



THE PowerLines REPORT

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FEBRUARY 2022

Five Reasons We Love Serving Our Members

Alyssa Clemesen Roberts, CEO

It's just around the corner: a sea of pink and red hearts, boxes of chocolate wrapped in bows, and bouquets of fragrant roses. Valentine's Day may have originally been created by a greeting card company, but over time, it's become a widely celebrated day where we take the time to profess our love and devotion.

But Valentine's Day isn't just for the lovebirds. It's also the perfect time to let other special people in our life know how much we care—with or without the greeting card. In the spirit of the holiday, here are the top five reasons why we love serving our DMEA members.

We love serving our members because without you, the co-op wouldn't exist. Our purpose is to provide you with reliable, responsible, and safe electricity. Simply put, DMEA exists to serve you. That's why we were formed in 1938: to bring power to our local area when for-profit utilities would not. Because we exist to serve, we always start with the same question: how does this benefit our members?

You enable us to complete our mission by supporting our efforts to give back. A major part of our mission is to serve our community and look after the greater good. With your assistance, we're able to help the most vulnerable members of our community through programs like Operation Round Up.

Members of our co-op also serve on the board of directors. They provide guidance for setting co-op priorities and helping make big decisions. Because our board

members live in the districts they represent, they are able to serve as the pulse of the larger community, identifying immediate and long-term needs. The broader co-op membership provides helpful input through their vote on director elections and by weighing in on co-op issues.

You help us get it right. DMEA members are great about keeping us in the know. We do our best to avoid power outages, but Mother Nature does throw us curveballs. Our members are quick to report any power disruptions and are patient as our crews work to safely restore power. We know outages are frustrating, and your support as we work through them means so much to our employees. We also appreciate your feedback on co-op programs and services like bringing fiber internet to our valley. Your opinions are critical for the co-op's success, and we thank you for that.

You and other DMEA members make up the community we serve – and for us, it's all about community. Our employees live and work here too and care about our community the same way you do. That's why DMEA donates to local charities, schools, and scholarship funds. It's also why we invest in economic development and why you'll see our employees volunteering throughout our communities.

As a co-op, our mission is to enhance the quality of life in our community and look after its long-term interests. We love serving our members and our local community, and just like you, want to see it continue to thrive.





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!

AVAILABLE SCHOLARSHIPS:

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Graduates**

**Continuing
Education**

**CMU
Montrose**

TCR

**Line
Worker**

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Thanks FOR HOLDING

We understand the frustrations our members are experiencing with extended on-hold times and delayed email responses. We are experiencing an extremely high volume of calls and emails. We apologize for the frustration and appreciate your patience. Here are a few options for contactless support:

SmartHub

Compare past energy use, pay your bill, view payment and billing history, and update your credit card information all with the ease of SmartHub, your online DMEA account portal. Set up your account by following the steps listed to the right. Elevate also has a SmartHub feature. Set up your account by visiting www.elevateinternet.com.

Drop boxes

Drop your payment off along with your account information or bill stub at one of the following locations:

- Both Montrose City Markets
- Montrose Safeway
- Don's Market, Paonia
- Cedaredge Mercantile

Elevate tech support

Call 844-386-8744 and select the automated option to contact Elevate tech support. You can also email tech support directly at support@elevateinternet.com.

Pay by phone

To pay your DMEA bill by phone, call **877-687-3632**. For your Elevate bill, call **844-386-8744**. Be sure to select the automated secure payment option.

Setting up your SmartHub account

1

Visit www.dmea.com and click 'View or Pay My Bill' in the upper left corner.



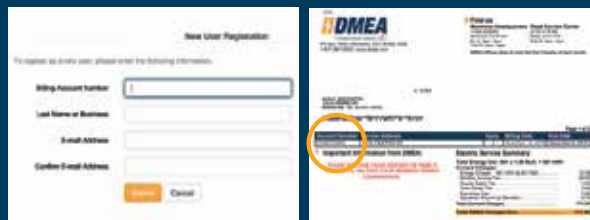
2

The DMEA SmartHub portal will appear. Click 'Sign up to access our Self Service site' on the bottom.



3

Enter your information. Your account number can be found on the first page of your DMEA bill.



Click 'submit' then check your email inbox for your login info.



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 |

Your Board of Directors:

<i>Bill Patterson, District 1</i>	<i>Kyle Martinez, District 2</i>
<i>Jacob Gray, District 3</i>	<i>Ken Watson, District 4</i>
<i>Kevin Williams, District 5</i>	<i>Damon Lockhart, District 6</i>
<i>Enno Heuscher, District 7</i>	<i>Stacia Cannon, North</i>
<i>Jock Fleming, South</i>	

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.

DMEA is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Office of Adjudication, 1400 Independence Avenue, S.W. Washington, DC. 20250-9410, by fax (202) 690-7442 or email at program.instake@usda.gov.



DMEA COOKS!

Featuring favorite recipes from our DMEA family

Apple Cider Two Ways

Rachael Leon, Digital Marketing & Communications



Sparkling Apple Pie Mocktail

Ingredients:

2.5 oz spiced apple cider
2.5 oz Welch's sparkling white grape juice
Apple slices for garnish

Directions:

Pour apple cider about halfway into each champagne flute. Top with sparkling grape juice. Garnish with an apple slice.



Caramel Apple Cider Cocktail

Ingredients:

2 oz caramel vodka
1/2 oz B&B brandy
1/2 oz fresh lemon, squeezed
Spiced apple cider to taste

Directions:

Pour all ingredients over ice and stir, or shake until frosty for a martini. Garnish glass with caramel sauce and an apple leather.

FIVE WAYS TO SAVE ENERGY WHEN WORKING FROM HOME

Today, more Americans are working from home than ever before. More time spent at home means more energy used throughout the day. If you're punching the clock from home, here are five small steps you can take to reduce your energy use and save on electric bills.

1

USE A SMART POWER STRIP

Plugging in your most-used devices, like computers, monitors and routers, to a smart power strip ensures these devices aren't drawing power when they're not in use.

2

UNPLUG YOUR LEAST-USED EQUIPMENT

If your home office includes equipment like printers and scanners, you're probably not using these electronics every day. Unplug these devices, as most of them draw energy even when they're not being used.

3

CHOOSE ENERGY STAR®-CERTIFIED OFFICE EQUIPMENT

If you're looking to purchase new equipment for your workspace, look for the ENERGY STAR® label to ensure you're getting the most energy efficient features. These electronics save energy, and most are designed to run cooler and last longer.

4

FLIP THE SWITCH AND USE NATURAL LIGHT INSTEAD

When you're working during the day, open blinds, curtains and other window coverings to let natural light in—and don't forget to turn off the lights to reduce energy use!

5

LOWER THE THERMOSTAT

Home heating makes up a significant portion of your energy bills. Turn the thermostat down a couple degrees during the day to reduce energy use and save money.

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