

The Outlet

A monthly publication for members of Riverland Energy Cooperative.

JUNE
2020

Mark June Dairy Month with a free gallon of milk

June Dairy Month is a time to pay tribute to the dairy industry, a key contributor to our state's economy.



This year, dairy farmers need more than just thanks and good wishes for June Dairy Month. The coronavirus pandemic has hit our state's farmers hard. With schools closing and restaurants limited to carry-out and delivery services only, dairy farmers have temporarily lost a huge market for the milk they produce. Some have had to dump large quantities of milk.

Through our statewide service agency, Wisconsin Electric Cooperative Association, we are offering a coupon for a free gallon of milk to all our members, redeemable at any Kwik Trip store. Simply clip out the coupon found in the June issue of the Wisconsin Energy Cooperative News and take it to Kwik Trip at any time from June 1 through July 16 for a free gallon of your choice of non-fat, 1%, or 2% milk.

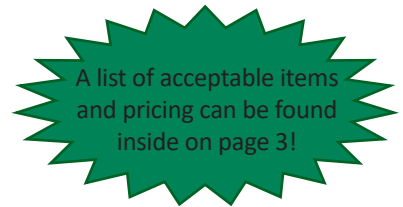
And when you get back home and pour yourself and your family a cool glass of delicious, wholesome milk, raise a toast to your local dairy farmers who produced it.

Recycle Drive

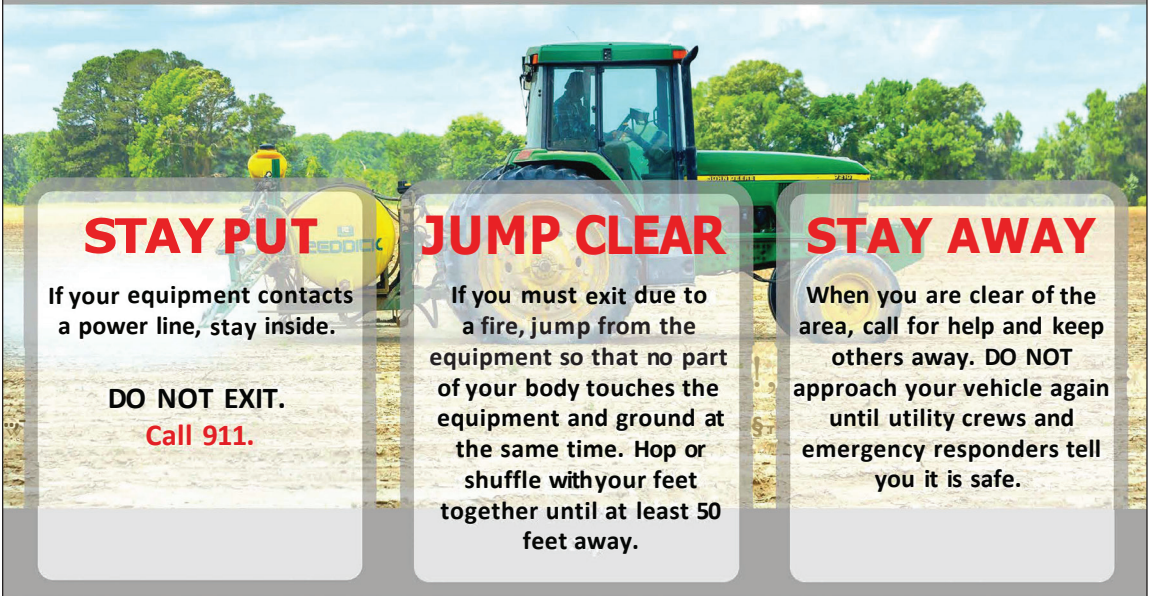
We plan to hold the appliance and electronics recycle drive on June 30 (Arcadia), July 1 (Alma), and July 2 (Holmen). All events will be from 8:30 a.m.- 1:30 p.m.

We ask that you adhere to the social distancing guidelines, and that you have the exact payment amount so we can limit exchanges between customers. We want to make sure our employees, as well as our members, stay safe as possible.

Please understand that this could change at any time.



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 until 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.



General Manager's Message

June is Dairy Month

In recognition of Dairy month, Riverland Energy Cooperative would like to take a moment to salute local dairy farmers and the entire dairy industry. The Cooperative appreciates the outstanding effort and vital contributions dairy farmers make to the area. On behalf of the cooperative employees and directors, thank you!

Capital Credits to be returned in August/September

To help our members who are facing financial challenges during the COVID-19 outbreak, the Riverland Energy Board of Directors approved returning capital credits earlier than usual this year.

Current active members will receive a credit on their August or September bills. Anyone who has been a member of the cooperative between 1999 and 2017 will earn a refund. We will also retire accounts with \$35 or less remaining with the cooperative. Only inactive members will receive a check in the mail. The dollar amount returned depends on both the number of years of membership and how much energy the member has used.

Members are encouraged to review the list of all members owed capital credits. The list can be found in the June issue of the *Wisconsin Energy Cooperative News*, as well as on our website, www.riverlandenergy.com.

Disconnect procedure

Riverland Energy temporarily suspended service disconnects during the "Safer at Home" order, but will continue at the end of May, disconnecting only those who have who have billing debt from 2019. Our disconnect procedure will resume as normal in June.

Annual Meeting/Member Appreciation Day

We will hold our annual meeting at our Member Appreciation Day event on Wednesday, September 23, at Danzinger's Vineyard in Alma. The member appreciation event will be held from 4–7 p.m. with food, activities, and entertainment. During that event we will hold a brief business meeting. I hope you can join us.

Best regards,

Jerry Sorenson

OPERATING STATISTICS



Kristina Marsolek,
Accounting
Supervisor

	Monthly		Year-to-date	
	April 2019	April 2020	2019	2020
KWHS PURCHASED	20,294,497	20,533,279	101,285,959	95,674,786
KWHS SOLD	19,951,365	19,699,645	97,973,830	91,570,402
REVENUE	2,761,449	2,831,953	12,635,319	12,517,959
COST OF PURCHASED POWER	1,589,131	1,704,619	7,774,169	7,877,386
OTHER EXPENSES	1,140,232	1,219,257	4,450,154	5,081,718
OPERATING MARGINS	32,086	(91,923)	410,996	(441,145)
NON-OPERATING MARGINS	25,458	12,134	65,749	36,340
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	36,073	52,673	187,060	267,218
TOTAL MARGINS	93,617	(27,116)	663,805	(137,587)

QUOTE OF THE MONTH: "If you are not willing to risk the usual, you will have to settle for the ordinary." - Jim Rohn

RIVERLAND ENERGY COOPERATIVE

APPLIANCE & ELECTRONICS RECYCLE DRIVE

Tuesday, June 30
Arcadia REC
N28988 State Rd 93
8:30 a.m. - 1:30 p.m.

Wednesday, July 1
Alma REC
1225 S. Main St.
8:30 a.m. - 1:30 p.m.

Thursday, July 2
Holmen REC
1800 Granary St.
8:30 a.m. - 1:30 p.m.

ACCEPTED ITEMS - FREE

Cable Boxes (FREE)	Fans (FREE)	Scanners (FREE)
Cables & Cords (FREE)	Fax Machines (FREE)	Servers (FREE)
Cameras & Camcorders (FREE)	Hair Dryers (FREE)	Stereos & Speakers (FREE)
Cassette Tapes (FREE)	Holiday Lights (FREE)	Toasters (FREE)
Cell Phones/PDAs & Chargers (FREE)	Ink & Toner Cartridges (FREE)	UPS & Jump Starters (FREE)
Clocks (FREE)	Laptops (FREE)	Vacuum Cleaners (FREE)
Coffee Makers (FREE)	Land line Phones (FREE)	Video Game Consoles (FREE)
Desktop Computer Towers (FREE)	Monitors (FREE)	
Docking Stations (FREE)	MP3 & iPod Players (FREE)	
DVD/VHS/Blu-Ray Players (FREE)	Projectors (FREE)	
DVD Disks & VHS Tapes (FREE)	Radios (FREE)	
External Drives (All types) (FREE)	Satellite Dishes & Receivers (FREE)	

ACCEPTED ITEMS - FOR A FEE

Refrigerators (limit 2 per member)	* FREE (non-member pays \$15)
Freezers (limit 2 per member)	* FREE (non-member pays \$15)
Air Conditioners (limit 2 per member)	* FREE (non member pays \$15)
TV's - All Types (limit 3 per member)	\$20
Printers & Copiers	\$5
Monitors	\$5
Microwaves	\$2
Humidifiers	\$2
Washers	\$5
Dryers	\$5
Dishwashers	\$5
Stoves	\$5
Furnaces	\$5
Dehumidifiers	\$15

* Refrigerators, freezers, and air conditioners are only free to Riverland Energy members. All others will pay \$15. Bring a copy of your electric bill to qualify.

ITEMS NOT ACCEPTED

Bulbs
Capacitors
Gas Cylinders
Liquids
Medical Waste
Ballasts
Radioactive Waste
Smoke Detectors
Vape Pens

Recycling by:

Dynamic Lifecycle Innovations
Onalaska, WI
877-781-4030
www.dynamicrecycling.com

Be prepared for summer storms and power outages

Summer storms are always a threat. If you experience an outage, check to see that the power issue is not on your side of the electric meter. Check fuses and circuit breakers in your home.

When calling in an outage, please have this information available:

- Your account number
- Name on the electric account
- Service address where outage is occurring
- Phone number on the account
- Cause of outage if known

If you call after business hours or during a widespread outage our call center, Cooperative Response Center (CRC), will answer and assist you. During widespread outages, power is resorted systematically. Attention is given first to substations and main feeder lines, followed by individual members.

Outages can be reported through SmartHub or by calling 800-927-6206. View our outage map online at www.riverlandenergy.com to view current outages.

Home Energy Assistance for Utility Bills

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).

Eligibility will now be based on the household's previous month of income, rather than the former requirement of the previous three months of income. This will allow those who are recently affected by the COVID-19 to receive assistance quickly.

If you need financial assistance in paying your electric bill, we suggest you contact one of the following agencies:

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) 784-4357
Salvation Army: (608) 782-6126
CouleeCap: (608) 634-4575



Tips for managing energy use

If your family is at home more these days (working on computers, watching television, gaming, cooking, using more hot water, turning on lights, etc.), your electric bills may be higher than normal- especially the bill you'll receive this month which is based on May's energy use.

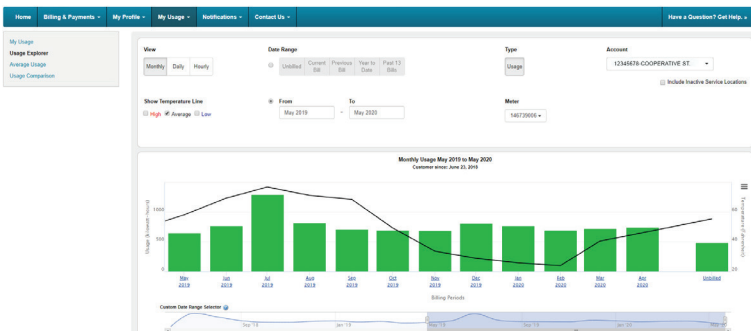
Families may need to be mindful of their energy use and consider adjusting certain habits to avoid higher costs. Simple money saving steps can help lower monthly electric bills without jeopardizing safety or comfort.

Recommended energy saving tips include:

- **Program your thermostat to maximize energy savings.** Setting your thermostat one degree lower when heating or one degree higher when cooling can reduce energy use by up to 5 percent.
- **Do full loads of laundry and wash with cold water.** Using warm water instead of hot can cut a load's energy use in half and using cold water will save even more.
- **Air dry dishes.** This step can cut your dishwashers energy use by up to 50 percent.
- **Substitute LEDs for conventional light bulbs.** Lighting can amount to up to 12 percent of monthly energy use. LED bulbs can cut lighting costs by 75 percent.
- **Unplug appliances and electronics when not in use.** Small appliances and electronics use energy even when not in use. When powered on, game consoles, televisions and similar electronics are responsible for up to 12 percent of energy use.

Monitor your usage through SmartHub

Monitor your usage with SmartHub, Riverland's free tool for account management. SmartHub can help you take control of your electric account and give you the chance to focus on smart energy choices for your household. You can view your actual usage by the hour, day, month or year and see how your usage is trending over time, which will allow you to take energyefficiency steps to lower your bill.



Access SmartHub at riverlandenergy.com and download the app on your mobile device through an app store of your choice – it's a free app. SmartHub can be easily accessed on your computer, phone, or tablet.

MEMBER CONNECTION

Offices Closed

Our offices will be closed on Friday, July 3 for the Fourth of July Holiday.

Always Call Before you Dig

One easy call gets your utility lines marked and helps protect you from injury or expense. Call Diggers Hotline at 800-242-8511 or call 811.

Utilize SmartHub for notifications

Tell SmartHub when and how to contact you and you'll receive e-mail or text alerts including:

- Your bill is available
- Payment is due
- Payment has been received
- A credit card on file has expired

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

