

The Outlet

OCTOBER 2023

A monthly publication for members of Riverland Energy Cooperative

Capital Credits Retired

Riverland Energy's Board of Directors announced the retirement of \$1,045,043 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 2003-2020 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.

SmartHub Redesign

SmartHub will have a new look and feel soon, but will still contain all of the powerful features that allows you to take control of your account.

SmartHub lets you manage all aspects of your account through the web or using your mobile device. If you haven't registered for SmartHub, do it today—it's simple! You'll just need a valid email address and your account number.

Go to our website at riverlandenergy.com to create a SmartHub account.



Office Construction Coming Soon

Our Arcadia office will be under construction starting at the end of October. We are updating our lobby to provide enhanced security for our employees. During the construction process, you can access our office through our Community Room entrance on the north side of the building. This also means that our Community Room will be unavailable to rent during this time. We will keep you updated during the process and let you know when we are complete. We are hoping to be done in December. We appreciate your understanding!

October is National Co-op Month



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**

Riverland Energy Awards Grants

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



Arcadia COMMUNITY Food Pantry, purchase a new freezer: \$1,000

Coulee Cap, Provide accommodations for homeless: \$1,000

Eleva-Strum Community Support Network, After school study and meal support for children: \$500

Feed My People Food Bank, Pop up mobile food distributions: \$500

LifeLink/Critical Care Services, Medical transport services throughout our area: \$500

Pigeon Falls Lions Club, New fence around the softball field at Ekern Park: \$500

Safe Families for Children - Wisconsin, Program to support families to keep children safe and together: \$500

Town of Buffalo, Improve and enlarge the baseball field: \$500

The next applications are due February 15, 2024. Applications are available on our website at riverlandenergy.com.

High School Juniors: Join our Youth Ambassador Program

The Youth Ambassador program educates students about the cooperative business model, prepares them for potential involvement in cooperatives, and gives them opportunities



Students will meet at various locations, depending on the event and purpose of the meeting, with a majority of them at Riverland Energy Cooperative Headquarters in Arcadia. They will occur during regular business hours, with specific events occurring outside the 9-5 hours. Meals will be provided during meetings or activities.

Perks:

- Earn Scholarships
- Attend Youth Leadership Conference
- Earn a trip to Washington, D.C.
- Meet new friends
- Get paid a per diem and mileage

To qualify:

Students must be a junior in high school during the 2023-24 school year.

To apply:

Fill out the application online at www.riverlandenergy.com, or through your guidance counselor.

Deadline extended to November 1, 2023.

OPERATING STATISTICS



Kristina Marsolek,
Manager of Finance

	Monthly		Year-to-date	
	August 2022	August 2023	2022	2023
KWHS PURCHASED	27,581,541	30,309,804	208,695,806	207,478,905
KWHS SOLD	26,617,267	29,261,424	200,913,049	199,945,046
REVENUE	3,691,305	4,431,648	27,538,867	29,403,945
COST OF PURCHASED POWER	2,243,895	2,646,673	16,861,240	16,912,332
OTHER EXPENSES	1,224,468	1,546,208	10,510,350	11,670,284
OPERATING MARGINS	222,942	238,767	167,277	821,329
NON-OPERATING MARGINS	127,985	6,328	471,041	73,336
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	77,877	86,313	586,449	551,410
TOTAL MARGINS	428,804	331,408	1,224,767	1,446,075

DID YOU KNOW? China is stocking up on gold in an effort to reduce dependency on the dollar as global reserve currency.

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.



Photo Contest

Submit your best photo and encourage your friends to vote! The photo receiving most votes will win a \$25 electric bill credit and will be printed in our magazine, along with a few other favorites. By entering, you will also be entered into a drawing for a \$250 electric bill credit.

Our October theme is Pets. Photos can be submitted through October 25. Go to our Facebook page or website to submit and vote.

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, freezers and refrigerators. Recycling rebates also available.

Lighting

Incentives available for occupancy sensors, LED lamps, LED fixtures and LED exit signs.

Electric Water Heaters

Incentives of up to \$150- \$300 for residential high efficiency water heaters.

Heat Pumps

Incentives of \$500/ton are available for geothermal heat pumps and \$350/ton for Air Source & MiniSplit heat pumps.

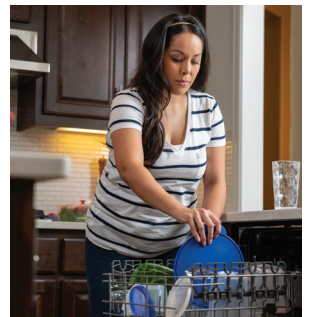
Energy Audits and Implementations

Incentives for existing homes are available. These include: \$150 for a Home Energy Audit and up to \$500 Energy Audit Implementations.

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

Energy Efficiency Tip of the Month

Did you know using your dishwasher is more energy efficient than washing a load of dishes by hand? To maximize efficiency, wash full loads in the dishwasher and don't block the arms or other parts that move while the appliance is in use. For additional savings, turn on the "air dry" setting instead of using the "heat dry" setting and use a rinse aid to help dishes dry faster without spotting and streaking. *Source: energy.gov*



October is Cybersecurity Awareness Month

Beware of email and phone
scams

If you receive a suspicious or unexpected phone call, text or email demanding money, threatening to disconnect your power or offering a deal, hang up and login to SmartHub or call the co-op directly to verify the status of your account, 800-411-9115.

National Fire Prevention Week, October 8-14



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