

# The Outlet

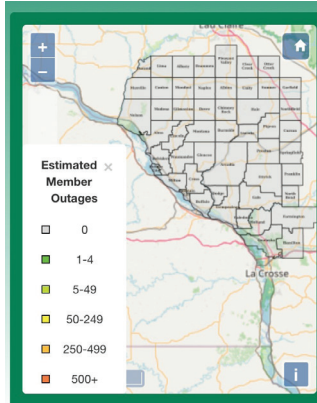
A monthly publication for members of Riverland Energy Cooperative.

AUGUST  
2020

## Summer storms can cause power outages

Check out our outage map to see how outages are affecting your area

Summer season is here, and with that can mean storms and power outages. When this happens, our first priority is to safely restore power to as many members as possible in the shortest amount of time. We start by mobilizing our line crews and other critical staff. The big problems are handled first – like damage to transmission lines which serve the most people. These problems must be corrected before we can focus on other areas where more localized damage has occurred.



We do our best to avoid power outages, but sometimes Mother Nature has other plans. Be sure to check the live outage map on our website to view if outages are in your area. We also try to keep you up-to-date during large outages on our Facebook page and our website.

We encourage you to sign up for outage texting to text in your outage, or report your outage through SmartHub. This helps keep our phone lines from being bogged down during large outages.



COMMUNITY  
CARES GRANT  
APPLICATIONS  
DUE AUG. 28

Download an application  
from our website at  
[www.riverlandenergy.com](http://www.riverlandenergy.com)

## Seeking Youth Ambassadors for the 2020-2021 school year



Applications are currently being accepted for the 2020-2021 Youth Ambassador Program. Students must be a junior in high school and be able to attend meetings 4-5 times a year. Ambassador's parents DO NOT have to be members of Riverland Energy Cooperative.

### Why join?

- Meet new friends
- Pizza
- Learn about cooperatives
- \*Field trips
- \*Attend Youth Leadership Conferences – FREE
- Gain leadership skills
- Looks great on your college application
- Scholarship award opportunity

The deadline for applications is October 1, 2020. For an application, please visit our website at [www.riverlandenergy.com](http://www.riverlandenergy.com).

*\*Some events may be canceled due to Covid-19. We will follow the social distancing guidelines and other recommendations. If we are unable to have the program, we will be in contact with the applicants.*



## General Manager's Message

### Annual Meeting and Member Appreciation Day

The cooperative is making every effort to plan and execute the 2020 Annual Meeting in conjunction with our Member Appreciation Event on Wednesday, September 23. We are closely monitoring the coronavirus (COVID-19) situation and continue to prioritize the health and safety of our members, staff and event participants. Local, state and national orders, recommendations from the Centers for Disease Control and Prevention and World Health Organization, and local county health agencies all inform our decisions regarding our events.

If we are unable to hold our Member Appreciation Event, we will be holding the Annual Meeting virtually.

I strongly encourage you to stay tuned to this newsletter, our website, and social media for changes and updates to our events.

Best regards,

Jerry Sorenson

## DO THE SUMMER SHIFT:

Reduce electricity weekdays  
11 a.m. to 7 p.m.

- Set the thermostat to 78 degrees during the summer when no one is home. Using a programmable thermostat means one less thing to remember!
- Delay starting a load of laundry until after 7 p.m. (use cold water, if possible). Or, wash clothes first thing in the morning and dry your clothes outside on a clothes line during the day.
- Program the dishwasher to avoid running between 11 a.m. to 7 p.m.
- Shut off lights when you are not using them.
- Enjoy a picnic lunch and/or dinner a few days a week with sandwiches and other foods that do not require a microwave or stove to prepare.



### Offices Closed Labor Day

Our offices will be closed Monday, September 7, in observance of Labor Day. Normal business hours will resume Tuesday, September 8.

Line crews are on-call to respond to any outages or emergencies. You can report an outage by texting 55050, logging into SmartHub, or by calling our outage number at (800) 927-6206.

## OPERATING STATISTICS



Kristina Marsolek,  
Accounting  
Supervisor

	Monthly		Year-to-date	
	June 2019	June 2020	2019	2020
KWHS PURCHASED	21,564,802	24,687,379	142,525,644	1140,699,496
KWHS SOLD	20,654,879	23,863,883	137,495,358	134,932,797
REVENUE	2,943,692	3,475,469	18,210,614	18,949,083
COST OF PURCHASED POWER	1,922,861	2,007,697	11,366,554	11,412,641
OTHER EXPENSES	1,225,159	1,284,245	6,699,030	7,603,774
OPERATING MARGINS	(204,328)	183,527	145,030	(67,332)
NON-OPERATING MARGINS	9,786	18,392	82,818	62,333
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	43,649	62,038	268,607	376,457
TOTAL MARGINS	(150,893)	263,957	496,455	371,458

**QUOTE OF THE MONTH:** "As you grow older, you will discover that you have two hands, one for helping yourself, the other for helping others." -- Audrey Hepburn

# THANK YOU

THANK YOU TO EVERYONE WHO PARTICIPATED IN OUR RECYCLE DRIVE THIS YEAR. WE HAULED AWAY 10 SEMI-LOADS OF ELECTRONICS AND APPLIANCES!

SEE YOU AGAIN IN SPRING 2021.



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

## Energy assistance extended through Sept. 30

In response to the COVID-19 crisis, the Department of Administration (DOA) has adjusted the eligibility requirements for residents who are seeking heating and electric assistance through the Wisconsin Home Energy Assistance Program (WHEAP). Energy assistance will be open through September 30 for the heating season 2019–2020, with the 2020–2021 season beginning October 1.

## Community Cares: The gift that keeps on giving

We invite all of our members to participate in Riverland Community Cares. Members volunteer to have their bill rounded up to the next whole dollar, with the extra change dedicated to charitable causes. Donations are only a few cents a month and average about \$6–\$12 a year. It's small change, but it delivers big benefits to local community and charitable organizations.



Community Cares gives to individuals, school programs, non-profit organizations, emergency departments, youth programs, and other deserving causes that benefit members within Riverland Energy's service area.

Community Cares is voluntary! Just fill out the form below and return it with your next bill payment. You can also sign up online at [www.riverlandenergy.com](http://www.riverlandenergy.com) or through SmartHub.

Yes! I want to participate in Riverland Community Cares. I understand that by signing and returning this form, my bill will be rounded up to the nearest dollar and that unless I call in to have that changed, this will happen until I no longer receive power from Riverland Energy Cooperative.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

Billing # \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_



Please return with your bill or fill out and mail to: Riverland Energy Cooperative, P.O. Box 277, Arcadia, WI 54612.

## Stay in vehicle if power lines are down

Following an accident or storm that drops power lines around your car:



- Stay inside car until power is shut off; the ground outside may be energized.
- Do not drive over wires; they may be live with high-voltage electricity.
- Call 911 and keep others away until help arrives.
- If you must exit the vehicle, jump clear so no part of your body touches the car when you land.
- Keep both feet together and shuffle or hop at least 30 feet away. Keeping feet together and on the ground minimizes the chance for shock.

## Energy Efficiency Tip of the Month

Installing a smart power strip is a quick and easy way to start saving money while making your home more energy efficient. Smart power strips can actually cut power off to save energy since they are able to detect when a device is in standby mode.

Source: [energy.gov](http://energy.gov)



## Make your life easier with SmartHub

- Pay your bill
- View past bills and usage
- 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 or sign in on your desktop computer!

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

## MEMBER CONNECTION

### 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 the Rebates section of our website.



#### Office Hours

Monday - Friday  
7:30 a.m. - 4:00 p.m.

#### Headquarters:

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

#### Branch Office:

1800 Granary St., Holmen

#### Phone:

800-411-9115  
608-323-3381

#### Outages & Emergencies

Call 800-927-6206,  
24 hours a day

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



**RIVERLAND**  
Energy Cooperative

® Your Touchstone Energy® Cooperative