

The Outlet

AUGUST 2024

A monthly publication for members of Riverland Energy Cooperative

Offices Closed on Labor Day

Our offices will be closed on Monday, September 2, in observance of Labor Day. Line crews are on-call to respond to any outages or emergencies. You can report an outage by calling 800-927-6206, or through SmartHub.

ENERGY EFFICIENCY TIP OF THE MONTH

Placing heat sources, such as lamps, computers or TVs, near your thermostat can result in false temperature readings, increased energy use and inconsistent cooling/heating. Make sure your thermostat is installed in an area clear of obstructions, electronic devices, direct sunlight and drafts.

Ensuring your thermostat is free from these types of interferences optimizes energy efficiency, improves indoor comfort and reduces wear and tear on your cooling/heating system.

Source: energy.gov



Grant Applications due August 20

Community Cares Funds are collected from members who voluntarily have their monthly bill rounded up to the next dollar. The funds are held separately from the Riverland Energy operating accounts and are administered through the Community Cares Foundation Board. Applications for funding are considered by the Community Cares Board twice a year. Grants are awarded to local non-profits, schools, and community-based organizations for projects involving community service, economic development, education and youth, and disaster relief.

For more information and to apply, visit our website at riverlandenergy.com/community-cares-program. The deadline to apply is **August 20, 2024.**



Community Cares

Spare change for community needs.



MEMBER APPRECIATION DAY

**OCTOBER 1, 2024 | AT 4PM-7PM
ONALASKA OMNI CENTER**

Entertainment:

- Kevin the Balloon Guy
- Face Painting
- MadLee Band

- Free Registration Gift
- Chance to Win Electric Bill Credits
- Kids Activities and Prizes
- Bucket Trucks and other Equipment
- Co-op Information



RIVERLAND
Energy Cooperative

® A Touchstone Energy® Cooperative

PRIZES

FREE FOOD

GAMES

Summer storms cause power outages

We have had our fair share of storms and power outages already this summer. When this happens, our first priority is to safely restore power to as many members as possible in the shortest amount of time. We start by dispatching our line crews and other critical staff to begin taking care of the outages. On Saturday July 13, 2024, we had multiple major storm systems blow through our entire service territory. At the peak of the outages, we had approximately 3000 members without power. Our areas that were hit the hardest were those on our Lookout and Elk Creek Substation, which is in the Gilmanton/Independence areas. We knew this storm and its damage were severe, so we initiated ROPE (Restoration of Power in an Emergency). We had crews from Barron Electric Cooperative, Eau Claire Electric Cooperative, St. Croix Electric Cooperative, Clark Electric Cooperative, and Dairyland Power Cooperative show up to help us restore power. Most of the outages were in tough conditions where crews couldn't get trucks to.



The majority of the outages were due to strong winds taking trees and branches down, and taking power poles and power lines with them. In an incident where you do find the power lines down, please stay away and call Riverland.

If the power line drops around your car, please stay safe and remember the following:

- If inside your car, stay inside your car until the power is shut off as the ground outside may be energized.
- Do not drive over wires; they may be live with high-voltage electricity.
- Call 911 and keep others away until help arrives.
- If you must exit the vehicle, jump clear so no part of your body touches the vehicle when you land.

•Keep both feet together and shuffle or hop at least 30 feet away. Keep your feet together and on the ground, this will minimize the chance for shock.

While we do our best to avoid power outages, Mother Nature has her own plans. Be sure to check the live outage map on our website to view the outages in your area. We do also try to keep you up to date during large outages on our Facebook Page and our Website. During large outages, we experience high call volumes. Because of the high call volumes, we encourage you to sign up for outage texting to text in your outage, or to utilize SmartHub to report your outage.

OPERATING STATISTICS				
	June			
	Monthly		Year-to-date	
	2023	2024	2023	2024
KWHS PURCHASED	27,515,725	23,766,827	148,477,685	139,722,294
KWHS SOLD	26,599,229	23,163,887	142,966,661	135,354,359
REVENUE	4,086,923	3,677,337	20,704,833	21,126,836
COST OF PURCHASED POWER	2,332,201	2,194,406	11,731,543	11,604,538
OTHER EXPENSES	1,621,998	1,487,513	8,678,765	8,923,502
OPERATING MARGINS	132,724	(4,582)	294,525	598,796
NON-OPERATING MARGINS	7,887	4,096	58,385	66,929
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	75,535	88,574	382,764	468,892
TOTAL MARGINS	216,146	88,088	735,674	1,134,617

Empowering Tomorrow's Leaders!



Join Riverland Energy Cooperative's Youth Ambassador Program!

Riverland Energy Cooperative (REC) is excited to provide the opportunity for 2024-2025 high school juniors with a comprehensive understanding of cooperatives, while developing their leadership skills in an interactive, challenging way through REC's Youth Ambassador Program! The program will begin in October and ends in July with the Youth Leadership Conference.

Join the program by signing up through our website at www.riverlandenergy.com or with your Guidance Counselor by October 1, 2024.

Local Youth Attend YLC

Two area high school juniors attended the 61st Annual Youth Leadership Congress (YLC) at UW-Stout July 16-18. Hope Conrad and Amber Lund, were among the teens who participated in the YLC. Wisconsin Energy Cooperative Association (WECA) sponsors the event to demonstrate to high school students the basics of cooperatives and participate in various leadership activities.

Additionally, REC's Amber Lund was voted on to the WECA Youth Board! She is one of six representatives from across the state to represent the Cooperatives at many events throughout the year, as well as at the NRECA Youth Tour in Washington D.C. next summer. The 2024-2025 WECA Youth Board are shown below, they are representatives from Riverland Energy Cooperative, Pierce Pepin Cooperative, Clark Electric Cooperative, Adams-Columbia Electric Cooperative, Rock Energy Cooperative and Taylor Electric Cooperative.



Back to School Safety Tips:

It's the time of year when college campuses are preparing for students moving all of their worldly possessions into their home away from home - the dorm! While this is an exciting time for the students, it can be a nerve-racking time for parents. Safe Electricity reminds parents and students to keep electrical safety in mind.

Don't overload outlets, extension cords, or power strips. Use power strips with over current protectors.

Keep all electrical appliances and cords safely away from bedding, curtains, papers, and other flammable material.

Always use microwave-safe containers. Glass, ceramic containers, and plastic labeled "microwave safe" should always be used. Metal and aluminum foil can damage the microwave or start a fire.

Unplug small appliances when not in use and also all electronics when away for extended periods of time.

Never disable smoke detectors; and never ignore a fire alarm, or assume it's a drill.



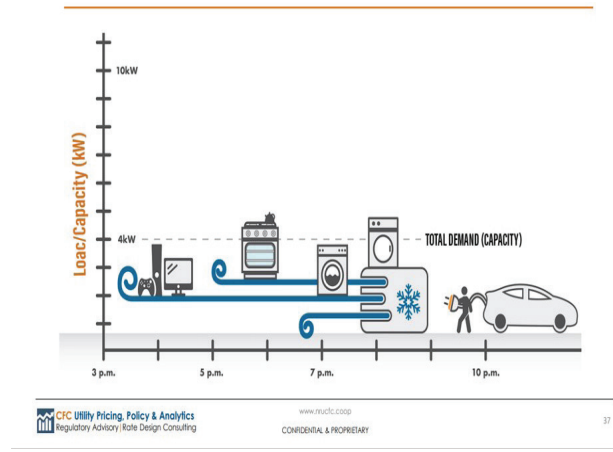
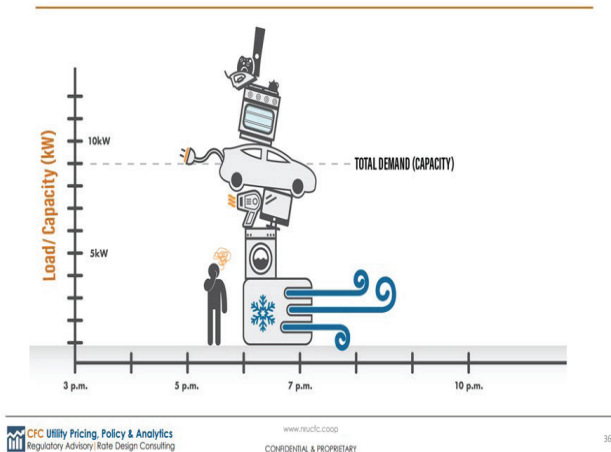
Understanding Your Demand

How is the Demand Charge measured?

The Demand charge is measured in kilowatts (kW) in 15-minute intervals. The \$1.00 is multiplied by your highest usage over the 15-minute period between the peak hours of 6 a.m. – 9 p.m. It is only charged once per billing cycle.

How can I reduce my Demand?

How you reduce Demand will be about deciding when to use appliances. For example, don't run the washing machine at the same time your dishwasher is running. Spreading the use of these items will help lower your Demand rate. You can also shift the large appliances to run during off-peak hours, 9 p.m. - 6 a.m.



How can I monitor and stay on top of Demand?

Managing your Demand can be as simple as being aware and remembering to space your times when you are using large appliances instead of using them all at the same time. Another tool that can help you monitor your energy usage is the free SmartHub app.



WHAT IS SMARTHUB?

SmartHub is a web and mobile app that allows you to take control of all aspects of your utility account. Pay your bill, manage your use and contact us with service issues quickly and easily online or on your mobile device.

SMART COMMUNICATION

SmartHub goes beyond bill payments and usage tracking. This online and mobile app is also a powerful communication tool. Report service interruptions and route account inquiries on the go. Be in the know with alerts for service work, news promotions and events...all in the palm of your hand and online.

SMART ENVIRONMENT

Going paperless with SmartHub is easy. With convenient access to your bill anytime, anywhere, doing your part to save the environment is easy too.

SMART PAYMENTS

With SmartHub, you'll be notified when your bill is due and can pay securely online or in the app, anytime, anywhere. Sign up for auto payments, set up your secure preferred payment method and let account management go into auto pilot.

SMART USAGE

Saving money just got easier. Track your usage and take the guesswork out of your bill. Through detailed graphs, you'll be able to monitor usage 24/7 and track your consumption, finding ways to reduce and save.

- 
 Manage Your Account
- 
 View and Pay Your Bill
- 
 Monitor Usage 24/7
- 
 Report Service Issues
- 
 Receive Important Updates