

# The Outlet

A monthly publication for members of Riverland Energy Cooperative

OCTOBER

2020

## Community Cares Grants awarded to our Community

The Riverland Community Cares Foundation Board recently awarded the fall 2020 Community Cares grants to the following organizations for \$300 each:

- Buoyant Force Program
- Disability Action Network
- St. Patrick's Quilting Group
- Whitehall/Pigeon Rod and Gun Club
- C-FC Food Pantry

Community Cares is funded by participating REC members who round up their electric bills to the nearest dollar each month. The next grant applications are due Feb. 15, 2021. Applications are available at [riverlandenergy.com](http://riverlandenergy.com).



## First ever virtual Annual Meeting held Sept. 23

Riverland Energy hosted its Annual Meeting on Wednesday evening, September 23, through a live webcast to 438 viewers.

The meeting was brief with just the business portion of the meeting being held. There were no elections held this year.

Each household who viewed the meeting will receive a \$10 credit on their electric bill.

Thanks to everyone who participated in this historic event!

Then. Now. Always.  
We're proud to power your life.  
October is National Co-op Month.



# #PowerOn



## General Manager's Message

### Power On: October is National Co-op Month

As an electric cooperative, our top priority is always to provide reliable, affordable energy to you, the members we serve. Because we are a co-op, our mission is to enrich the lives of our members and serve the long-term interests of our local community—and this mission has never been more critical than in recent months.

October is National Co-op Month, and electric cooperatives across the country are highlighting the many ways we “Power On.” Keeping this theme in mind, I recognize the essential role we play in serving special communities like ours. The changing circumstances due to the pandemic have created both challenges and opportunities. Over the past several months, we’ve all been challenged to operate differently, and Riverland Energy has stepped up to help our members and strengthen the safety net for our more vulnerable neighbors.

As an essential service, and to ensure reliability of your power supply, we modified our operations to safeguard business continuity. Our line crews and other employees began working to maintain separation. Some staff worked remotely. In the office, we limited and modified meetings and gatherings to allow for safe separation. We also adjusted our walk-in office availability and in-person service calls to ensure the health and safety of our employees and our valued members. In addition, we had to change our in-person annual meeting to a virtual meeting and cancel our Member Appreciation Events. For the health and safety of everyone, we think these measures were the prudent course of action for the times.

For our members impacted by COVID-19 who needed help with their electric bills, we waived late fees and worked with those hardest hit to make special payment arrangements.

And while we certainly missed visiting with you in person, we found a few ways to stay connected. We provided a Free Gallon of Milk Giveaway for June Dairy Month, increased our social media engagement efforts, and found a safe way to host our annual appliance and electronics recycle drive.

We’ve seen other local businesses rising to meet similar challenges during this time, because that’s what communities do. While the challenges caused by COVID-19 have been daunting, I’m heartened to see how everyone is pulling together.

Best regards,

Jerry Sorenson

## OPERATING STATISTICS



Kristina Marsolek,  
Accounting  
Supervisor

	Monthly		Year-to-date	
	Aug. 2019	Aug. 2020	2019	2020
KWHS PURCHASED	25,478,973	28,416,526	196,787,694	200,164,339
KWHS SOLD	24,876,535	27,373,202	189,913,208	192,253,947
REVENUE	3,528,448	3,861,390	25,445,505	26,981,795
COST OF PURCHASED POWER	2,211,057	2,240,376	15,976,781	16,045,025
OTHER EXPENSES	1,041,292	1,276,745	9,252,239	10,277,931
OPERATING MARGINS	276,099	344,269	216,485	658,839
NON-OPERATING MARGINS	7,548	6,936	103,139	122,752
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	50,191	69,228	428,849	593,102
<b>TOTAL MARGINS</b>	<b>333,838</b>	<b>420,433</b>	<b>748,473</b>	<b>1,374,693</b>

**QUOTE OF THE MONTH:** *"Motivation doesn't last, but neither does showering. That's why both are recommended daily."*  
~Zig Ziglar

# Efficiency Rebates Program

Planning a fall fix up project? Save energy and money when you include an efficiency project in your plans. Save even more with Riverland Energy Cooperative's rebates.

## Electric Appliances

Rebates of \$25 per appliance are available for EnergyStar-rated clothes dryers, clothes washers, dehumidifiers, dishwashers and refrigerators.

## Lighting

Rebates are available for occupancy sensors (\$5), LED bulbs (\$.50), LED fixtures and LED exit signs.

## Electric Water Heaters

Rebates of up to \$125 for residential high efficiency water heaters 75-99 gal. and up to \$300 for residential high efficiency water heaters ≥100 gal. are available. More water heater rebates are available.

## Heat Pumps

Rebates of \$500/ton for geothermal heat pumps and \$250/ton for Air Source & MiniSplit heat pumps are available.

## Energy Audits and Implementations

Rebates for existing homes are available. These include \$150 for a home energy audit and up to a \$500 rebate for energy audit implementations.

Complete rebate details, requirements and forms available at [riverlandenergy.com](http://riverlandenergy.com).

## Call now for new electrical service or upgrade

If you need electrical service for a new home or a service upgrade for increased loads, such as crop drying equipment, contact our Operations Department now.

Unpredictable weather can cause delays in construction, so adequate lead-time will help make sure that we're ready when you are.



## Need a way to manage your account?

Create an account on SmartHub!

- Pay your bill
- 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

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

# Riverland Energy donates \$1,000 to the Village of Strum



Riverland Energy Cooperative recently donated \$1,000 to the Village of Strum for funds for a new scoreboard at the baseball field. The donation, made through Federated Youth Foundation, is funded by unclaimed capital credits. We are proud to support organizations and projects in the communities we serve.

## Don't mess with that meter

Tampering with your electric meter is dangerous and illegal! Seals are placed on electric meters for your protection. Breaking that seal and tampering with your meter exposes you to high voltage that could be deadly. Report any signs of damaged electric meters to us.



## Energy Efficiency Tip of the Month

The average household owns 24 electronic products, which account for roughly 12% of home energy use. When shopping for electronics, consider purchasing ENERGY STAR®-certified products, which can be 70% more efficient than conventional models.

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



## MEMBER CONNECTION

### SCAM ALERT

Phone scams are on the rise and often try to solicit personal information. Riverland would never contact members by phone to ask for sensitive information such as social security numbers, bank account details or credit card data. Please be aware of ongoing phone scams and report any suspicious calls to us at 1-800-411-9115.

### Need Help With Your Home Heating Bill?

As the winter season nears, the Wisconsin Home Energy Assistance Program (WHEAP) is designed to assist qualifying low-income homeowners and renters with meeting the costs of home heating. Visit our website to contact your area office.

#### 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)



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