

THE PowerLines REPORT

DMEA

1 |  2022 A Look Back

2 |  On the Job: System Operators

3 |  This Fiber Means Business

4 |  Supporting DCSAR

JANUARY 2023

A LOOK BACK AT 2022

Kent Blackwell, Interim CEO and Chief Technology Officer



As we move into the New Year, I'm reflecting on DMEA's accomplishments this past year, and wow, there is so much to report. As you may recall, it was a rough start for us. In January, we were still recovering from the malicious cyber-attack that took down our internal operating systems for weeks. But

we kept moving forward, and as we rebuilt our internal network, we made sure to do it right. We have added multiple layers of data security and increased our already robust firewall. We also established regular vulnerability testing and doubled down on our internal cyber security training. Our employees logged more than 300 hours of cybersecurity training this year!

In 2022, DMEA also welcomed three new members to our leadership team. With the new team complete, we headed out into our communities to get to know our members through a community event called Spark Sessions. It was an opportunity to have quality one-on-one conversations with members and better understand your needs and questions. Thank you to all who attended!

Over the year, our grid reliability has held steady. But notably, we saw hot, windy weather hit our communities much earlier than expected. In May, we implemented our fire prevention procedures, a month earlier than previous years. This mode of operation helps prevent fires, but it does impact the length and size of power outages. Luck was in our favor though, and for the first time in years, the monsoons arrived, and we were able to move back to normal operations within just a few weeks.

As the summer came to a close, we experienced an unexpected change in leadership. The search for the new CEO kicked off when DMEA's then-CEO, Alyssa Clemens Roberts, took a job opportunity to be closer to her family. DMEA's Board of Directors began working with the executive search firm CarterBaldwin to perform a national

search. I'm happy to report that the board has completed its search and has selected experienced utility executive Jack Johnston to serve as DMEA's new CEO.

DMEA celebrated a monumental win when the Delta County Commissioners unanimously voted to approve a limited-use permit for Garnet Mesa Solar. This 80-megawatt project will be located in southern Delta County and produce enough local renewable energy to power 18,000 homes. Engineering and project planning is well underway, and material acquisition has begun. We expect to see construction kick off during the first quarter of 2024. I encourage you to follow progress at garnetmesasolar.com.

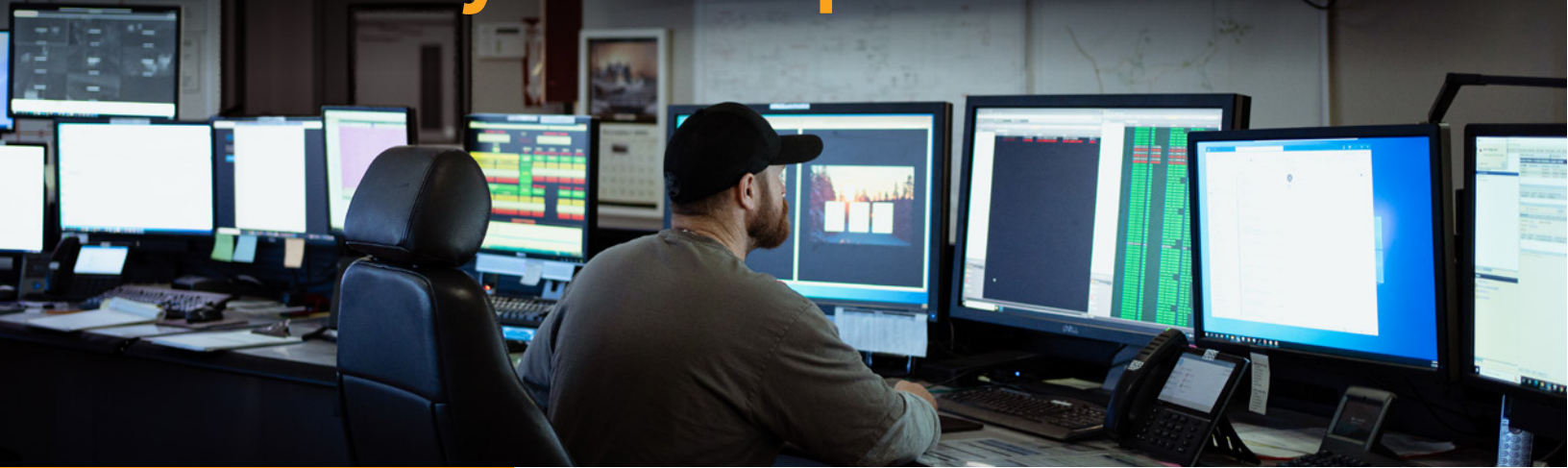
In August, we upgraded our internal customer management software and migrated our records management tools to a new platform that offers more security, workflow efficiencies, and many member benefits. With this upgrade came a new and improved SmartHub app for DMEA and Elevate consumers. Now you can conveniently access both your DMEA and Elevate accounts through one combined SmartHub app!

Last month, DMEA retired \$3.4 million in capital credits to our members. More than 8,000 current and former members received their credits from the years 1991 and 1992. This was the first time DMEA has retired capital credits in seven years. I'm proud to report that your cooperative employees have worked hard to keep costs low despite high inflation, capital-intensive projects, and an unprecedented global pandemic. As a result, DMEA is in excellent financial health and was able to pay out capital credits this year.

Some of the items listed here were challenges, while others were successes. But through it all, we focused on our members' needs and interests when making decisions, which brings me to our single biggest success of 2022. While the national energy sector experienced soaring costs, we were prudent, responsible, and efficient. The result: **DMEA will again hold member rates steady in 2023!**

ON THE JOB 24/7

DMEA System Operators



Fun Facts:

▶ Our system operators don't just monitor DMEA's system. They also watch over Grand Valley Power, which serves parts of Mesa and Garfield counties, and San Miguel Power Association, which serves Ouray, San Juan, San Miguel, and portions of Dolores, Hinsdale, Mesa, and western Montrose counties.

▶ DMEA system operators coordinate with other regional centers including 911 and generation and transmission organizations. For example, if there is a vehicle accident involving a power pole, DMEA works together with emergency services to ensure the scene is safe.

From the dark hours of the morning, when most of us are still asleep, through lunch breaks, evening hours, and long after the rest of us have gone to bed, DMEA's six-member team of system operators remains on the clock.

WHAT DOES A SYSTEM OPERATOR DO?

At DMEA, our system operators act as first responders when the power goes out. They receive the first member calls and work with our operations and engineering teams to locate an outage, assess restoration options, and send out our line crew for repairs.

One of the most critical jobs they do during outages is evaluating how to re-route power on our local grid to get your lights back on soon. This process is aptly named 'switching' and is conducted when part of the local grid is experiencing an outage or service issue. System operators switch the route of the energy flowing on our lines, redirecting it around the affected areas to get the power back on as soon as possible.

WHAT TOOLS DO SYSTEM OPERATORS USE?

DMEA system operators use advanced technology to monitor our grid, perform regular maintenance, and respond in emergency situations. Called Supervisory Control and Data Acquisition (SCADA), this technology lets us remotely control and communicate with devices out in the field. It's the required foundation for a smart grid. For example, when an outage occurs, operators can remotely test equipment in the field, such as opening and closing different circuits. In some cases, they can resolve an outage in mere minutes, all from their computer.

WHY DO OUR SYSTEM OPERATORS LOVE THEIR JOB?

The short answer: you, our members. The long one: Our team enjoys the challenge of troubleshooting grid issues and finds it rewarding to safely and reliably provide power to our communities. Not to mention the flexible schedule and night shifts!

FIBER MEANS BUSINESS

Every Elevate business customer can count on being able to access merchant services and cloud storage, run video security systems, transfer data and large files, manage email systems, and support internal communications, like chat or an intranet, on our fast and reliable network. But wait, there's more:

- Symmetrical internet speeds, meaning your download speed and upload speed are the same
- A dedicated static IP for enhanced security
- 99.9% guaranteed service level
- Maximum 4-hour repair response time if issues arise
- Personal business support representative
- 24/7 tech support call line
- Pre-install site visit and consultation
- FREE Wi-Fi modem and router
- FREE set up and activation of your Wi-Fi network

Personalized **INSTALLATION**

\$100 one-time fee

You can, and should, expect more from your Elevate service installation. Because what good is fast internet if you can't even use it? That's why every business install starts off with a FREE one-on-one site survey so we can determine the best way to bring service into your business and make your switch to Elevate seamless.

Subject to availability. Installation is zero money down and \$10/mo., for 10 months or \$100 upfront. Initial 12-month contract required. Internet service is required for phone. Speeds up to 10 Gig available.

Business Internet **PACKAGES**

150 MBPS/150 MBPS
\$79.95/month

Built for traditional hometown, homegrown small business: gift shops, boutiques, salons, and your good ol' mom and pop shop. Connect between 2 - 15 workstations and wireless devices.

1 GIG (1000 MBPS/1000 MBPS)
\$159.95/month

Built for the medium-sized businesses that operate at maximum horsepower: real estate companies, billing agencies, accounting firms, and restaurants. Connect between 15 - 35 workstations and wireless devices

2 GIG (2000 MBPS/2000 MBPS)
\$319.95/month

Built for the biggest businesses in our valley that support large workforces or simply transfer a large amount of data - manufacturers, medical offices, consulting firms, banks, and media outlets. Connect 35+ workstations and virtually unlimited wireless devices.

ELEVATE[®]

FAST INTERNET ▶ (for real)

So Others May Live

That's the motto of the Delta County Search and Rescue (DCSAR) team. It's what drives the 17-member volunteer group to spend countless hours away from their homes and families helping people during one of the darkest moments of their lives.

Delta County Search and Rescue is a non-profit organization that assists local and regional law enforcement agencies during emergencies, such as missing person searches, rescue missions, and recoveries.

"We use our search and rescue team for a variety of reasons. They are our boots-on-the-ground team for missing-person searches. Without them, we wouldn't have the manpower to search for individuals. (...) We can't accomplish what we need to do without working together," said Delta County Sheriff Mark Taylor.

Commander Erin Carney and Lieutenant Commander Randy Toltz lead this critical emergency response team, comprised entirely of community volunteers who often use their personal gear and equipment during

rescue missions. But none of this comes cheaply. "The equipment we need must be rugged enough to go in hard-to-reach places. It's all specialized, and that's expensive," said Lt. Commander Toltz.

In 2022, DCSAR's callouts more than doubled, with a notable increase in winter calls. These added calls, plus being entirely self-funded, led the team to ramp up their fundraising efforts. Specifically, they needed a better snowmobile for winter rescues because their current sled didn't have the adequate towing capacity needed for winter missions.

DMEA had the privilege of supporting this essential community agency with a \$10,000 donation earlier this fall. While the grant exhausted the co-op's donation program for the year, the need was just too great to refuse.

"With DMEA's donation, we were able to keep our old sled and purchase a new 2-up sled that is just the workhorse we need for rescue missions," said Commander Carney.

Join us in supporting Delta County Search and Rescue!

JOIN DCSAR

Become a member of DCSAR by completing the online application at deltasar.org/delta-county-search-rescue-application

DONATE

Monetary donations can be made at deltasar.org/donate

GIVE GEAR

Donate your used but working all-terrain vehicles, utility vehicles, or outdoor gear by contacting Randy@deltasar.org | 303-676-7036

[Deltasar.org](https://deltasar.org) | info@deltasar.org



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
W; 8:00am-5:00pm

Contact Us:
1-877-687-3632 | dmea.com | [f](https://www.facebook.com/dmea) [y](https://www.youtube.com/dmea) [i](https://www.instagram.com/dmea) [l](https://www.linkedin.com/company/dmea)

Your Board of Directors:

Bill Patterson, District 1 *Kyle Martinez, District 2*
Jacob Gray, District 3 *Ken Watson, District 4*
Kevin Williams, 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.

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.



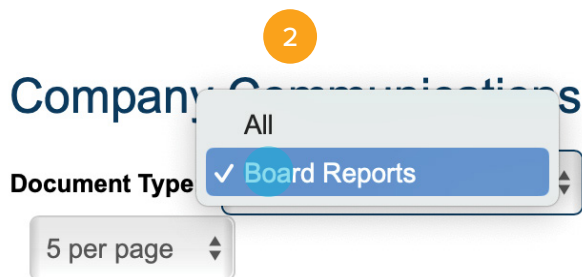
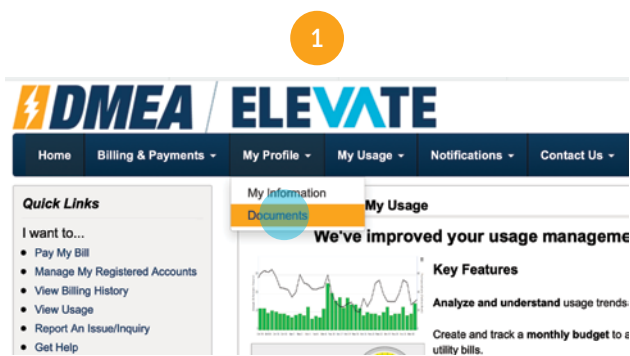
SMARTHUB

Find the Board of Directors Meeting Packet

You can now log in to your Smarthub app and find the latest DMEA board meeting information.

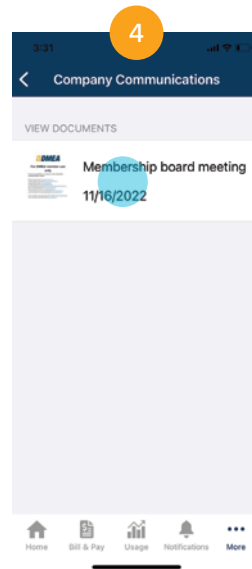
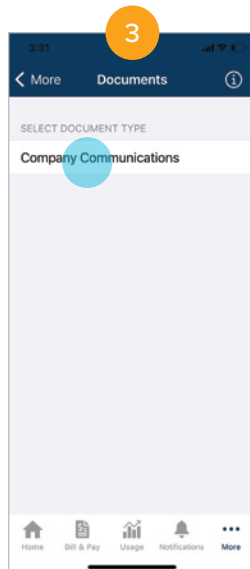
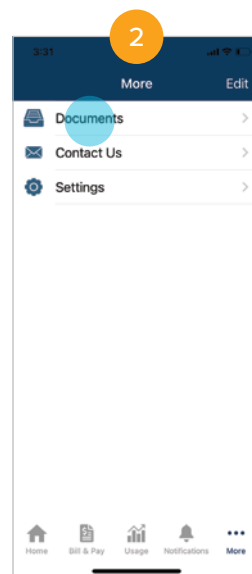
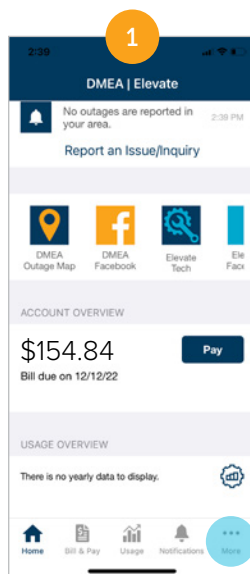
Computer:

From the main page, hover over "My Profile" and then choose "Documents" from the drop down menu. The company communications page will come up and under "Document Type" choose "Board Reports." Click on the document to view it.



Mobile Device:

On the app screen, click on "More" in the bottom right-hand corner. From that menu, click on "Documents," then "Company Communications." Click on the document to view it.



Get started at dmea.smarthub.coop or scan the QR Code:



REPORT OUTAGES



Call DMEA directly at 877-687-3632, even if you think others have already reported it.

Be ready to provide the following information:

- Your name
- Your physical address
- How long you have been out of power
- Unusual events, sites, or sounds on or near your property or around DMEA equipment that might have caused the outage

If it is after normal business hours or a holiday, your call will automatically transfer to DMEA's 24-hour dispatch center.

- ▶ Remember, never report an outage using email or social media because those services are not monitored 24/7.

DURING AN OUTAGE, REMEMBER THESE SAFETY TIPS:



Assume all power lines are energized whether they are high up on a pole or lying on the ground. They carry high voltage electricity and are deadly to touch.



Never try to repair or move DMEA equipment, like power lines or transformer boxes in your yard. High-voltage electricity may still be flowing even if these items are damaged.



Purchase a backup generator if you depend on electricity to power required medical equipment to safeguard against power outages. Weather, auto accidents, equipment failures, and wildfires are just a few of the incidents that can result in power outages. Always follow all installation, safety, and maintenance guidelines for your generator.

Cyber Safety



BE AWARE:
Don't fall victim to
cyber scams

THE SCAM:

**PAY NOW,
OR ELSE!**

Using any platform they can get their hands on, scammers will pose as a trusted local company (yep, even us) and threaten to disconnect your service if you don't pay them immediately.

Scam callers are typically very threatening and demand payment on the spot. They insist you provide your banking or credit card information over the phone to a person rather than through a secure phone payment system. Always hang up and call the utility or account in question directly.

The same rules apply to email. Even if you recognize the sender's name, double-check the sender's email address by hovering over it or expanding it. Fake emails typically have generic greetings like Sir/Madam, an immediate link to another place to enter your personal information, spelling and grammar mistakes, and even unsolicited attachments. Hover over any hyperlink – don't click – to see where the URL is directing you. Never forward these suspicious emails. Report them as spam and delete them. If you are unsure, call or email the utility or account in question directly.

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