

The Outlet

A monthly publication for members of Riverland Energy Cooperative.

APRIL

2020

Coronavirus and Your Electric Cooperative

We like seeing you in person, but want everyone to stay healthy. Please consider how we can work together as a member-owned cooperative during times of concern over public safety while continuing to provide the reliable electric services we depend on. Below is some information from us that may be helpful to you during this pandemic.

Lobbies Closed and Social Distancing:

Our lobbies are closed to walk-in traffic until further notice. Our employees and contractors have been instructed to practice social distancing for everyone's sake. We want to be friendly, but we'll keep our distance from each other whether in the office or in the field to avoid the risk of spreading illness.

Outages and Maintenance:

We do not foresee the coronavirus having a negative effect on our technical abilities or timely manner of repairs in providing the electrical services on which we all depend. The priority of our crews will be to complete maintenance work and power outages. As time and resources are available, construction work may be scheduled. You can report your outage via through SmartHub, or by calling our outage number at 800-927-6206.

Bill Payments:

We have bill pay options that don't require you to come into the office.

- Drop your payment off in the drop boxes at the Arcadia or Holmen office. They will be checked daily.
- Pay your bill online through SmartHub, or over the phone through our secure automated phone system at 888-220-8233.
- Sign up for automatic bill payment and have your bills paid automatically with a credit/debit card or checking/savings account. Payments will be deducted on the 20th of each month.

Co-op Events:

The Annual Meeting has been postponed. Right now, the recycle drive in May is still on as planned, but please watch our website and social media pages for any changes to this.

Follow our Facebook page and check our website for updates.

#ThankALineworker



Lineworker Appreciation Day

April 13, 2020



General Manager's Message

Like you, we're monitoring the latest news about the coronavirus. Electricity is a necessity for our daily lives at work and at home and Riverland Energy provides an essential service to its membership, so we're doing all that we can to make sure we are available to our members.

In response to Governor Ever's "Safer at Home" Executive Order, we are taking additional measures to safeguard our employees and the public. First, it's important to remember that the State recognizes that utilities such as Riverland Energy provide critical services and need to continue to operate. We're not going anywhere.

In addition to the measures we've already taken, including closing our lobby to the public and having employees work from home, we are asking our lineworkers and field employees to focus solely on tasks related to the continuity of electric service, including outage restoration. This means that current and pending construction projects may be delayed. If you have questions regarding a specific project, contact the office. And as a reminder, if you see a Riverland lineworker or field employee, we ask that you adhere to good social distancing practices and do not approach them.

Riverland Energy will continue to take calls from members and respond to outages. The payment drop boxes will be checked daily. Members have a variety of other options for payment and are encouraged to utilize 'SmartHub'. 'SmartHub' allows Riverland Energy members to view and pay their bill, receive important notifications and monitor electric usage online. Power outages can also be reported through SmartHub.

This is a rapidly evolving situation, and we will address the challenges as they occur. But know that, in the face of any challenge, we are here to keep the lights on.

Best regards,

Jerry Sorenson

OPERATING STATISTICS



Kristina Marsolek,
Accounting
Supervisor

	Monthly		Year-to-date	
	Feb. 2019	Feb. 2020	2019	2020
KWHS PURCHASED	25,422,048	24,891,577	55,583,773	52,134,935
KWHS SOLD	24,394,003	23,505,953	53,406,776	49,516,787
REVENUE	3,199,789	3,107,138	6,649,886	6,526,203
COST OF PURCHASED POWER	2,034,845	2,031,818	4,298,978	4,282,887
OTHER EXPENSES	977,034	1,213,931	1,974,731	2,533,962
OPERATING MARGINS	187,910	(138,611)	376,177	(290,646)
NON-OPERATING MARGINS	7,289	6,420	19,386	16,012
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	46,191	62,783	97,587	132,341
TOTAL MARGINS	241,390	(69,408)	493,150	(142,293)

QUOTE OF THE MONTH: *"In the midst of movement and chaos, keep stillness inside of you." ~Deepak Chopra*

Recycle Drive Still On

Our Annual Recycle Drive is still on as planned, but as with everything else, that could change. Please keep an eye on our website and Facebook page for updates on this event.

RIVERLAND ENERGY COOPERATIVE APPLIANCE & ELECTRONICS RECYCLE DRIVE

Wednesday, May 27
Arcadia REC
N28988 State Rd 93
8:30 a.m. - 1:30 p.m.

Thursday, May 28
Alma REC
1225 S. Main St.
8:30 a.m. - 1:30 p.m.

Friday, May 29
Holmen REC
1800 Granary St.
8:30 a.m. - 1:30 p.m.

ACCEPTED ITEMS - FREE

Cable Boxes (FREE)
Cables & Cords (FREE)
Cameras & Camcorders (FREE)
Cassette Tapes (FREE)
Cell Phones/PDAs & Chargers (FREE)
Clocks (FREE)
Coffee Makers (FREE)
Copiers & Printers (FREE)
Docking Stations (FREE)
DVD/VHS/Blu-Ray Players (FREE)
DVD Disks & VHS Tapes (FREE)
External Drives (All types) (FREE)

Fans (FREE)
Fax Machines (FREE)
Hair Dryers (FREE)
Holiday Lights (FREE)
Ink & Toner Cartridges (FREE)
Laptops (FREE)
Land line Phones (FREE)
MP3 & iPod Players (FREE)
Projectors (FREE)
Radios (FREE)
Satellite Dishes & Receivers (FREE)
Scanners (FREE)

Servers (FREE)
Stereos & Speakers (FREE)
Toasters (FREE)
UPS & Jump Starters (FREE)
Vacuum Cleaners (FREE)
Video Game Consoles (FREE)

ACCEPTED ITEMS - FOR A FEE

Refrigerators (limit 2 per member)	* FREE (non-member pays \$15)
Freezers (limit 2 per member)	* FREE (non-member pays \$15)
Air Conditioners (limit 2 per member)	* FREE (non member pays \$15)
TV's- All Types (limit 3 per member)	\$20
Desktop Computer Towers	\$5
Monitors	\$5
Microwaves	\$2
Humidifiers	\$2
Washers	\$5
Dryers	\$5
Dishwashers	\$5
Stoves	\$5
Furnaces	\$5
Dehumidifiers	\$15

* Refrigerators, freezers, and air conditioners are only free to Riverland Energy members. All others will pay \$15. Bring a copy of your electric bill to qualify.

ITEMS NOT ACCEPTED

Bulbs
Capacitors
Gas Cylinders
Liquids
Medical Waste
Ballasts
Radioactive Waste
Smoke Detectors
Vape Pens

Recycling by:

Dynamic Lifecycle Innovations
Onalaska, WI
877-781-4030
www.dynamicrecycling.com


Congratulations to Steve Paulson on his retirement



Steve Paulson, Riverland Energy lineman and a dedicated cooperative employee, retired on March 3 after 28 years. We wish him all the best!

Energy Efficiency Tip of the Month

This spring, consider using a rain barrel to save energy. Rain barrels capture rainwater from a roof that can be used later for watering your lawn, garden or indoor plants.



5 STEPS FOR SAFE DIGGING

Working on an outdoor project? Always call 8-1-1 first, because you never know what's below. Here are five easy steps for safe digging:

Source: call811.com

<p>1. NOTIFY Call 8-1-1 or make a request online two to three days before you start.</p> 	<p>2. WAIT Wait two to three days for a response to your request. Affected utilities will send a locator to mark any underground utility lines.</p> 	<p>3. CONFIRM Confirm that all affected utilities have responded by comparing the markers to the list of utilities the 8-1-1 call center notified.</p> 	<p>4. RESPECT Respect the markers provided by the affected utilities. They are your guide for the duration of your project.</p> 	<p>5. DIG CAREFULLY If you can't avoid digging near the markers (within 18-24 inches on all sides, depending on state laws), consider moving your project.</p> 
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MEMBER CONNECTION

Scholarship Recipients

All scholarship recipients will be notified by mail if they were selected. The winners will be published in our publications and website. The recipients names were not drawn yet at the time this publication was printed.

Community Cares grant selection has been delayed

Riverland Energy Community Cares Foundation Board of Directors have been unable to meet to select recipients for the Community Cares grant due to the restrictions during the COVID-19 pandemic. Once the board is able to meet, all applicants will be notified of the selections.


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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