

# THE PowerLines REPORT

1 | Keeping Rates Stable

2 | Better Internet

3 | College Scholarships

4 | Avoid Phone Scams

DECEMBER 2020

## DMEA Rates Remain Stable in 2021

*A message from Jasen Bronec, CEO*

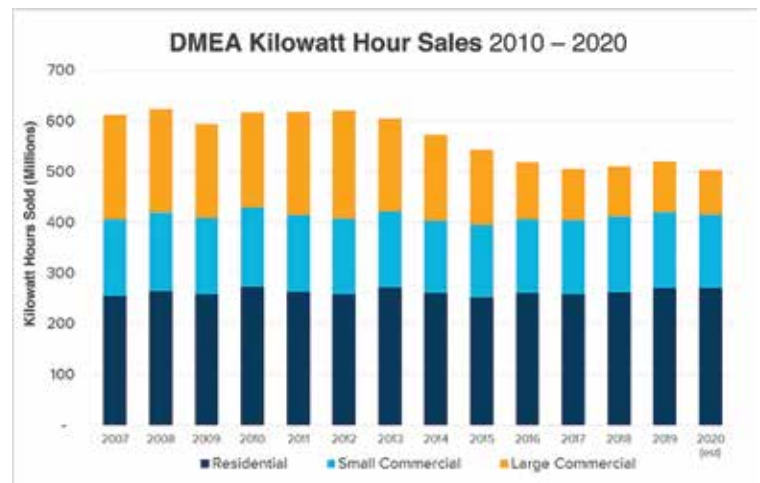
News that good is worth repeating: There will be no rate increase in 2021. In fact, a rate increase isn't projected through 2022 either. We promised you rate stabilization and that's exactly what we are delivering.

Our ability to do so is particularly significant this year. DMEA has experienced extreme load loss in 2020. Early on, we lost one of our largest commercial members, Russell Stover. That, coupled with COVID-19 forcing numerous other local businesses to close, means our commercial load dropped considerably. In addition, mining activities also declined this year. Combined, these losses had a detrimental impact on DMEA's projected revenue.

It hasn't been easy. You know that. You've been with us on this journey the past few years: believing there were better power supply options, sending supportive letters to elected officials, filing comments on our behalf with the Federal Energy Regulatory Commission, and celebrating our transition to Guzman Energy this past July.

Now, not only are we able to hold your rates steady, but we are also already working to increase the amount of local and renewable energy that powers your homes and businesses. With Guzman, we can generate up to 20% of our energy locally, that's double what we're already doing. Plus, in less than 10 years, a sizable amount of the electricity we provide will come from renewable resources.

I'm proud to bring you this good news on behalf of DMEA. But I also want to recognize the struggles our communities are facing right now. 2020 has truly upended all of our lives.



Families have been isolated from each other, relationships strained, tempers pushed to the edge, and even loved ones lost.

While DMEA cannot fix or change any of these worldwide challenges, I can promise you this: All of us at DMEA will continue to do our best to serve you. Rate stabilization aside, DMEA and our Board of Directors have committed \$30,000 to our member crisis fund. This fund helps members in emergency financial situations pay their electric bills. Please reach out to us at 877-687-3632 if you or someone you know is struggling. Our customer service team can also help members apply for third-party assistance programs such as LIHEAP (low-income heating assistance program).

From all of us at DMEA, we wish you strong health and a peaceful heart this holiday season.

# Viewing your energy use in SmartHub

It's never been easier to keep track of your energy use. Everything you need to compare, conserve, and monitor is under the 'My Usage' tab in your SmartHub account.



Your 'My Usage' section provides several tools for you to analyze your past and current energy use, as well as plan and conserve in the future.

Compare your use and costs, set markers to monitor changes in your energy use over periods of time, and get energy saving tips.

**Analyze Your Usage** | Plan and Save | Explore Usage Management

### Usage Explorer

Usage Explorer gives you a detailed look at your past and current usage, all in one place.

View your usage and weather trends by month, or if available by day or hour.

[Use the Usage Explorer tool](#)

### Usage Comparison

Usage Comparison lets you compare two bills worth of usage history side by side.

View the differences between this month last year, or other combinations to see how your bill varies each month.

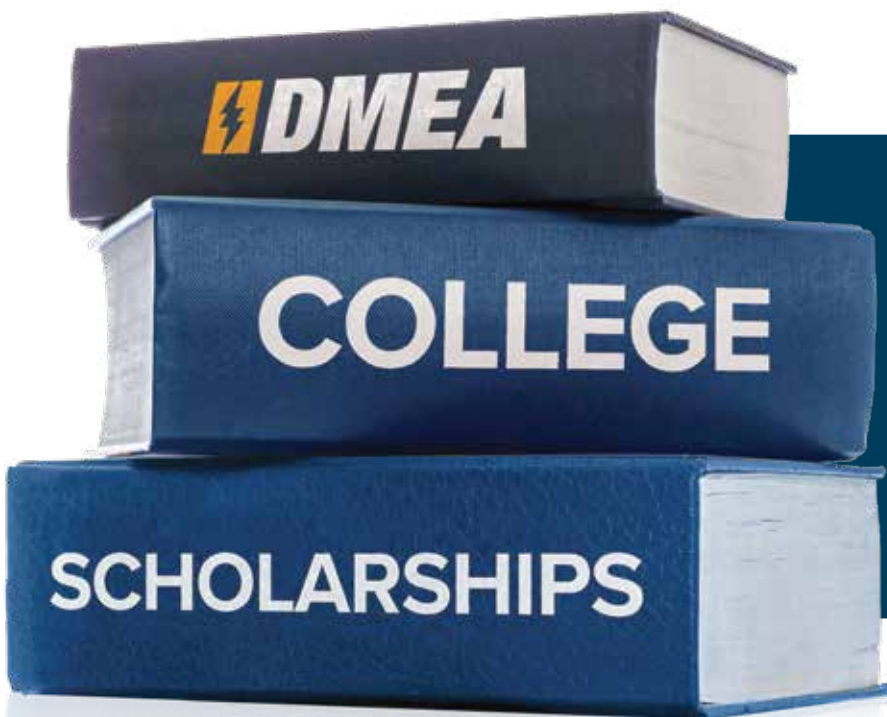
[Use the Usage Comparison tool](#)

### Average Usage

Average Usage shows you what your typical or average usage is for your selected time period.

For example, see your average usage on each day of the week (such as Tuesdays), over the course of a year. Or see your typical usage in each hour of the day over the course of 2 weeks. Discover when you can save the most on your utility bill.

[Use the Average Usage tool](#)



This year, DMEA is offering \$51,000 in college scholarships to local graduating seniors and continuing education students. Let us help make your dream a reality!

Apply between 1/1/21 – 3/31/20

[www.dmea.com/scholarships](http://www.dmea.com/scholarships)

# THIS IS WHAT BETTER LOOKS LIKE

Here's the deal: Spectrum is a huge East Coast company that didn't seem to think our communities deserved better internet until Elevate started providing it. Like you, we were sick of the pricing gimmicks, bundling games, endless fine print, hidden fees, and not-so-great internet. **To all our customers, thank you. We promise to keep doing what we do best.**

## Spectrum vs. Elevate

## Spectrum

## ELEVATE™

Standard Rates Per Month	50 Mbps/5Mbps without Wi-Fi for \$69.99/mo	We don't offer speeds this slow! We start at <b>150 Mbps/150 Mbps (with Wi-Fi) for \$54.95/mo</b>
	1 Gig/35 Mbps for \$129.99/mo	Get our faster internet, <b>1 Gig upload/1 Gig download, for \$79.95/mo</b>
Wi-Fi Activation Fee	\$9.99	<b>FREE</b>
Home Wi-Fi	\$5.00/mo	<b>FREE</b>
Bundling Games	Too many to list	<b>NONE</b>
Hidden Fees	You mean like their Wi-Fi activation fee, Broadcast TV charge, or phone payment processing fee?	<b>NONE</b>
Headquarters	Stamford, CT	<b>Montrose &amp; Delta, Colorado</b>
Local Support	Your money goes out of state	Your money supports local jobs and <b>\$20,000 in community donations annually</b>
100% Fiber to your home	Nope	<b>YES</b> so you get the same fast upload AND download speed

## READY FOR BETTER?

Order service today at [elevateinternet.com](http://elevateinternet.com)

# ELEVATE™

FAST INTERNET ► (for real)

\*Spectrum information from [www.spectrum.com/browse/content/ratecard](http://www.spectrum.com/browse/content/ratecard) as of 10/29/20. Price, fee, and speed comparisons are for residential services.

Fast internet | Simple TV | Reliable home phone

[elevateinternet.com](http://elevateinternet.com) / 844-386-8744



# DON'T FALL FOR PHONE SCAMS

Scams come in various forms these days, like suspicious emails, texts, website pop-ups, and phone calls. The most common type of scam DMEA members are hit with is phone. Scammers call claiming to be a representative with DMEA and threaten to disconnect power unless you give them your credit card number or bank account information. More sophisticated scammers use a process called spoofing that will make your called ID display DMEA even when it's not us.

While DMEA does make courtesy calls concerning disconnects, we will never personally take your payment over the phone. The only way you can pay your DMEA bill over the phone is through our secure automated phone system. Members at risk of disconnection will also be notified by mail.



## TIPS FOR AVOIDING SCAMS



If you are ever in doubt, hang up and check your account online at [www.dmea.com](http://www.dmea.com) or call DMEA back directly to confirm information at 877-687-3632.



NEVER give out personal information, debit/credit card numbers, or wire money as a result of an unexpected or unsolicited call if you cannot validate the caller's authenticity.



While DMEA provides many payment options; be suspicious if the caller is REQUIRING the use of a prepaid debit card.



Ask the caller for details about his or her name, phone number, company, etc. Your questions may scare them away.



If not, document what they tell you, including the date and time you speak with them, caller ID number, and anything else that may aid in a possible criminal investigation. Contact your local authorities and DMEA to report theft or attempted theft due to scams.



Beware if a caller exhibits irritation, unease, or anger when you question their authority. Notice if their emotion intensifies when you ask to speak with their manager, for their phone number, or to call back later.



Know how to access your monthly bill easily. All DMEA members can create a free SmartHub account to monitor all billing activity. Get started at [www.dmea.com](http://www.dmea.com) by clicking the 'View or Pay My Bill' button on the homepage.



A Touchstone Energy® Cooperative 

### Montrose Office

11925 6300 Road  
Montrose, CO 81401  
M, W, F; 8:00am-5:00pm  
T & Th; 8:00am-6:00pm

### Read Office

21191 H 75 Road  
Delta, CO 81416  
M & W; 9:00am-4:00pm

### Contact Us:

1-877-687-3632 | [www.dmea.com](http://www.dmea.com) |    

### Your Board of Directors:

*Bill Patterson, District 1*     *Kyle Martinez, District 2*  
*Brad Harding, District 3*     *Ken Watson, District 4*  
*Chris Hauck, District 5*     *Damon Lockhart, District 6*  
*Enno Heuscher, District 7*     *Stacia Cannon, North*  
*Jock Fleming, South*

DMEA Board Meetings are open to all members and are generally held on the 4th Tuesday monthly beginning at 3PM with the public comment period at 5PM. Call 970-240-1212 to confirm date, time, and location.

### Recipes Info:

Submit recipes, including your name, address, and phone number to:

DMEA Newsletter  
PO Box 910  
Montrose, CO 81402

Or email your information to [communications@dmea.com](mailto:communications@dmea.com).

If your recipe is published, claim your prize by calling (269)598-9386 within 60 days.

# HOME COOKING



## Chocolate Fudge

Holly von Helms, Montrose



### Ingredients:

13 milk chocolate bars (1/2 oz size)  
12 oz package semi-sweet chocolate chips  
7 oz jar marshmallow creme  
4 c sugar  
1 can evaporated milk  
1 cup walnut pieces  
1 tsp vanilla  
Pinch of salt

### Directions:

Mix all chocolate and marshmallow creme in large bowl. Combine sugar, salt, and milk in large saucepan. Bring to boil, stirring constantly and boil 8-9 minutes. Pour over chocolate mixture and stir until all chocolate is melted. Add nuts and vanilla. Pour into buttered pan. Cool and cut.

### WE'RE IN NEED OF YOUR RECIPES!

Submit your best recipe, along with your name, address and photo of your dish, to [communications@dmea.com](mailto:communications@dmea.com)

If we print your recipe, you win a \$25 gift card.



## Kid's safety contest coming this January!

At DMEA, our number one concern is safety: safety of our crews, first responders, and our community members. To raise community awareness about electrical safety, DMEA presents our all-new monthly safety competition just for kids for the calendar year of 2021.

Starting next month, DMEA will announce one common electrical safety dilemma each month to students in the 3rd, 4th, and 5th grades across Montrose and Delta counties. Students must research and present the safest way to address or resolve the situation.

## HOW TO PARTICIPATE

Challenges will be posted monthly on our website at [www.dmea.com](http://www.dmea.com) as well as the DMEA Facebook page at [facebook.com/DeltaMontroseElectricAssociation](https://facebook.com/DeltaMontroseElectricAssociation). The deadline to submit answers is 7:00 p.m. on the last calendar day of the month.

## WHAT TO SUBMIT

Videos, drawings, flow charts, you name it! Each month, we'll let you know what type of submission we're looking for. Full details about general guidelines for minimum and maximum requirements, and file size will be posted online.

## WIN AWESOME PRIZES

DMEA's Safety Committee will pick a winner each month and students will win awesome prizes like video games or consoles, skateboards, bikes, sports equipment, shopping sprees, and more! One annual Grand Prize will be awarded in 2022.

Stay tuned for more details in our January newsletter and DMEA's Facebook page!

Learn more at [www.dmea.com](http://www.dmea.com).