



**Riverland Energy  
Cooperative**

Your Touchstone Energy® Partner 



Jerry Sorenson,  
General Manager

## 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 consumer-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. One of the seven principles that guides all co-ops is “concern for community.” To me, this principle is the essential DNA of Riverland Energy Cooperative, and it sets us apart from other electric utilities.

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 a special community like ours.

Who would have fathomed in March, that the COVID-19 virus would amount to a test of our community and our nation? 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.

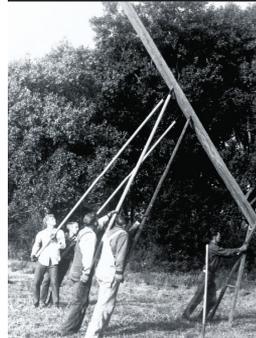
For our members impacted by COVID-19 who needed help with their electric bills, we waived late fees and worked with those hardest hit to make special payment arrangements.

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.

I tell you about all of these efforts not to boast about your co-op, but to explain how much we care about this community—because we live here too.

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.

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



**#PowerOn**

MY CO-OP



# COMMUNITY CARES GRANTS HELP OTHERS HELP LOCAL PROGRAMS AND THE COMMUNITY

by Samantha Benish

Here at Riverland Energy, we strive to bring forward the best in our local areas. In such a pivotal time in history, it is imperative to remember the roots of community. Our Community Cares Grant Program envisions a better, brighter future for our local quality of life. The program is funded by our member-owners who simply round their monthly electric bill up to the next even dollar amount. The monies are combined, and a committee of Riverland Energy Cooperative members awards grants annually. Local recipients are provided funds that allow them to continue to grow their message and image to our area.

One of the non-profit organizations that have received this grant is known as Abilities in Harmony. Started in Onalaska, Abilities in Harmony is an adaptive show choir camp for middle and high school students. Founder Sierra Lyon aimed to provide an immersive experience for students who wanted to experience the joy of show choir but were not able to participate in their local show choir because of their disabilities. “After spending time living with two children who love to

sing and dance that also have special needs, I thought that they should have the same opportunity that I did to sing, dance, and perform as a part of a show choir,” said Sierra.

The camp was first introduced in the summer of 2017 with eight participants. After a strong positive reaction, the camp was held again the following February, this time with a total of 16 participants. “It is so amazing to see the joy on the faces of our performers as they take the stage to share what they have learned during camp,” Sierra stated.

However, this was only the start for the young organization. With now over 11 shows across Midwest, Abilities in Harmony has provided countless hours of joy for children of all abilities. Positivity and kindness have truly been shown through their intentions and actions—something the Community Cares Program empowers. “The La Crosse area is a community with a strong presence of activities for individuals with special needs, and Abilities in Harmony is just another piece to the puzzle in continuing to build an inclusive environment,” Sierra added.

To contribute to the Community Cares Grant Program, sign up through our website or through SmartHub.



# CHECK OUT OUR ENERGY EFFICIENCY REBATES FOR 2020 DEADLINE TO SUBMIT REBATES IS DEC. 31

Riverland Energy Cooperative has many excellent residential rebates available for members who invest in certain energy-efficient products. Rebates include qualifying light bulbs, clothes washers, refrigerators, select electric water heaters, and both geothermal and air-to-air heat pumps.

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 web site at [www.riverlandenergy.com](http://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 (Uniform Energy Factor .85 or greater)	\$300
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.**

MY CO-OP

## 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.

Contact our operations department at 608-323-3381/800-411-9115.



**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.



# WORKING TO PROVIDE YOU BETTER SERVICE

To provide you with the best service, current information is necessary. Your phone number helps determine service location in power outages and emergency situations. Our call center software recognizes your phone number, allowing the conversation to go much faster. When your call is pushed into the automated system during high call periods such as major storms, your account

is matched with your phone number. If we do not have a correct phone number, your call may be re-directed to a live agent or simply be disconnected if call volumes are high.

Please feel free to provide a main phone number, and a second or even third number. Our goal is to match phone numbers for those authorized to access

your account for outage reporting or bill payments. Providing your email address is also helpful in today's electronic world. When we can email messages to our members instead of sending mail, we can save costs.

You can update your phone number through SmartHub or by calling us at 800-411-9115.

## EASY WAYS TO PAY YOUR BILL

**SmartHub:** Access through [www.riverlandenergy.com](http://www.riverlandenergy.com) or via the SmartHub app to pay online 24/7.

**Auto Bill Pay (ACH):** Deduct from your bank account. Sign up through SmartHub or call 800-411-9115.

**Pay Now:** Access at [www.riverlandenergy.com](http://www.riverlandenergy.com) to pay online 24/7.

**Automated Phone System:** Call 888-220-8233 to make a payment 24/7. For first-time users, select option #3 to create a PIN.

**Drop Box:** Drop off a payment at your convenience at one of our drop boxes outside of our offices in Holmen and Arcadia. Payments are picked up from the drop box each morning.

**In-person:** Our lobbies are open. You can make a payment in either of our offices between 7:30 a.m. and 4 p.m. Masks are required while mandate is in place.



## ELECTRICAL SAFETY TIPS FOR HUNTERS

This hunting season, we encourage all members to be aware of electrical equipment and take necessary precautions while hunting. Keep these safety tips in mind as you enjoy the great outdoors.



**Take notice** of posted warning signs and keep clear of electrical equipment.



**Do not** shoot at or near power lines or insulators.



**Know** where power lines and equipment are located on the land where you hunt.



**Be especially careful** in wooded areas where power lines may not be as visible.



**Do not** place deer stands on utility poles or climb poles. Energized lines and equipment can conduct electricity to anyone who comes in contact with them, causing shock or electrocution.



**Do not** place decoys on power lines or other utility equipment. Any non-electrical equipment attached to a pole can pose an obstruction and serious hazards to our line crews.

## Jerry Sorenson, General Manager

N28988 State Road 93, P.O. Box 277, Arcadia, WI 54612  
608-323-3381 • 1-800-411-9115 • [www.riverlandenergy.com](http://www.riverlandenergy.com)

## Beth Alesch, Editor



## Riverland Energy Cooperative

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### District Office

1800 Granary St.  
Holmen, WI 54636

### Outages & Emergencies

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

### Office Hours

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