

THE

PowerLines

REPORT



Celebrating Better Service



ElevateIQ Protection



Spark 'n Park

October 2023

Happy National Cooperative Month – Celebrating Through Better Service



Jack Johnston, CEO

October is National Cooperative Month, and I can't think of a time that I've had a better announcement to mark the occasion than this: It's my pleasure to share that DMEA has fully re-opened our Delta County Office.

For various reasons over the past decade, DMEA has adjusted its Delta County office hours, most recently moving to just one day a week. But as a member-owned cooperative, that just isn't right. We're here to serve all of our members, and we weren't doing our best for our members in Delta County. Beginning October 2, our office at 21191 H 75 Road, Delta, is now open Monday through Friday, 8:00 a.m. – 5:00 p.m. It is fully staffed with our excellent customer service representatives, and members can stop in for any of their needs, from paying a bill to ordering Elevate internet.

That's not all National Cooperative Month brings, though. This year, we have a unique event in store for you. I invite you to join us at one of DMEA's Spark

'n Park events. We're hosting an electric vehicle car show where you can chat with real EV owners and learn about what it's like to own an EV. There will be educational booths and a variety of food trucks for you to grab a tasty treat or two. You'll also have the chance to win electric tools, like an electric chainsaw, mower, or more.



Delta County

Friday, October 20, 3:00 – 6:00 p.m.
Delta County Fairgrounds, Hotchkiss



Montrose County

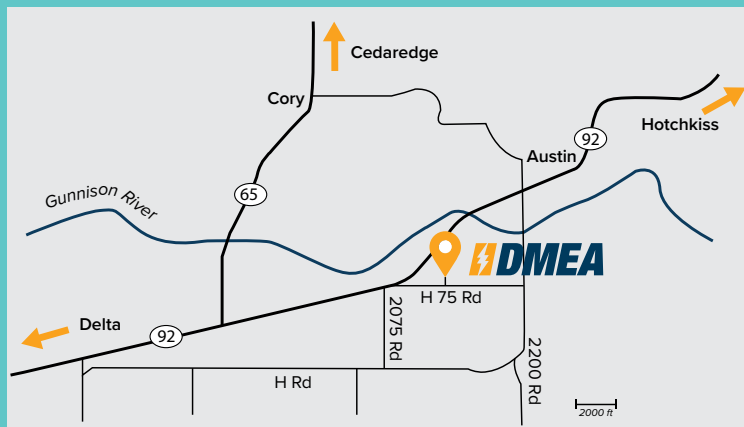
Saturday, October 21, 9:00 a.m. – noon
EV Fast Charging Station on the corner of N. 1st & Uncompahgre, Downtown Montrose

Whether at one of our offices or these special events, we hope you'll come see us. Happy National Cooperative Month and thank you for your membership!

DELTA COUNTY OFFICE HOURS

Monday - Friday
8:00 a.m. – 5:00 p.m.

21191 H 75 Road
Delta, Colorado 81401
877-687-3632
dmea.com



GET CURRENT

Keeping you plugged in to everything electric.

SMART SECURITY

Monitor your home from anywhere on your mobile phone. At the heart of these systems are smart cameras and sensors that continuously monitor the premises for any suspicious activity. Cameras can capture high-definition footage and send real-time alerts through the internet via smartphone apps or email.

Doorbell cameras, motion detectors, window and door sensors, and smart locks integrate together to create a comprehensive security network. View live footage from a mobile app, receive notifications when alarms go off, and control the system remotely.

Where to buy: Home improvement stores and online

Who it's for: Home and businesses owners

Extras: Lights, sirens, and more



✓ Customizable

✓ Real-Time

✓ Low Maintenance

✓ Peace of Mind

HELLO THERE! ||| Customer Service Team

13

Number of customer service reps serving you

24,000

Average in-person customer visits annually

14,000

Average emails responded to annually

63,000

Average phone calls answered annually

Meet DMEA's customer service team! This department works directly with our electric members and internet subscribers to provide assistance, resolve concerns, answer questions, and process account actions like bill payments, service transfers, and orders for new service.

"There are many qualities that make my job great. I love my team, love to help others, and love to go the extra mile for my community. There are many moving pieces in DMEA/Elevate and I am glad to be part of it!"
- Lindsay

SPARK 'N PARK

Electric Vehicle Car Show



& DMEA Member Appreciation Days

Friday, Oct. 20, 3 - 6 p.m.
Delta County Fairgrounds
Hotchkiss

Saturday, Oct. 21, 9 a.m. - noon
Corner of N. 1st & Uncompahgre
EV Fast Charging Station in Montrose

FOOD TRUCKS

★ BOOTHS & PRIZES ★

EV CAR SHOW

Bring your EV or stop by to chat with EV owners and register to win over \$3,000 in prizes! DMEA board members and staff will be on hand to answer questions.

Scan here to register your electric vehicle for the show



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 - F; 8:00am-5:00pm

Contact Us:

877-687-3632 | dmea.com |



Your Board of Directors:

Bill Patterson, District 1
Jacob Gray, District 3
Kevin Williams, District 5
Enno Heuscher, District 7
Jock Fleming, South

Vacant, District 2
Emily Sanchez, District 4
Damon Lockhart, District 6
Stacia Cannon, North

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 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 USDA 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.instate@usda.gov.

YOUR LIFE IS CONNECTED. MAKE SURE IT'S PROTECTED.

With ElevateIQ network security all of your connected devices are safer.



FREE WITH ELEVATE INTERNET SERVICE

Your devices are important to your life. ElevateIQ is your 24/7 internet watchman. With multi-layered protection, even your most vulnerable devices like smart TVs, thermostats, and Wi-Fi cameras are protected before issues happen.

We put a shield between your devices and bad actors, stopping threats before they ever make it to your devices.



No Equipment Required

Just download the ElevateIQ app and it is ready to work with your router.



24/7 Support

As part of Elevate's Wi-Fi service we're here for you if you need us.



Network Security

ElevateIQ is whole home network security made easy.



Secures the most vulnerable devices

From thermostats, cameras, smart TV's, and baby monitors.



Viruses, Malware, and Intrusions

ElevateIQ is constantly hunting for bad actors and stopping them at the front door.



Updated Daily

World-class cyber security that is updated every day to keep you safe.

ELEVATE[®]

FAST INTERNET ▶ (for real)

GET THE APP TODAY!



Cyber Safety

BE AWARE:
Don't fall victim to
cyber scams

HOW TO SPOT FAKE WEBSITES & APPS

In an era when we are online everyday, the ability to spot cyber threats and scams has become an essential skill. Luckily there are several key indicators that can help you identify whether a website or app is genuine or fraudulent.

- 1 Scrutinize the URL or web address. Legitimate websites usually have secure URLs that start with "https://" and might also feature a padlock symbol in the address bar. Beware of slight misspellings or variations in the domain name, as scammers often create URLs that are visually similar to well-known sites.
- 2 Genuine apps are usually available for download from the official Apple App Store or Google Play Store. Avoid downloading apps from third-party sources, as they can contain malware.
- 3 Be cautious of unsolicited emails, messages, or social media posts that provide links to websites or apps. Cybercriminals often employ phishing techniques to lure users to fake websites that aim to steal personal information or financial details. Verify the authenticity of such communications through official channels before taking any action.
- 4 Researching online reviews and checking for the website's reputation on reliable sources can provide insights into its authenticity.

Read more at elevateinternet.com/national-cybersecurity-awareness-month

SHOOT FOR SAFETY



DMEA's rights-of-way can provide attractive hunting grounds and easy passage, but they also contain our power lines, substations, and workers, day and night.

- ▶ Note the location of power lines and other electrical equipment before you begin a hunt.
- ▶ Obey all signs or postings that advise electrical safety.
- ▶ Never shoot nearby power lines or other electrical equipment. A single shot can cause vast damage to the electrical system. Damage to electrical equipment can result in power interruptions and physical risks to those nearby.

Report any damage to electrical equipment you may come upon to DMEA immediately by calling 877-687-3632.