



POWER COST ADJUSTMENT ON NOVEMBER ELECTRIC BILLS



Riverland Energy Cooperative

Your Touchstone Energy® Partner 



By Jerry Sorenson, General Manager

Over the past year we've experienced rising and fluctuating costs for many goods and services. The cost of natural gas has gone roughly from \$2 per unit to \$7 per unit, having a significant impact on the cost to produce electricity.

One part of your electric bill each month is the power cost adjustment (PCA). 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. This is where the rising costs of fuel are impacting your electric bill.

As I stated last month, over the past several years the PCA has been a credit or a fraction of a cent per kilowatt-hour on your bill. With the spike in fuel costs, the PCA is now a charge that is much higher than we've seen in recent years. When you receive your November bill, there will not be a PCA credit per kilowatt-hour (kWh) used in October.

Throughout the year, we have been making adjustments to cover rising costs on nearly everything we purchase—

equipment, materials, fuel, paper. Unfortunately, the regional power market is not immune to rising prices and fuel. PCA charges help pay the increased cost of our wholesale power bill. This money does not pay for anything else locally at our cooperative.

What can you do about this? PCA is a per-kilowatt-hour charge. The less energy you use, the less impact a PCA charge will have on your bottom line. Saving energy and using less will lower your bill. We share energy efficiency tips in our monthly newsletters and website. We also offer time-of-use rates, home energy audits, and energy efficiency resources. We have pamphlets in our offices you can take for free if you would like to use the information to lower your bills.

We will continue to work hard to control those factors within our control. I want to assure you that we are working to mitigate those factors outside of our control. If you are in need of help with high bills, you can see if you qualify for assistance by calling the numbers listed on our website or on page 16 of this magazine.

While I cannot predict the future in regards to PCA, I can promise you that the entire Riverland staff is dedicated to serving you, and we will continue to make our decisions with your best interest in mind.

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.

Thanksgiving Closing

Riverland Energy will be closed November 24–25 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!

2022 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 online at www.Riverlandenergy.com or by calling 800-411-9115.

Interruptible Heat Test November 16

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. 16 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.

COLDER DAYS ARE COMING

Colder days are on the way. We know you maybe wanted to wait as long as possible before turning on the heat and accepting that cold weather is arriving but there are some ways to prolong this: one is to use the sun for free heat by opening blinds during the day where the sun shines in to allow the sun to naturally warm the house, and another is to bundle up with some extra clothes or blankets.

Another step to take before turning on the heat is to check all fire and carbon monoxide alarms to keep you and your family safe. As you begin to turn the heat on, your electric bill will rise as you use more power to run the heat, but if you are ever having difficulty paying your bill, please call our office to talk about what you can do to decrease your electricity use.

Use SmartHub to Monitor your Usage You can also view and manage your usage through SmartHub! SmartHub is the easy, convenient control center for all your account needs. Pay your bill, view your electricity use and billing history, report outages and more, all from your computer, phone, or tablet.

As soon as you log in, you can see your current bill, along with bills from the previous month or even the previous season, if you want to compare costs. Not only is your billing history available, you can view your actual usage to see how it trends over time. This information allows you to take steps to lower your bill.

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.

BEFORE YOU INSTALL AN ELECTRIC VEHICLE CHARGER AT YOUR HOME:

Call us for load control information

If you're charging an EV at home, please contact us to learn about our available programs. EV charging creates additional energy demand. By letting us know about your EV charging levels, we can help ensure your home is prepared for the additional energy consumption, and you can take advantage of our rebates and load control program.

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 and refrigerator (≥10 cubic ft). A recycling Incentive of \$25 per appliance for freezers, refrigerators, and window air conditioners (appliances must be in working condition) is also available.

Lighting

Incentives are available for occupancy sensors, LED lamps, LED fixtures, and LED exit signs. For LED bulbs, a minimum of five must be submitted to qualify.

Electric Water Heaters

Incentives of up to \$150 for residential high efficiency water heaters 75-99 gal. and up to \$300 for residential high-efficiency water heaters ≥100 gal. More rebates available.

Heat Pumps

Incentives of \$500/ton are available for geothermal heat pumps and \$300/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
- Up to \$500 Energy Audit implementations

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



THANK YOU FOR JOINING US FOR OUR MEMBER APPRECIATION DAY

Thank you to everyone who came out to Riverland Energy Cooperative's Member Appreciation Day on Wednesday, October 5. Approximately 800 co-op members and guests attended the event at the Omni Center in Onalaska for food, games, music, giveaways, and prize drawings.



\$25 Bill Credit Winners

- | | | |
|----------------------|--------------------------|-----------------------------------|
| Nathan Alvin | Gary Christenson | Bob Gray |
| Allan Dale | Pat Abraham | Lois Tucker |
| Gary Dorn | Alice Springborn | Shirley Seidel |
| Abbey Rd. E Well | Joe and Elizabeth Heiman | Don and Jean Moats |
| Rodney Peterson | Wade and Kara Noren | Catherine Mossman |
| Albert Guenther, Jr. | Courtney Naftzger | Ben Towne |
| Kevin Duch | Ralph Tyler | Mitchell Nesvik |
| Margaret Hickey | Cindy Mienke | Tim Carrier |
| Stella Harm | Dave Scherr | |
| Ann Heiman | Angela Kinsman | |
| Eugene Hogden | Pam Klenke | |
| | | \$250 credit: Larry Nyseth |

Kids Door Prize Winners:

- AirPods:** Rubianne Kinsman
- Hoverboard:** Elliot Glebke
- Gift basket:** Isabella Severson

Community Cares Gift Baskets Winners:

- Doris Miller
- Ronnie & Julia Bjorgo

SORENSEN ANNOUNCES RETIREMENT

Riverland Energy Cooperative General Manager Jerry Sorenson has announced that he will retire December 30, 2022 after 31 years at the co-op. Sorenson joined Trempealeau Electric in 1991 as the manager of administrative and member services, playing a role in the merger of Trempealeau Electric and Buffalo Electric Cooperatives to form Riverland Energy in 1999. He rose through the ranks to assistant manager before being named general manager of the co-op in 2014. Sorenson was also the president of Riverland Communications, Inc., a subsidiary of Riverland Energy, from 2006 until its closure in 2014.

Riverland Board of Directors President David Paudler said, “The board offers its sincerest thanks to Jerry for his 31 years of dedicated service. He has been a strong advocate for our members, and has been unrelenting in emphasizing safety, reliability and affordability. We wish him all the best in his retirement.”

Over the past nine years, Sorenson has guided Riverland Energy in achieving several milestones, including building the new Holmen District office, implementing a new, innovative metering system, and keeping the outage time and line loss to low levels. The co-op has remained in strong financial shape and has experienced notable

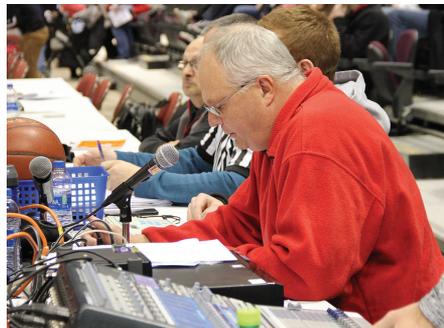


The Riverland board of directors will be conducting a national search for a new general manager.

“It has been my privilege to lead Riverland Energy Cooperative over the past nine years,” Sorenson said. “I want to thank all Riverland Energy employees for working hard, supporting the membership, and for supporting me. It’s all of the employees being one team that works hard to get the job done, day or night, rain or shine. Riverland Energy Cooperative is a great organization because of its dedicated employees who take great pride in what they do. Thank you all for a wonderful career.”

system growth under his leadership.

Sorenson also served on the WECA Board of Directors, including the Executive Committee, and has served on several committees for Dairyland Power Cooperative.



Jerry Sorenson, General Manager

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

Beth Alesch, Editor



Riverland Energy Cooperative

Your Touchstone Energy® Partner 

Arcadia Office

N28988 State Road 93,
P.O. Box 277,
Arcadia, WI 54612

Holmen Office

1800 Granary St.
Holmen, WI 54636

Outages & Emergencies

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

Office Hours

Arcadia: 7:30 a.m.–3:30 p.m.
Holmen: 7:30 a.m.–3:30 p.m.

Officers of the Board of Directors:

David Paudler, Onalaska, President
Dan Filla, Arcadia, Vice-President
Dennis Frame, Osseo,
Secretary/Treasurer