

# The Outlet

March 2021

*A monthly publication for members of Riverland Energy Cooperative*

## 2021 incentives

2021 incentive forms are available on our website at [riverlandenergy.com](http://riverlandenergy.com) and in our offices. Incentives are issued while funds are available.

Additional terms & conditions can be found on the forms. Please read thoroughly before submitting.

## Round up your bill to help others

You have a unique opportunity to make a difference by participating in the Community Cares program. Community Cares is a charitable fundraising program for Riverland Energy Cooperative members to have their electric bill rounded up to the next whole dollar in order to benefit and support charitable community organizations within the bounds of our service territory. Sign up through our website or through SmartHub.

## Protect yourself against scams

Be cautious if you're being pressured to share any information or make a payment immediately.

Riverland Energy will never contact you demanding payment.

Do not provide callers with your personal or financial information. We appreciate members who reported these scam calls to us.

## Riverland Energy Annual Meeting

SATURDAY, MARCH 27, 2021

9:30 A.M. Registration

10:15 A.M. Business Meeting

Arcadia High School Gymnasium

756 Raider Drive

Business Meeting

Director Elections

Boxed Lunch to Go

*The meeting will be livestreamed through YouTube.*

*The link will be on our website.*

*There will be no pancake breakfast, no scholarship drawings, no door prize drawings, no booths or displays, and no kids activities this year.*

*Mask required*

## Ballots coming soon

### Online voting also an option

As a member of Riverland Energy Cooperative, you play an important role in selecting the co-op's board of directors, which provides leadership and oversight on behalf of the entire membership. Official election ballots and candidate biographies will be mailed to members in districts 2, 3, 4, and 8. All members in those districts are eligible to vote. Please vote and return your ballot in the provided return envelope.

Members in those districts will also have the option to vote online through SmartHub. Online and mail-in ballots will be accepted from March 10 – March 26, 2021. You can only vote once. The first vote received will be the one that counts.

Your annual report will be inserted in the March WEC News magazine, which also includes the candidates biographies.



## Cost of service study

A few months ago, the cooperative engaged the service of a consultant to perform a rate study, or cost of service study (COSS), for Riverland Energy Cooperative. The purpose of the study is to provide information and direction to the board on the need for a rate change and suggests methods of distributing that rate change.

The consultant reviews the cooperative's revenue requirements, investigates and determines the true cost of providing electric service to each member class, and then evaluates any needed adjustments.

We will keep you informed of the results when the study is completed.

# Annual Meeting 2021



As a member of Riverland Energy Cooperative, you have the opportunity to attend one of the most important meetings of the year for your Cooperative, the Annual Meeting. The Annual Meeting is your opportunity to become involved in the operation of your Cooperative by electing the directors that represent you. It is also our opportunity to inform our members of changes and progress of the past, opportunities and obstacles of the present, and the direction of the future.

Due to the current health crisis, we have scaled back our annual meeting to just the business meeting. This will include cooperative reports, director elections, and proposed bylaw amendments. Unfortunately, we will not be having any door prize drawings, scholarship drawings, or serving a pancake breakfast. We will instead have a boxed lunch for you to take at the door and a gift for attending. We ask that you adhere to the current mandates and wear a mask and social distance if you plan to attend.

The strength of our Cooperative comes from our members who are informed and stay involved by electing those people who value our way of life and work to improve the quality of life in rural Wisconsin. So, mark your calendars and plan to attend your Cooperative's Annual Meeting on Saturday, March 27.

I look forward to seeing you!

Best regards,

Jerry Sorenson

## OPERATING STATISTICS



Kristina Marsolek,  
Accounting  
Supervisor

	Monthly		Year-to-date	
	Dec. 2019	Dec. 2020	2019	2020
KWHS PURCHASED	27,531,018	27,282,315	292,574,051	293,102,182
KWHS SOLD	27,090,035	26,198,009	281,568,249	281,597,939
REVENUE	3,589,519	3,100,024	38,081,612	38,610,036
COST OF PURCHASED POWER	2,188,739	1,944,939	23,526,933	22,818,615
OTHER EXPENSES	1,318,305	931,770	13,949,671	14,471,142
OPERATING MARGINS	82,474	223,315	605,008	1,320,279
NON-OPERATING MARGINS	511,756	16,495	641,448	170,197
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	354,585	187,200	1,106,740	1,145,387
<b>TOTAL MARGINS</b>	<b>948,815</b>	<b>427,010</b>	<b>2,353,195</b>	<b>2,635,863</b>

**QUOTE OF THE MONTH:** "In my experience, there is only one motivation, and that is desire. No reasons or principle contain it or stand against it."  
~Jane Smiley

# It's dangerous to build or landscape near utilities

Do you have building plans this spring? Gardens, landscaping, decks, fences and buildings are a safety hazard if built too close to underground transformer boxes, power poles and other utility equipment:

- Life-threatening contact with high-voltage equipment can occur when landscaping and structures are too close to electrical equipment.
- Obstructions limit access for linemen working to keep the power on at your home or business. Co-op crews need access to utility equipment to perform routine maintenance and emergency repairs.
- Decks, fences, dog kennels, structures and landscaping built too close to utility equipment could be damaged when crews and trucks need access to work on electrical equipment.

All structures and landscaping are required to be a safe distance from utilities. Damage to structures or landscaping built too close to electric utilities is the responsibility of the property owner.

For your safety, keep away from electrical equipment, and please prevent children from playing near utilities. Thank you!



## 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.

Contact our billing department at 800-411-9115 for more details.

# 5 STEPS FOR SAFE DIGGING

Working on an outdoor project? Always call 8-1-1 first, because you never know what's below. Here are five easy steps for safe digging:

Source: call811.com

### 1. NOTIFY

Call 8-1-1 or make a request online two to three days before you start.



### 2. WAIT

Wait two to three days for a response to your request. Affected utilities will send a locator to mark any underground utility lines.



### 3. CONFIRM

Confirm that all affected utilities have responded by comparing the markers to the list of utilities the 8-1-1 call center notified.



### 4. RESPECT

Respect the markers provided by the affected utilities. They are your guide for the duration of your project.



### 5. DIG CAREFULLY

If you can't avoid digging near the markers (within 18-24 inches on all sides, depending on state laws), consider moving your project.



## Energy Efficiency Tip of the Month

Use wool or rubber dryer balls in the clothes dryer to reduce drying time and static.

Wool dryer balls can also absorb extra moisture. These are an efficient alternative to dryer sheets, which can create buildup on the dryer's filter and reduce air circulation. If you prefer dryer sheets, scrub the filter once a month to remove buildup.



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

### 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

# SMART MANAGEMENT. SMART LIFE. SMARTHUB.



## Managing and paying your bill has never been easier!

To make managing and paying your bill easier, Riverland offers SmartHub, an online application to help you manage your account 24/7.

With SmartHub, you can:

- make a payment
- check your electric usage and view your usage history
- notify us of account issues
- receive email or text alerts
- report an outage
- make updates/changes to your account

SmartHub is available in both mobile apps and a web version to give members secure access whether at home, at work, or on the go. Members with smart phones or tablet devices can download the SmartHub app from iTunes or the Android Marketplace. (Use search term "NISC SmartHub" or scan the QR code at right.)



For more information about SmartHub or other programs, visit our website at [riverlandenergy.com](http://riverlandenergy.com).



**RIVERLAND**  
Energy Cooperative

® Your Touchstone Energy® Cooperative

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**Outages & Emergencies**

Call 800-927-6206,  
24 hours a day

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