

The Outlet

DECEMBER
2020

A monthly publication for members of Riverland Energy Cooperative

Power cost adjustment credit applied to bills

As a member-owned cooperative, Riverland Energy is committed to controlling costs and purchasing electricity at the lowest prices available. When the co-op exceeds its financially needed margins, it is returned to you as a power-cost-adjustment (PCA) credit on your monthly electric bill. At the November board meeting, the board approved an additional \$200,000 in credits back to the membership as our power costs have been less than anticipated.

The PCA is an optional rider to the rate schedule. It's used when the actual costs to generate electricity are different from what was projected at the beginning of each rate year. Each month the amount and cost of power purchased and power sold are compared with the annual budget. Any variations in the actual versus projected power costs go into a formula that estimates what the PCA should be.

The PCA helps mitigate the impact to members by spreading the wholesale price variations over the projected kilowatt-hour sales that remain in the year. Calculated monthly, the PCA can be zero, positive or negative.

Community Cares Program benefits local communities

Riverland Energy offers members an opportunity to help neighbors and communities in which they live with Riverland Community Cares. Riverland Energy will simply "round up" the electric bill of participating members to the next highest dollar with the additional cents going to the Community Cares Fund.

All donations are placed in a trust and donated to worthy organizations in the community. You can sign up for this program through our website or through SmartHub.



Members helping members

The COVID-19 pandemic has affected our members financially. Although there are many forms of assistance available, there are still bills to pay.

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.

Happy Holidays

Our offices will be closed on
December 24 and 25,
and on January 1 for the
holidays.

Outages can be reported 24/7
by calling 800-927-6206 or
through SmartHub.



General Manager's Message

As I write this article, Joe Biden is the President-elect. In Wisconsin there were no changes in the makeup of Wisconsin's delegation to the House of Representatives. In the Wisconsin state Senate, the Republicans picked up two seats and the Democrats picked up two seats in the Assembly.

Electric co-ops message to elected officials, Democrat and Republican, will be the same: we all need to work together to protect member access to safe, reliable, and affordable electric service. We will work to reach all elected officials, new and returning.

No matter who is elected, we still need to come together as a cooperative to improve life in our service territory. As we work with our elected leaders, we hope to renew a spirit of cooperation in the Nation's Capital and in statehouses across the country. After all, cooperation is what co-ops do best!

Season's Greetings

At Riverland Energy, we are proud to serve you and we hope that the holidays and the coming year will bring you happiness and success! I wish you and your families a joyful and safe holiday season.

Rebate forms due December 31

Riverland Energy has rebates available for all members purchasing items that promote energy efficiency and conservation. Rebates are only available as long as funds are available, so turn in paperwork as soon as possible.

Please review the forms prior to making a purchase to ensure your item meets the requirements. Appliances must have the ENERGY STAR logo to qualify.

Forms and receipts due by December 31, 2020. Rebate forms are available online at riverlandenergy.com.

OPERATING STATISTICS



Kristina Marsolek,
Accounting
Supervisor

	Monthly		Year-to-date	
	Oct. 2019	Oct. 2020	2019	2020
KWHS PURCHASED	21,023,491	22,179,838	239,424,086	242,413,835
KWHS SOLD	19,981,254	21,333,169	230,171,945	232,933,620
REVENUE	2,867,913	2,855,072	31,214,158	32,730,897
COST OF PURCHASED POWER	1,727,420	1,530,982	19,398,468	19,184,737
OTHER EXPENSES	1,145,878	1,089,045	11,533,328	12,510,232
OPERATING MARGINS	(5,385)	235,045	282,362	1,035,928
NON-OPERATING MARGINS	9,527	8,809	122,090	138,777
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	39,801	47,307	708,123	906,000
TOTAL MARGINS	43,943	291,161	1,112,575	2,080,705

QUOTE OF THE MONTH: "Stop worrying so much. Have fun. Be grateful. Be yourself. Don't allow others to bring you down. Life is a one time offer. Live to your fullest." ~Karen Salmansohn



Light up the holiday season safely.

Before hanging holiday lights outside, look out for overhead power lines. Never throw light strands into trees near power lines.

- **Inspect all the lights you plan on using.** Make sure the wires are in good condition—not cracked, brittle, or frayed. The sockets should not be damaged, and no light bulbs should be missing.
- **Check that all light strands are certified** and rated for the conditions in which they'll be used.
- **Never string more than three strands of lights together** unless the packaging says it is safe to do so. Overloaded cords or outlets could start a fire.
- **Never tack or nail through a strand of lights.** Do not place cords under rugs or in high traffic areas.
- **Lighted and electrical outdoor decorations should be plugged** into ground fault circuit interrupter (GFCI) protected outlets.
- **Turn holiday lights off before going to sleep** or leaving the house. A timer can help you do this.

Get more safety tips at www.SafeElectricity.org

Winter load control begins

December through February, REC's power supplier, Dairyland Power Cooperative, may call for full load control (reduced electricity consumption) on days when the demand for electricity is high, which equals more expensive electricity purchased at these times. If you participate in our controlled electric heat program, make certain your back-up heating system and fuel source are fully functional.

Winter full load control, including residential Dual Fuel heat, water heaters, and commercial/industrial loads, will begin by 5 p.m. and begin being restored between 8 p.m. and 10 p.m.

You can check our website anytime for the status of load control. Peak alert notices will also be broadcast by area radio stations.

BE PREPARED FOR WINTER WEATHER & OUTAGES

3 WAYS TO REPORT AN OUTAGE

- Call: 800-927-6206
- SmartHub
- Text: 55050 (must be signed up)

UPDATE YOUR PHONE NUMBER

Please make sure we have your up-to-date phone number. Call us at 800-411-9115, or update your phone number through SmartHub or through our website. Having your phone number up-to-date allows our automated phone system to identify your location when you call in an outage.

ONLINE OUTAGE MAP

Our outage map shows the location and size of the outage. You can access it from our website with your computer or electronic device.

COMMUNICATIONS

During large or prolonged outages of 500 members or more, updates are posted on website and on our Facebook page.

www.riverlandenergy.com

4 WAYS TO SAVE ENERGY IN THE KITCHEN

The kitchen is where we gather with family and friends for our favorite meals and memories. But like most of us, you probably aren't thinking about saving energy when you're planning that perfect dish. Here are four ways you can save energy in the kitchen with minimal effort.



1 When possible, cook with smaller appliances. Using smaller kitchen appliances, like slow cookers, toaster ovens and convection ovens is more energy efficient than using your large stove or oven. According to the Department of Energy, a toaster or convection oven uses one-third to one-half as much energy as a full-sized oven.

2 Unplug appliances that draw phantom energy load. It's possible you have energy vampires in your kitchen – these are the appliances that draw energy even when they're not in use, like coffee makers, microwaves and toaster ovens. The Department of Energy has estimated that one home's energy vampires left plugged in year-round can add up to \$100-\$200 in wasted energy costs. Unplug them when they're not in use, or better yet, use a power strip for convenient control.

3 Help large appliances work less. There are small ways you can help your larger kitchen appliances run more efficiently. For example, keep range-top burners clean from spills and fallen foods so they'll reflect heat better. When it's time to put leftovers in the refrigerator, make sure the food is covered and allow it to cool down first. That way, the fridge doesn't have to work harder to cool warm food.

4 Use your dishwasher efficiently. Only run full loads, and avoid using the "rinse hold" function on your machine for just a few dirty dishes; it uses 3-7 gallons of hot water each use. You can also save energy by letting your dishes air dry. If your dishwasher doesn't have an automatic air-dry switch, simply turn it off after the final rinse and prop the door open so the dishes will dry faster.

Don't mess with that meter



Please remember never attempt to fix, alter or tamper with an electrical meter. If you notice that your meter has been damaged, call us immediately and keep your distance until we arrive.

Energy Assistance

Need help with heating costs?

If you require emergency assistance due to potential disconnection, there are various agencies that may be able to assist you.

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

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



® Your Touchstone Energy® Cooperative