



Seasonal Reminders

Snowbirds

If you are planning to leave your home for an extended period of time this winter, remember to make billing arrangements while you are away. Riverland Energy has a couple of options to offer:

- Automatic checking/savings withdrawals or credit/debit card payments.
- Online payments, readings, account management and daily/monthly power use available through SmartHub on our website or download the SmartHub App for android and iOS users.

2021 Rebates

Riverland Energy has a variety of rebates available to members who purchase energy efficient products and appliances that meet or exceed specific criteria. Those rebates are only available until funds are depleted, or December 31, whichever comes first. Rebate forms are available at www.Riverlandenergy.com or by calling 800-411-9115.

Interruptible Heat Test Nov. 17

If you participate in Riverland Energy's interruptible heating (also known as dual fuel or load management), your system will be tested on Wednesday, Nov. 17 beginning at 5 p.m. At that time, the electricity powering your electric heating system will be interrupted and cause your backup heating system to operate. All power will be restored by 11 p.m.

This annual test is conducted to ensure that your backup heating system is working and will adequately keep your home at a comfortable temperature during control periods this winter. The test also ensures the control equipment is functioning properly.

Thanksgiving Closing


Riverland Energy will be closed November 25-26 in observance of the Thanksgiving holiday. Call 800-927-6206 to report outages at any time, night or day, weekends or holidays. You can also report outages through SmartHub. Have a safe and Happy Thanksgiving!



Jerry Sorenson,
General Manager



Riverland Energy
Cooperative

Your Touchstone Energy® Partner 

MONTHLY BASE SERVICE ELECTRIC CHARGE

I recently had a member inquire why the base service charge is a different amount each month. The current base electric charge is \$1.18 per day and covers each member's share of the cost for construction and maintenance of poles, wires, transformers, meters, right-of-way clearing, and other fixed expenses that enable you to access electric service at your location. This is a daily charge, so it may be a different total each month, depending on how many days are in the month.

Cost regardless of usage

It costs the same to build and maintain the system, regardless of how much energy you use. Fixed costs are spread among all members equally, meaning the basic charge is—and should be—the same for all members, regardless of energy use.

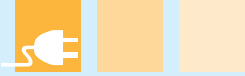
Fewer members in rural areas to share costs:

Fixed costs to build and maintain the system are shared equally among all co-op members. REC has just five members per mile of line to share fixed costs, while urban utilities spread costs among 20 or more consumers per mile. The basic charge is higher in rural areas because costs are shared by fewer members.



Supporting Communities

Riverland Energy General Manager Jerry Sorenson (left) and Director Fran Fedie (center) present a \$500 donation to Durand Fire Department Volunteer Trevor Myers (right).



FOOD, FELLOWSHIP, AND FUN

Riverland Energy holds Member Appreciation Day

Thank you to everyone who came out to Riverland Energy Cooperative’s Member Appreciation Day on Wednesday, September 15. Approximately 350 co-op members and guests attended the event at Danzinger’s Vineyard in Alma for food, games, music, giveaways, and prize drawings.

Co-op employees and directors served brats and hotdogs catered by NorthEnd Pub & Grill. Attendees could enjoy the music by Mac Cherry, and kids could play games or check out the trucks and equipment and ask questions of our linemen. Other entertainment included balloon art by Balloons by Kevin, or members could spin the prize wheel to win prizes. For those interested in electric cars, a representative from Dairyland Power Cooperative was on hand with their electric car to answer any questions.

Tote bags were given to all members who attended, and attendance prize drawings for \$25 electric bill credits were given away to 30 members, and one \$250 electric bill credit.

Thank you to everyone who came out to this year’s event!





Congratulations to winners of drawing for \$25 electric bill credits:

- | | |
|------------------------|-------------------|
| Noah Orlan | Del Twidt |
| Allen & Patsy Comero | Lee Gehrke |
| Carol Knabe | Steven Vehrenkamp |
| Robert Myers | John Staige |
| Mick Kulig | Terry Schoonover |
| Gale & Dave Steinquist | Marcia Kulas |
| Helen Boucher | Lyman Back |
| Laurie Secrist | Sharon Guenther |
| Nick Kuhn | Brian Tridle |
| Karen Engstrand | Linda Loesel |
| Bill Waldera | Joanne Murray |
| Robert Kamrowski | Sheila Reglin |
| Paul Adams | Karen Solberg |
| Tim & Bonnie McBeth | Bob Accola |
| John Starkey | Lori/Gaylen Bolte |

\$250 electric bill credit winner: Thomas Cherry



FINANCIAL ASSISTANCE AVAILABLE

If you need financial assistance in paying your electric bill, we suggest you contact one of the following agencies:

Trempealeau County:
Trempealeau County Social Services: 715-538-2311
Western Wisconsin E.O.C.: 715-985-2391

Buffalo County:
Buffalo County Human Services: 608-685-4412

La Crosse County:
La Crosse County Human Services: 608-784-4357
Salvation Army: 608-782-6126
CouleeCap: 608-634-4575

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. If you have any questions, please contact our billing department at 800-411-9115 for more details.

MY CO-OP



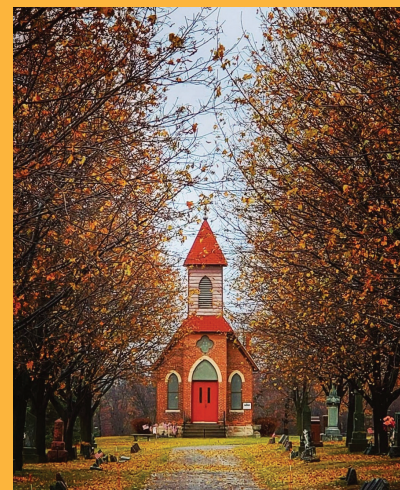
PHOTO CONTEST

Wisconsin's Natural Beauty

Congratulations to Janet L. for getting the most votes for our September 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.

The November theme is **Wildlife**. Photos can be submitted through November 25. Go to our Facebook page or website to submit and vote.



Some of our other favorite photos submitted for the September contest:

Peaceful Beauty of Fall (above)– Michelle J.; Amnicon Falls State Park (above left) – Sue P.; Natural Beauty(left) – Vicky G.


Jerry Sorenson, General Manager

608-323-3381 • 1-800-411-9115 • www.riverlandenergy.com

Beth Alesch, Editor



Riverland Energy Cooperative

Your Touchstone Energy® Partner 

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Outages & Emergencies

Call 1-800-927-6206
24 hours a day

Office Hours

Arcadia: 7:30 a.m.–4:00 p.m.
Holmen: 7:30 a.m.–4:00 p.m.

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