

The Outlet

A monthly publication for members of Riverland Energy Cooperative.

MAY

2020

Annual Recycle Drive Postponed

We have decided to postpone the annual recycle drive due to all the uncertainty. We are tentatively looking at June 30 (Arcadia), July 1 (Alma), July 2 (Holmen), but it will depend on any restrictions at that time. Please keep an eye on our website, social media, and local media outlets for updates.

We apologize for the inconvenience - thank you for understanding!

Easy Bill Pay Options

Riverland Energy encourages you to use our electronic options available to manage your account and pay your bill. SmartHub is our secure online bill pay site. It's a free app that allows you to view and pay your bill from your phone, tablet, or computer. You can receive important notifications and monitor electric usage online. Power outages can also be reported through SmartHub.

You can also pay your bill through our IVR system (automated phone payment line), by calling 888-220-8233. You can make a payment with your credit card 24 hours a day, 7 days a week. For first-time users, select option #3 to create a PIN.

Another easy option for paying your bill each month is by automatic bill pay. The co-op draws money from your bank account on the 20th of each month. You won't have to worry about missing a payment. You will receive a statement each month showing your electric usage.

Make your life easier with SmartHub

- Pay your bill
- View past bills and usage
- Check your electric usage
- Set up recurring payments
- Change account information
- Report an outage



Download the FREE mobile app in the Apple App Store or Google Play Store or sign in on your desktop computer!

www.riverlandenergy.com

Community Cares Grant Recipients Selected

At a virtual April 6 meeting, the Community Cares



Foundation Board of Directors awarded five local organizations a grant of \$300 each. The recipients include:

- Arcadia Hummingbirds 4-H Club
- Friends of Trempealeau Refuge
- Friends of Trempealeau Pool
- Immaculate Conception Food Pantry (Fountain City)
- North American Squirrel Association (Brice Prairie)

Riverland Community Cares is a charitable fundraising program through Riverland Energy Cooperative. The next application deadline is August 28, 2020.

Energy saving tips while you're stuck at home

- Turn off lights and fans when leaving a room.
- Only run full loads of laundry and hang clothes to dry.
- Run the dishwasher only when full and skip the drying cycle.
- Lower the water heater temperature by 10 to 20 degrees.
- Set the thermostat a few degrees higher.



General Manager's Message

May is Electrical Safety Month

We all want the best for the people in our lives – our family, friends, community and others. That includes you, our members. It's why we make safety a top priority at Riverland Energy and devote time and energy to making everyone aware of important safety tips and equipment. For instance, if you're working with tall ladders, cleaning gutters, trimming trees or undertaking other projects outside, we remind you to look up for and stay safely away from overhead power lines, especially those connected to your home.

If a project involves digging, be sure to call 811 a few working days in advance to get underground utilities marked. Help children understand the importance of staying away from electric utility equipment, to never climb trees near power lines, and to fly kites in wide open spaces safely away from power lines. Know how to prepare for and stay safe after storms and other natural disasters that could leave behind hidden electrical hazards, such as downed power lines and submerged electrical devices. These are just some of the safety measures that we want you and everyone to know.

We don't want anyone to take a chance that could end in tragedy, and to help, we're a partner in the Safe Electricity program. We encourage you to visit SafeElectricity.org, where you'll find life-saving information presented in videos, interactive games for children, online teacher resources and much more.

We will continue to provide our members with the latest advice and technology to use electricity in safer and smarter ways.

Have a great, safe day!

Best regards,

Jerry Sorenson



OPERATING STATISTICS



Kristina Marsolek,
Accounting
Supervisor

	Monthly		Year-to-date	
	Mar. 2019	Mar. 2020	2019	2020
KWHS PURCHASED	25,407,689	23,006,571	80,991,462	75,141,507
KWHS SOLD	24,615,689	22,353,970	78,022,465	71,870,757
REVENUE	3,223,984	3,159,803	9,873,870	9,686,005
COST OF PURCHASED POWER	1,886,060	1,889,880	6,185,038	6,172,767
OTHER EXPENSES	1,335,190	1,328,499	3,309,921	3,862,461
OPERATING MARGINS	2,734	(58,576)	378,911	(349,223)
NON-OPERATING MARGINS	20,904	8,193	40,290	24,205
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	53,400	82,204	150,987	214,545
TOTAL MARGINS	77,038	31,821	570,188	(110,473)

QUOTE OF THE MONTH: "What is the essence of America? Finding and maintaining that perfect, delicate balance between freedom 'to' and freedom 'from'." ~ Marilyn vos Savant

May 2020 Rates

General Service Single Phase

Base Service Charge	\$1.18/day
Energy Charge	12.08 cents per kWh

General Service Single Phase Time of Use

Base Service Charge	\$1.18/day
Energy Charge	
On-peak	36.04 cents per kWh
Off-peak	7.67 cents per kWh

General Service Three Phase

Base Service Charge	\$1.74/day
Energy Charge	11.45 cents per kWh

General Service Three Phase Time of Use

Base Service Charge	\$1.74/day
Energy Charge	6.3 cents per kWh
Demand Charge:	
Winter On-peak	\$15.76 per kW
Summer On-peak	\$23.11 per kW
Maximum Demand	\$4.47 per kW

Dual Fuel

Base Service Charge	\$0.28/day
Energy Charge	
Winter (Oct. - May)	6.2 cents per kWh
Summer (June - Sept.)	12.08 cents per kWh

What is the monthly base service charge?

The base electric charge of \$1.18 per day covers each members' share of the cost for construction and maintenance of poles, wires, transformers, meters, right-of-way clearing and other fixed expenses that enable you to access electric service at your location.

Cost regardless of usage: It costs the same to build and maintain the system, regardless of how much energy you use. Fixed costs are spread among all members equally, meaning the basic charge is—and should be—the same for all members, regardless of energy use.

Fewer members in rural areas to share costs:

Fixed costs to build and maintain the system are shared equally among all co-op members. REC has just five members per mile of line to share fixed costs, while urban utilities spread costs among 20 or more consumers per mile. The basic charge is higher in rural areas because costs are shared by fewer members.



MAY IS NATIONAL ELECTRICAL SAFETY MONTH

Teachers, Parents, and Kids,
Check out our online safety resources and
activities for kids on our website!

"LOUIE THE LIGHTNING BUG" VIDEOS
ACTIVITIES AND GAMES
WORKSHEETS AND ANSWERS
EXPERIMENTS

www.riverlandenergy.com/safetyforkids

Disconnect Notice

We are not disconnecting for nonpayment until further notice. Should you find yourself in a situation where you're unable to pay your bill, it is important that you stay in touch with us and make payment arrangements. We also encourage members to make payments as they are able to do so to avoid large catch-up bills later.



4 COMMON CULPRITS OF ELECTRICAL FIRES

Outdated wiring and overloaded circuits are the most common causes of electrical fires.

Check the following areas of your home to ensure your home's electrical safety is up to par.



1. Electrical outlets: Faulty electrical outlets are a leading cause of home fires. As outlets age, so do the wires behind them that you can't see. Any loose, damaged or warm-to-the-touch outlets should be repaired or replaced.



2. Electrical wiring: Outdated wiring is another common cause of electrical fires. Frequently tripped breakers, flickering lights and burning smells are clear warning signs. If your home is more than 20 years old, it may not be able to handle today's increased power load. If you suspect your home's wiring is outdated, leave this one to the pros and contact a qualified electrician.



3. Overloaded cords and outlets: Extension cords are not permanent solutions. If your big-screen TV, home theater system and other electronics are plugged into one extension cord, it's time to call an electrician and install additional outlets.



4. Old appliances: Older appliances are more likely to have loose or damaged wiring, which means they're more likely to catch fire. Check older appliances for damage and determine if it's time to upgrade or replace. Also check to ensure you're using appliance-grade outlets. A qualified electrician can help with installation.

Energy Efficiency Tip of the Month

When the weather is nice, put your grill to use! During summer months, cooking outdoors is a great way to save energy and eliminate unwanted heat from cooking indoors.



MEMBER CONNECTION

Offices Closed

Our offices remain closed to the public until further notice. We would like to remind you that we will truly be closed (all calls will go to our call center, CRC) on Monday, May 25 for Memorial Day. Outages can be reported 24/7 by calling 800-927-6206.

Always Call Before you Dig

One easy call gets your utility lines marked and helps protect you from injury or expense. Call Diggers Hotline at 800-242-8511 or call 811.



**Know what's below.
Call before you dig.**

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



RIVERLAND
Energy Cooperative

® Your Touchstone Energy® Cooperative