

NOVEMBER 2021

CIRCUITS

FOR DAKOTA ELECTRIC MEMBERS



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
<http://www.gopherstateonecall.org/>

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.*

BOARD OF DIRECTORS

DISTRICT 1

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

DISTRICT 2

Bill Middlecamp | *Treasurer*
Clay Van De Bogart | *GRE Director*
Vacant Seat

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*

POWER OUTAGE



A letter from Jeff Schoenecker

VP of Utility Services

The severe weather that swept across southern Minnesota in the early hours of Friday, Sept. 17, caused significant damage and the largest number of widespread outages Dakota Electric's system has endured in over nine years. It was also the first major storm we experienced with updated systems and newer technology in place.

At the time the storm hit, we had a single crew out working isolated outages. Our supervisory control and data acquisition (SCADA) system began to show multiple substations and mainline circuits had tripped offline. The after-hours crew contacted team leaders to help assess the damage and develop a plan for restoration.

Shortly after, the control center issued its first "all-hands-on-deck" using our new crew callout system. As the field crews responded to the callout, the control center staff developed a plan to maximize restoration efforts to get the most members back on as safely and efficiently as possible. This meant resolving larger system outages before addressing isolated neighborhoods.

During the callout, our line superintendents worked to develop a schedule for the field crews. This kept our restoration efforts moving around the clock while minimizing fatigue and reducing the possibility of injury to our crews. Since some of the most dangerous work our crews perform is during and after storms

hit, we conducted a safety meeting before sending them out in the field. We stressed the importance of understanding that their personal safety is more important than restoring power and asked the crews to watch out for one another.

At the peak of the storm, roughly 34,000 members experienced a sustained outage of at least five minutes or more. About 90% of those outages were restored fairly quickly as our substations and mainline feeders were back online. The remaining 10% took longer as many consisted of neighborhoods requiring significant tree clearing, pole replacements and wire restringing. Many of these issues were in back lots, making them harder to access and longer to restore.

While we did experience a few technical difficulties, like our outage map being temporarily down and our interactive voice response (IVR) not recognizing some members' phone numbers, we are proud of our efforts to get all our members back online while maintaining zero injuries to staff.

Thank you to our members for being patient while crews worked to restore power.

**PLEASE UPDATE
YOUR PHONE
NUMBER AT:**

[www.dakotaelectric.com/
member-services/update-
account-information](http://www.dakotaelectric.com/member-services/update-account-information)



OUTAGE TIMELINE

SEPT. 17

3 AM

OUTAGES BEGIN

Storms and two confirmed tornadoes hit our service territory with 65-85 mph winds, leaving roughly 34,000 members without power.

4 AM

62% OF OUTAGES RESTORED

Roughly 21,000 members had outages due to issues at five of our substations all located in Eagan. These were all restored by 4 a.m.

8 AM

90% OF OUTAGES RESTORED

By 8:18 a.m., we had all of the seven distribution feeder outages restored, leaving us with only 3,000 of the original 34,000 members out of power.

3 PM

1,000 MEMBERS WITHOUT POWER

The remaining members took longer as many were in back lots that needed extensive tree clearing, pole replacements and wire restringing.

10 PM

140 MEMBERS WITHOUT POWER

Crews worked tirelessly to clear trees and fix broken poles.

SEPT. 18

8 AM

80 MEMBERS WITHOUT POWER

Not all outages are the same. Some require extensive work to restore based on the damage.

FACTS
AND
PHOTOS

18
BROKEN
POLES



121
ELECTRICAL
INCIDENTS



76%
TREE DAMAGE
FROM STORM

24%
WEATHER
ONLY

POWERING THROUGH THE STORM

It was an all-hands-on-deck effort to get power restored. Here's what a few employees had to say about working the storm.



SHANE POTOCHNIK
Distribution System Operator

"It was a very eventful day that took a coordinated effort. Communication was key to keeping our crews safe."



KYLE SCHAFER
Lineworker

"Members were patient and understanding. We had all the crews out working together to get power restored."



CLAY FLECK
Lineworker

"The entire process was discussed before each job so that we could work as safely and efficiently as possible."



STEPHANIE RISTOW
Member Services Representative (MSR)

"Our members were very appreciative of our efforts. As an MSR it's fulfilling to know that you made a difference."

THE ROLE OF YOUR BOARD

Member-elected directors govern and direct the affairs of Dakota Electric and have key roles and responsibilities.



Guide how the co-op's money and assets are used and represent their members' interests and concerns as they develop policies that guide the cooperative's operations and strategic direction.



Attend regional meetings, conferences and events to learn and make decisions on specific industry and governance issues such as risk management, ratemaking and policy development.



Enroll in training and education to stay up-to-date on key issues and trends in the industry and prepare them to meet the challenges facing electric cooperatives now and in the future.



BOARD ELECTION INFORMATION

Do you want to serve on Dakota Electric's Nominating Committee?

Dakota Electric Association is requesting member volunteers to serve on the Nominating Committee. Members who desire to serve should visit www.dakotaelectric.com/about-us/annual-meeting-election for more information and to submit their names. Requests to serve must be received by 4:30 p.m. on Dec. 7, 2021.

Volunteer members are drawn by lot for each district (two members from each district and one alternate from each district). Members will be notified of their selection on or about Jan. 6, 2022. The Nominating Committee will meet on Jan. 25, 2022 (or alternate date of Feb. 8) to interview candidates for the board of directors' election. Those who serve on the Nominating Committee will receive a stipend for their time.

Deadline for board candidates is Dec. 7

In adherence with Dakota Electric's bylaws and policies, any eligible member may seek election for the board of directors in the district in which they reside. The following incumbent directors will be seeking reelection to the board of directors at Dakota Electric's annual meeting on Apr. 28, 2022: David Jones in District 1, vacancy in District 2, Bill Holton in District 3, and Stacy Miller in District 4.

Members interested in seeking election for a director seat should visit www.dakotaelectric.com/about-us/annual-meeting-election for more information and to fill out an application. Completed applications must be received at the Dakota Electric office by 4:30 p.m. on Dec. 7, 2021. Candidates must be available for interviews on Jan. 25, 2022 (or alternate date of Feb. 8). For election related questions contact Melissa Cherney at mcherney@dakotaelectric.com or 651-463-6252.



THINKING ELECTRIC



Install an electric water heater

For a limited time only, you can upgrade to an electric thermal storage (ETS) water heater to receive a rebate of up to \$500, 0% financing and a lifetime of energy savings. This offer is only available until Dec. 31, 2021.

ETS water heaters draw electricity at night when it's in low demand and less expensive, saving you money on your water heating costs. Even better, they're lightweight, easy to install and backed by a lifetime warranty.

Members receive the lowest price available for electricity used by the water heater. For detailed information, contact the Energy Experts® at 651-463-6243 or email energyservices@dakotaelectric.com.

\$500
REBATE



Install electric heating

There are many benefits to installing electric thermal storage (ETS) heating in your home. If you are considering electric heat for those hard-to-heat areas, purchase an ETS heating system and receive \$50/kW rebate when you enroll in one of Dakota Electric's off-peak programs.

Sales tax exemption for residential electric heat

A tax exemption is available for the months of November through April if you heat your home primarily with electricity. To determine eligibility, see the Minnesota Department of Revenue Sales Tax Fact Sheet 157 at www.revenue.state.mn.us.

If you have questions regarding your eligibility for sales tax exemptions, please contact the Minnesota Department of Revenue at 651-296-6181 or toll free at 1-800-657-3777, or by email at salesuse.tax@state.mn.us.



DOWNLOAD THE SALES TAX EXEMPTION FORM AT:
www.dakotaelectric.com > Programs & Rebates

Thinking about electric?

Call the Energy Experts today!

651-463-6243





ENERGY ASSISTANCE AVAILABLE

We want to help our members find energy assistance resources to help bring their account current. Minnesota's Energy Assistance Program (EAP) increased the amount of funding available to help members pay costs associated with heat and electricity. Funding is available on a first-come, first-served basis, so it is crucial to contact an energy assistance agency as soon as possible.

EAP helps eligible households maintain affordable, continuous and safe home energy. Services include bill payment assistance, home energy crisis intervention, outreach, energy advocacy, information about utility consumer rights and referrals.

Individuals must occupy the residence for which the energy assistance benefits are being applied and meet the household income guidelines. To apply for energy assistance, request an application or find your local service provider:

- Call 1-800-657-3710 and press one.
- Visit <https://mn.gov/commerce/consumers/consumer-assistance/energy-assistance>.

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.

EAP eligibility is based on the three most recent months of income.

Household Size	Three Month Maximum	Annual Income
1	\$8,809	\$35,237
2	\$11,520	\$46,080
3	\$14,230	\$56,922
4	\$16,941	\$67,765
5	\$19,651	\$78,607
6	\$22,362	\$89,450

Other energy assistance resources available

Scott-Carver-Dakota CAP Agency | 651-322-3500

360 Communities | 952-985-5300

Dakota County Economic Assistance | 651-554-5611

Goodhue County Health & Human Services | 651-385-3200

Three Rivers Community Action, Inc. | 507-316-0610

Rice County Social Services | 507-332-6115

Scott County Human Services | 952-445-7751

Rent Help MN | 211



Your Touchstone Energy®
Cooperative 

4300 220th Street West
Farmington, MN 55024

UPCOMING EVENTS

- **Board Meeting**
Nov. 18, 8:30 a.m.

Find board meeting agendas and
approved meeting minutes at
www.dakotaelectric.com/about-us/monthly-meetings/.

PRSR STD
U.S. POSTAGE
PAID
DAKOTA ELECTRIC
ASSOCIATION

CONNECT WITH US!



OFFICE CLOSED
Nov. 25-26

Happy Thanksgiving!

Wishing you and yours a safe and happy holiday!



RAIN OR SHINE, DAY OR NIGHT,
WE'RE HERE FOR YOU — 24/7, YEAR-ROUND.

24-Hour Emergency Service | Local: 651-463-6201 | Toll-Free: 1-800-430-9722

inside **NOVEMBER 2021**
CIRCUITS

