

The Outlet

A monthly publication for members of Riverland Energy Cooperative.

JULY

2020

SAVE THE DATE

*Member Appreciation Event and
Annual Meeting*

Danzinger Vineyard, Alma

WEDNESDAY, SEPT. 23, 2020
4:00 P.M. - 7:00 P.M.

Food Games Entertainment Prizes

*Please be advised that this event is subject to postponement or cancellation due to any restrictions related to the Covid-19 pandemic.

Community Cares Grant Applications Due Aug. 31



Community Cares is a charitable program that helps support charitable needs in our service area. Members can choose to “round up” their monthly electric bills to the nearest whole dollar—on average, \$6 a year. The fund is overseen by a committee of the Riverland Energy Board of Directors.

How to get funding: if you have a community project that needs funding, complete the Community Cares application and submit it before August 31.

Contribution Guidelines: contributions will be distributed primarily in the local area served by Riverland Energy Cooperative. Donations will be limited to non-profit, charitable organizations. Non-profit organizations that have been granted IRS Code 501(c)(3) status and serve a large number of people will be given priority.

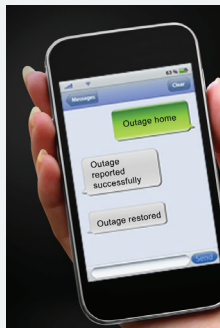
Applications can be obtained online at www.riverlandenergy.com/programs/CommunityCares.



Spare change for community needs.

Text us your outage

Riverland Energy utilizes the Cooperative Response Center, Inc. (CRC) Call Center to answer our overflow calls and outages after regular office hours. CRC also offers outage texting, allowing you to text in an outage. You must register for this service and can do so on our website at www.riverlandenergy.com. What you will need to do:



1. Confirm your mobile number is on file at Riverland Energy Cooperative. If you are unsure, contact the office at 800-411-9115 or update your account through SmartHub. It may take up to 24 hours for the phone number to be updated/recognized.
2. Open the CRC Texting web page in a new window.
3. It will ask you to enter your account number and your cell phone number. Follow the prompts.
4. A Verification Code will be sent to your cell phone via text.
5. Enter the Verification Code into the window prompt on your computer to confirm your account and click "Submit."
6. You are now set up. A welcome message should be sent to your mobile phone.

To report an outage:

- Text **55050**
- Use the message, **Outage**
- When CRC receives your message they will auto respond with **Outage Reported Successfully**.
- When power is restored, another message will be sent out: **Power in your area has been restored**.



General Manager's Message

Working with electricity can be a dangerous job, especially for line workers. At Riverland Energy, safety is the number one priority. Over time, we have created a culture of putting our crews' safety and that of the community above all else.

Our mission is to provide safe, reliable and affordable energy to you, our members. Yes, we strive to deliver affordable and reliable electricity to you, but equally important, we want our employees to return home safely to their loved ones. This requires ongoing focus, dedication, vigilance – and your help!

Distractions can be deadly.

While we appreciate your kindness and interest in the work of our crews, we ask that you stay back and let them focus on their task at hand. Distractions can have deadly consequences. If a line worker is on or near your property during a power outage, for vegetation management or for routine maintenance, please allow them ample room to work. These small accommodations help protect our crews— and you. If you have a dog, try to keep it indoors while line workers are on or near your property. While most dogs are friendly, some are defensive of their territory and can't distinguish between a burglar and a utility worker.

Slow down and move over.

In addition to giving line workers some space while they are near your property, we also ask that you move over or slow down when approaching a utility vehicle on the side of the road. This is an extra barrier of safety to help those who help all of us.

Best regards,

Jerry Sorenson

Do we have your phone number?
Help us find you fast.

Please make sure your phone number is up-to-date with us. When the number you use is in our system, your call will be automatically recognized when reporting an outage. This leads to quicker deployment of line crews, faster repair time, and shorter outage duration.

We also use phone numbers to call each member if there is a planned outage. A lot of times, planned outages are short-notice emergency situations and without an updated phone number, we have no way of notifying you quickly.

To update your account information, please contact the office or fill out the form on our web site at www.riverlandenergy.com, under My Account/Update Contact Information, or sign up through SmartHub.

OPERATING STATISTICS

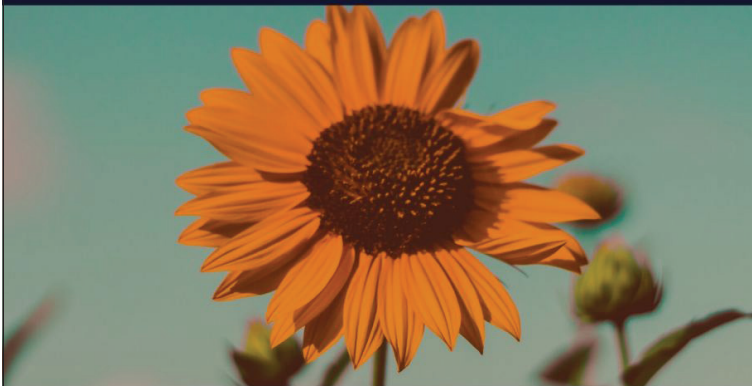


Kristina Marsolek,
Accounting
Supervisor

	Monthly		Year-to-date	
	May 2019	May 2020	2019	2020
KWHS PURCHASED	19,674,882	20,337,332	120,960,841	116,012,117
KWHS SOLD	18,866,649	19,498,494	116,840,479	111,068,896
REVENUE	2,631,603	2,955,656	15,266,922	15,473,615
COST OF PURCHASED POWER	1,669,524	1,527,559	9,443,693	9,404,944
OTHER EXPENSES	1,023,717	1,237,810	5,473,871	6,319,529
OPERATING MARGINS	(61,638)	190,287	349,358	(250,858)
NON-OPERATING MARGINS	7,283	7,601	73,032	43,941
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	37,898	47,202	224,958	314,419
TOTAL MARGINS	(16,457)	245,089	647,348	107,502

QUOTE OF THE MONTH: "Do one thing every day that scares you." -- Eleanor Roosevelt

Payment Assistance Agencies are ready to help!



If you need financial assistance in paying your electric bill, we suggest you contact one of the following agencies:

Trempealeau County:

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

Buffalo County:

Buffalo County Human Services: (608) 685-4412

La Crosse County:

La Crosse Co. Human Services: (608) 784-4357
Salvation Army: (608) 782-6126
CouleeCap: (608) 634-4575

DO THE SUMMER SHIFT:

Reduce electricity weekdays
11 a.m. to 7 p.m.

1. Set the thermostat to 78 degrees during the summer when no one is home. Using a programmable thermostat means one less thing to remember!
2. Delay starting a load of laundry until after 7 p.m. (use cold water, if possible). Or, wash clothes first thing in the morning and dry your clothes outside on a clothes line during the day.
3. Program the dishwasher to avoid running between 11 a.m. to 7 p.m.
4. Shut off lights when you are not using them.
5. Enjoy a picnic lunch and/or dinner a few days a week with sandwiches and other foods that do not require a microwave or stove to prepare.



Concerned about stray voltage? Contact us!

As a member of Riverland Energy Cooperative, you should feel free to call us anytime with concerns related to your electrical service. One area that can be a concern, particularly for livestock farmers, is stray voltage.

Stray voltage is the common term used to describe neutral-to-earth voltage in a cow or livestock contact area, usually in the barn. When a cow makes contact between two points with a difference in voltage, such as a watering cup and the concrete floor, an electric current may flow through the cow, which the cow may feel. Such situations can be caused by a variety of electrical problems both on farm and off farm.

Neutral-to-earth voltage may never be completely eliminated because it is present on all grounded electrical distribution systems. However, much can be done to resolve stray voltage concerns. There are fairly simple electrical tests that can be performed by qualified individuals to determine whether stray voltage is present at unacceptable levels on your farm.

If you believe you may have stray voltage, Riverland Energy stands ready to investigate that possibility. We have the equipment and trained personnel to offer assistance and advice pertaining to stray voltage.



Avoiding late fees and disconnects

If your account is delinquent, Riverland Energy Cooperative will send you a notice at least 10 days before electric service disconnection. If you do not reconcile your account, you may receive a telephone call stating that your account is past due. This will be your final electric service disconnect notice. You will be subject to pay all electric charges and fees associated with the disconnection policy.

What does it mean when my bill has a Red circle around it?

If your total amount is in RED, you did not pay your bill from the previous month and the new bill was processed, putting your account in a past due disconnect status.



What do I need to do to stop my location from being disconnected?

You need to pay the "amount due" by the due date on the bill. If you cannot pay the balance in full, you MUST contact our office and discuss payment options before the due date. Depending on your account history, special payment arrangements may be available to you.

What happens if I forget to call the office or don't pay the balance on the account before the due date?

If the balance is not paid on or before the due date or you fail to notify the office making other arrangements, your location could be charged a collection fee along with being disconnected on the disconnect date.

If your location is disconnected for nonpayment, you will be responsible for paying all collection, disconnect, reconnect, and all other fees prior to your service being reconnected.

- It is **YOUR** responsibility to pay your monthly electric bill.
- It is **YOUR** responsibility to contact our office to make other arrangements if you cannot pay your monthly bill by the due date.
- It is **YOUR** responsibility to open your monthly bill and it is **YOUR** responsibility to contact our office to make sure we have the correct account contact information.

GENERATOR Safety



FOLLOW THESE TIPS TO ENSURE EVERYONE'S SAFETY:

- Make sure there is **nothing plugged into the generator** when turning it on. Use a **heavy-duty** extension cord to connect appliances to the outlets on the generator.
- Always operate the generator on a stable, dry surface **outside the home**—out and away from the garage, doors, windows, and vents into your home. The carbon monoxide the generator produces is **DEADLY**.
- **Never** connect your portable generator to the home directly. This can result in **potentially deadly backfeed**, which happens when electricity is fed back through the electrical system onto power lines, creating a hazard for line workers and others.

MEMBER CONNECTION

We can no longer reset passwords

Our member services team is no longer allowed to reset members' passwords in our online SmartHub system. We love to help our members in any way we can, but this is a new security guideline that benefits you and Riverland Energy by keeping us all safe. We do apologize for any inconvenience this may create for you. If you forget your password, be sure you have a valid, working email address so that you can reset your own password. Follow the prompts in SmartHub for forgotten password. If that still doesn't work, give us a call and we can re-set your account.

We are here to help if you need us. Our number is 800-411-9115.

Office Hours

Monday - Friday
7:30 a.m. - 4:00 p.m.

Headquarters:

N28988 State Rd 93
P.O. Box 277
Arcadia, WI 54612

Branch Office:

1800 Granary St., Holmen

Phone:

800-411-9115
608-323-3381

Outages & Emergencies

Call 800-927-6206,
24 hours a day

www.riverlandenergy.com



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