



**DSO ELECTRIC
COOPERATIVE, INC.**

DSO
ELECTRIC COOPERATIVE

HEADLINER

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OFFICE HOURS

8 a.m.-4 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

2026 Member Survey Results

DSO conducts a random membership survey annually through an independent third party. The survey is used to determine member interest in various programs, gauge member satisfaction with DSO, and provide you with a way to communicate any service issues. The 2026 survey was recently completed, and we want to share the results.

We are very proud to report that our members gave us an overall satisfaction rating of 93%! This satisfaction rating is better than customers rate the average municipal, investor-owned or fellow electric cooperative utility. Our employees and directors work hard to provide great member service and reliability, and we appreciate your recognizing their work.

Here are some key survey results:

- ▶ Members are most satisfied with reliability, response times to outages and issues, communication on various issues, and friendly and knowledgeable employees.
- ▶ Members are least satisfied with electric rates.
- ▶ 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* is over 90%, which is the highest it has ever been.
- ▶ Nearly two-thirds of members are now aware of the Time-of-Use Rate. With this residential rate, DSO pays the

member for allowing DSO 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.

- ▶ Electric vehicle interest is still at a very low level.
- ▶ Installing solar panels is becoming more popular for residents, with about 10% of the membership considering solar panels.
- ▶ The average age of the survey respondent was 62 years old.
- ▶ The average length of DSO service of the survey respondent was 22 years.

Finally, DSO tries to address all actionable comments members provide in the survey. Whether it's someone wanting an explanation of a service or policy, or someone with billing questions, or someone with electricity issues, we do our best to research the issue and contact the member regarding the matter they cited.

Thank you to all the members who participated in this year's survey. Next year, a survey will be sent to a whole new group of members. If you receive the survey, we would greatly appreciate your participation.

96%

**RESTORES SERVICE
QUICKLY AFTER AN
OUTAGE**

95%

**PROVIDES RELIABLE
ELECTRIC SERVICE**

87%

**DELIVERS GOOD
VALUE FOR THE
MONEY**

82%

**CHARGES
REASONABLE RATES**

HEAT PUMPS EXPLAINED:

How They Heat and Cool Your Home

Heat pumps aren't brand-new technology anymore. What's changed is how well they work (including in colder weather) and how many options homeowners have, from ductless mini-splits to high-efficiency, variable-speed systems. If you've heard the term and wondered what a heat pump actually does, here's the simple idea: it doesn't "make" heat like a furnace. It moves heat, which can make it an efficient way to keep your home comfortable year-round.

WHAT ARE HEAT PUMPS AND HOW DO THEY WORK?

In general, a heat pump extracts heat from one place and transfers it to another, similar to how an air conditioner or refrigerator cools. In warmer months, a heat pump takes heat from inside a home and relocates it outdoors, helping to make your home cooler. In cooler months, it pulls heat from the outdoor air (even when it feels cold) and transfers it indoors. Some newer models use variable-speed (inverter) compressors that adjust output in small increments for steadier comfort and better efficiency.

DO THEY SAVE ENERGY?

Because heat pumps move heat rather than generate it, they can be very efficient — especially when replacing electric-resistance heat (like baseboard heaters). The U.S. Department of Energy notes that today's heat pumps can cut electricity use for heating by up to 75% compared with electric resistance heating, though actual savings depend

on your climate, home and the system you're replacing.

Heat pumps for larger homes can save energy with a zone-heating feature that warms only the rooms in use. High-efficiency heat pumps also dehumidify more effectively than standard systems, resulting in lower energy use.

IS THERE MORE THAN ONE TYPE?

Four primary types of heat pumps exist:

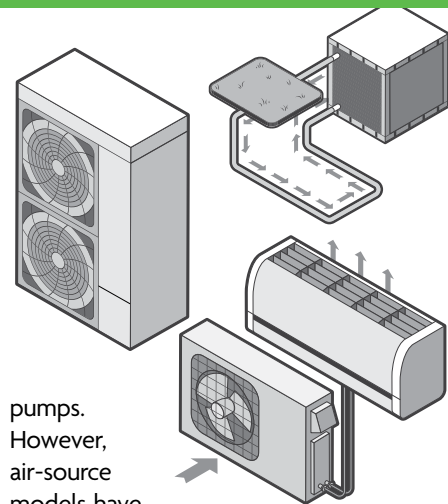
1 AIR-TO-AIR OR AIR-SOURCE PUMPS

are the most common and are powered by electricity. They have an outdoor compressor/condenser unit that warms or cools the coils inside the air handler. It then circulates the warmed or cooled air through the system and pushes it back into rooms through ducts. For homes without air ducts, air-source heat pumps are also available as ductless mini-split heat pumps.

2 ABSORPTION HEAT PUMPS

are similar to air-source heat pumps except that, instead of using electricity to operate, they use alternative energy sources such as natural gas, propane, or solar- or geothermal-heated water.

3 GEOTHERMAL/GROUND SOURCE HEAT PUMPS can heat, cool, and even supply hot water to a home by transferring heat to or from the ground (or nearby water source), according to Energy.gov. They have higher installation costs but lower operating costs because they take advantage of relatively constant ground or water temperatures. They're usually more efficient, provide steadier performance, and work better in extreme climates than air-source heat



pumps. However, air-source models have improved:

cold-climate versions can still heat efficiently below freezing, so they can be a good option in many northern states.

4 AIR-TO-WATER HEAT PUMPS

are a special type of air-source heat pump called a "reverse cycle chiller" that generates hot and cold water rather than air, allowing it to be used with radiant floor heating systems.

WHAT TO ASK:

- ▶ Ask about cold-climate performance for your area (and whether you'll need backup heat).
- ▶ Confirm the system is right-sized (bigger isn't always better).
- ▶ If you're choosing ductless, ask about zoning and placement for comfort.
- ▶ Ask what electrical work (panel/circuit) might be needed before installation.

Heat pumps are electric appliances, so safe installation matters. Use a qualified contractor to determine the best heat pump system for your home, and if your installer recommends electrical panel upgrades, have them done by a licensed electrician.

To learn more about energy efficiency and safety around electricity, go to www.SafeElectricity.org.

REMINDER:
PEAK SUMMER HOURS

Avoid energy-intensive activities like using the clothes dryer or oven during peak energy hours, generally between 3 p.m. and 6 p.m. on weekdays.



WELCOME HOME: Electrical Safety for New Homeowners

A quick checklist to keep your new home safe (and avoid costly surprises)

Moving into a new house is exciting. From unpacking boxes to decorating, there's a lot to do. During this busy time, don't overlook a vital aspect of your new home: its electrical system.

GET TO KNOW YOUR ELECTRICAL PANEL

Your electrical panel is your home's control center. Take a few minutes to learn what each switch does so you can act fast when something trips.

- ▶ Label every breaker by appliance or room.
- ▶ Practice resetting a tripped breaker.
- ▶ Locate the main shut-off switch for emergencies.

AVOID ELECTRICAL HAZARDS

A few smart habits prevent most electrical mishaps. Know the red flags, reduce fire risk and avoid expensive repairs.

- ▶ Plug in only one heat-producing appliance, such as a coffee maker, microwave or space heater, into an outlet at a time.
- ▶ Plug major appliances (refrigerators, dryers, washers, stoves) directly into a wall outlet. Extension cords and outlet strips should not be used.
- ▶ Inspect cords for signs of fraying or damage and replace or repair them immediately.
- ▶ Use extension cords only temporarily. Don't run cords under rugs, carpets, doorways or windows. Have a qualified electrician add more outlets if needed.
- ▶ Use surge protectors to safeguard devices such as computers, televisions and appliances from sudden power spikes.
- ▶ Use outlet covers to prevent children (and pets) from inserting objects into unused outlets.
- ▶ Keep electrical devices away from water sources such as sinks, tubs and pools. Unplug items like hair dryers after use.
- ▶ Reduce risk of shock by using ground fault circuit interrupters (GFCIs) around water sources such as kitchens, bathrooms, garages, basements and outdoors.

- ▶ Use lightbulbs with the correct wattage — lamps and fixtures have a sticker to indicate the maximum wattage.
- ▶ Have a working smoke and carbon monoxide detector on every floor of your home and ensure there are units installed near your sleeping area.
- ▶ Keep outdoor ladders away from overhead power lines, including the electrical service into your home.
- ▶ Schedule an electrical inspection with a qualified electrician for peace of mind and to catch issues early.

CALL A PROFESSIONAL IF YOU NOTICE THESE SIGNS OF AN ELECTRICAL PROBLEM:

- ▶ Frequently blown fuses, tripped circuit breakers and unexplained power outages.
- ▶ A tingling feeling when touching an appliance.
- ▶ Discolored or warm outlets or switch plates.
- ▶ A burning or rubbery smell, or a buzzing or sizzling sound.
- ▶ Flickering or dimming lights.
- ▶ Sparks from an outlet.

Keep electrical safety on your new-home checklist. Pair these basics with energy-smart steps like turning off lights and unplugging unused devices, and you'll cut your risk and trim your utility bill at the same time. Small steps. Big piece of mind. Welcome home.

AVOID THE RED ZONE!

Beat the Peak & SAVE!

Save money and avoid the Red Zone charges in July and August with our

INTERRUPTIBLE RATE.

Make the switch today and save this summer.
Learn more by visiting our website or contacting us today.

SIGN UP BY JUNE 26

SIGNED UP PREVIOUSLY? NO NEED TO SIGN UP AGAIN THIS YEAR, YOU ARE AUTOMATICALLY ENROLLED.

DSO
ELECTRIC COOPERATIVE
Empowering members to improve their quality of life

dsoelectric.com | 800-376-3533

LIGHTNING SAFETY WORD SEARCH

DID YOU KNOW JUNE 21-27 IS NATIONAL LIGHTNING SAFETY AWARENESS WEEK?

Lightning can happen fast and be very dangerous but staying safe is easy when you know what to do! Read the following safety tips, then find and circle the **BOLDED** words in the puzzle below.



- ▶ When thunder roars, go **INDOORS!** If you can hear thunder, **LIGHTNING** is close enough to be dangerous.
- ▶ Stay away from all **WATER** sources. Don't swim, use hoses or play near standing water when a **STORM** is present.
- ▶ Avoid tall things and open spaces. Stay away from **TALL TREES**, poles and open fields where lightning tends to **STRIKE**.
- ▶ Wait 30 minutes after the last sound of **THUNDER**. Even if the rain stops, **WAIT** at least 30 minutes before going back outside.

H	M	E	K	H	I	S	O	D	G	W	R	D	A	Q
I	L	Y	T	U	O	K	Y	K	P	A	E	G	Z	T
A	E	I	I	N	D	O	O	R	S	T	D	B	J	A
T	A	K	G	P	H	O	P	J	F	E	N	K	G	L
W	D	J	I	H	P	Q	J	M	G	R	U	Z	R	P
M	S	E	E	R	T	L	L	A	T	S	H	W	S	R
N	D	O	T	Z	T	N	G	L	L	T	T	J	V	I
Q	D	O	R	Z	H	S	I	P	Y	T	L	J	W	V
E	G	J	R	T	Y	J	D	N	U	P	V	T	T	Q
V	I	A	Y	X	C	U	Y	N	G	W	Z	B	M	X
I	I	A	T	V	D	O	M	W	P	A	L	S	T	V
D	O	U	J	S	B	W	A	R	X	C	T	W	O	H
E	Y	E	S	J	P	P	P	R	B	O	F	M	Q	H
V	O	K	R	M	C	G	X	O	R	D	A	O	D	V
T	G	B	X	N	B	R	K	M	X	B	I	F	K	U