



Jerry Sorenson,
General Manager

WE WILL CONTINUE TO WORK TOGETHER

As of today, Joe Biden is the president-elect. In Wisconsin there were no changes in the makeup of Wisconsin's delegation to the House of Representatives. In the Wisconsin state

Senate, the Republicans picked up two seats and the Democrats picked up two seats in the Assembly.

Electric co-ops' message to elected officials, Democrat and Republican, will be the same: We all need to work together to protect member access to safe, reliable, and affordable electric service. We will work to reach all elected officials, new and returning.



Riverland Energy Cooperative

Your Touchstone Energy® Partner 

No matter who is elected, we still need to come together as a cooperative to improve life in our service territory. As we work with our elected leaders, we hope to renew a spirit of cooperation in the Nation's Capital and in statehouses across the country. After all, cooperation is what co-ops do best!

Season's Greetings

At Riverland Energy, we are proud to serve you and we hope that the holidays and the coming year will bring you happiness and success! I wish you and your families a joyful and safe holiday season.



MEMBERS HELPING MEMBERS

The COVID-19 pandemic has affected our members financially. Although there are many forms of assistance available, there are still bills to pay. Members can help family, friends, neighbors, or even strangers stay current on their electric bill. If you would like to help a member by paying \$50, \$100, \$200 or any amount desired towards their electric bill, please send a check with the member's name, address, and phone number. If you have any questions, please contact our billing department at 800-411-9115 for more details.

RIVERLAND COMMUNITY CARES

Help power the program – sign up today!

Riverland Energy offers members an opportunity to help their neighbors and communities in which they live with Riverland Community Cares.

Riverland Energy will simply “round up” the electric bill of participating members to the next highest dollar. For example, a member’s monthly bill of \$92.79 would be automatically rounded up to \$93.00 with the additional 21 cents going to the Community Cares Fund.

All donations are placed in a trust and administered by a board of directors operating on behalf of the Riverland Community Cares Foundation.

For three years, the foundation has provided funding for a multitude of community-based programs throughout the three counties served by Riverland



Community Cares

Spare change for community needs.

Energy. Grants have gone to support educational initiatives, emergency services, church organizations, and individuals in a crisis situation.

Grants will be awarded in April and again in October. Applications are available on our website.

To opt in and give to the Community Cares Foundation, simply fill out the form below and mail it in with your bill, or fill out our online form on our website at www.riverlandenergy.com/programs/RiverlandCommunityCares.

Yes! I want to sign up to have my monthly bill rounded to the nearest dollar. I know that this money will be donated to a worthy cause, chosen by Riverland Community Cares Foundation, Inc. Board of Directors. I understand that by signing and returning this form, my bill will be rounded up to the nearest dollar and that unless I call in to have that changed, this will happen until I no longer receive power from Riverland Energy Cooperative.

Name _____ Account No. _____

Address _____

City _____ State _____ Zip _____

Signature _____ Date _____

Please return to N28988 State Road 93, P.O. Box 277, Arcadia, WI 54612

MY CO-OP



SYSTEM IMPROVEMENTS ENSURE RELIABLE SERVICE

The nice temperatures this fall allowed our crews to gain more ground on some of these improvements.

Riverland Energy Cooperative invests in replacing overhead and underground line, replacing transformers, making substation

upgrades, completing pole replacements, and building new service extensions. Maintaining and improving electric system reliability is crucial to providing our members safe, reliable power.



POWER COST ADJUSTMENT CREDIT APPLIED TO BILLS

As a member-owned cooperative, Riverland Energy is committed to controlling costs and purchasing electricity at the lowest prices available. When the co-op exceeds its financially needed margins, it is returned to you as a power-cost-adjustment (PCA) credit on your monthly electric bill. At the November board meeting, the board approved an additional \$200,000 in credits back to the membership as our power costs have been less than anticipated.

The PCA is an optional rider to the rate schedule. It's used when the actual costs to generate electricity are different from what was projected at the beginning of each rate year. Each month the amount and cost of power purchased and power sold are compared with the annual budget. Any variations in the actual versus projected power costs go into a formula that estimates what the PCA should be.

The PCA helps mitigate the impact to members by spreading the wholesale price variations over the projected kilowatt-hour sales that remain in the year. Calculated monthly, the PCA can be zero, positive or negative.

DO YOU HAVE QUESTIONS ABOUT YOUR METER?

Most homeowners know there is a meter attached to their home, but have you ever wanted to know more about it? Below are some commonly asked questions about your meter.

Can I disconnect (or pull) my own meter when making home renovations?

It is extremely dangerous for anyone to disconnect or "pull" their own meter. If you need it disconnected, please contact us and we will have one of our trained meter technicians do this for you.

Do I own the meter as a homeowner?

Riverland Energy installs and owns the electric meter on the outside of your home. In fact, it is illegal to tamper with an electrical meter and it's dangerous.

Why don't I see actual people (meter readers) reading my meter anymore?

Technology advancements have made collecting meter information even easier! Most REC meters communicate remotely to boxes that are installed on near-by electrical poles. This eliminates the need for a person to read each meter and it also allows us to connect services remotely as well.

How do I know if my meter is accurate?

Meters are tested extensively before being placed and used for your home. Meters have a very long life span, some up to 20 years, before they are replaced. Riverland Energy will service your meter when needed.



Please remember: Never attempt to fix, alter, or tamper with an electrical meter. If you notice that your meter has been damaged, call us immediately and keep your distance until we arrive.



License to Live Earlier this year, Riverland Energy teamed up with other Wisconsin electric cooperatives to put together an educational campaign called “License to Live”. The “License to Live” campaign teaches the vital, life-saving lessons of what to do when a car comes into contact with a utility pole or wire. Visit our website to watch this 6-minute video. It could save your life!

A DOWNED POWER LINE ALWAYS MEANS DANGER

Snow, slush, ice, and wind are typical difficulties drivers face during Wisconsin winters. These driving conditions are challenging. Occasionally, bad weather can lead to accidents, even for the best of drivers.

Losing control of your car may seem like the worst-case scenario, but if you do not know what you are doing, the moments following an accident could potentially be more dangerous than the accident itself.

If your vehicle hits an electric pole with enough force to down the pole, the power lines may fall on your car or nearby, and the area around your car may become charged with electric energy. If you or your passengers get out of the car

in this scenario, your body—or theirs—could become the path to ground for the electricity, resulting in electrocution.

While downed lines may show they are live by arcing and sparking with electricity, this is not always the case. Power lines do not always show signs that they are live, but are just as lethal.

If you see a downed power line after a bad storm or at an accident scene, **NEVER** get out to help or go near the downed line. Always assume a downed power line is energized and deadly. This also applies to any electrical equipment, including pad-mounted transformers (“green boxes”) or other utility cabinets or fenced substations.

If you are involved in an accident or

snarl with a downed line or other utility equipment—whether in a car, tractor, or any other type of equipment—do not get out. Warn anyone who stops to help that they must stay far away. If you exit the vehicle and walk away, you could be electrocuted. Instead, call 9-1-1 and wait for the utility to arrive to cut the power.

If you must leave a vehicle due to smoke or fire, make a solid jump out with your feet together and without touching the car or truck, and then shuffle or **hop** (making sure both feet land at the same time)—**DO NOT WALK**—at least 40 feet to safety. If you hop, you are less likely to enter two different voltages of electricity at the same time, which causes shock and electrocution.

Riverland Energy Cooperative
Holiday Hours

We will be closed on Thursday, Dec. 24; Friday, Dec. 25; and Friday, Jan. 1

OUTAGES CAN BE REPORTED 24/7 BY CALLING 800-927-6206



Light up
the holiday
season *safely.*

- 🔦 Before hanging holiday lights outside, look out for overhead power lines. Never throw light strands into trees near power lines.
- 🟢 Inspect all the lights you plan on using. Make sure the wires are in good condition—not cracked, brittle, or frayed. The sockets should not be damaged, and no light bulbs should be missing.
- 💡 Check that all light strands are certified and rated for the conditions in which they'll be used.
- 🔦 Never string more than three strands of lights together unless the packaging says it is safe to do so. Overloaded cords or outlets could start a fire.
- 🔦 Never tack or nail through a strand of lights. Do not place cords under rugs or in high traffic areas.
- 🟢 Lighted and electrical outdoor decorations should be plugged into ground fault circuit interrupter (GFCI) protected outlets.
- 💡 Turn holiday lights off before going to sleep or leaving the house. A timer can help you do this. Get more safety tips at www.SafeElectricity.org

BUTTON UP FOR WINTER!

There's still time to make improvements to cut energy costs this winter. Whether taking simple DIY steps or calling a local contractor for larger projects, now is the time to take action. Local retailers can often help with DIY product choices and local contractors have the expertise to tackle the job. The steps you take today will provide benefits for years to come.



Ten Easy Energy-Saving Steps

1. Replace incandescent light bulbs with LED's, which use at least 75 percent less energy.
2. Seal air leaks and insulate well to prevent heat from escaping and cold air from entering your home. Use caulk or foam sealant to fill cracks around windows and where wires, pipes, and dryer vents pass through walls. Inexpensive foam pads can be used to insulate electric wall outlets and wall switches.
3. Use power strips to easily turn off electronic devices during long periods without use.
4. Change your furnace filter according to manufacturer recommendations. Dirty filters negatively impact your home comfort and increase your electricity bill. When installing new air filters, make sure they are facing in the correct direction as indicated by the arrow on the side of the filter.
5. Eliminate unnecessary refrigerators, especially if they contain very few items.
6. Ensure that refrigerator and freezer doors seal tight. Check this by closing a dollar bill in the door and see if it pulls out easily.
7. Check your duct work for leaks. Leaks at the return, air handler and supply can be a major source of high bills.
8. A programmable thermostat will help manage your heating costs. Just a single degree increase in the heating set point can increase the energy used by 3–5%.
9. Lower your water heater temperature. Water heating can amount to 12% of your monthly energy use. The Department of energy recommends setting both the upper and lower thermostats on electric water heaters to no higher than 120° F.
10. Only run the dishwasher when fully loaded.—Source: *SafeElectricity.org, Department of Energy*

Jerry Sorenson, General Manager

N28988 State Road 93, P.O. Box 277, Arcadia, WI 54612
608-323-3381 • 1-800-411-9115 • www.riverlandenergy.com

Beth Alesch, Editor



Riverland Energy Cooperative

Your Touchstone Energy® Partner 

District Office

1800 Granary St.
Holmen, WI 54636

Outages & Emergencies

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

Office Hours

Arcadia: 7:30 a.m.–4:00 p.m.
Holmen: 7:30 a.m.–4:00 p.m.

Officers of the Board of Directors:

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Dan Filla, Arcadia, Vice-President
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