



**DSO ELECTRIC
COOPERATIVE, INC.**

DSO
ELECTRIC COOPERATIVE

HEADLINER

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| | |
|-------------------------------------------|-----------------------------------------------------|
| Timothy J. Power CEO | Marla Marshall CFO |
| Tracy Turner Operations Manager | Derrick Rutherford Communications Manager |

OFFICE HOURS

8 a.m.-4:30 p.m., Monday-Friday

PAYMENT LOCATIONS



**CENTRAL NATIONAL BANK IN
WALMART SUPERCENTER**
521 E. Chestnut St., Junction City, KS 66441

FARMERS STATE BANK
447 Harrison, Lindsborg, KS 67456

OUTAGE INFORMATION

**IN CASE OF AN OUTAGE, CALL
800-376-3533.** After-hours calls will be answered by dispatch and forwarded to standby personnel.

FIND OUT MORE

-  facebook.com/DSOElectricCooperative
-  @DSOElectricCoop

The Survey Says ...

DSO recently completed a membership survey of 611 randomly selected members. We conduct membership surveys on a regular (if not annual) basis to determine member interest in various programs, to gauge member satisfaction with DSO, and to provide you with another way to let us know about any issues you are having with your service.

Your feedback is important, as it drives some of the decisions that the board of directors makes. For example, the low number of members driving or thinking of purchasing an electric vehicle (EV) has delayed DSO's development of an EV rate. We do anticipate that we will be offering such a rate, but we will wait until more members are driving EVs.

Overall, we are pleased to know that nearly 90% of the members surveyed are happy with their service from DSO. This ranks higher than customer ratings for the average municipal utility, investor-owned utility, or fellow electric cooperative utility. Here are some additional survey results:

- ▶ Members are most satisfied with reliability and response times to outages and issues.
- ▶ Members are least satisfied with electric rates.
- ▶ Members rate their interactions with DSO employees very high.
- ▶ While nearly 30% see themselves as member-owners, about two-thirds see themselves only as customers.

- ▶ Members place high value on receiving capital credits and having multiple rate options.
 - ▶ Members place low value on attending annual meetings and running for the board of directors.
 - ▶ Readership of *Kansas Country Living* magazine remains high at nearly 90%.
 - ▶ About half the membership is aware there is a time-of-use rate available for residents where DSO pays the member to shut off power from 3-6 p.m. on peak days in July and August and the member does not have to pay Red Zone rates during the summer.
 - ▶ As previously mentioned, there is low interest in EVs.
 - ▶ Installing solar panels is becoming more popular for residents.
 - ▶ The average age of the survey respondent was 59 years old.
 - ▶ The average length of DSO service of the survey respondent was 15 years.
- Finally, there were some member comments about various issues in the survey. We are doing our best to research the issues and may be reaching out to you regarding the matter you cited.

SAFETY TIP

Only use a gas or charcoal grill outside. Grills are designed to be used outside where there is plenty of ventilation. Using one in a closed or partially enclosed space can cause carbon monoxide (CO) to build up and cause CO poisoning. Grill in the great outdoors.



SOURCE: WWW.SAFEELECTRICITY.COM

Energy Scams Unmasked

Consumers with water, gas and electricity connections have long been targets for utility scams. But in today's digital world, every swipe and click increases the risk of potential scams.

Scammers are more sophisticated than ever before, and they understand our increasing reliance on technology. With their sharpened digital knives, scammers have adapted their tactics to trick unsuspecting consumers through a variety of methods.

DSO wants to help you avoid energy scams, whether a financial loss or leak of your personal information. This month, we're sharing updates on some of the latest utility scams, as well as tips to help you stay safe from even the craftiest scammers.

RECENT UTILITY SCAMS

Scammers typically disguise themselves — either physically or digitally — as utility employees or representatives to steal consumers' money or personal information. A common trick is to claim a consumer's bill is past due and threaten to disconnect service if payment isn't received immediately. Scammers approach consumers through a variety of means, including phone calls, text messages, emails and even in-person visits. However, the digital line of attack is increasingly more common.

For example, new capabilities disguising caller ID or "spoofing" can make the phone number you see on caller ID appear to be from a trusted source. Spoofing makes it easier for scammers to deceive you because it's more difficult to immediately verify the call. Another recent scam uses fraudulent websites that are identical to a utility payment webpage — and what's worse, these pages are often promoted on search engines to trick consumers into clicking and making a payment.

Another recent scam involves phone calls, text messages or emails claiming you overpaid your electric bill and will receive a cash or banking refund. This offer may seem too good to be true, and it is — it's likely a scam aimed at stealing your personal information.



SPOTTING A SCAM

There are several red flags you can watch for to identify an energy scam.

Scammers often use high-pressure tactics to create a sense of urgency, like claiming your electricity or other services will be disconnected if a payment isn't made immediately.

Additionally, scammers may ask for unusual payment methods such as gift cards or cryptocurrency. If someone is pushing for an unusual payment method, it's likely a scam.

You've probably noticed that many digital scams, like emails or text messages, include poor grammar, spelling errors and odd email addresses. These are red flags, so when you see these dodgy forms of communication, consider it a potential scam.

WHAT DSO WILL (AND WON'T) DO

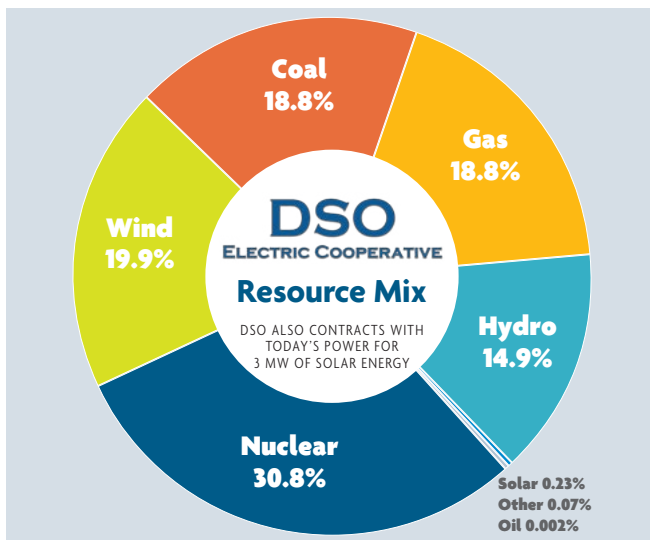
DSO will never demand an instant, immediate payment and threaten to disconnect your service without prior notices or warnings. We strive to resolve challenging situations and work with our members to avoid disconnects.

DSO will never ask for your entire Social Security number or banking details over the phone or through email. We offer several secure payment options, including in-person, at www.dsoelectric.com, scheduled payments and SmartHub.

AVOIDING SCAMS

Whether in person, over the phone or online, always be suspicious of an unknown individual claiming to be a DSO employee requesting banking or other personal information. We will only send you text messages if you have opted in for important alerts.

If you're ever in doubt about a potential energy scam, give us a quick call at 800-376-3533 so we can assist. DSO wants to help protect you and our community against utility frauds, and by notifying us about potential scams, you can create the first line of defense. We encourage you to report any potential scams so we can spread the word and prevent others in our community from falling victim.



Grilling: A Delicious and Energy-Friendly Option for Cooking

Grilling and America go together like hot dogs, baseball and apple pie. There's nothing like a sizzling grill on a summer day. But guess what? Grilling not only satisfies our cravings for great food but also helps preserve the environment. So, let's fire up the grill and save energy!

THE COST OF STAYING COOL

As refreshing as it is to feel the cool breeze of an air conditioner (AC) on a hot summer day, its energy consumption can be hefty. Depending on the model, it can consume as much energy as a marathon runner (and run almost nonstop), using anywhere from 0.48 to 5.14 kilowatt hours (kWh) per hour. That is enough to make anyone break a sweat.

Did you know that millions of people add to their AC's energy consumption without realizing it? How? By opening the oven door while cooking. According to the book "Bakewise" by Shirley O. Corriher, an oven can lose up to 150 degrees within 30 seconds. Where does all that heat go? You guessed it — right into your home. Plus, even with the door closed, your oven still radiates heat into your home since it has nowhere else to go.

THE SOLUTION: GRILLING

If you are looking to maintain a cool vibe and lower your AC's energy consumption, head outside to the grill.

Rather than generating heat indoors, the heat is dispersed outside, reducing strain on the AC, which ultimately lowers utility bills. Additionally, you will be chowing down in no time like a true grill master, as grills reach a toasty 375 degrees in just 5 minutes. Compare that to the oven's sluggish 20-minute warm-up, and you'll be laughing all the way to the butcher shop.

TIPS FOR SAFE GRILLING

Make sure your next barbecue extravaganza is a sizzling success without any burns or mishaps.

Here are some safety tips to follow:

- ▶ Take it outside. Only use grills in the great outdoors.
- ▶ Keep your grill at least 10 feet from any buildings or structures.
- ▶ Make sure your grill is on a flat, steady surface.
- ▶ Stay close. Never leave your grill unattended while preheating, cooking or cooling down.
- ▶ Dress for success. Avoid loose or long clothing that can catch fire.
- ▶ Keep a water spray bottle beside your grill to tackle any little flames that flare up quickly.

- ▶ Keep your cool with a fire extinguisher nearby, just in case. Keeping your grill clean
Grills should undergo deep cleaning once or twice per year. Follow these steps to keep your gas grill in prime condition:
- ▶ Burn away buildup: Turn on the grill, close the lid and set the heat to maximum for at least 30 minutes. This process will eliminate any remaining grease or food debris.
- ▶ Scrub it clean: In a bowl, mix warm water with soap and dip a wire brush into the mixture. Scrub the grates to remove any carbon buildup.
- ▶ Let it cool: Allow the grill to cool down completely before storing it. Now your grill is ready for your next barbecue feast.
- ▶ Regular maintenance: In between uses, preheat your grill and then scrape it off with a wire-bristled brush before adding food.

HAPPY GRILL, HAPPY LIFE

In addition to keeping it clean, it is also important to regularly check the propane tank and replace it if necessary. Inspect the hoses and connections for any leaks or damage. Make sure the burners are free of debris and functioning properly. Finally, covering your grill when not in use can help protect it from the elements and prolong its lifespan.

Menu options are truly endless when it comes to grilling. Grab your apron, fire up the grill and get ready to impress your friends and family with your grilling skills while saving energy.

HEAT UP THE GRILL
To Save Energy This Summer

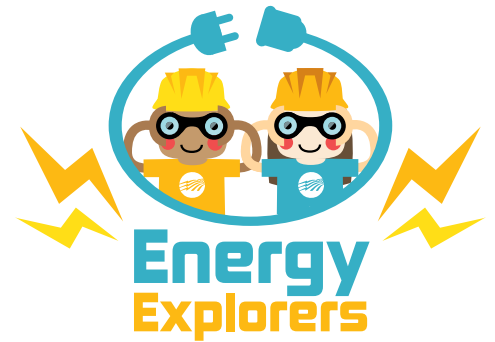
NOTHING SCREAMS SUMMER MORE THAN FIRING UP THE GRILL.

The good news is that using your grill in the great outdoors helps lower your energy bill. If you cook outside, less energy is needed to cool your kitchen.

- ▶ Nearly 70% of Americans own a grill.
- ▶ The Fourth of July is the most popular holiday for outdoor cooking.
- ▶ The hamburger is the favorite item to grill.
- ▶ The all-American hot dog gets the most votes from kids.
- ▶ More men grill than women.
- ▶ Grilling and barbecuing are not the same thing.
 - ▶ Grilling means cooking over a fire, hot and fast.
 - ▶ Barbecuing means cooking slowly over indirect heat.

SOURCE: WWW.SAFEELECTRICITY.COM, BREO BOX

WATER SAFETY FILL-IN-THE-BLANK



Summer means fun in the sun and spending time in the water to cool off. But remember, electricity and water never mix! Read the safety tips below and fill in the blanks with the correct choice from the word bank.

Psst! Check your work in the answer key.

- ▶ When possible, use _____ -operated or rechargeable devices when you're near water sources like a swimming pool.
- ▶ If you hear _____ while swimming, go inside until storms have passed.
- ▶ Never bring _____ devices near a swimming pool or other body of water. Devices should be kept at least 10 feet away from water sources.
- ▶ All outdoor electrical outlets should be covered and kept _____.
- ▶ Never handle electrical devices if you are _____ from swimming or other water activities.

WORD BANK

thunder

wet

battery

dry

electrical



ANSWER KEY: 1. BATTERY, 2. THUNDER, 3. ELECTRICAL, 4. DRY, 5. WET