

# MEMBER APPRECIATION DAY PICNIC

**Wednesday,  
September 27**  
**Danzinger's Vineyard,  
Alma, WI**

Free meal to include hotdogs or brats

Milkshakes

Entertainment –  
Katie and Mac

Balloons by Kevin

Games and prizes

Door prize  
drawings

Linemen trucks,  
safety display,  
and equipment

**Wine available (purchase on your own)**



MY CO-OP



**Riverland Energy  
Cooperative**

Your Touchstone Energy® Partner



By Tim Holtan, CEO

## POWER IS IN YOUR HANDS

**B**ecause we're a co-op, we operate a little differently than other utilities. Riverland Energy's decisions are made locally, by directors who also live right here in our community. Everyone who pays to receive electricity from the co-op is a member. When you pay your electric bill each month, your money stays here—to pay for the electricity used, or to make improvements to our local system to strengthen service reliability. The money you pay the co-op doesn't line the pockets of shareholders five states away. We're a co-op, and we exist to provide a service to you, our local members.

You may notice that throughout the year, we schedule opportunities for you to attend co-op events, like our annual meeting or member appreciation day, so we can hear from you. We conduct periodic surveys to gather your feedback on co-op programs and services so that we can plan and adjust for the future.

Our success lies in your satisfaction, which is why we offer these opportunities to engage and listen to what you have to say.

Because you're part of an electric cooperative, you can count on our team to maintain local jobs, at-cost electricity, and first-class service, no matter what the economy—and supply-chain issues—throw at us.

Riverland Energy is striving to keep our costs as low as possible so we can keep more money in your pocket. We want to help you maximize the value you can get from our services and offerings. For example, we can help you save on energy bills through our energy audit program and efficiency rebates. If you want to receive important information from Riverland Energy, you can check out our website or follow us on social media.

Please know that you—the members of Riverland Energy—are at the heart of everything we do. Co-ops adhere to seven guiding cooperative principles that reflect core values of honesty, transparency, equity, inclusiveness, and service.

We exist to serve you and provide the quality, reliable, friendly service you expect and deserve. While we've grown over the years, we're still driven by the same guiding principles to serve our community. We hope to see or hear from you soon. This co-op was created for you, the members. The power is in your hands.

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# SMART MANAGEMENT. SMART LIFE. SMARTHUB.

No one likes having a high energy bill and SmartHub can help you manage your energy usage. 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 view your billing history and make a payment with just a couple of clicks...or taps, if you're using the app. You can see your current bill, along with bills from the previous month or even the previous summer, 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.

Making payments through SmartHub is fast and easy. The first time you make a payment, either on the web or your mobile device, you can securely store your

payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

Important Riverland Energy notices are also available through SmartHub. You can select how you want to be notified about your bill, including email and text messaging. You can even set usage thresholds, so you know when you're using more than you'd like. This feature helps keep your electricity bill as low as possible.

Reporting a service issue is also quick and easy on the SmartHub mobile app. There's no need to call the office—just let us know about the issue with a few taps. You can also contact

REC for customer service requests or with any questions you may have using SmartHub's contact feature.

Access SmartHub by visiting REC or downloading the app on your mobile device through the Apple App Store (iOS devices) or Google Play Marketplace (Android devices). Plenty of things in life are complicated. Manage your REC account simply, quickly, and easily with SmartHub.

## Need a way to manage your account?

Create an account on SmartHub!

- Pay your bill
- Check your electric usage
- Set up recurring payments
- Change account information
- Report an outage



Download the FREE mobile app in the Apple App Store or Google Play Store [www.riverlandenergy.com](http://www.riverlandenergy.com)

## CO-OP YOUTH AMBASSADOR LEADERSHIP PROGRAM

Learn what makes cooperatives unique.



Riverland Energy Cooperative encourages high school juniors interested in learning about cooperatives, enhancing leadership skills, gaining personal growth, and working with others to apply to become a Cooperative Youth Ambassador.

### Perks:

- Attend leadership conference
- Meet new friends
- Network with other students
- Earn awards & scholarships
- Lunch provided at all meetings
- Get paid per diem and mileage



The program focuses on:

- Cooperative business model
- Electrical safety
- Career options
- Renewable and sustainable energy
- Teamwork
- Leadership



HIGH  
SCHOOL  
JUNIORS!

Deadline to apply:  
October 1, 2023



800-411-9115

[www.riverlandenergy.com](http://www.riverlandenergy.com)

To apply: Must be a junior in high school the 2023-2024 school year

Apply online at:  
[www.riverlandenergy.com/youthambassador](http://www.riverlandenergy.com/youthambassador)  
or ask your guidance counselor

Questions:  
email [balesch@riverlandenergy.com](mailto:balesch@riverlandenergy.com)  
[www.riverlandenergy.com](http://www.riverlandenergy.com)





## TAKE SAFETY PRECAUTIONS DURING HARVEST SEASON

**H**arvest season brings long, grueling hours in the field, which can make workers weary and prone to neglect safety precautions that can prevent serious or fatal electrical injuries. Every year, an average of 62 farmworkers are electrocuted in the United States, and many more are injured by shocks. Farm operators, their family members, and farm employees are urged to beware of overhead power lines, to keep farm equipment safely away from them and to know what to do if accidental contact is made with power lines.

The increasing size of farm equipment, particularly grain tanks on combines that have become higher with extensions, allows operators to come perilously close to overhead power lines over entrances to fields. It is vital to keep equipment safely away from these lines. Maintain a minimum 10-foot radius around electric lines.

Follow these safety measures:

- Use a spotter when moving tall loads near power lines.
- Inspect farm equipment for transport height and determine clearance with any power lines under which the equipment must pass.
- Make sure everyone knows what to do if accidental contact is made with power lines. These accidents are survivable if the right actions are taken.



### Earn Rebates With Energy Efficiency Upgrades

Riverland Energy members are eligible to receive rebates for energy efficiency upgrades in their homes or businesses. Common upgrades include replacing incandescent bulbs with LED bulbs and purchasing Energy Star qualified appliances.

For a guide to our residential rebate program and a complete listing of rebates available on Energy Star qualified appliances, visit our website at [riverlandenergy.com](http://riverlandenergy.com).

## KNOW WHAT TO DO IF YOU HIT A POWER POLE

### STAY PUT

If your equipment contacts a power line, stay inside.

**DO NOT EXIT.**

**Call 911.**

### JUMP CLEAR

If you must exit due to a fire, jump from the equipment so that no part of your body touches the equipment and ground at the same time. Hop or shuffle with your feet together at least 50 feet away.

### STAY AWAY

When you are clear of the area, call for help and keep others away. **DO NOT** approach your vehicle again until utility crews and emergency responders tell you it is safe.

# ENTER OUR PHOTO CONTEST FOR A CHANCE TO WIN A \$25 ELECTRIC BILL CREDIT

Each month, Riverland Energy will hold a photo contest through its Facebook page for a chance to win an electric bill credit. The co-op will post

a theme for the contest each month, and members can submit their photos and vote by clicking on the link to the contest page. The member whose

photo has the most votes will win a \$25 electric bill credit! Each member who submits a photo will be put into a drawing at the end of the contest for a chance to win a \$250 electric bill credit.

The photo with the most votes each month will appear in the *Wisconsin Energy Cooperative News* magazine.

To submit a photo or vote, visit our Facebook page and click on the link to direct you to the contest page. The link will also be available on our website.

## Rules/Criteria:

- You must own rights to the photo.
- Photos can be taken outside of the date range, but must be submitted by the deadline given for that month.
- Only one photo per member will be accepted.
- By submitting your photo, you are granting Riverland Energy permission to use your photo in our publications.

The contest will run each month through September 2024.

## MEMBER PHOTO CONTEST

Show your photography skills & win \$25 off your next bill!

Every entry will be entered to win a \$250 bill credit at the end of the contest!

This month's theme: **FAVORITE LOCAL PARKS**

**CONTEST DEADLINE**  
**SEPT. 25**

**EVERY ENTRY**  
GETS A CHANCE AT THE  
\$250 BILL CREDIT

**WINNER**  
GETS \$25  
OFF THEIR NEXT  
ELECTRIC BILL

## 24-HOUR OUTAGE REPORTING

### When the lights go out, so do we

Call even if you think your neighbors have reported the outage. Leave one light on so you know when power has been restored. Have an emergency kit repaired.

Report your outage: 800-927-6206 or through SmartHub.

## Offices Closed Labor Day

Riverland Energy offices will be closed Monday, September 4, in observance of Labor Day. Normal business hours will resume Tuesday, September 5.

Line crews are on-call to respond to any outages or emergencies. You can report an outage through SmartHub, by texting 55050 (must be signed up for this service), or by calling us at (800) 927-6206. Visit our website's Outage Center for more details.

**Tim Holtan, CEO**

608-323-3381 • 1-800-411-9115 • [www.riverlandenergy.com](http://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:

Bea Zingsheim, Onalaska, President  
Dan Filla, Arcadia, Vice-President  
Dennis Frame, Osseo,  
Secretary/Treasurer