

The Outlet

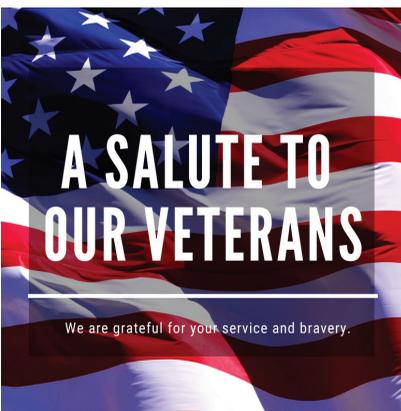
November 2021

A monthly publication for members of Riverland Energy Cooperative

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 pm.

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.



Rebate Paperwork Due Dec. 31

Riverland Energy Cooperative has rebates available for members who purchase items that promote energy efficiency and conservation. ENERGY STAR rated appliances, appliance recycling, central air conditioners, heat pumps and various types of lighting are included on the 2021 rebates forms. Agricultural and commercial rebates are also available.

Important details:

- Only items that were purchased and installed between Jan. 1, 2021 and Dec. 31, 2021 are eligible.
- Required documentation (listed on rebate form) needs to be submitted to the office within THREE months of purchase/installation.
- Review the rebate form to make sure all items and certifications are submitted in order for the form to be reviewed.
- Appliances must have the ENERGY STAR logo on the appliance. Send the logo in along with your form.

Rebate forms are available at riverlandenergy.com or at any of our offices. Please review the rebate form prior to making purchases to ensure your item meets the rebate requirements for energy efficiency.



MEMBERS MAKE IT POSSIBLE

Riverland Energy Community Cares started in 2014. Since that time, \$18,950 has been distributed to worthy causes through the service area. Members contribute to Community Cares by having their electric bill rounded up to the next highest dollar and that money is collected for the Community Cares Foundation. Learn more about Riverland Energy's Community Cares Programs at riverlandenergy.com. The next application deadline for the Community Cares grant is Feb. 15, 2022.



Jerry Sorenson,
General Manager

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 members' 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 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.

Feel free to give me a call if you have any questions on this topic or any other questions.

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.
- You can make a payment over the phone by calling our secure IVR system at 888-220-8233.

OPERATING STATISTICS



Kristina Marsolek,
Accounting
Supervisor

	Monthly		Year-to-date	
	Sept. 2020	Sept. 2021	2020	2021
KWHS PURCHASED	20,069,658	21,566,043	220,233,997	226,445,379
KWHS SOLD	19,346,504	20,783,250	211,600,451	218,283,787
REVENUE	2,894,030	2,984,453	29,875,824	30,125,997
COST OF PURCHASED POWER	1,608,730	1,700,725	17,653,755	17,972,195
OTHER EXPENSES	1,143,257	1,159,557	11,421,187	10,980,953
OPERATING MARGINS	142,043	124,171	800,882	1,172,849
NON-OPERATING MARGINS	7,217	8,278	129,969	116,606
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	265,591	214,740	858,692	1,068,758
TOTAL MARGINS	414,850	347,189	1,789,543	2,358,213

QUOTE OF THE MONTH: "Seize the moment. Remember all those women on the 'Titanic' who waved off the dessert cart." ~Erma Bombeck

Be safe around transformers this winter

Before you break out that snow plow this winter, please be mindful of the pad-mounted transformers in your area. As snow piles up, it's easy to forget where those big green boxes are. Accidentally plowing over a snow-blanketed transformer can be very expensive and dangerous.

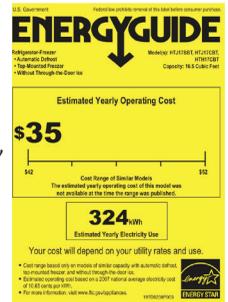
Before the snow flies this winter, take note of the location of your transformer, or just in case, stick a marker nearby so you never forget. Remember, safety first!



Replace old, inefficient appliances with energy efficient models

EnergyGuide labels

If you live in a typical U.S. home, the appliances are responsible for about one-fifth of your energy bill. Electric appliances like refrigerators, freezers, clothes washers, dryers, dishwashers, ranges and ovens are the primary energy-using appliances in most households. Taking steps to save energy while using these appliances, and replacing old, inefficient appliances with modern ones, can save you money. In the U.S., all refrigerators, freezers, clothes washers and dishwashers are sold with yellow EnergyGuide labels to indicate their energy usage. These labels provide an estimated annual operating cost for the appliance and also indicate the cost of operating the models with the highest annual operating cost and the lowest annual operating cost. By comparing a model's annual operating cost with the operating cost of the most efficient model, you can compare their efficiencies.



ENERGY STAR labels

Another label to help you identify energy-efficient appliances is the ENERGY STAR® label. ENERGY STAR is only awarded to appliances and lighting products that significantly exceed the minimum national efficiency standards. The ENERGY STAR label can help make purchasing decisions easier. These products not only save energy, they can also save money, frequently with better performance.

3 EASY WAYS TO SAVE ENERGY THIS FALL

- ✓ **Set your thermostat to 68 degrees or cooler to give your heating system a break.**
- ✓ **Replace your HVAC filter regularly. Check it monthly to make sure it's not too dirty.**
- ✓ **Open blinds and other window coverings to let natural light in to warm your home.**

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.

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.

Need help with energy costs?

Contact your county's provider at the number below:

Trempealeau County:
Trempealeau Co. 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 Co. Human Services:
608-785-5582

Salvation Army: 608-782-6126
CouleeCap: 608-634-4575

Enter our photo contest for a chance to win a \$25 electric bill credit



Submit a photo of Wildlife for this month's photo contest before November 25. The photo that 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. Go to our Facebook page or website to submit a photo and vote.

COOK UP ENERGY SAVINGS THIS HOLIDAY SEASON.

- Clean oven burners regularly.
- Match the pan size to the burner you're using.
- Use small appliances like slow cookers and toaster ovens when possible.



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® Your Touchstone Energy® Cooperative

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Outages & Emergencies
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24 hours a day

www.riverlandenergy.com