

The Outlet

OCTOBER 2022

A monthly publication for members of Riverland Energy Cooperative

Capital Credits Retired

Riverland Energy's Board of Directors announced the retirement of \$1,045,318 in Capital Credits to eligible current and former members for their patronage with the cooperative. Current members who paid for electricity at any time during the years 2001-2019 should see a credit on their bill this month called Member Credit in the "Activity Since Last Billing" section of your bill.

We also retired all accounts that only had \$35 or less remaining with the cooperative. Only inactive members will receive a check in the mail.

For more information on capital credits, visit our website at riverlandenergy.com, or contact Barb at 800-411-9115.

Winter Construction Guidelines

If you need electrical service for a new home or a service upgrade for increased loads, such as crop drying equipment, contact our Operations Department now. After Oct. 15, Riverland Energy will not guarantee underground service to any member ready for or requesting service.

October is National Co-op Month

Co-ops across the United States convene every October to celebrate the cooperative movement's history and economic impact on communities nationwide. The annual awareness month provides a key opportunity to reflect on the legacy of cooperative impact and celebrate the many ways co-ops are committing to make an impact in their communities.

What does it mean to be a co-op member?

- You have a voice in how your electric co-op operates; your board is elected from the membership by members like you.
- Your co-op is local and supports local community and youth.
- Your co-op is not-for-profit, with rates set at cost, not to generate profit.
- Your co-op returns Capital Credits to you, the members, not distant stakeholders.

We invite you to stay informed and get involved:

- Earn energy efficiency rebates
- Apply for a scholarship
- Apply for a Community Cares grant
- Vote in board elections
- Follow us on Facebook
- Attend the annual meeting
- Apply for an economic development loan



Focused on YOU.

Electric cooperatives were created to serve their members. Because we're a co-op, we're able to adapt to our community's unique needs. That's the power of co-op membership.

**OCTOBER IS NATIONAL
CO-OP MONTH**



General Manager's Message

by Jerry Sorenson

What is the Power Cost Adjustment?

The Power Cost Adjustment is an adjustment made on your electric bill, which either goes up or down dependent upon what the true cost of power is from Dairyland Power Cooperative. The power cost adjustment is shown as a mill rate. (One mill = .001 cents) This adjustment is based on your kWh consumption. When the cost of purchased power exceeds an anticipated level, the power cost adjustment factor comes into effect and is added to your bill. Conversely, when the cost of power is under this level the power cost adjustment calculates a discount on your kWh charges. Having the PCA is a benefit for members because adjustments can be made on an as needed basis without continually adjusting electric rates.

Over the past several months, the PCA has been a credit or a fraction of a cent per kilowatt-hour on your bill. The cost of natural gas has increased, having a significant impact on the cost to produce electricity. With the spike in fuel costs, the PCA will likely now be a charge that is much higher than we have seen in recent years.

We are working with Dairyland Power to minimize increases, however, future increases in PCAs may be necessary.

Riverland Energy Awards Grants



Spare change for community needs.

The Riverland Community Cares Foundation Board of Directors met last month to award the following organizations with a grant:

RiverBend Party Animals, supplies and food for camp for underprivileged youth
St. Boniface School, rebuild basketball hoop
Fountain City Fire Association, donation towards a brush truck
Trempealeau County Humane Society, replace refrigerator

The next applications are due February 20, 2023. Applications are available on our website at riverlandenergy.com.

OPERATING STATISTICS



Kristina Marsolek,
Manager of Finance

	Monthly		Year-to-date	
	August 2021	August 2022	2021	2022
KWHS PURCHASED	27,939,71	27,581,541	204,879,336	208,695,806
KWHS SOLD	26,949,467	26,617,267	197,500,537	200,913,049
REVENUE	3,722,705	3,691,305	27,141,545	27,538,867
COST OF PURCHASED POWER	2,194,158	2,243,895	16,271,470	16,861,240
OTHER EXPENSES	1,087,999	1,224,468	9,821,397	10,510,350
OPERATING MARGINS	440,547	222,942	1,048,678	167,277
NON-OPERATING MARGINS	13,573	127,985	108,329	471,041
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	84,695	77,877	788,370	586,449
TOTAL MARGINS	538,815	482,804	1,945,377	1,224,767

DID YOU KNOW? Did you know in Q2 of 2022 19.4% of U.S. homes were bought by investors?

Source: Analysis by Redfin

Do you need help paying your bill?

If you need financial assistance, we suggest you contact one of the following agencies:

Buffalo County:

Buffalo County Human Services
(608) 685-4412

La Crosse County:

La Crosse County Human Services
(608) 785-5582

Trempealeau County:

Social Services: (715) 538-2311
Western Dairyland E.O.C.:
(715) 985-2391

Energy Services, Inc.:

(800) 506-5596 or
energyandhousing.wi.gov

WI Help for Homeowners:

(855) 246-6394 or
homeownerhelp.wi.gov

Salvation Army (608) 782-6126

Members helping members

Members can help family, friends, neighbors, or even strangers stay current on their electric bill. If you would like to help a member by paying \$50, \$100, \$200 or any amount desired towards their electric bill, please send a check with the member's name, address and phone number.



Go Paperless

Help us save money with paperless billing. You can choose to receive your monthly bill delivered via email. Your account information is always available online, including billing history, usage, notification preference, etc.

1. Visit SmartHub through our website – riverlandenergy.com
2. Login or register for **SmartHub**
3. Click on **My Profile**
4. Choose **Update My Paperless Settings**
5. Change your Paperless status to **On**



Efficiency Incentives Program

Planning a fall fix up project? Save energy and money when you include an efficiency project in your plans. Save even more with Riverland Energy Cooperative's Energy Efficiency Incentives.

Electric Appliances & Lighting

Incentives of \$25 per appliance are available for EnergyStar rated clothes dryers, clothes washers, dehumidifiers, dishwashers and refrigerator (≥10 cubic ft). A recycling Incentive of \$25 per appliance for freezers, refrigerators and window air conditioners (appliances must be in working condition) is also available.

Lighting

Incentives available for occupancy sensors, LED lamps, LED fixtures and LED exit signs. For LED bulbs, a minimum of 5 must be submitted to qualify.

Electric Water Heaters

Incentives of up to \$150 for residential high efficiency water heaters 75-99 gal. and up to \$300 for residential high efficiency water heaters ≥100 gal. More rebates available.

Heat Pumps

Incentives of \$500/ton are available for geothermal heat pumps and \$300/ton for Air Source & MiniSplit heat pumps.

Energy Audits and Implementations

Incentives for existing homes are available. These include:

- \$150 for a Home Energy Audit
- Up to \$500 Energy Audit Implementations

Complete incentive details, requirements and forms available at www.riverlandenergy.com.

October is Cybersecurity Awareness Month

Beware of email and phone scams

Co-op members are reporting calls from scammers claiming to be Riverland Energy and unless payment is provided they will be disconnected. We will never call you and ask for payment information over the phone. Power is never disconnected by Riverland Energy for nonpayment until multiple notices have been sent.

Be careful who you share your information with and when in doubt, give us a call! Please be vigilant and share this warning with others. Together, let's prevent our friends and neighbors from getting caught in a scam.

**ALWAYS
CALL
BEFORE YOU
DIG**



One free, easy call gets your utility lines marked
AND helps protect you from injury and expense.

Know what's below. Always call 811 before you dig.
Visit call811.com for more information.

Home energy-saving tips for fall and winter

Is your house ready for Old Man Winter's return? Follow the low-cost, easy recommendations below to help ensure the energy efficiency of your home during the fall and winter seasons.

Take Advantage of Heat from the Sun

Open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home. Be sure to close them at night to reduce the chill you may feel from cold windows.

Cover Drafty Windows

Try using a heavy-duty, clear plastic sheet on a frame or tape clear plastic film to the inside of your window frames during the cold winter months. Make sure the plastic is sealed tightly to the frame to help reduce infiltration. Install tight-fitting, insulating drapes or shades on windows that feel drafty after weatherizing.

Adjust the Temperature

When you are home and awake, set your thermostat as low as is comfortable.

When you are asleep or out of the house, turn your thermostat back 10° to 15° for eight hours and save around 10% a year on your heating and cooling bills. A smart or programmable thermostat can make it easy to set back your temperature.

Find and Seal Leaks

Seal the air leaks around utility cut-throughs for pipes ("plumbing penetrations"), gaps around chimneys and recessed lights in insulated ceilings, and unfinished spaces behind cupboards and closets. Add caulk or weather-stripping to seal air leaks around leaky doors and windows.

Maintain Your Heating Systems

Schedule service for your heating system. For furnaces and heat pumps, replace your filter once a month or as needed. For wood- and pellet-burning heaters: Clean the flue vent regularly, as well as the inside of the appliance with a wire brush periodically.

source: energy.gov



RIVERLAND
Energy Cooperative

® Your Touchstone Energy® Cooperative

Headquarters:
N28988 State Rd 93
P.O. Box 277
Arcadia, WI 54612

Branch Office:
1800 Granary St.
Holmen, WI 54636

Office Hours
Monday - Friday
7:30 a.m. - 3:30 p.m.

Phone:
800-411-9115
608-323-3381

Outages & Emergencies
Call 800-927-6206,
24 hours a day

www.riverlandenergy.com