

The Outlet

DECEMBER 2023

A monthly publication for members of Riverland Energy Cooperative

Office Closings

Our offices will be closed on Thursday, December 21 for an all employee meeting.

Our offices will be closed on December 25 and January 1 in observance of Christmas and New Year's Day.

Outages can be reported 24/7 by calling 800-927-6206 or through SmartHub.

Rebate forms due Dec. 31

Riverland Energy has rebates available for all members purchasing items that promote energy efficiency and conservation. Rebates are only available as long as funds are available, so turn in your paperwork as soon as possible.

Please review the forms prior to making a purchase to ensure your item meets the requirements.

Rebate forms are available online at riverlandenergy.com. **Forms and receipts are due by December 31, 2023.**

Arcadia office lobby update

Construction is still going on at our headquarters in Arcadia. We are still on track to be completed at the end of the month. For the time being, you can enter the building from the Community Room entrance.

Thank you for your patience and understanding!

New Electric Vehicle TOU Rate

The new EV Time-of-Use (TOU) Rate is a voluntary residential electric rate that helps reduce demand for electricity during peak times of the day. It encourages EV drivers to charge their vehicles when electricity costs less. This reduction in peak energy helps the overall cost of electricity down to the entire co-op.

New rate:

Service Charge:	\$.16 per day
Energy Charge: On-peak (6 a.m. – 9 p.m.)	\$0.21148 per kWh
Off-peak (9 p.m. – 6 a.m.)	\$0.05595 per kWh

You are not required to sign up for the new rates; it is simply a new billing option available to members interested in reducing energy costs by charging their EV during off-peak times.

To apply for the rate, give us a call at 800-411-9115.

Pre-pay option coming soon

Pre-pay is a new optional billing program that lets members pre-pay for their electricity. Instead of receiving a bill at the end of the month for power you have already used, you have the flexibility of purchasing electricity when you want. Pay amounts that fit your budget! Watch for more information coming soon!

Happy Holidays!

Wishing you a **WONDERFUL**
HOLIDAY SEASON
AND A HAPPY NEW YEAR

from all of us at **Riverland**
Energy Cooperative

Enter our photo contest for a chance to win a \$25 electric bill credit

Submit a photo of Holiday Spirit for this month's photo contest before Dec. 25. The photo that has the most votes will win a \$25 electric bill credit! Each member who submits a photo will be put into a drawing at the end of the contest for a chance to win a \$250 electric bill credit. Go to our Facebook page or website to submit a photo and vote.



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



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.

Contact us at 800-411-9115 for more details.

OPERATING STATISTICS



Kristina Marsolek,
Manager of Finance

	Monthly		Year-to-date	
	October 2022	October 2023	2022	2023
KWHS PURCHASED	21,546,838	22,716,743	253,074,793	253,729,627
KWHS SOLD	20,705,168	21,581,854	243,577,938	244,172,683
REVENUE	3,075,050	3,416,854	33,935,085	36,381,098
COST OF PURCHASED POWER	1,586,102	1,929,013	20,910,557	21,016,275
OTHER EXPENSES	1,283,613	1,376,443	13,120,110	14,446,308
OPERATING MARGINS	205,336	111,398	(95,583)	918,515
NON-OPERATING MARGINS	39,616	7,070	397,782	87,160
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	55,030	421,110	1,063,518	1,288,929
TOTAL MARGINS	299,982	539,578	1,365,717	2,294,604

DID YOU KNOW? October's CPI (Consumer Price Index) increased 3.2% in October. This is down from the 3.7% increase in September, which signals that inflation is slowing. Hopefully, this will keep further rate increases at bay.

Community Cares program benefits local communities

Riverland Energy offers members an opportunity to help neighbors and communities in which they live with Riverland Community Cares. Riverland Energy will simply “round up” the electric bill of participating members to the next highest dollar with the additional cents going to the Community Cares Fund.

All donations are placed in a trust and donated to worthy organizations in the community. You can sign up for this program through our website or through SmartHub.

To apply for a grant, visit our website at riverlandenergy.com.

The application deadline is Feb. 15, 2024.



ENERGY EFFICIENCY TIP OF THE MONTH

Is your home heating system ready for the winter chill? If your home is heated through warm-air registers, baseboard heaters or radiators, remember to clean regularly to boost efficiency, and make sure all air vents are unobstructed from furniture, drapes, or other items to ensure sufficient circulation throughout your home.

Winter load control begins

December through February, REC’s power supplier, Dairyland Power Cooperative, may call for full load control (reduced electricity consumption) on days when the demand for electricity is high, which equals more expensive electricity purchased at these times. If you participate in our controlled electric heat program, make certain your back-up heating system and fuel source are fully functional.

Winter full load control Peak Alerts are between 7:00 a.m.- 10:00 a.m.

You can check our website anytime for the status of load control. Peak Alert notices will also be broadcast by area radio stations and on our Facebook page.



Before hanging holiday lights outside, look for overhead power lines. Never throw light strands into trees near power lines.

- **Inspect all the lights you plan on using.** Make sure the wires are in good condition—not cracked, brittle, or frayed. The sockets should not be damaged, and no light bulbs should be missing.
- **Check that all light strands are certified** and rated for the conditions in which they’ll be used.
- **Never string more than three strands of lights together** unless the packaging says it is safe to do so. Overloaded cords or outlets could start a fire.
- **Never tack or nail through a strand of lights.** Do not place cords under rugs or in high traffic areas.
- **Lighted and electrical outdoor decorations should be plugged** into ground fault circuit interrupter (GFCI) protected outlets.
- **Turn holiday lights off before going to sleep** or leaving the house. A timer can help you do this.

Get more safety tips at www.SafeElectricity.org

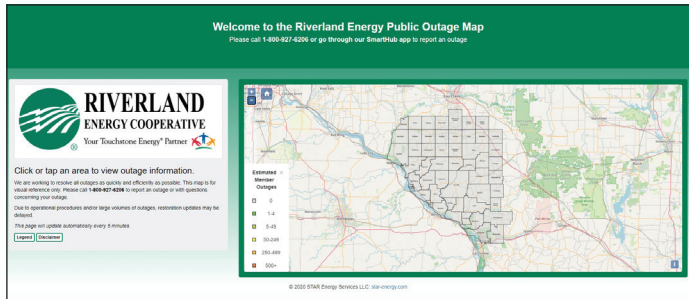
BE PREPARED FOR WINTER WEATHER & OUTAGES

3 WAYS TO REPORT AN OUTAGE

- Call: 800-927-6206
- SmartHub
- Text: 55050 (must be signed up)

UPDATE YOUR PHONE NUMBER

Please make sure we have your up-to-date phone number. Call us at 800-411-9115, or update your phone number through SmartHub or through our website. Having your phone number up-to-date allows our automated phone system to identify your location when you call in an outage.



ONLINE OUTAGE MAP

Our outage map shows the location and size of the outage. You can access it from our website with your computer or electronic device.

COMMUNICATIONS

During large or prolonged outages of 500 members or more, updates are posted on website and on our Facebook page.

www.riverlandenergy.com

WINTER ENERGY SAVING TIPS

The following tips will save money and energy while staying comfortable during the cold winter months.

- Set the ceiling fan to run in reverse to create an updraft that helps move warm air trapped near the ceiling back out and around the room.
- Lower your thermostat a few degrees, ideally to 68 degrees or lower.
- Adjust your programmable thermostat to automatically lower the temperature while you are away or while you sleep.
- During daylight hours, open drapes, and blinds to maximize heat from direct sunlight. To retain heat, keep them closed when it is dark.
- Keep interior doors open to help circulate air more freely and maintain constant heating levels.
- Seal cracks and openings to prevent cold air from leaking into your home.
- Add caulk or weatherstripping to seal air leaks around doors and windows.

Stay in your vehicle if power lines are down

Following an accident or storm that drops power lines around your car:

- Stay inside your car until power is shut off; 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 car when you land.
- Keep both feet together and shuffle or hop at least 40 feet away. Keeping feet together and on the ground minimizes the chance for electrocution.
- Always assume the ground and power lines are energized and dangerous.



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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