

# The Outlet

A monthly publication for members of Riverland Energy Cooperative.

MARCH  
2020

## Annual Meeting & Pancake Breakfast

Saturday, March 28, 2020

Arcadia High School - 756 Raider Drive

8:00 a.m. - 9:45 a.m.

Registration and pancake breakfast

10:15 a.m.

- » Business Meeting
- » \$1,000 Scholarship Drawings
- » Door Prize Drawings
- » Movies and Activities for Kids
- » Diabetes Awareness Booth



Please bring a nonperishable food item or items to donate to local food pantries.

## \$1,000 Scholarship Applications Due March 20

If you're a senior in high school and you reside on Riverland Energy's lines, you may be eligible for a \$1,000 scholarship drawing.



Two individuals from each school in our service area will be selected in a random drawing at our annual meeting on Saturday, March 28. The applicant or the applicant's parent or guardian must be present to win.

There will also be two at-large and two line worker scholarships awarded.

For guidelines and applications, visit our website at [riverlandenergy.com](http://riverlandenergy.com).

**Deadline is March 20, 2020**

## Food Drive to be Held at Annual Meeting

We will hold our annual food drive at our Annual Meeting on March 28. Please bring nonperishable food items to our annual meeting. The donations will be distributed to local food pantries.

## Congratulations to Tom Tidquist on his Retirement



Tom Tidquist, Riverland Energy Foreman, retired on Feb. 14 after 41 years of service. We thank him for his dedication and wish him all the best in his retirement!



## General Manager's Message

I would like to invite you to your Annual Meeting on Saturday, March 28 at the Arcadia High School. A pancake breakfast will be served from 8:00 a.m. to 10:00 a.m. and the business meeting will start at 10:15. At registration you can pick up your door prize then visit the various displays. Following the business portion of the meeting we will hold door prize drawings and the \$1,000 scholarship drawings.

This event is not only a chance to visit with members of our co-op community – it's also a great opportunity to learn about programs offered by Riverland Energy and get to know your co-op staff and board of directors. The annual meeting makes it possible for us to gather feedback from where you can let us know how we can better serve you and your family.

Take advantage of this opportunity to learn more about your electric cooperative, enjoy breakfast with neighbors and register to win some great prizes; join us for our annual meeting March 28.

Best regards,

*Jerry Sorenson*  
Jerry Sorenson

## Update Your Contact Information

Having an updated phone number is very important during an outage or other times the cooperative may need to reach you. If your number is not linked to your service address, it becomes more difficult for you to report an outage. We use your phone number to link your service address to our outage management system.

Please visit our website, sign up for SmartHub, or call our office to update your information.



## OPERATING STATISTICS



Kristina Marsolek,  
Accounting  
Supervisor

	Monthly		Year-to-date	
	Dec. 2018	Dec. 2019	2018	2019
KWHS PURCHASED	27,069,881	27,531,018	299,876,497	292,574,051
KWHS SOLD	25,371,039	27,090,035	287,276,571	281,568,249
REVENUE	3,256,332	3,589,519	37,666,850	38,081,612
COST OF PURCHASED POWER	2,163,159	2,188,739	23,241,207	23,526,933
OTHER EXPENSES	1,014,865	1,318,305	13,599,058	13,949,671
OPERATING MARGINS	78,308	82,474	826,584	605,008
NON-OPERATING MARGINS	(4,359)	511,756	94,128	641,448
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	194,078	354,585	701,594	1,106,740
<b>TOTAL MARGINS</b>	<b>268,027</b>	<b>948,815</b>	<b>1,622,307</b>	<b>2,353,195</b>

QUOTE OF THE MONTH: "Start where you are. Use what you have. Do what you can." -- Arthur Ashe

# New Meters Installed Throughout our Service Area

In March of 2018, Riverland Energy began installing the new Automated Meter Infrastructure (AMI) throughout our service area and are more than half way through the two-year process. Advanced Metering Infrastructure, or AMI, is the term used to describe the full set of technologies and systems that create two-way communication between members' electrical meter and the utility's billing, distribution and control systems. Historically, information and energy have flowed in one direction only – from the utility to the meter. With AMI, Riverland Energy and its members will have the ability to share information about energy usage in real time and, as a result, boost efficiency.

The process begins by first installing routers on poles, which is how the meters communicate to the cooperative. These installations are being done by Riverland Energy crews and our contractors, Karcz Utility Services. Once the routers and collectors are in place, Riverland Energy crews install the new meters.



Members will be notified via letter when they will be installing the meter at their residence, and door hanger will be left following installation if no one is home. The impact of the installation is minimal. Co-op members can expect to lose power for a few minutes on the day of the installation. In addition, the billing following the new meter installation will show two meter readings: one from the old meter and one from the new meter.

Installation of the meters will be complete at the end of this year.

If you have any questions about your new meter, or any questions on the process, feel free to give us a call.

## Home Energy Audit Rebates Available

A home performance audit is the best way to identify problems and solutions to improve comfort and energy efficiency in your home. The test typically takes a couple of hours and costs about \$350. Have it arranged through Riverland Energy and we'll credit you \$150 of that cost.



In addition, Riverland Energy offers an incentive of up to \$500 for qualified improvements made after a home performance test. Please visit our website at [www.riverlandenergy.com](http://www.riverlandenergy.com) for a form and qualifications.

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



# SAVE THE DATE

## Recycle Drive



One event at each Riverland Energy Cooperative location in Arcadia, Alma and Holmen.

**MAY 28, 29, & 30**  
**DETAILS COMING SOON!**

## Can You Dig It?



An underground utility line is **damaged once every 9 minutes** because someone didn't call 811.



Call 811, the "Call Before You Dig Number," at least **2 business days** prior to digging.



811 locators **do not detect** underground sprinkler systems, invisible fences, data communication systems, private water systems, or gas piping to a garage.



Even if you have previously had underground utilities marked, **utilities can shift**, so it's best to call before starting a new project.



Once **all of your utilities** have been located, then you can start your digging project!

Learn more at

 Safe Electricity.org

## MEMBER CONNECTION

### 2020 Incentives

2020 incentive forms are available on our website at [riverlandenergy.com](http://riverlandenergy.com). Incentives are issued while funds are available.

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

### Reporting an Outage

- Call the outage number 24/7 at 800-927-6202, OR
- Report an outage through your account on SmartHub

View our outage map online at [www.riverlandenergy.com](http://www.riverlandenergy.com) to view current outages.

#### 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