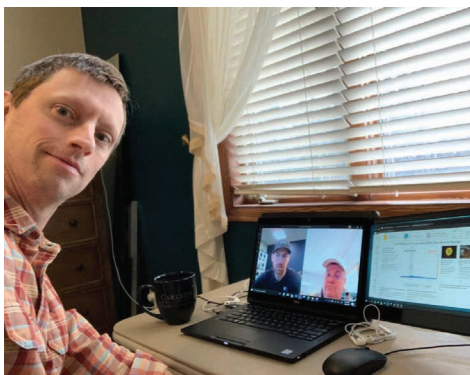
— **Greg Miller**  
*President and CEO*



# WE'RE ALL IN THIS TOGETHER.



Dakota Electric is focused on maintaining a healthy workforce and keeping key personnel — such as line workers and member service representatives — available to provide the excellent service members expect from us. As a level of precaution, we have implemented our pandemic plan, including having some of our valued employees work from home. Here are a few shots of those employees working from home on behalf of Dakota Electric members.





# Q&A

with **Brandon Lunde**,  
Safety Manager

## How is Dakota Electric protecting its employees and the community?

We have implemented preventative measures to keep our employees and members as safe as possible. This includes enhanced sanitation and cleaning, closing our lobby, practicing social distancing, outside crews working staggered shifts, nearly all inside personnel working remotely, conducting only virtual meetings and eliminating non-emergency appointments requiring employees to enter a member's home or business.

## If lineworkers fall ill, self-isolate or stay at home to care for sick family members, how is Dakota Electric going to address reduced staffing levels, primarily in critical positions?

Dakota Electric has implemented measures to protect essential staff and mitigate any potential disruptions caused by illness, such as sheltering-in-place, and increasing hygiene measures. We have separated our line crews into shifts and are taking measures to ensure there is no physical contact between the shifts. Our core business functions are strong. Even if we experience minimum staffing, your lights will stay on.

# COVID SAFETY



## If a storm blows through and causes a significant power outage, how will Dakota Electric respond? How has this situation changed your mutual assistance plans?

Dakota Electric is part of a sophisticated mutual assistance program that enables us to share resources with other electric cooperatives during emergency situations. If we were to experience a significant power outage and are in need of help, we would receive mutual aid. Additionally, we would provide mutual aid for neighboring co-ops. In fact, at the end of March, we provided mutual aid to a neighboring electric cooperative, East Central Energy.

## What steps are you taking to make sure that key infrastructure such as hospitals and first responders don't go dark during this outbreak?

Ensuring continued power reliability is important to Dakota Electric, especially for critical facilities and services and members with specific medical needs. We are working hand-in-hand with other electric cooperatives, local industry and government leaders to ensure energy operations and infrastructure continue to be supported without disruption.

We are closely following guidelines set by the CDC, Governor Tim Walz and the Minnesota Department of Health.



# GEARED FOR SAFETY

Electric co-op lineworkers wear special gear to help them stay safe on the job. Can you match the descriptions below to the correct safety equipment? Use the answer key to check your work!



**Energy Explorers**



Hard Hat

Safety Goggles

Flame-Resistant Clothing

Insulated Gloves

Equipment Belt

Work Boots

1. These provide extra protection while lineworkers work with heavy materials that could fall near their feet.

2. This material keeps lineworkers safe from electrical hazards.

3. This protects lineworkers from head injuries and falling debris.

4. These insulated protectors keep lineworkers safe from electrical shock while working on power lines.

5. These keep debris away from lineworkers' eyes while on the job.

6. This is a handy piece of safety gear that holds tools and other equipment.

Answers: 1. Work Boots 2. Flame-Resistant Clothing 3. Hard Hat 4. Insulated Gloves 5. Safety Goggles 6. Equipment Belt

Source: StraightTalk®



# A LASTING IMPACT

## Community and education programs

The National Rural Electric Cooperative Association (NRECA) Youth Tour was established with one thought in mind – to inspire our next generation of leaders. Since 1964, more than 50,000 young Americans have taken advantage of this special opportunity offered by their electric cooperative.

Students who participate receive an all-expenses-paid trip to Washington, D.C., to learn about the cooperative business model, meet elected officials, visit monuments and museums, tour federal agencies and discuss issues that are most important to them.

Alone, Dakota Electric has sent approximately 150 students since 1967. This commitment to our community is a fundamental part of what makes us more than your average utility.

Originally scheduled for mid-June, the 2020 Youth Tour has, unfortunately, been canceled due to the coronavirus.

“COVID-19 has made drastic impacts on large events; Youth Tour was no exception,” said President and CEO, Greg Miller. “Keeping everyone safe is our number one priority.”

Despite the cancelation, Dakota Electric would like to acknowledge and honor the students chosen to attend the 2020 Youth Tour. We are proud to offer each student the chance to attend Youth Tour in 2021, or receive a \$1,000 scholarship to be used for their future education.



**Myah Bauman**  
Rosemount H.S.



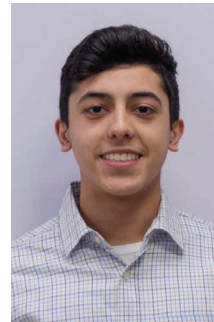
**Daniel Crippes**  
Apple Valley H.S.



**Justin Geertseman**  
Lakeville South H.S.



**Ritisha Seapati**  
Eastview H.S.



**Christopher Torres**  
Farmington H.S.



**Courtney Zinter**  
Lakeville North H.S.



SOPHOMORES, JUNIORS AND SENIORS CURIOUS ABOUT THE 2021 YOUTH TOUR SHOULD VISIT: [DAKOTAELECTRIC.COM](https://dakotaelectric.com) > [COMMUNITY > EDUCATION PROGRAMS](#)

### Dakota Electric Contributions in 2019

#### Scholarships

Gave more than \$160,000 in scholarships to students for their future education.

#### Community Donations

Donated more than \$73,000 to charitable organizations.

#### Helping Neighbors®

Members donated more than \$26,000 to help pay heating bills for others.



## Energy Assistance Resources Available:

If you are facing financial hardship, please contact Dakota Electric's member service department. We will work with you. Call **651-463-6212** or email **customerservice@dakotaelectric.com**.

**Scott-Carver-Dakota CAP Agency** | 651-322-3500  
2496 145th St. W., Rosemount, MN 55068

**360 Communities** | 952-985-5300  
501 East Highway 13, Suite 112, Burnsville, MN 55337

**Dakota County Economic Assistance** | 651-554-5611  
1 Mendota Road W., Suite 100, West St. Paul, MN 55118

**Goodhue County Health & Human Services** | 651-385-3200  
426 West Ave., Red Wing, MN 55066

**Three Rivers Community Action, Inc.** | 507-316-0610  
1414 North Star Dr., Zumbrota, MN 55992

**Rice County Social Services** | 507-332-6115  
320 3rd St. NW., Faribault, MN 55021

**Scott County Human Services** | 952-445-7751  
200 4th Ave. W., Shakopee, MN 55379

## Editor's Note

Information, promotional offers and events are accurate at the time of publication. For the most up-to-date information, please visit our website **dakotaelectric.com**. Thank you.

VIEW THE 2020 ANNUAL MEETING REPORTS ON OUR WEBSITE:  
**DAKOTAELECTRIC.COM > BOARD OF DIRECTORS AND LEADERSHIP > 2020 ANNUAL MEETING REPORTS**

## Rate Case Update

The state agency review process for Dakota Electric's general rate case continues. At the time of publication, we expect the report and recommendations from the Administrative Law Judge will be provided to the Minnesota Public Utilities Commission.

EMAIL **RATES@DAKOTAELECTRIC.COM** OR VISIT: **DAKOTAELECTRIC.COM > MEMBER SERVICES > BILLING & PAYMENT > RATE CASE**

## Battery-Powered Yard Tools Rebate

Leaf blower, Chainsaw, Trimmer or Weed Whip – \$25 rebate      Mower – \$50 rebate

Today's battery-powered yard tools can handle most yard work, are reliable and easy to operate and maintain. Price is just one of the many factors to consider when comparing battery-powered yard tools. In the end, that \$119 tool might not be a better deal than the one that's \$199. As of May 1, 2020, Dakota Electric offers a rebate on some battery-powered yard tools. *Restrictions apply and funds are limited, so visit our website for details before making your purchase.*

**DAKOTAELECTRIC.COM > MEMBER SERVICES > PROGRAMS & REBATES > FOR YOUR HOME > ENERGY WISE® REBATES**

## Heat Pump Promotional Rebate — Offer Ends July 31

Take advantage of these hot promotional rebates! Install a qualifying, energy-saving air-source heat pump or ductless air-source heat pump and save.

Air-source heat pumps provide home cooling and supplemental heating with 72% less electricity than conventional air conditioners and furnaces. Equipment purchased and installed April 1 through July 31, 2020, will automatically receive the promotion rebate amount.

*\*Rebate amount is based on energy-efficiency rating and installation by a registered contractor. Equipment must be enrolled in an Energy Wise® off-peak rate to qualify. Rebate applications are available only through registered contractors. Limited funds are available and awarded on a first-come, first-served basis. Rebate amounts and programs are subject to change without notice.*

Air Source Heat Pump	Promo Rebate*
≥ 8.2 HSPF	\$1,000
≥ 9.0 HSPF	\$2,000

Ductless Air-Source Heat Pump		
Heating Source	Regular Rebate	Promo Rebate*
Delivered fuels	\$300	\$450
Electric heat	\$500	\$750

FOR MORE INFORMATION VISIT: **DAKOTAELECTRIC.COM > MEMBER SERVICES > PROGRAMS & REBATES > FOR YOUR HOME > PROMOTIONS**

4300 220th Street West  
Farmington, MN 55024

## UPCOMING EVENTS

- **Board Meeting**  
May 28, 8:30 a.m.  
Board meetings are being held virtually.
- All other upcoming events are canceled until further notice.

PRSRT STD  
U.S. POSTAGE  
PAID  
DAKOTA ELECTRIC  
ASSOCIATION

## CONNECT WITH US!



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

[DAKOTAELECTRIC.COM](http://DAKOTAELECTRIC.COM)

# Mutual Aid



Dakota Electric crews provided mutual aid to a neighboring Minnesota cooperative, East Central Energy, at the end of March.

East Central had significant power outages due to a winter storm that moved through and left over 80 utility poles broken.

Our crews helped to restore power safely, while also practicing social distancing. We are proud to help out during these times.

inside  
**CIRCUITS**  
May 2020  
For Dakota Electric Members



**Our response  
to COVID-19.**