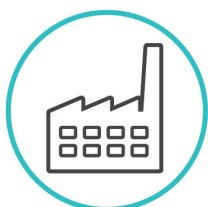




4 KEY FACTORS

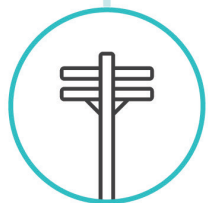
That Impact Energy Bills

You pay for the electricity you consume each month, but there are additional factors that impact your energy bills.



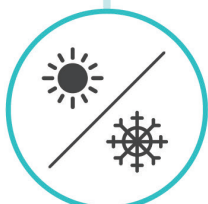
Fuel Costs

Before electricity can be delivered to your home, it must first be generated at a power plant or from a renewable source. The cost of fuels used to generate electricity fluctuates, which is why you see a power or fuel charge on your monthly bill. This monthly charge covers cost fluctuations without having to continually restructure electricity rates.



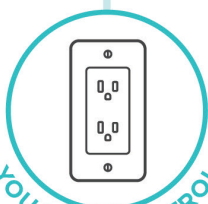
Service Costs

Your bill includes a monthly service charge, which recovers part of the co-op's ongoing investments in poles, wire, meters, system maintenance and additional costs necessary to provide electric service.



Weather

When temperatures soar or dip, your cooling or heating equipment must run longer and at maximum capacity, which can greatly increase your energy use. Extreme temperatures can also affect electricity market prices. When the need for electricity increases due to extreme heat or cold, the price of power typically rises.



Energy Consumption

This is the amount of electricity you use each month to power your home's cooling/heating system, appliances, lighting, electronics and more. The amount of electricity you consume is measured in kilowatt-hours, or kWh. You have control over how much energy you use, which can ultimately help manage your monthly costs.

YOU HAVE CONTROL

FACTORS THAT IMPACT ELECTRICITY PRICES



By Tim Holtan, CEO

A member recently asked me about what impacts electricity prices. We talked about how the daily cost of living seems to have increased across the board.

Just as inflation has affected everything from the price of gasoline to the price of eggs, costs to produce electricity have also risen. I covered it

briefly this spring when we announced the rate adjustment, but I will give a little bit more insight in this month's issue of the *Wisconsin Energy Cooperative News* magazine.

While there is no short answer, there are a few key elements that impact electricity prices and rates. Some of these factors Riverland Energy can manage, some of them you can impact, and other factors are beyond our control.

The primary parts to your monthly electric bill are: a basic service charge, an energy consumption/kWh charge, a Demand Charge, and a Power Cost Adjustment (PCA). To understand your total energy costs and what impacts your bill, let's break down what goes into it.

The first is basic service charge, which covers the costs associated with providing electricity to your home. This includes equipment, materials, labor, and operating costs necessary to serve each meter in Riverland Energy's service territory, regardless of the amount of energy used. In order to ensure the reliable service you expect and deserve, we must maintain the local system, including power lines, substations, and other necessary equipment. Like many other businesses, we've experienced supply-chain issues and steep cost increases for some of our basic equipment. Because we are a not-for-profit cooperative, some of these expenses must be passed on to our members. I should note that the base service charge is the same for everyone and the costs are shared equally across the membership.

Another component of your monthly bill is the kWh charge, which covers how much energy you consume. You've likely noticed the amount of energy you use can vary from month to month and is typically impacted by extreme temperatures. When temperatures soar or dip, your cooling and heating equipment run longer, which increases your home energy use. Regardless, energy consumption is an area that you have some control over, and you can lower your monthly bill by actively reducing energy use. Your thermostat is a great place to start, so be

Continued on following page

sure to keep it close to 78 degrees during summer months.

A third component on the bill is the Demand Charge. The demand charge is based on your maximum 15-minute “demand” put on the cooperative’s distribution system each month. It represents the amount of generation capacity Riverland must have ready when your service “demands” it. Demand is measured in kilowatts (kW) and depending on what rate you are on, you are billed according to kW of demand. Currently, the demand charge on a residential bill is a line item on your bill with a date and time stamp of when it occurred for your service, with a zero charge.

The last component of your bill is the PCA, which is the same amount for all co-op members. This has been covered several times before, but worth explaining again. The PCA is a variable cost that changes each month based on how much it costs to generate the power we purchase from Dairyland Power Cooperative. If the costs to generate power are lower, the PCA may be a credit, but if the costs are higher, the PCA may be a charge.

I hope this information sheds light on some of the factors that impact electricity prices. While we can’t control the weather or the rising costs of materials, please know Riverland Energy Cooperative is doing everything possible to keep internal costs down.

We’re here to help you, too. Contact us if you have questions about your energy bill or for advice on how to save energy at home.

LEADERSHIP, LEARNING, FRIENDSHIPS GAINED THROUGH YOUTH AMBASSADOR PROGRAM

Riverland Energy is excited to provide an opportunity for 2023–24 high school juniors with a comprehensive understanding of cooperatives while developing their leadership skills in a fun, interactive, challenging way through the Riverland Youth Ambassador Leadership Program. The program begins in October and ends in July with the Youth Leadership Congress.

The program includes five sessions held throughout the year that will allow students to learn about the cooperative business model, explore career options, network with other students, build and improve leadership skills through interactions with industry experts while working on personal growth.

Scholarships may be available for students who go above and beyond as a youth ambassador by attending and assisting at co-op events and attending the youth conference.

Join the program by signing up through our website at www.riverlandenergy.com or your guidance counselor by October 1, 2023.



Waylynn Duellman



Ike Beckstrom



Elise Bittner

SAFETY ARTISTS RECOGNIZED

Third-grade students from across the Riverland Energy service territory submitted safety posters in May for National Electrical Safety Month. Waylynn Duellman of Buffalo City was the first-place winner, Ike Beckstrom of Onalaska was the second-place winner, and Elise Bittner of Fountain City was the third-place winner. The contest winners received a cash prize and their posters were sent to WECA for the state contest.

The most important tool in preventing electrical injuries is educating the youth and public about the potential dangers of working and playing around electricity. Thank you to all who participated!

COMMUNITY CARES GRANT APPLICATIONS DUE AUG. 20

Grant applications for the Riverland Energy Cooperative Community Cares are due August 20, 2023. Funds are intended to benefit people and organizations within the Riverland Energy service area.

Contributions are generally awarded to non-profit programs and organizations that improve the quality of life in our local communities.

Riverland Community Cares is a voluntary



program in which members round up their electric bill to the next whole dollar each month, and the extra cents flow into a charitable fund that is earmarked for grants. Since the program’s inception in 2014, Riverland Energy members have given more than \$25,000 back to support local causes.

Grant applications can be found on our website, www.riverlandenergy.com.

RIVERLAND ENERGY SPONSORS YOUTH AMBASSADORS TO YLC

Four area students attended the 60th Annual Youth Leadership Congress at the University of Wisconsin–Stout July 11–13, 2023. For 60 years, Wisconsin Electric Cooperative Association (WECA) has sponsored this event to demonstrate to high school students the basics of cooperatives and participate in various leadership activities.

The conference brings inspiring, interactive activities and workshops to help the youth discover their personal strengths, build and improve their leadership skills, and explore career paths. The students learn what makes cooperatives unique and how their business model empowers members and communities to succeed.

Adysen Slusser (Holmen), Josie Alesch (Holmen), Claire Goeldner (Alma), and Roland Goeldner (Alma) (left to right in the photo above right) were among 75 teens from Wisconsin who participated in the YLC.

“We’re glad we can empower our Youth Ambassadors by providing them with valuable leadership skills they can use in their future endeavors,” said Tim Holtan, Riverland Energy CEO.

Students interested in being involved in the Riverland’s Youth Ambassador Program can visit our website at [riverlandenergy.com/Community/Youth Ambassador Program](https://www.riverlandenergy.com/Community/YouthAmbassadorProgram). Applications for the 2023–2024 program will be available in September.



BILLING MADE EASY

Riverland Energy Cooperative understands how busy life can get. Whether working, getting kids to activities, spending time with family, or running errands, it can be easy to forget to make a payment. Luckily, Riverland Energy offers many ways to pay your bill, so you can use what is the most convenient and works the best for your lifestyle!

BILL PAYMENT OPTIONS:

Pay Online – Log in to view your bill electronically through the SmartHub site or the mobile app. You may authorize payment from your checking account or Visa/Mastercard.

Quick Pay – One-time-Payment – Do you want to make a quick, one-time online payment without logging into your SmartHub account? All you need is the account number and the first five letters of the primary member's last name. If you choose to allow another person to make a payment on your account by this method, please be advised they will be able to see your current balance or past due balance, but no other account information.

Auto Pay Program – Sign up for recurring payments through SmartHub using your bank account or a Visa/Mastercard. Simply sign-in or register for SmartHub to get started. Once you sign in to SmartHub, choose Auto Pay Program under the Billing & Payments tab. After adding an account, the total bill amount will be withdrawn from your payment method on the 20th of each month. The program is ideal for travelers and snowbirds and assures your good credit rating with Riverland Energy.

Pay by Phone – Make payments by phone with your credit/debit card or checking account using our automated phone system. This service is available 24/7. Just call 888-220-8233 and follow the step-by-step instructions.

Pay by Mail – Please allow mail time for payment to be received before the due date. Please call the billing team if additional time is needed.

Pay in Person – Drop off your payment at one of our offices in Holmen or Arcadia. Use the drop box outside of each office for after hours to drop of your payment.

**MEMBER
APPRECIATION
DAY**

**Celebrate
Co-op Month
with us on
Wednesday,
September
27, 2023**

**at Danzinger's
Vineyard**
**S2015
Grapeview Ln,
Alma, WI**
4-7 p.m.

- Free meal (brats, hotdogs, chips, veggies, cookies, beverages)
- Games and prizes for kids and adults
- Door prize drawings (25 \$25 electric bill credits, 2 \$150 electric bill credits)
- Balloon art from Balloons by Kevin
- Katie & Mac will be performing



*Wine available
(purchase on your own)*

*Watch for details in
future publications*

Tim Holtan, CEO

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Beth Alesch, Editor



**Riverland Energy
Cooperative**

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24 hours a day

Office Hours

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Holmen: 7:30 a.m.–3:30 p.m.

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