




**Riverland Energy
Cooperative**

Your Touchstone Energy® Partner 

SAFE AND STEADY



Jerry Sorenson,
General Manager

As I write this, we are currently experiencing uncharted times in our community and nation. News of COVID-19 has been extremely dynamic. Suggestions, as well as mandates, changed daily. To continue providing service you can count on, it was imperative we adjust our daily procedures. Thank you for your understanding.

Easy Bill Pay Options

I would encourage you to use our electronic options available to manage your account and pay your bill. SmartHub is our secure online bill pay site. It's a free app that allows you to view and pay your bill from your phone, tablet, or computer. You can receive important notifications and monitor electric usage online. Power outages can also be reported through SmartHub.

You can also pay your bill through our IVR system (automated phone payment line), by calling 888-220-8233. You can make a payment with your credit card 24 hours a day, 7 days a week. For first-time users, select option #3 to create a PIN.

Another easy option for paying your bill each month is by automatic bill pay. The co-op draws money from your bank account on the 20th of each month. You won't have to worry about missing a payment. You will receive a statement each month showing your electric usage.

May is Electrical Safety Month

We all want the best for the people in our lives—our family, friends, community, and others. That includes you,

our members.

It's why we make safety a top priority at Riverland Energy and devote time and energy to making everyone aware of important safety tips and equipment.

For instance, if you're working with tall ladders, cleaning gutters, trimming trees, or undertaking other projects outside, we remind you to look up for and stay safely away from overhead power lines, especially those connected to your home.

If a project involves digging, be sure to call 811 a few working days in advance to get underground utilities marked.

Help children understand the importance of staying away from electric utility equipment, to never climb trees near power lines, and to fly kites in wide open spaces safely away from power lines.

Know how to prepare for and stay safe after storms and other natural disasters that could leave behind hidden electrical hazards, such as downed power lines and submerged electrical devices.

These are just some of the safety measures that we want you and everyone to know.

We don't want anyone to take a chance that could end in tragedy, and to help, we're a partner in the Safe Electricity program. We encourage you to visit SafeElectricity.org, where you'll find life-saving information presented in videos, interactive games for children, online teacher resources, and much more.

We will continue to provide our members with the latest advice and technology to use electricity in safer and smarter ways.

Have a great, safe day!



Riverland Energy Supports Boys & Girls Club

Riverland Energy presented a \$10,000 donation to the Holmen Community Center – Boys & Girls Club through the Federated Youth Foundation (FYF). FYF is funded by unclaimed capital credits of the cooperative. We are proud to support this organization and other community projects.



TIPS FOR MANAGING ENERGY USE DURING COVID-19

As American families and businesses transition to remote work, they may see a surge in home energy use—and in upcoming electric bills. Simple money-saving steps can help lower monthly electric bills without jeopardizing safety or comfort.

“America’s electric cooperatives understand the increased financial hardships facing families and businesses due to the economic impact of COVID-19,” said General Manager Jerry Sorenson. “While we have suspended disconnections for non-payment and are waiving late fees temporarily, consumers will still be responsible for those bills when the pandemic has passed. It’s important for families to be mindful of their energy use and consider adjusting certain habits to avoid higher costs later on.”

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 dishwasher’s energy use by up to 50 percent.
- **Substitute LEDs for conventional light bulbs.** Lighting can amount to up to 12% of monthly energy use. LED bulbs can cut lighting costs by 75%.
- **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.

BEWARE of dangers above.
Your **LIFE** depends on it.



Look up and look out for power lines.
Learn more at safeelectricity.org

2020 Rebates

Riverland is pleased to continue to offer rebates to help you save energy and money in 2020. Eligibility requirements and limits apply. Rebates are applied as a credit on your electric account. Programs are in place through December 31, 2020 or until funds, by incentive or in total, are depleted.

For qualifications, forms, and a complete list of our rebates please visit our website at www.riverlandenergy.com.

ENERGY STAR Appliances & Recycling Rebates

Clothes Washer (Must be ENERGY STAR)	\$25
Clothes Dryer (Must be ENERGY STAR)	\$25
Dishwasher (Must be ENERGY STAR)	\$25
Dehumidifier (Must be ENERGY STAR)	\$25
Refrigerator (Must be ENERGY STAR)	\$25
Freezer (Must be ENERGY STAR)	\$25
Inductive Range	\$25
Heat Pump Clothes Dryer	\$50
Refrigerator/Freezer Recycling	\$25
Room A/C Unit Recycling	\$25

Electric Water Heater Rebates

75-99 gallons (Uniform Energy Factor .90 or greater)	\$125
Over 100 gallons	\$300
(Uniform Energy Factor .85 or greater)	
Heat Pump Water Heater (integrated)	\$300
Solar Storage w/Electric Auxiliary Tank 75-99 gal.....	\$125
Solar Storage w/Electric Auxiliary Tank 100+ gal.....	\$300
Commercial Water Heater 75-99 gallons	\$125
Commercial Water Heater 100+ gallons	\$300

Lighting Rebates

Light Emitting Diode (LED) lamp (5 lamp min.)	\$.50/lamp
Occupancy Sensor	\$5 each
LED Exit Sign	\$5
LED Fixture	\$.50 per 800 lumens

HVAC

Heat Pump – Air Source & MiniSplit	\$250/ton
Heat Pump – Geothermal.....	\$500/ton
Heat Pump – Commercial Air Source & PTHPs	\$250/ton
New furnace w/efficient ECM Blower Motor	\$35/each

Miscellaneous

Flow Restrictor – Faucet (1.5 GPM or less)	\$1
Flow Restrictor – Shower (2.5 GPM or less)	\$5
Electric Vehicle Charging Station.....	\$400/each
Smart Power Strip/Bar	\$5

Energy Audits

Home Energy Audit	\$150
Implementation	up to \$500

Agricultural and Commercial rebates are also offered. Refer to our website for more detailed information.

RIVERLAND ENERGY COOPERATIVE

APPLIANCE & ELECTRONICS RECYCLE DRIVE

Wednesday, May 27
Arcadia REC
N28988 State Rd 93
8:30 a.m. - 1:30 p.m.

Thursday, May 28
Alma REC
1225 S. Main St.
8:30 a.m. - 1:30 p.m.

Friday, May 29
Holmen REC
1800 Granary St.
8:30 a.m. - 1:30 p.m.

ACCEPTED ITEMS - FREE

Cable Boxes (FREE)
Cables & Cords (FREE)
Cameras & Camcorders (FREE)
Cassette Tapes (FREE)
Cell Phones/PDAs & Chargers (FREE)
Clocks (FREE)
Coffee Makers (FREE)
Copiers & Printers (FREE)
Docking Stations (FREE)
DVD/VHS/Blu-Ray Players (FREE)
DVD Disks & VHS Tapes (FREE)
External Drives (All types) (FREE)

Fans (FREE)
Fax Machines (FREE)
Hair Dryers (FREE)
Holiday Lights (FREE)
Ink & Toner Cartridges (FREE)
Laptops (FREE)
Land line Phones (FREE)
MP3 & iPod Players (FREE)
Projectors (FREE)
Radios (FREE)
Satellite Dishes & Receivers (FREE)
Scanners (FREE)

Servers (FREE)
Stereos & Speakers (FREE)
Toasters (FREE)
UPS & Jump Starters (FREE)
Vacuum Cleaners (FREE)
Video Game Consoles (FREE)

*Dates are
subject to change.
Watch our website
and social media for
updates.*

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
Desktop Computer Towers	\$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



YOUTH AMBASSADORS LEARN ABOUT ELECTRIC VEHICLES

The youth ambassadors met in early March and learned about the future of electric vehicles, battery technologies and storage, and renewable energy. The students also toured Dynamic Lifecycle Innovations in Onalaska, and got to see how they recycle and decommission discarded materials and outdated IT equipment.

Spring Clean Up

Are your electric bills a mess? It's time to clean up them by setting up recurring and stored payments through SmartHub.

While you're there, check out the other great benefits SmartHub has to offer:

- Pay your bill online
- Check your usage
- Manage your account
- Sign up for paperless billing
- Communicate directly with the co-op

Clean up your bills by signing up for SmartHub online. It's Riverland Energy Cooperative's FREE and mobile online payment system. Click on the signup link and follow the prompts to create your user name and password.



Questions? Call, click or visit us at 608-323-3381 or www.riverlandenergy.com


Jerry Sorenson, General Manager

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Beth Alesch, Editor



Riverland Energy Cooperative

Your Touchstone Energy® Partner 

District Office

1800 Granary St.
Holmen, WI 54636
800-411-9115

Outages & Emergencies

Call 1-800-927-6206
24 hours a day

Office Hours

Arcadia: 7:30 a.m.–4:00 p.m.
Onalaska: 7:30 a.m.–4:00 p.m.

Officers of the Board of Directors:

David Paudler, Onalaska, President
Dan Filla, Arcadia, Vice-President
Dennis Frame, Osseo, Secretary/Treasurer