

# The Outlet

NOVEMBER 2022

*A monthly publication for members of Riverland Energy Cooperative*

## Interruptible Heat Test Nov. 16

If you participate in Riverland Energy's interruptible heating (also known as dual fuel or load management), your system will be tested on Wednesday, Nov. 16 beginning at 5 p.m. At that time, the electricity powering your electric heating system will be interrupted and cause your backup heating system to operate. All power will be restored by 11 pm.

This annual test is conducted to ensure that your backup heating system is working and will adequately keep your home at a comfortable temperature during control periods this winter. The test also ensures the control equipment is functioning properly.

## Thanksgiving Closing

Riverland Energy will be closed November 24-25 in observance of the Thanksgiving holiday. Call 800-927-6206 to report outages at any time, night or day, weekends or holidays. You can also report outages through SmartHub.

## Update your phone number

Riverland Energy needs updated phone numbers from its members. If you changed phone numbers but not informed the cooperative, your ability to report an outage may be affected. Please update your phone number through SmartHub or contact us through our website or give us a call.

## Sorenson announces retirement



Riverland Energy Cooperative General Manager Jerry Sorenson has announced that he will retire December 30, 2022 after 31 years at the co-op. Sorenson joined Trempealeau Electric in 1991 as the manager of administrative and member services, playing a role in the merger of Trempealeau Electric and Buffalo Electric Cooperatives to form Riverland Energy in 1999. He rose through the ranks to assistant manager before being named general manager of the co-op in 2014. Sorenson was also the President of Riverland Communications, Inc., a subsidiary of Riverland Energy, from 2006 until its closure in 2014.

Sorenson has guided Riverland Energy in achieving several milestones over the past nine years including a new district office in Holmen, a new metering system, and keeping outage time to low levels. He also served on the WECA Board of Directors, including the Executive Committee, and has served on several committees for Dairyland Power Cooperative.

The Riverland Board of Directors will be conducting a national search for a new general manager.

## Introducing the 2022-2023 Riverland Energy Co-op Youth Ambassadors



2022-23 Youth Ambassadors, front row l-r: Alyson Turner, Zoe Danzinger, Josie Alesch, Gerardo Cballos-Lopez. Second row, l-r: Whitney Ottum, Savannah Foust, Hailey Van eijl, Vivian Kulig, Sophia Skoyen, Rayna McCardle, Briana Ruiz. Back row, l-r: Walter Berns, Keegan Stiehl, Cannin Mann, Madox Stewart, Grady Meier, Colton Fedie. Missing from photo: Samantha Berg, Peyton Snyder, Roland Goeldner, Claire Goeldner, Gracie Rombalski.



## General Manager’s Message

by Jerry Sorenson

### Power Cost Adjustment on November Electric Bills

As I stated last month, over the past several years the PCA has been a credit or a fraction of a cent per kilowatt-hour on your bill.

Unfortunately, the regional power market is not immune to rising prices and fuel. Over the past year we’ve experienced rising and fluctuating costs for many goods and services. Throughout the year, we have been making adjustments to cover rising costs on nearly everything we purchase – equipment, materials, fuel, paper. PCA charges help pay the increased cost of our wholesale power bill. This money does not pay for anything else locally at our cooperative.

When you receive your bill this month, there will not be a PCA credit per kilowatt-hour (kWh) used in October like we’ve seen in the past.

We will continue to work hard to control those factors within our control. I want to assure you that we are working to mitigate those factors outside of our control. If you are in need of help with high bills, you can see if you qualify for assistance by calling the numbers listed on our website or in our publications.

While I cannot predict the future in regards to PCA, I can promise you that the entire Riverland staff is dedicated to serving you, and we will continue to make our decisions with your best interest in mind.

## Level 2 EV Chargers installed at Riverland Energy offices

Electric vehicle drivers can now charge their vehicles at the Riverland Energy Cooperative offices in Arcadia or Holmen.

Users can pay with their credit card or through the ZEF Energy App on their phone.

You can find more information about these chargers and find other charging station locations at [plugshare.com](http://plugshare.com) and [charge.coop](http://charge.coop).



## OPERATING STATISTICS



Kristina Marsolek,  
Manager of Finance

	Monthly		Year-to-date	
	August 2021	August 2022	2021	2022
KWHS PURCHASED	21,566,043	22,832,149	226,445,379	231,527,955
KWHS SOLD	20,783,250	21,959,721	218,283,787	222,872,770
REVENUE	2,984,453	3,321,168	30,125,997	30,860,035
COST OF PURCHASED POWER	1,700,725	2,463,215	17,972,195	19,324,455
OTHER EXPENSES	1,159,557	1,326,149	10,980,953	11,836,498
OPERATING MARGINS	124,171	(468,196)	1,172,849	(300,918)
NON-OPERATING MARGINS	8,278	8,136	116,606	358,165
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	214,740	301,028	1,068,758	1,008,487
<b>TOTAL MARGINS</b>	<b>347,189</b>	<b>(159,032)</b>	<b>2,358,213</b>	<b>1,065,734</b>

**DID YOU KNOW?** “Hello Darkness, my old friend.” On October 28th, the sun sets at 6:01 pm in Trempealeau County. This is the last time it’ll set after 6pm until March 2023.

## Do you need help paying your bill?

If you need financial assistance, we suggest you contact one of the following agencies:

### Buffalo County:

Buffalo County Human Services  
(608) 685-4412

### La Crosse County:

La Crosse County Human Services  
(608) 785-5582

### Trempealeau County:

Social Services: (715) 538-2311  
Western Dairyland E.O.C.:  
(715) 985-2391

### Energy Services, Inc.:

(800) 506-5596 or  
energyandhousing.wi.gov

### WI Help for Homeowners:

(855) 246-6394 or  
homeownerhelp.wi.gov

Salvation Army (608) 782-6126

## Members helping members

Members can help family, friends, neighbors, or even strangers stay current on their electric bill. If you would like to help a member by paying \$50, \$100, \$200 or any amount desired towards their electric bill, please send a check with the member's name, address and phone number.



## Rebate Paperwork Due Dec. 31

Riverland Energy Cooperative has rebates available for members who purchase items that promote energy efficiency and conservation. ENERGY STAR rated appliances, appliance recycling, central air conditioners, heat pumps and various types of lighting are included on the 2022 rebates forms. Agricultural and commercial rebates are also available.

### Important details:

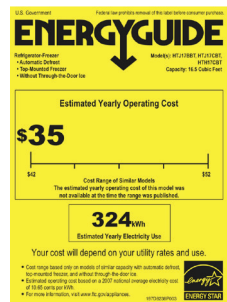
- Only items that were purchased and installed between Jan. 1, 2022 and Dec. 31, 2022 are eligible.
- Review the rebate form to make sure all items and certifications are submitted in order for the form to be reviewed.
- Appliances must have the ENERGY STAR logo on the appliance. Send the logo in along with your form.

Rebate forms are available at [riverlandenergy.com](http://riverlandenergy.com) or at any of our offices. Please review the rebate form prior to making purchases to ensure your item meets the rebate requirements for energy efficiency.

## Replace old, inefficient appliances with energy efficient models

### EnergyGuide labels

If you live in a typical U.S. home, the appliances are responsible for about one-fifth of your energy bill. Electric appliances like refrigerators, freezers, clothes washers, dryers, dishwashers, ranges and ovens are the primary energy-using appliances in most households. All refrigerators, freezers, clothes washers and dishwashers are sold with yellow EnergyGuide labels to indicate their energy usage. These labels provide an estimated annual operating cost for the appliance and also indicate the cost of operating the models with the highest annual operating cost and the lowest annual operating cost. By comparing a model's annual operating cost with the operating cost of the most efficient model, you can compare their efficiencies.



### ENERGY STAR labels

Another label to help you identify energy-efficient appliances is the ENERGY STAR® label. ENERGY STAR is only awarded to appliances and lighting products that significantly exceed the minimum national efficiency standards. The ENERGY STAR label can help make purchasing decisions easier. These products not only save energy, they can also save money, frequently with better performance.

## Leaving for the Winter?

If you are planning to leave your home for an extended period of time this winter, remember to make billing arrangements while you are away. Riverland Energy has a couple of options to offer:

- Automatic checking/savings withdrawals or credit/debit card payments.
- Online Payments, readings, account management and daily/monthly power use available through SmartHub on our website or download the SmartHub App for android and iOS users.
- You can make a payment over the phone by calling our secure IVR system at 888-220-8233.

## Use SmartHub to Monitor your Usage

You can view and manage your usage through SmartHub! SmartHub is the easy, convenient control center for all your account needs. Pay your bill, view your electricity use and billing history, report outages and more, all from your computer, phone or tablet.



As soon as you log in, you can see your current bill, along with bills from the previous month or even the previous winter or summer if you want to compare costs. Not only is your billing history available, you can view your actual usage to see how it trends over time. This information allows you to take steps to lower your bill.

### 3 EASY WAYS TO SAVE ENERGY THIS FALL

- ✓ **Set your thermostat to 68 degrees or cooler to give your heating system a break.**
- ✓ **Replace your HVAC filter regularly. Check it monthly to make sure it's not too dirty.**
- ✓ **Open blinds and other window coverings to let natural light in to warm your home.**



### BEFORE YOU INSTALL AN EV CHARGER AT YOUR HOME:

**Call us for load control information.**

If you're charging an EV at home, please contact us to learn about our available programs. EV charging creates additional energy demand. By letting us know about your EV charging levels, we can help ensure your home is prepared for the additional energy consumption, and you can take advantage of our rebates and load control program.



**RIVERLAND**  
Energy Cooperative

® Your Touchstone Energy® Cooperative

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**Outages & Emergencies**  
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[www.riverlandenergy.com](http://www.riverlandenergy.com)