

JUNE 2022

CIRCUITS

FOR DAKOTA ELECTRIC MEMBERS



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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
www.gopherstateonecall.org

Tree Trimming & Street Lights

651-463-6287

Dakotaelectric.com

customerservice@dakotaelectric.com

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

*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*
Terry Donnelly

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*

GREAT RIVER ENERGY UPDATE

Low-Carbon Future Comes Into Focus

A step forward in Great River Energy's vision to be the ideal power provider for Minnesota's cooperative members has been taken.

This step was the sale of Great River Energy's Coal Creek Station power plant and high-voltage direct-current (HVDC) transmission system to Rainbow Energy Center and Nexus Line, respectively. The transaction closed on May 2. Rainbow Energy Center will continue to operate the 1,151-megawatt (MW) power plant, and Great River Energy will operate and maintain the HVDC system for Nexus Line under a 20-year contract.

As part of this agreement, Great River Energy will purchase 1,050 MW of power from Rainbow Energy Center through early 2023, at which time the purchase amount decreases to 350 MW for eight years.

By reducing its coal-based energy and more than doubling its renewable energy, Great River Energy will reduce its carbon dioxide emissions by more than 80% by 2032, achieving Minnesota's emissions target nearly two decades ahead of schedule.

"The power supply of Great River Energy reflects the values of our membership and advances Minnesota toward its energy and environmental goals," said Jon Brekke, Great River Energy's vice president and chief power supply officer. "We are transitioning from a historically coal-dependent cooperative to one with low carbon intensity. The balance in the new portfolio, including peaking, wind and the purchase of energy from Rainbow, is important for reliability and risk mitigation."

A 'no compromise' plan

As Great River Energy transitions to a largely renewable portfolio of energy resources, cost and reliability remain paramount.

Great River Energy's wholesale power rates are well below the weighted regional average cost of electricity and projected to remain stable.

The cooperative's transmission reliability is excellent as well, achieving record levels in eight of the cooperative's 10 reliability measurements in 2021.

Foundation for a clean economy

As Great River Energy supplies cleaner, more affordable energy, the cooperative and its member-owners are committed to electrifying the economy.

"Smart electrification is efficient, affordable and the future," said Great River Energy's vice president and chief corporate and member services officer Mark Fagan. "We are living our mission to provide member-owners with affordable, reliable energy in harmony with a sustainable environment."

Planning for the future

Great River Energy works with its member-owner cooperatives to develop local renewable resources as well as deploy energy efficiency and demand response programs that make electricity more sustainable, affordable and reliable.

Source: greatriverenergy.com/newsroom.

Member Satisfaction Survey RESULTS



ACSI SCORE 83

Our member responses were sent to the American Customer Satisfaction Index (ACSI). For 2022, Dakota Electric received an ACSI score of 83 out of 100. The benchmark for cooperatives is 73.*

*www.theacsi.org/industries/energy-utilitiescooperative-energy-utilities

SATISFACTION

Member satisfaction is determined on a scale of 1-to-10 by our members' perception of four key attributes of Dakota Electric.

OVERALL SATISFACTION



LIVES UP TO EXPECTATIONS



COMPARISON TO IDEAL UTILITY



LIKELIHOOD OF CHOOSING



93%

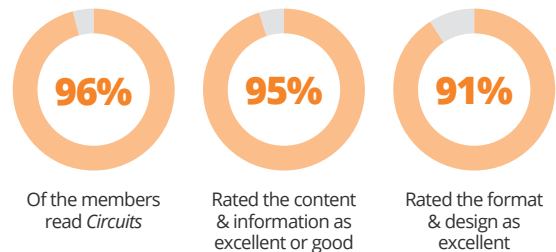
Agree that Dakota Electric looks out for the best interest of their members.

MEMBER IDENTITY

Four in 10 members identify themselves as a member or both a member and a customer. This is the highest member identity has been in 19 years!

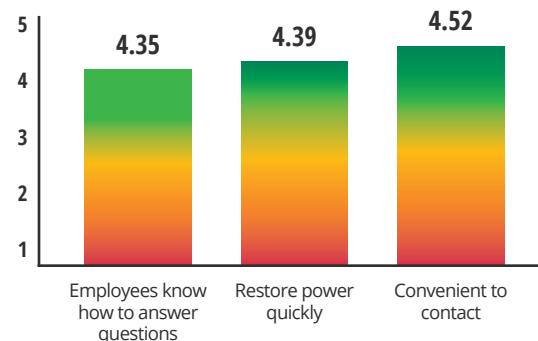
CIRCUITS

Circuits received its best ratings to date!



RELIABILITY & MEMBER SERVICE

A scale of 1-to-5 was used to determine our members' perception of three key performances of Dakota Electric.



Our Co-op Family


Business on a Human Scale

At Dakota Electric, we hold ourselves to the highest standard of member service and integrity while maintaining a close-knit, family-friendly working environment. Dakota Electric's success depends on the skills and collective strength of all of our employees and their motivation to help our members.

This month we are featuring a few of our member services representatives (MSRs) since they are the main point of contact for our members. Their ability to empathize and wield social skills is critical to building rapport with our members and getting the information they need in order to help them. Here's what they had to say about why they enjoy working at Dakota Electric.



CHELSEA



"I love that this is a member-owned company, so our members always come first. We are able to have genuine conversations with our members, making it easier to help them."

PATSY




"Since this is a smaller company, we are able to create deeper connections with our coworkers, truly making them like family. I just love the people here, and being able to interact with our members on a daily basis."

MARA



"Every day here is different and fast-paced — there is never a dull moment. It is extremely rewarding to be able to help solve whatever issues our members might be experiencing."



BEING PREPARED FOR

POWER OUTAGES

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. That is why we want to remind you to prepare and plan ahead by following these guidelines.



BE INFORMED

There are two ways you can report an outage:

1. Call us at 651-463-6201.
2. Report it online at www.dakotaelectric.com/power-outages.

Starting July 26, 2022, Dakota Electric's outage app will no longer be available. While we are working on new online enhancements, please use the options listed above to report outages.



BE PREPARED

- Since many members are working from home, please make sure to have a backup in place for your internet and other electronics in case of an outage.
- Make sure we have up-to-date phone numbers on file by visiting www.dakotaelectric.com or calling us at 651-463-6212. Please do this before an outage occurs.
- Prepare an emergency kit that includes non-perishable food items, bottled water, first aid kit, battery-powered weather radio and extra batteries.



BE SAFE

- Standby generators can supply electricity to your home or business during a power outage, but only if they are properly installed and maintained. To ensure proper installation and electrical code compliance, contact a qualified electrician.
- Stay away from downed power lines and/or trees and branches that are caught in a power line. A downed power line may still be energized.



BE PATIENT

We understand that power outages are an inconvenience and our number one goal is keeping the lights on. Please know our crews will work as safely and efficiently as possible to restore your power. We appreciate your patience.



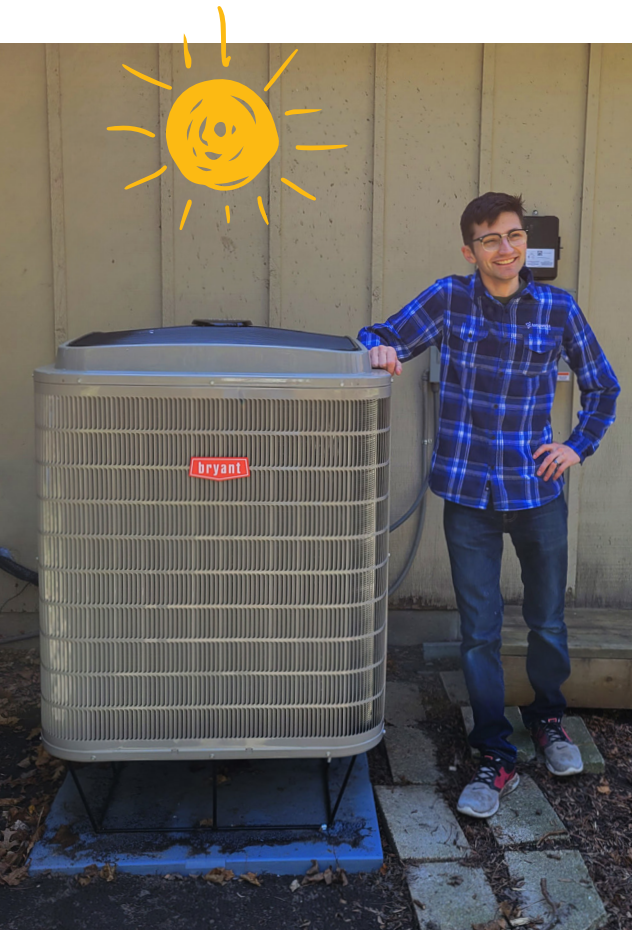
AIR-SOURCE HEAT PUMP

Member Testimonial

Benefits of an Air-Source Heat Pump (ASHP)

An ASHP can provide efficient heating and cooling for your home. Since they have the ability to provide both cooling and heating, they serve as a single solution to keeping your home's internal temperature comfortable year-round.

One of our Dakota Electric members, Greyson W., recently installed an ASHP at his home. Here's what he had to say about it.



ASHP Q&A

What made you decide to purchase an ASHP?

"I was in need of a new cooling and heating system and wanted an option that was effective, efficient and sustainable. I did a lot of research and decided on the ASHP. This is my first step toward beneficial electrification."

Have you noticed a difference in your home's temperature?

"I've noticed that the heating and cooling is more consistent than before. The ASHP has longer run times at lower speeds which allows for more even heating and cooling. The unit is also very quiet, which is a plus."

How did you pick the make/model of your ASHP?

"I chose a variable-speed ASHP because it has a high-efficiency rating under ENERGY STAR®, optimal dehumidification capabilities with the control system, and senses operating conditions and adjusts to enhance system reliability."

How did you find an installer?

"I searched online and found a few places to get estimates and Angell Aire in Burnsville got back to me quickly with a competitive estimate. Angell Aire also took care of submitting my rebates to Dakota Electric so that was an added bonus."

Dakota Electric has an ASHP promotion available until Aug. 31. Visit www.dakotaelectric.com/member-services/programs-rebates to learn more! You can also find a list of local contractors at www.dakotaelectric.com/contractor-listings.

COMMUNITY

Election Results

Dakota Electric's board of directors act on behalf of the membership to guide operations and future planning for the cooperative. The board of directors is made up of three members from each of its four districts. Directors serve three-year terms and are elected by you, our member-owners. Voting is done at large and all members have the opportunity to vote.

This year, three incumbents were reelected, and one new board director was elected to serve on the board of directors. Congratulations to all!



David Jones
District 1 — Incumbent



Terry Donnelly
District 2



Bill Holton
District 3 — Incumbent



Stacy Miller
District 4 — Incumbent

Annual Meeting

While the annual meeting was canceled due to COVID-19, members who wish to view the annual meeting reports can watch them online at www.dakotaelectric.com/about-us/annual-meeting-election. Here's a brief overview of the reports:

- CEO Greg Miller discussed the advanced meter upgrade project, keeping the lights on during COVID-19, assisting members who were having a hard time paying their bills and more.
- Board Treasurer Bill Middlecamp provided a report on the 2021 financials.
- Board Chair Jerry Pittman discussed the board's strategic planning, capital credit payouts and community donations.

Summer Rates Now in Effect

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

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 available.

Energy Assistance

For energy assistance resources visit www.dakotaelectric.com/member-services/billing-payment/financial-assistance. 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.

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 light your outdoor space. Solar lights are easy to install and low maintenance.
- Schedule regular maintenance for your cooling equipment to maximize efficiency.
- Avoid using the oven on hot days — use a microwave or grill outside.
- Replace or clean air filters once a month to maximize efficiency — or follow manufacturer's guidelines.
- Install a programmable thermostat to easily adjust temperatures when you are sleeping or away from home.
- Seal cracks and openings to prevent warm air from leaking into your home.



Your Touchstone Energy® Cooperative

4300 220th Street West
Farmington, MN 55024

UPCOMING EVENTS

- **Board Meeting**
June 30, 8:30 a.m.

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



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2022 Strategic Planning Retreat



Our board of directors and senior management team met for a strategic planning retreat in early May where they discussed the results of our member satisfaction survey and worked to define our goals and objectives for the future! Thanks again to all who participated in the survey!

Inside CIRCUITS

JUNE 2022

