Rebates & Incentives

Conditions may apply. Please contact our office or visit our web site at www.riverlandenergy.com for more details regarding the following:

- Electric water heater rebates
- Electric thermal storage rebates
- Air conditioning rebates
- Air handler rebates
- Heat pump rebates
- Slab heat rebates
- Energy Star appliance and lighting rebates
- Energy audits
- Appliance recycling

Products

- Electric Grills
- Surge Protection
- Kill-A-Watt Meters

When you move

You are responsible for all kWh's registered on the meter while the account remains in your name. If the service is to be disconnected, you must notify us of the date you are vacating and the date the disconnect is to be made. Upon disconnection, we will get a final reading and send you a final bill. Be sure to provide your forwarding address and telephone number.

You are now a member of Riverland Energy Cooperative, which means you will own a piece of your electric company! You can attend the annual meeting, vote for your board of director representatives, and generally have a voice in the running of your electric company.

What is a Co-op?

A cooperative (also known as a co-op) is a business that is owned and controlled by the people who use it. Its primary purpose is to provide goods and/or services to its members for their mutual benefit.

Seven Cooperative Principals

1. Voluntary & Open Membership
2. Democratic Member Control
3. Member Economic Participation
4. Autonomy & Independence
5. Education, Training & Information
6. Cooperation Among Cooperatives
7. Concern for Community

CONTACT US:

PO Box 277, Arcadia, WI 54612
(608) 323-3381 (800) 411-9115

PO Box 248 Alma, WI 54610
(608) 685-4440 (800) 685-4415

PO Box 276 Onalaska, WI 54650
(608) 783-2238 (800) 411-9115

E-mail: message@riverlandenergy.com

www.riverlandenergy.com

POWER OUTAGES

1.800-927-6206

24 Hours A Day

Welcome to your electric cooperative

RIVERLAND ENERGY COOPERATIVE®

Your Touchstone Energy® Partner

Programs and Services

SERVICES AND INFORMATION

To keep you informed, we send you a monthly periodical, *The Wisconsin Energy News*, and a newsletter, *The Outlet*. We also provide other critical information on our web site, www.riverlandenergy.com.

DUAL FUEL PROGRAM

We offer an off-peak heating and cooling program to provide the heat requirements for a building with an off-peak electric heating system, except during peak time when the back up system takes over.

EVERGREEN PROGRAM

The Evergreen Program allows you to support renewable energy resources. Evergreen renewable energy comes from the wind and waste-to-energy sources, such as landfill gas and livestock manure.

LONG DISTANCE SERVICE

We offer long distance through PowerNet Global. Call PowerNet Global at 866-247-9450 for rates and to sign up.

RIVERLAND COMMUNITYCARE

This program allows you to round up your monthly electric bills and donate the difference to a charitable fund to be used in Riverland's service territory.

SCHOLARSHIPS

Riverland Energy awards 15 $1,000 scholarships to eligible high school seniors planning to attend any accredited college, university, or technical school after graduation.

Residential Rates

Facility Charge:	$1.00 per day
Energy Charge:	11.33 cents per kWh

Time of Use

Available on an optional basis to single phase consumers which require a transformer equal to or less than 75kVA.

Facility Charge	$1.06 per day

Energy Charge:

On-peak	34.25 cents per kwh
Off-peak	6.89 cents per kwh

On-peak periods from 5 p.m. - 9 p.m., Mon. - Fri, except New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas.

Automatic Meter Reading

Your kilowatt-hours (kwh) are being recorded by our automated meter reading devices, a small computer inside of your meter. These devices send your meter reading to our office over the power lines allowing timely, consistent and accurate meter readings each month.

Capital Credits

Capital credits are the only form of equity a member-owned utility has. Each year, all revenue over and above expenses is assigned by the cooperative to each member's capital credit account. The amount of your capital credits is determined by your yearly payment of electricity.

Bylaws

Bylaws are written rules adopted by the cooperative to govern its members and regulate its affairs and business matters. Bylaws can be found on our web site or you can call and request a copy.

Billing Information

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 our offices in Alma, Arcadia, or Onalaska 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
- United Bank - Strum, Eleva, Mondovi, Ettrick & Osseo
- River Bank - Holmen

Pay Online

You can pay your bill on-line by enrolling in Bill4U, our electronic billing program.

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.