

THE PowerLines REPORT



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January 2024

It Pays to be a Co-op Member – Your Capital Credits have been Delivered!



Jack Johnston, CEO

Last month, DMEA paid back \$3.2 Million to current and former cooperative members. This cash-back benefit, called capital credits, is unique to the cooperative business, and this year, more than 8,000 members who purchased electricity in 1993 and 1994 received their money as either a check or bill credit.

Those of you with credits of more than \$50 should have received your check in the mail just before the holidays. Members with a credit of less than \$50 received their funds as a credit on their electricity bill in December.

What are capital credits?

Cooperatives, like DMEA, are owned by the people we serve, and that's you! As an owner, you get more than just electricity. Like any business owner, you have a financial stake in the co-op.

DMEA sets its electric rates at a reasonable level to recoup the costs of operating the co-op, meet debt obligations, and reinvest in our electric grid. When our revenues exceed those costs during any given year, DMEA is left with operating margins (aka revenue). As a not-for-profit cooperative, we don't keep that

revenue for private investors. Instead, it goes back to the members as capital credits.

DMEA allocates the operating margins back to members who purchased electricity during the year. In other words, almost every year, some of the money you pay DMEA for electric service is allocated back to you as a capital credit. While allocations are made annually, your credits are retained for approximately 25 years before being paid back. DMEA retains the credits because they serve as a significant source of equity, and we use them for grid improvement projects, to maintain stable rates, and to reduce debt.

How much will I get?

The average total refund for a residential member is approximately \$130. The amount of each member's capital credit refund varies. Credits are based on the amount of electricity each member purchased in 1993 and 1994, as well as our operating margins in those years.

I didn't receive a capital credit, but I was a member in 1993 or 1994.

There are a few reasons your credit might not have reached you, but the most common are changes to your membership when you move or estate changes after a family member passes away. Don't worry, we're here to help. Just give us a call at 877-687-3632.



DMEA keeps track of how much electricity you purchase throughout the year.



At the end of the year, DMEA completes a financial analysis and determines operating margins.



DMEA allocates our operating margins back to you based upon how much electricity you purchased during the year.



When DMEA's financial condition permits, our board of directors elects to retire, or pay, those capital credits.

PAY YOUR WAY

You have options when it comes to paying your bill. Which one is right for you?



Auto draft

Automatically pay from your bank account or credit card each month.

Online

Visit your SmartHub account at dmea.smarthub.coop or make one-time payments at dmea.smarthub.coop/paynow.



Kiosks

Use our payment kiosks in the entryway of either DMEA office or the Hotchkiss information booth 24/7. A kiosk is also available at Cedaredge Town Hall during their regular business hours.

Phone

Call 877-687-3632 for 24/7 payments.

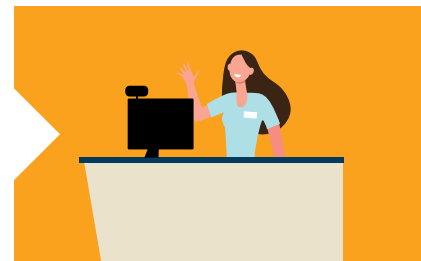


Mail

Mail check or money order (NO CASH) to DMEA
PO Box 1267
Grand Junction, CO 81502.

In person

Montrose:
11925 6300 Road
Delta:
21191 H 75 Road



YOUR SMARTHUB HAS A NEW LOOK

Changes coming February 2024

Next time you log in to SmartHub, you may do a double-take, but don't worry: You're in the right place! Here's a sneak peek at what is to come on the desktop version:

HOME

BILL & PAY

- Auto Pay Program
- Billing History
- Make a Payment
- Payment History

USAGE

- Average Usage
- Usage Comparison
- Usage Explorer

CONTACT US

- Report Power Outage
- Submit Inquiry
- Track Issue Status

SETTINGS

- Billing Address Information
- Contact Methods

NOTIFICATIONS (1) [Go to All Notifications](#)

Reminder:
The bill for the current month becomes delinquent at 5pm on the due date stated on the bill and is subject to late fees. There is no grace period.
The SmartHub Application is available to download on your smart phone or iPad by going to the App Store or Google Play and searching for SmartHub.

CUSTOMER OVERVIEW [Go To Make A Payment](#)

JOHN SMITH			
—	\$0.00	\$93.66	Pay
Last Payment Amount <i>Auto Pay Enrolled</i>	Past Due Balance	Current Bill Amount Next Auto Pay Due Date December 18, 2023	

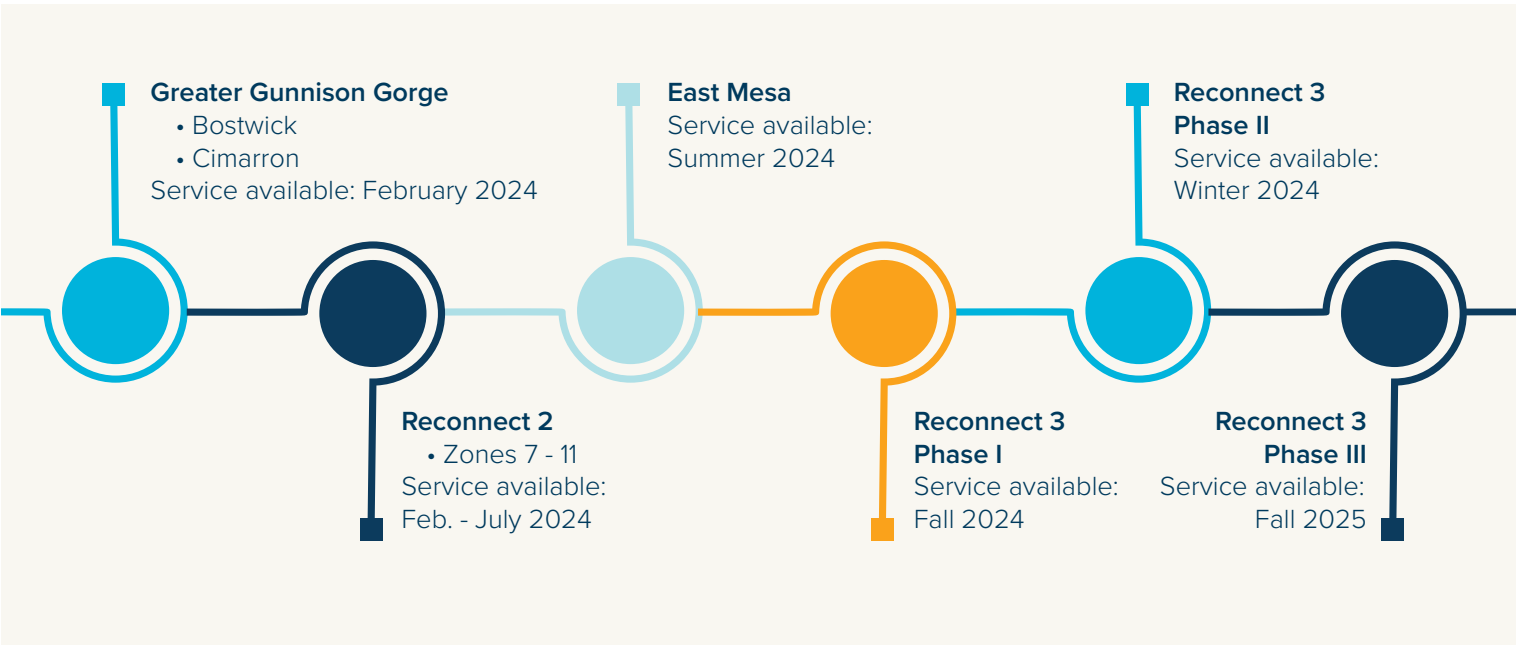


5,264 REASONS

WE'RE LOOKING FORWARD TO

2024 & Beyond

Over the next two years, Elevate will build its fiber optic network in some of the most rural reaches of Delta-Montrose Electric Association's (DMEA) territory. We'll construct more than 600 miles of fiber in both Montrose and Delta counties, bringing access to world-class internet service to 5,264 new homes and businesses. Scan the code to read our detailed construction timeline.



ELEVATE[®]

elevateinternet.com • 844-386-8744

2023

COMMUNITY

IMPACT

\$100K+

local sponsorships & donations

44 organizations & events supported

30K+ members with reliable electricity

28K+ homes & businesses with access to Elevate

13,500+

consumers with high-speed fiber internet

\$54K in scholarships awarded to 21 students

2 youth leadership training programs

6 educational internet classes for seniors

126 local employees

We're in this together

These days, it's all too easy to forgo the trip to the local store and opt instead for the ease of online shopping with free two-day shipping. But here at DMEA and Elevate, we are committed to supporting our local communities. Beyond providing reliable electricity and high-speed internet, we also support the local organizations and events that make this place we all call home special. From beer fests to foot races and galas to rodeos, we support it all because you support it all. We're proud to be in this together.



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 *Steve Metheny, District 2*
Jacob Gray, District 3 *Emily Sanchez, 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.

Cyber Safety

BE AWARE:
Get Protected
with ElevateIQ



PROTECTION FOR YOUR HOME WI-FI

There is a new sheriff in town, and this one is ready to protect your homestead with zero cost to you. ElevateIQ is an app that keeps you and your devices safe 24/7, shielding you from online outlaws with multi-layered protection.



The app works for all your Wi-Fi-connected devices, roping in your smartTVs, thermostats, cameras, phones, computers, and more.



ElevateIQ is always on the lookout for data rustlers and runs them off before they can round up any of your information.



There is no extra equipment required. Just download the ElevateIQ app to your device, saddle it up with your router, and it's ready to ride.



ElevateIQ is rootin' tootin', hard riding, whole home network security made easy.



Updated daily and up before dawn, the app has all the latest information on malware and viruses. And you can hold your horses—it all takes place in the background with no extra work for you.

**GET THE FREE
APP TODAY!**



Spark SESSIONS

POWERED BY DMEA

Spark Sessions are back!

Your needs and interests spark change here at DMEA because you, our members, are the owners. We're ready to sit down over a cup of something warm with you at our upcoming Spark Sessions. Drop by for free food, awesome gifts, and one-on-one time with your DMEA and Elevate staff and leadership team. There's no formal agenda and no boring PowerPoint—just a few fun hours where your co-op team listens to you!

See you soon!



Tuesday, January 16, 7:30 - 9:30 a.m.

San Juan Coffeehouse

327 Main St., Olathe



Thursday, January 25, 7:30 - 9:30 a.m.

Blue Corn Cafe & Mercantile

1842 South Townsend Ave., Montrose



Tuesday, February 6, 7:30 - 9:30 a.m.

Sugar Mamas' Bakeshop

250 South Grand Mesa Dr., Cedaredge



Thursday, February 15, 7:30 - 9:30 a.m.

Sweetgrass

120 Grand Ave., Paonia

Find more information at
dmea.com
877-687-3632