

We offer the following payment options

Automatic Payment

Electronic Funds Transfer. Pay your bill automatically on the 20th of the month from your checking or savings account.

Pay by Mail

For your convenience, we provide a return-payment envelope with your bill. Bills are due upon receipt.

Pay in Person

Payments can be dropped off at any of our offices or in the drop boxes after regular business hours. We also accept payments through the 20th of the month at the following locations:

State Bank of Arcadia - Independence

Alliance Bank - Mondovi, Gilmanton, Cochrane & Bluff Siding

Bank of Alma - Alma & Nelson

Bank of Galesville - Galesville & Trempealeau

River Bank - Holmen

Pay Online

You can pay your bill on-line 24/7. We now accept VISA.

Electronic Billing:

Receive your bill by e-mail by enrolling in our online billing service, Bill4U. This gives you the convenience of viewing and paying your bill online from your checking or savings account. This is a free service. To sign up, go to our web site and click on the Bill4U logo.

Billing Envelope

Your bill is sent in a Send & Return envelope. If you open the envelope carefully, you can pull out the reply flap, fold it over and send it back with your payment.

If you have further questions about your bill...

Call Riverland Energy Cooperative:

608-323-3381 or 800-411-9115 • Arcadia

608-685-4440 or 800-685-4415 • Alma

608-783-2238 or 800-411-9115 • Onalaska

Office Hours:

7:30 a.m. – 4:00 p.m.

Monday – Friday




**Riverland Energy
Cooperative**

Your Touchstone Energy® Partner 



**Riverland Energy
Cooperative**

P. O. Box 277
Arcadia, WI 54612-0277

Your Touchstone Energy® Partner 

Reading Your Electric Bill

This insert gives detailed information explaining the individual charges on our electric bills.

Reading your Bill...

Your Electric Bill: Explained

- Billing #:** The number needed to access billing information.
- Map Number:** The physical location of your property that the cooperative uses in its mapping system.
- Please Pay Upon Receipt:** The amount due to Riverland Energy. It reflects the amount of electricity used that month as well as the cost associated with bringing it to your house.
- After 06/30/11 Pay:** The 1 percent charge that you will owe if not paid by that date.
- Member #:** Your identification for assigning capital credits.
- Facility Charge:** The basic charge to bring electricity to your residence. It helps pay for trucks, wires, transformers, meters, poles, labor, maintenance, cost of insurance, interest and taxes. It's a daily charge of \$1 everyone pays regardless of how much electricity is used.
- Non-taxable Facility Charge:** The charge of \$1.50 that you see on your electric bill each month is collected for the public benefits program. In 1999, the state mandated a change in the law to ensure financing for the state's energy conservation and low-income energy assistance programs.

A break down of the \$1.50 charge includes:
 - Energy efficiency/conservation programs: 50% (.75 cents a month)
 - Energy Assistance /low-income programs: 50% (.75 cents a month)

All utility customers in the state are required to pay these charges.

Riverland Energy Cooperative
Office Hours Monday-Friday 7:30 a.m. to 4:00 p.m.
P.O. Box 277 Arcadia WI 54612-0277
A Touchstone Energy® Partner

ALL OFFICES WILL BE CLOSED MONDAY, JULY 4.

00001 AV 1 0.3400 2-00001
Member Name
Second Name
Mailing Address
City State Zip

Please Pay UPON RECEIPT 219.26
After 06/30/11 Pay 221.45

Please return this portion with your payment. THANK YOU.

Billing #	Name	Map Number	Billing Date
0000.000	Member Name	XXXXXXXXXX	06/06/11

Prior Statement		Current Statement	
Previous Balance	\$ 263.63	Facility Charge	\$ 1.00 X 31 Day(s) \$ 31.00
Payment	05/11/11 \$ 263.63-	Non-Taxable Facility Charge	\$ 1.50
		Mtr# 48290297 (Rdg Dt 06/01/11)	1557 kWh
		Electric Charge	\$ 176.41
		Power Cost Adjustment Charge	\$ 1.00
		Water Heater Credit	\$ 2.00-
Previous Balance Total	\$.00	Taxable Total is	206.41
		Wisconsin State Tax	\$ 10.32
		Trempealeau Cnty Tax	\$ 1.03
		** Amount Due	\$ 219.26

Prior balance subject to 1.0 percent per month late fee.

Readings this Period:

Meter #	Prev Rdg	Curr Rdg	kWh Used
48290297 (Cur Mtr)	24968	26525	1557

Prv Rdg Dt: 05/01/11 Cur Rdg Dt: 06/01/11
E=Estimated Reading

Comparison	This Year	Last Year
kWh Usage	1,557	1,697
Days of Service	31	30

Riverland Energy Cooperative
Arcadia, WI 54612-0277
(808) 323-3381 or (800) 411-9115
Alma, WI 54610-0248
(808) 685-4440
Chalaska, WI 54650-0276
(808) 783-2238

Office Hours Monday-Friday 7:30 am to 4:00 pm
www.riverlandenergy.com

Please Pay UPON RECEIPT 219.26
After 06/30/11 Pay 221.45

- kWh Reading:** The measure of electric energy used at your location for one month.
- Electric Charge:** The price per kWh used.
- Power Cost Adjustment Charge:** This adjustment is based on your kWh consumption and is dependent upon what the true cost of power is from Dairyland Power Cooperative. When the cost of purchased power exceeds an anticipated level, the power cost adjustment factor comes into effect and is added to your bill. Conversely, when the cost of power is under this level the power cost adjustment calculates a discount on your kWh charges.
- Water Heater Credit:** This is on your bill if you have a controlled water heater and use more than 200 kWh.
- Taxable Total:** The amount that can be taxed.
- Wisconsin State Tax:** The charge of 5% required by the state.
- County Tax:** The .005% tax amount each county requires for good/services sold in that county.



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