



WHAT HAPPENS BEHIND THE SCENES DURING A POWER OUTAGE?

By Tim Holtan, CEO

A large power outage can be frustrating and unsettling, and I want to take a moment to explain what happens behind the scenes when the lights go out, and how we work to bring them back on as quickly as possible.

How Do We Know About an Outage?

We have advanced systems that help us track problems in real time. These systems tell us which areas are affected and give us clues about why the outage happened. Additionally, we relay any additional information reported by members when they call or text in to report an outage our system may not have picked up on. Whether it's a big storm knocking down power lines, equipment breaking, or something unusual causing the problem, we jump into action to figure it out fast.

How Do We Fix It?

In major outages, crews are dispatched based on severity and estimated restoration time while targeting high-need areas with the fastest recovery potential. These crews work under all kinds of tough conditions—storms, snow, or any time of day or night. They fix broken equipment, replace damaged parts, and make sure everything is safe. If the outage is big enough, we utilize R.O.P.E. by calling in for extra help from other cooperatives nearby to assist with our restoration efforts.



Keeping You Updated

We know you want answers, and we do our best to keep you informed through our website and social media. Behind the scenes, our teams stay in constant contact with each other, sharing updates and making decisions to keep the process moving smoothly. (5H31A0018)

What Happens Next?

Even after the lights come back on, our work isn't done. Some fixes are temporary, and we return later to make more permanent repairs to ensure the power stays reliable. We learn from every outage and use those lessons to strengthen our equipment and systems so they can be prepared for future challenges.

The People Behind Your Power

I want to take a moment to recognize our hardworking crews and teams. These are real people—technicians, engineers, and support staff—who work tirelessly, often in challenging conditions, to restore power and keep your families safe.

While power outages can be difficult, they also remind us of the importance of preparation, teamwork, and a strong infrastructure. We're committed to providing safe, reliable, innovative, and affordable energy to our members.

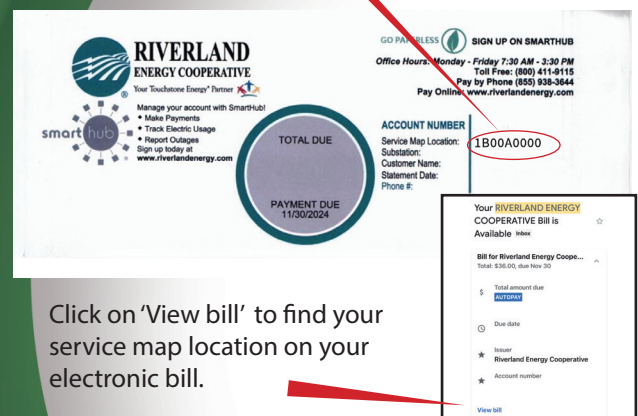
SPOT YOUR SERVICE LOCATION NUMBER

WIN A \$25 BILL CREDIT!

To reward our *Wisconsin Energy Cooperative News Magazine* readers, we are going to randomly select two service map location numbers to be hidden within the newsletter. The hidden service map location numbers are displayed in this format (Ex. 1B00A0000).

If you spot your service map location number, contact the cooperative by the 20th of the current month to claim your \$25 bill credit.

Your service map location number can be found here on your paper bill:



HOW NET METERING WORKS

Residential solar systems are becoming more attainable and more homeowners and businesses are exploring solar panels as an additional source for powering their homes. The amount of electricity produced by solar panels depends on your home's sunlight exposure and the number of panels installed. In many cases, solar panels can generate an adequate amount of electricity to power your home.

What is Net Metering?

Riverland Energy Cooperative offers a net metering program which compensates solar owners for any excess electricity the system produces. If a solar system generates more power than the home requires (typically during peak sunlight hours), the additional electricity can be fed back to the electric grid. In return, the account will be credited monthly, based on the avoided average monthly peak cost as determined by Dairyland Power Cooperative, our power supplier. This billing arrangement is known as "net metering." While solar is the most popular renewable source, it should be noted that net metering can also be applied to small-scale wind, hydroelectric, and biomass systems that generate electricity. (9I06A0012)

How does Riverland Energy Cooperative know how much to credit for the excess power?

A bi-directional meter tracks the electricity you consume from the grid and the excess energy you send back to it. At the end of the billing cycle, Riverland Energy Cooperative "nets" your usage. This means the excess energy sent to the grid is subtracted from your energy

consumption. It's important to understand that the amount of electricity you use does not include the full cost of maintaining grid infrastructure that supports your home year-round. Net metering will not eliminate your energy bill. Even if you generate as much electricity as you use, which is uncommon, you'll still see a service charge on your bill. This service charge helps maintain safe, reliable, and affordable services to our members.

Who uses the excess power generated by the solar system?

The electricity produced by renewable energy doesn't necessarily go directly to your neighbors. Instead, the energy is fed into the broader electrical grid, where it blends with other power sources.

While generating electricity from the sun is an exciting opportunity, it's important to thoroughly research the details before installing solar panels or any other type of small-scale renewable energy system.

Currently, large-scale energy storage is inefficient and costly. That means any excess energy must be consumed immediately. Once it enters the power grid, its specific destination becomes untraceable.

Riverland Energy Cooperative members who install solar will need to sign an interconnection agreement, fill out all required documents, and ensure a bi-directional electric meter is installed. Please visit our website for more information or contact us if you have questions before investing in any solar system. We can provide information on rates, requirements, and help you obtain your annual usage report. If you are interested, please call us at 800-411-9115 or visit www.riverlandenergy.com/solar-energy.



DO YOU HAVE CAPITAL CREDITS TO CLAIM?

Listed below are the names of members who are entitled to capital credit refunds. Riverland Energy would like to return capital credits to those who earned them; otherwise, the unclaimed capital credits will be forfeited and assigned to the Federated Youth Foundation. These funds are then used in the cooperative's scholarship and education programs. Claims may be sent to the cooperative by email to thilmanowski@riverlandenergy.com, by mail, or by calling 800-411-9115. Pursuant to Wisconsin Statutes Section 185.03 (10), you are hereby notified that Riverland Energy Cooperative of Arcadia, Wisconsin, has in its possession unclaimed funds belonging to you. You may claim these funds on or before September 25, 2025. You are further notified that unless you do claim such funds and provide satisfactory evidence of your right to receive the same, these funds will be forfeited to the cooperative. *List continued from last month.*

SOTO TAYLOR	STEGMANN JANE	STUMLIN ORVILLE D	TAYLOR PAMELA A
SOUTHERN PRIDE FARMS INC	STEIGERWALD JULIE	STURM THOMAS J	TAYLOR REBECCA
SOUTHWOOD JOHN H	STEIN RAYMOND E	STURZ TONY	TAYLOR SHARON A
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SPONHOLZ LESLIE	STETZER JESSICA	SUNDBY DONALD B	THERAPUTIC MASSAGE
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SPRADLIN BRUCE	STETZER TANYA	SURA GARY	TERRING ROBERT
SPRAIN BEN	STEVENSON NIKKI L	SVEDARSKY KARLA	TERRING RUTHANN
SPRAIN CODY	STEWART JAMES	SWAN BRENT	THIELE NORMA
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TOLLEFSON JACQUELINE K	VANDEGRIFT KENT D	WALKER WADE	WERNER DALLAS
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TRACEY TIM	VENN CAROLYN	WARD CHRISTOPHER	WHITEHEAD ODESSA A
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TRIM WILLIAM	VICTORA TIM	WATSON JILL	WIBERBERG MICHAEL
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WILLIAMS KAY	WOLSEY SHEILA K	YANG MAI C
WILLIAMS KELLY	WOLTER CHAD	YANG MAI D
WILLIAMS LISA M	WOLTER CHIROPRACTIC	YANG MAI K
WILLIAMS MARK A	CENTER	YANG MAO
WILLIAMS NICOLE	WOLTER JANINE L	YANG MAY
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WING SARAH G	WRIGHT RONALD	YOUR DREAM HOME
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2025-2026 Youth Ambassador Program

Wired for Leadership



Who Can Apply?

- Current high school juniors
- Passionate about leadership, service, and learning
- Curious about energy, technology, and teamwork

Why Join?

- **Leadership Training:** Build confidence, communication, and collaboration skills.
- **Real-World Experience:** Tour energy facilities and meet industry professionals.
- **Make a Difference:** Represent your school and community as a Youth Ambassador.
- **Scholarship Opportunities:** Stand out on college applications and earn rewards.
- **Fun & Friendships:** Connect with other motivated students from across our service territory.

Program will run from October to May and will take place during the school day. Meetings will be held at one of our three Riverland Energy Locations.

To Apply:

Visit <https://www.riverlandenergy.com/youth-ambassador-program> to complete the online application!

Applications Due: September 30, 2025


Tim Holtan, CEO

608-323-3381 • 1-800-411-9115 • www.riverlandenergy.com

Jordan Lien, Editor



**Riverland Energy
Cooperative**

Your Touchstone Energy® Partner 

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Office Hours

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Friday: 7 a.m. – 11 a.m.
Holmen: Monday–Thursday: 7 a.m.–3:30 p.m.
Friday: 7 a.m. – 11 a.m.

Outages & Emergencies

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

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