

The Outlet

DECEMBER 2022

A monthly publication for members of Riverland Energy Cooperative

Interim General Manager

Tim Holtan, Manager of Operations, has been appointed as Interim General Manager. The Board of Directors continues to work toward selecting a new General Manager, and hopes to fill the position in the coming months.

Office Closings

Our offices will be closed on Friday, December 16 for an all employee meeting.

Our offices will be closed on December 26 and January 2 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 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 due by December 31, 2022.**



General Manager's Message A Final Farewell

I will be retired at the end of this month after almost 32 years at the cooperative. It has been a great journey. The changes I have seen in almost 32 years is staggering. I am honored to have served a small role in it and I am grateful for the opportunity to have served all of you.

Our world in the electric utility industry is in the midst of change. Riverland Energy has always been a leader in the industry and is in an outstanding position to meet those changes. That will not change no matter who is in charge. We are seeing certain sectors of our industry focusing mainly on public relations and losing sight of our main focus, which is the delivery of energy at the lowest possible cost. We must never lose sight of the fact that the members are owners.

I leave this position at the end of this month, with the most rewarding experience of having a great group of employees, colleagues, and members to work with. I will miss the opportunities to meet the members in person, be it the annual meeting, district meeting, or just in the office or out in the community. I will miss the employees and my colleagues in the Cooperative world. There is something special about being part of an electric cooperative and working with people who are drawn to serve. It will be strange to not pull into the office to see what the day has in store, but I look forward to exploring what retirement has to offer.

From my family to yours, I want to thank you for letting me serve you. It has been an honor.

All the best,
Jerry Sorenson

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

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

PARTICIPANTS IN WINTER LOAD MANAGEMENT TO SEE CONTROL CHANGES

Grid reliability is a major responsibility for utilities – from the regional transmission system all the way down to Riverland Energy’s local grid.

To ensure generation resources are adequately available year-round, MISO recently changed their requirements for power providers, including our wholesale power provider Dairyland Power Cooperative. This has resulted in modifications to our load management program: **The Dual Fuel program peak alerts will now happen between 7:00 a.m. – 10:00 a.m. during the winter months**, instead of the regular 5:00 -9:00 p.m. control window that we’ve gotten used to. Control periods outside of the 7 – 10 a.m. still exist, but will be limited.

If you have any questions, please reach out to us at 608-323-3381.

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.

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

OPERATING STATISTICS



Kristina Marsolek,
Manager of Finance

	Monthly		Year-to-date	
	October 2021	October 2022	2021	2022
KWHS PURCHASED	22,271,130	21,546,838	248,716,509	250,226,197
KWHS SOLD	21,309,033	20,705,168	239,592,820	243,577,938
REVENUE	2,561,284	3,075,050	32,687,281	33,935,085
COST OF PURCHASED POWER	1,488,969	1,586,102	19,461,165	20,910,557
OTHER EXPENSES	1,148,830	1,283,613	12,129,783	13,120,110
OPERATING MARGINS	(76,515)	205,336	1,096,333	(95,583)
NON-OPERATING MARGINS	9,099	39,616	125,706	397,782
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	57,474	55,030	1,126,232	1,063,518
TOTAL MARGINS	(9,942)	299,982	2,348,271	1,365,717

DID YOU KNOW? Volvo, which recently revealed an EV SUV, is planning on selling only electric cars by 2030. Other companies such as Amazon, FedEx, GM, Uber, Ford, and the USPS have similarly committed to going all electric, with varying adoption timelines from the years 2030 to 2050.

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, 2022.**



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.

St. Boniface School uses Community Cares Grant for new basketball hoop

Riverland Energy Community Foundation recently donated \$500 to St. Boniface School in Waumandee through its Community Cares Fund. The funds were used to purchase a new community basketball hoop and new basketballs.



Light up
the holiday
season safely.

Before hanging holiday lights outside, look out 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

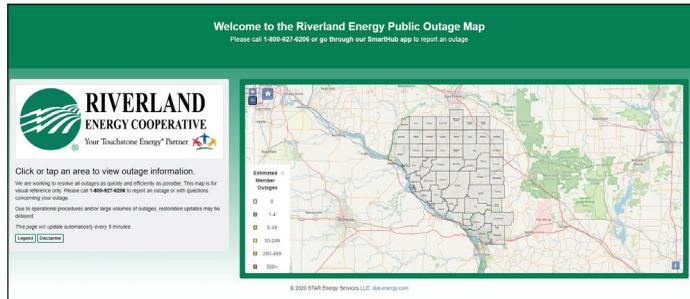
BE PREPARED FOR WINTER WEATHER & OUTAGES

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.

MAKE A DIFFERENCE AS A DIRECTOR

Are you interested in serving as a board director for your Cooperative? A director's responsibility consists of having the ability and knowledge to set policies and approve programs that are the basis for operating your Cooperative. A director must have the time to attend monthly board meetings, other special meetings and educational seminars.

REQUIREMENTS:

- Be a cooperative member residing in one of the districts open for election (2023: Districts 1, 6 and 7)
- Have an account in good standing.
- Must be elected at the District Committee Meeting, or by petition.

If you are interested in being a director, contact us for more information.



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