

# The Outlet

June 2021

*A monthly publication for members of Riverland Energy Cooperative*

## June is Dairy Month

In recognition of Dairy month, Riverland Energy Cooperative would like to take a moment to salute local dairy farmers and the entire dairy industry. The Cooperative appreciates the outstanding effort and vital contributions dairy farmers make to the area. The cooperative employees and directors thank you!

## Offices Closed July 5

Our offices will be closed on Monday, July 5 for the Fourth of July holiday. Outages can be reported 24/7 by calling 800-927-6206.

## 20% off electric grills

We will no longer be selling electric grills so we are closing out our inventory and offering 20% off of the grills and accessories we have in stock. We have a limited amount, once they're gone, they're gone. Stop in one of our offices if you're interested in purchasing one.

## Call before you dig

Before you build a deck, install a fence, plant a tree or dig into any home improvement project, have utility lines marked. One call helps protect you from injury and expense.

Call 811 three working days before you dig to have buried utility lines located. It's free.

## Co-op Seeks Member Feedback in Satisfaction Survey

Riverland Energy Cooperative will be conducting a member satisfaction survey to explore your views on co-op programs and services. Random co-op members will be selected to complete an anonymous survey questionnaire by telephone or e-mail.

The survey will take place in June and will take approximately 11 minutes to complete.

Your input is valuable and will help the co-op provide the best possible service and plan for the future. We hope that you take the time to answer the questions in an effort to provide Riverland Energy employees and directors a better understanding of how well we are meeting your expectations.

## Contest Poster Winners Announced



Thank you to all the third graders who submitted posters for our May Electrical Safety Month poster contest! We had some great entries! The top three will be sent to Wisconsin Energy Cooperative Association for a chance to win more prizes. The three winning entries were:

- **First place:** Trey Wellik, Sand Lake Elementary, Onalaska
- **Second place:** Allyson Mercer, Mondovi Elementary, Mondovi
- **Third place:** Lexus White, Arcadia Elementary, Arcadia

Congratulations! All winners were notified, and each participating student will receive a small gift for entering.

## 10th Annual Recycle Drive Deemed a Success

A steady stream of vehicles full of electronics and appliances came by each of our drop off locations on May 12, 13, and 14 to be recycled. Riverland Energy teamed up with Dynamic Lifecycle Innovations to put on the event that filled 9 semi-loads of appliances and electronics.

Riverland Energy offered free and low-cost recycling for old appliances and electronics that are no longer energy efficient to keep them off the grid and out of the landfill.

Thanks for participating- we hope to see you next year.



## Let us help you before installing solar on your home



If you are installing solar on your home or in your yard this summer, please consult Riverland Energy before you begin the process. We are here to help you become more knowledgeable and make informed decisions. We want to ensure that you have all the information you need to make an informed decision regarding this type of investment, and for you to be comfortable with that decision.

Be sure to work closely with us for advice and assistance on interconnecting with the grid. Before choosing a solar system, research solar and solar contractors thoroughly before investing in a system and get at least three quotes before choosing one. If the installer/contractor doesn't have a local address, good references, and a service center within 50 or 100 miles, please think twice. Our region has many reputable solar dealers and installers who are trusted and respected.

Double-check the cost and savings numbers and ask if they are using Riverland Energy's actual rates and your actual usage. We can provide information and history of your energy usage that can help you size your system and evaluate savings.

Please contact Aaron if you are interested in solar so you can learn more about all the true costs and benefits of owning a solar system. He can also help you determine the rates that will apply to you. More information can be found on our website at [riverlandenergy.com](http://riverlandenergy.com).

Best regards,

*Jerry Sorenson*  
Jerry Sorenson

## OPERATING STATISTICS



Kristina Marsolek,  
Accounting  
Supervisor

	Monthly		Year-to-date	
	April 2020	April 2021	2020	2021
KWHS PURCHASED	20,533,279	20,226,441	95,674,786	97,585,671
KWHS SOLD	19,699,645	19,466,832	91,570,402	93,957,541
REVENUE	2,831,953	2,785,392	12,517,959	12,839,922
COST OF PURCHASED POWER	1,704,619	1,551,569	7,877,386	7,577,118
OTHER EXPENSES	1,219,257	1,155,010	5,081,718	4,657,529
OPERATING MARGINS	(91,923)	78,813	(441,145)	605,275
NON-OPERATING MARGINS	12,134	4,739	36,340	82,425
CAPITAL CREDITS-ASSOC. ORGANIZATIONS	52,673	59,891	267,218	292,441
<b>TOTAL MARGINS</b>	<b>(27,116)</b>	<b>143,443</b>	<b>(137,587)</b>	<b>980,141</b>

**QUOTE OF THE MONTH:** "You can observe a lot just by watching." ~Yogi Berra

## Let us know of stray voltage concerns

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.

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.

## Suds and Savings

### 10 ways to save energy in the laundry room

Your clothes washer and dryer account for a significant portion of energy consumption from major appliances. There are several easy ways you can save energy (and money) in the laundry room. The Department of Energy recommends the following tips for saving on suds:



- 1. Wash with cold water.** Switching from warm water to cold water can cut one load's energy use by more than half, and by using a cold-water detergent, you can still achieve that brilliant clean you'd normally get from washing in warm water.
- 2. Wash full loads when possible.** Your washing machine will use the same amount of energy no matter the size of the clothes load, so fill it up if you can.
- 3. Use the high-speed or extended spin cycle in the washer.** This setting will remove more moisture before drying, reducing your drying time and the extra wear on clothing.
- 4. Dry heavier cottons separately.** Loads will dry faster and more evenly if you separate heavier cottons like linens and towels from your lightweight clothing.
- 5. Make use of the "cool down" cycle.** If your dryer has this cycle option, you can save energy because the clothes will finish drying with the remaining heat in the dryer.
- 6. Use lower heat settings to dry clothing.** Regardless of drying time, you'll still use less energy.
- 7. Use dryer balls.** Dryer balls, usually wool or rubber, will help keep clothes separated for faster drying, and they can help reduce static, so you can eliminate dryer sheets.
- 8. Switch loads while the dryer is warm.** This allows you to take advantage of the remaining heat from the previous cycle.
- 9. Clean the lint filter after each drying cycle.** If you use dryer sheets, remember to scrub the filter once a month with a toothbrush to remove excess buildup.
- 10. Purchase ENERGY STAR®-rated washers and dryers.** When it's time to purchase a new washer or dryer, look for the ENERGY STAR® label. New washers and dryers that receive the ENERGY STAR® rating use about 20% less energy than conventional models.

## Rebates

Riverland Energy Cooperative offers a \$25 rebate on clothes washers and dryers, and a \$50 rebate on a heat pump clothes dryer. Download our rebate form on our website at [www.riverlandenergy.com](http://www.riverlandenergy.com).

## Would you like to have more control over your electric bill?

Put the power in your hands by signing up for Riverland Energy's Time of Use electric rate. The Time of Use (TOU) rate was developed for members who are seeking opportunities to have a direct impact on their electric bill through their conservation efforts and daily usage habits. The TOU rate provides members with pricing that encourages them to lower usage during peak times, either by using less energy during on-peak times, or moving usage to off-peak times.

### Current TOU rates:

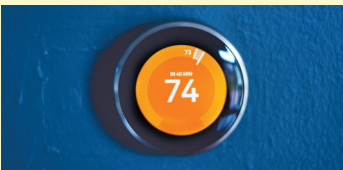
**Base Service Charge:** \$1.18/day

**On-peak energy charge:** 36.04 cents per kWh from 2 – 6 p.m., Monday – Friday

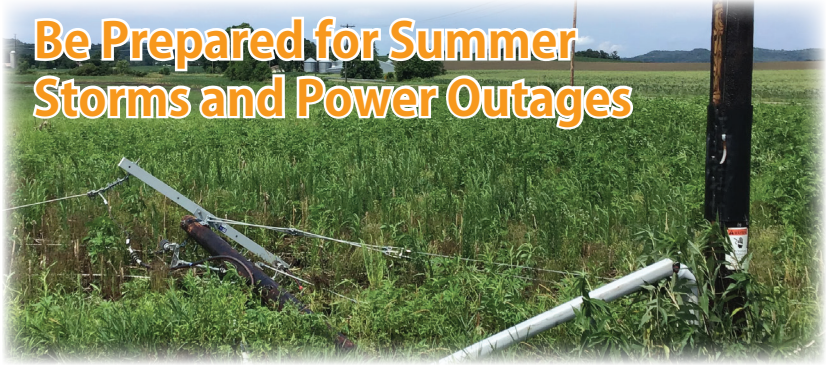
**Off-peak energy charge:** 7.67 cents per kWh from 5 – 9 p.m., Monday – Friday

The on-peak period are week-days June 1 through Sept. 30. Exceptions are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.

These rates are optional and each member may decide whether to remain on the standard rate or move to the TOU rate.



## Be Prepared for Summer Storms and Power Outages



Summer storms are always a threat. If you experience an outage, check to see that the power issue is not on your side of the electric meter. Check fuses and circuit breakers in your home.

When calling in an outage, please have this information available:

- Your account number
- Name on the electric account
- Service address where outage is occurring
- Phone number on the account
- Cause of outage if known

If you call after business hours or during widespread outages our call center, Cooperative Response Center (CRC) will answer and assist you. During widespread outages, power is resorted systematically. Attention is given first to substations and main feeder lines, followed by individual members.

### There are three ways to report an outage:

- **Call** 800-927-6206. After hours: Press #1 to report it via automatic phone recorder; or press #3 to talk to someone.
- **Text** in your outage at 55050. (Must be signed up for outage texting)
- **Online** through SmartHub. Login and follow the prompts for outage reporting and the information will automatically be sent to the dispatch team

You can view current outages on our live outage map online at [riverlandenergy.com](http://riverlandenergy.com).



**RIVERLAND**  
Energy Cooperative

® Your Touchstone Energy® Cooperative

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

**Branch Office:**  
1800 Granary St.  
Holmen, WI 54636

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

**Phone:**  
800-411-9115  
608-323-3381

**Outages & Emergencies**  
Call 800-927-6206,  
24 hours a day

[www.riverlandenergy.com](http://www.riverlandenergy.com)