

JUNE 2021

CIRCUITS

FOR DAKOTA ELECTRIC MEMBERS

LIGHTS OUT?

What you need to
know about power
outages (page 2).

2-5

SAFETY

Power outages and
restoration

6

SAVE ENERGY, SAVE MONEY

Summer energy saving tips
and rebates

7

CO-OP NEWS

Board of directors
election results

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

*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

Bill Middlecamp

Jim Sheldon | *Treasurer*

Clay Van De Bogart | *GRE Director*

DISTRICT 3

Kenneth H. Danner | *Secretary*

William F. Holton

Margaret D. Schreiner | *GRE Director*

DISTRICT 4

Paul Bakken | *Vice Chair*

Judy H. Kimmes

Stacy Miller | *MREA Director*



Lights out?

What you need to know about power outages

Summer storms, accompanied by heavy wind and lightning, are major causes of power outages. However, there are many other causes of power outages that can strike at unexpected times. Animals, underground cable failures, trees and vegetation are a few of Dakota Electric's top causes for unplanned power outages (page 3).

My power is out. Now what?

Before calling Dakota Electric to report an outage, first check to see if your home's circuit panel or fuse box has tripped or blown a fuse. This can also cause a power failure. If tripped, reset the breaker or replace the blown fuse. If the power is out in your entire neighborhood, call Dakota Electric's 24/7 year-round emergency line at 651-463-6201 or visit www.DakotaElectric.com > Power Outage to report your outage.

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 member services at 651-463-6212 or visiting www.DakotaElectric.com > Power Outages. *Click on Update it now.*

Knowing when your power will be restored is a bit tricky.

We know members want to know why the lights are out and when they're coming back on. However, determining the cause of a power outage can take time. Sometimes it's apparent why the power is out, such as during a big storm. Other times we won't know until the problem is investigated.

Statistically, members experience only one power outage every 3.5 years, and for those that do, their power is out an average of 65 minutes. Many factors determine how long it will take to restore power, and it's impossible to know for sure until we identify the cause. Follow us on Facebook or Twitter for outage news. We generally post updates for larger outages.

As always, Dakota Electric staff and crews appreciate everyone's patience. We understand that power outages are an inconvenience to our members. Our number one goal at that time is to restore power as quickly and safely as possible.

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.

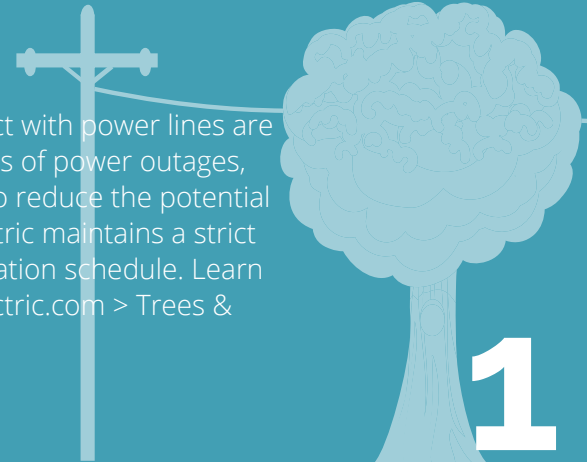


TOP 4 UNPLANNED OUTAGE CAUSES IN 2020

TREES

Overhead power lines leading to your house are vulnerable to damage from falling trees and branches. High winds, lightning or heavy rain can cause trees to touch, snap or even bring down utility poles and wires. A random power outage can happen simply when an old or diseased tree topples over without warning. Trees falling on power lines or tree

limbs coming into contact with power lines are the most frequent causes of power outages, even in good weather. To reduce the potential for outages, Dakota Electric maintains a strict tree trimming and vegetation schedule. Learn more at www.DakotaElectric.com > Trees & Power Lines.



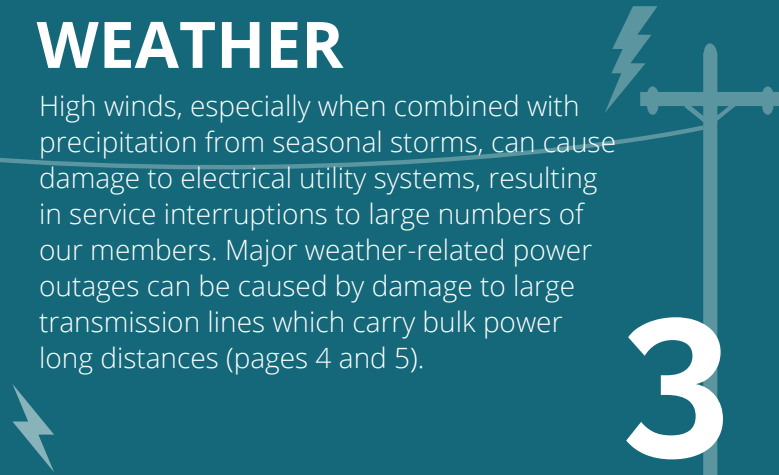
ANIMALS

Although we place barriers between wildlife and electrical equipment, squirrels, birds and other small animals may still cause power outages. By climbing on overhead equipment or inside ground mounted equipment, such as transformers, switch boxes or fuse enclosures, animals can cause a short circuit interrupting the flow of power.

2

WEATHER

High winds, especially when combined with precipitation from seasonal storms, can cause damage to electrical utility systems, resulting in service interruptions to large numbers of our members. Major weather-related power outages can be caused by damage to large transmission lines which carry bulk power long distances (pages 4 and 5).



EQUIPMENT FAILURE

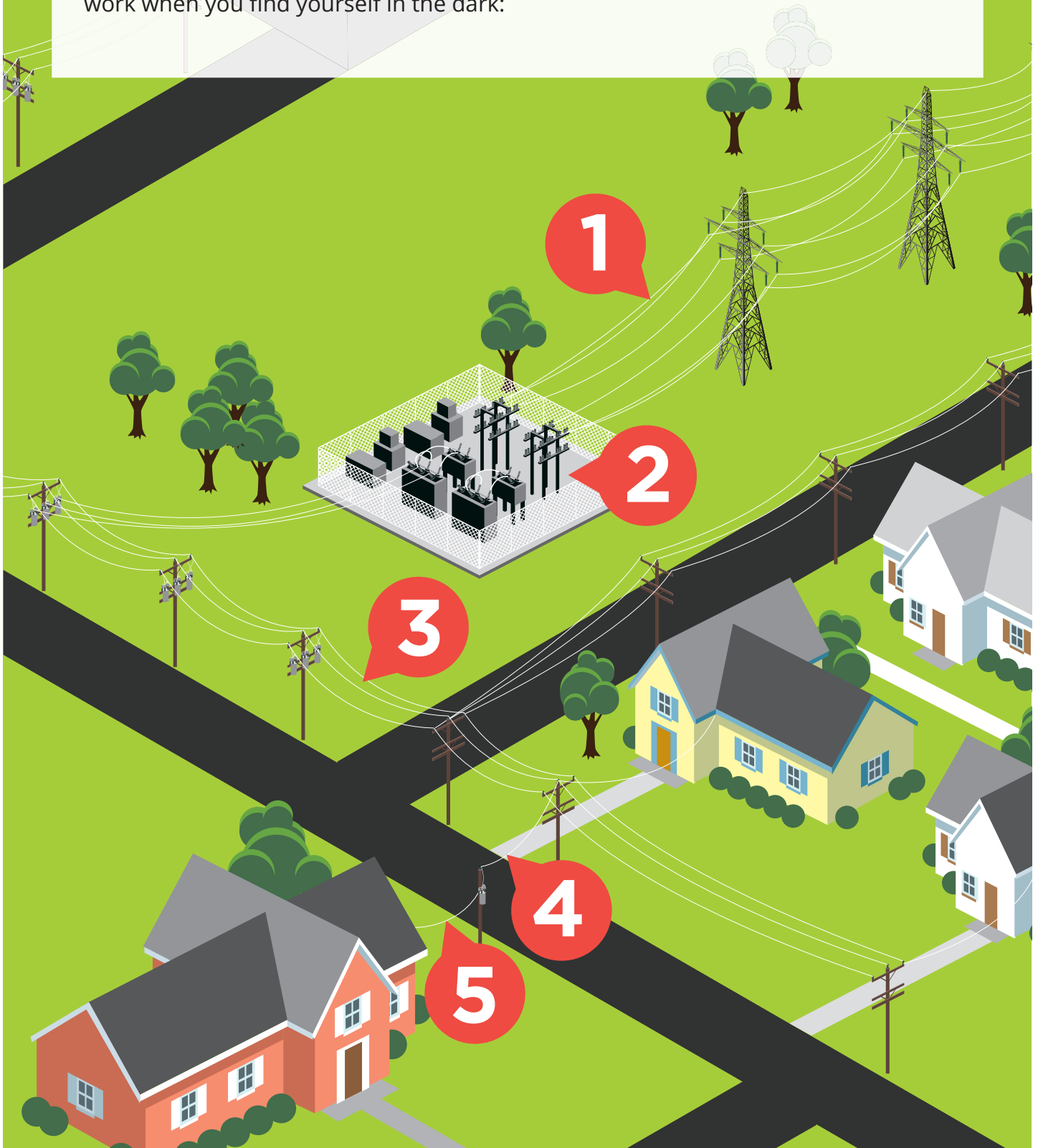
Though we work through a proactive maintenance plan each year, equipment failures still occur and cause a small number of outages. In those instances, crews are dispatched to repair or replace impacted equipment caused by transformer failures, broken insulators, bad underground cables, etc.

Sometimes, underground cables are hit and damaged by people digging into or around them. It's important to **call Gopher State One Call (8-1-1) before digging into the ground**—including planting a tree, building a deck, installing a fence or sprinkler system, or digging a hole for a new mailbox.



Powering Up After an Outage

When the power goes out, we expect it to be restored quickly. 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. Tap 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 call Dakota Electric's 24/7 year-round emergency line at 651-463-6201 so we can isolate the issue.



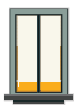
FOR MORE INFORMATION ON HOW POWER IS RESTORED, CHECK OUT A VIDEO PRODUCED BY GREAT RIVER ENERGY, DAKOTA ELECTRIC'S POWER SUPPLIER, AT: WWW.DAKOTAELECTRIC.COM > **REPORT AN OUTAGE > OUTAGE RESTORATION**

Source: NRECA



SAVE ENERGY, SAVE MONEY

SUMMER ENERGY-SAVING 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 and are low maintenance.



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. Set your thermostat 7 to 10 degrees higher than its average setting while on vacation.



Avoid phantom energy by unplugging appliances and turning off smart power strips.



Set your water heater to 120 degrees. When on vacation, turn down your water heater to "vacation mode" to avoid standby losses.



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

Sources: NRECA and Energy.gov

Take advantage of these hot summer rebates.



Battery-powered yard tools weigh less, produce less noise, cost less over the life of the tool, and are better for the environment. Eliminate fuel costs and the need for preventative maintenance and repair of a combustion engine by purchasing a battery-powered yard tool. Check with Dakota Electric to receive a \$25-to-\$50 rebate on qualifying yard tools.



Schedule regular maintenance for your cooling equipment to maximize its efficiency. Check with Dakota Electric to receive a \$25 rebate for having your system tuned up by a contractor of your choice. Sign up for Dakota Electric's Cycled Air Conditioning® program and receive a \$39 summer bill credit or a reduced price on the electricity your central air conditioner uses.



FOR MORE INFORMATION, PLEASE VISIT: [DAKOTAELECTRIC.COM](https://dakotaelectric.com) > [MEMBER SERVICES](#) > [PROGRAMS & REBATES](#) > [FOR YOUR HOME](#)

Summer Rates Now in Effect

Dakota Electric's summer rates reflect the cost we pay for wholesale electricity when increased energy use drives up the demand and cost of electricity. Summer rates go into effect every June, July and August.

By reducing your energy use, you can lower your monthly electric bill this summer. Looking for more ways to save? Call our Energy Experts® at 651-463-6243 or email energyexperts@dakotaelectric.com and ask about programs, rebates and current promotions perfect for you.

Election Results



Jerry Pittman
District: 1 | Incumbent



Clay Van De Bogart
District: 2 | Incumbent



Kenneth Danner
District: 3 | Incumbent



Judy Kimmes
District: 4 | Incumbent

While this year's Annual Meeting was canceled due to COVID-19, the election process continued with voting taking place online and through mail. Dakota Electric Association's membership reelected four incumbents and passed an amendment regarding vacancies under Article III, Section 5 of the Articles of Incorporation and Bylaws.

Members who wish to view the annual meeting reports can watch them online at: www.DakotaElectric.com > About Us > Board of Directors. Here is a brief overview of the reports:

- President and Chief Executive Officer Greg Miller highlighted the cooperative's success navigating the COVID-19 pandemic, completing additional infrastructure upgrades in 2020 and continuing the advanced meter upgrade project.
- Board Chair Jerry Pittman discussed providing funds to emergency assistance agencies during the pandemic, continuing the cooperative's commitment to community and managing board business while meeting remotely.
- Board Treasurer Jim Sheldon provided the 2020 financial report.

METER & LCR UPDATE

We're actively upgrading our meters and load control receivers (LCR) to better serve our members. You may see a Dakota Electric technician in your yard.

Members will receive a postcard in the mail notifying them that their meter(s) or LCRs will be upgraded. Once a meter technician arrives at the member's home, they will knock and present themselves. All technicians will follow social distancing guidelines and wear a mask while making contact with the member.

After the new equipment is installed the contractor will leave behind a door hanger informing the member of the change. Thank you for your patience as we work to improve our service.

Quick Tip!

If your LCR was recently upgraded, please start your AC to make sure everything is running properly before the summer heat hits. Call the Energy Experts® at 651-463-6243 if you have any questions.



IF YOU HAVE ANY QUESTIONS ABOUT THE ADVANCED METER PROJECT, CALL US AT **651-460-7499**, EMAIL **METERS@DAKOTAELECTRIC.COM** OR VISIT: **DAKOTAELECTRIC.COM > METERS.**



Your Touchstone Energy®
Cooperative

4300 220th Street West
Farmington, MN 55024

UPCOMING EVENTS

- **Board Meeting**
June 24, 8:30 a.m.
Board meetings are being
held virtually.

PRSR STD
U.S. POSTAGE
PAID
DAKOTA ELECTRIC
ASSOCIATION

CONNECT WITH US!



Please recycle me!

dakotaelectric.com/event-calendar

DAKOTAELECTRIC.COM

Are you struggling to pay your bill?

Dakota Electric is resuming collections

We are resuming collection activity including disconnections and late fees based on account status. Disconnect notices will be mailed to members with past-due accounts starting June 1.

If you need more time to pay the amount owed, we will work with you to establish a payment plan for your account. You can contact us Monday through Friday from 7 a.m. to 7 p.m. at **651-463-6212** or **1-800-874-3409**, or email customerservice@dakotaelectric.com.

Energy assistance resources available*

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 Emergency 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

**Energy-assistance funding is limited and available on a first-come, first-served basis.*

inside CIRCUITS

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