




**Riverland Energy
Cooperative**

Your Touchstone Energy® Partner 



Jerry Sorenson,
General Manager

CAPITAL CREDITS TO BE RETURNED IN AUGUST

To help our members who are facing financial challenges during the COVID-19 outbreak, the Riverland Energy Board of Directors approved returning capital credits earlier than usual this year.

Current active members will receive a credit on their August or September bills. Anyone who has been a member of the cooperative between 1999 and 2017 will earn a refund. We will also retire accounts with \$35 or less remaining with the cooperative. Only inactive members will receive a check in the mail. The dollar amount returned depends on both the number of years of membership and how much energy the member has used.

Members are encouraged to review the list of all members owed capital credits. The list can be found in the June issue of the *Wisconsin Energy Cooperative News*, as well as on our website, www.riverlandenergy.com.

We're Here to Help You Save

Riverland Energy is here for you, and given the challenging times we've all experienced the last few months, I'd like to share some information and ideas to help you save energy and money. Summer is a great time to conduct an energy audit of your home and identify ways to boost energy efficiency.

Energy Audits An energy audit is one of the best ways to determine how energy efficient your home is—an audit can also identify areas for potential energy savings. We offer a \$150 credit towards the cost of a home energy audit arranged through us. If you'd prefer to do an energy audit yourself, try ENERGY STAR®'s online audit. Visit www.energystar.gov, then enter "home energy yardstick" in the search box to get started. But keep in mind, an online audit won't be as thorough as an in-home audit.

Shifting to Off-Peak Periods Riverland Energy offers members a time-of-use option, designed for members who are able to shift more of their electricity use to lower demand off-peak periods. Electric rates based on time of use offer co-op members the ability to lower their electricity costs without reducing the amount of electricity used. By performing some of your daily chores such as running the dishwasher or doing laundry during off-peak hours (when people are using less electricity), you can see meaningful savings on your energy bills. Use your programmable thermostat to adjust the settings so that your heating and air conditioning systems sync with the off-peak rate periods. Use automatic timers to run hot tubs, pool pumps, water heaters, and other appliances in the same way. Be sure to program the timers to coincide with the less expensive off-peak times.

As your trusted energy advisor, we're here to help. If you have questions about your bill or additional ways to save energy, please let us know. We're only one click or phone call away.

CO-OP VALUE: Commitment to Community Your small change makes a difference

Thank you to the 607 members who participate in our Community Cares Grant Program. Since its beginning in 2014, Community Cares has awarded \$14,325! Thank you for your generosity! Your small change makes a big difference.

When you have electric bills rounded up to the next dollar amount, your monthly contributions could be as little as a penny, but never more than 99 cents. The average donation is \$6 per year.

Funds are pooled and awarded twice a year to non-profit organizations that improve our local quality of life. Recipients are selected by Riverland Community Cares Board of Directors.

Sign up through our website for Community Cares and have your bill rounded up each month to the nearest dollar. Or sign up through SmartHub.

GRANT APPLICATIONS DUE AUGUST 28

Grant applications for the Riverland Community Cares Grant are due on August 28, 2020. To apply, download an application from our website, or pick one up in one of our offices.

SUMMER TIME-OF-USE RATES 2–6 p.m. weekdays

WHAT ARE TIME-OF-USE RATES?

Time-of-use (TOU) rates are an attempt to provide members with pricing that encourages them to lower usage during peak times, either by using less energy during peak times or by moving usage to non-peak times. The on-peak period is weekdays June 1 through September 30, beginning at 2 p.m. and ending at 6 p.m., excluding Independence Day and Labor Day.

It is important to note that these rates are optional. Each member may decide whether to remain on the standard rate or move to the time-of-use rate.

CURRENT TIME-OF-USE RATES:

Facility Charge: \$1.18 per day
Energy Charge: On-peak .3604 cents per kWh
Off-peak .0767 cents per kWh

If you would like more information,
give us a call, 800-411-9115.



2020 SCHOLARSHIP RECIPIENTS



Alma — Emma Brecka



Alma — Caitlyn Grotjahn



Arcadia — Ellie Hoesley



Mondovi — CorDel Olson
**LINEWORKER
SCHOLARSHIP**



C-FC — Caitlyn Speltz



Durand — Alea Matthews



Eleva-Strum — Jacob Palkowski



Eleva-Strum — Mark Tonn



Holmen — Izabelle Beyer



Holmen — Avery Senn



Independence — Jennessa Kamrowski



Independence — Grace Pyka

2020



Onalaska — Joshua Peyer



Osseo-Fairchild —
Camryn Christopherson



Whitehall — Brandon Dick



Arcadia — Isabelle Mooney



Blair-Taylor — Julia Beam



Blair-Taylor — Carly Nelson



CFC — Emma Pronschinske



G-E-T — Ethan Burton



G-E-T — Mara Quarne



Gilmanton — Grace Branger



Gilmanton — Elizabeth Meier



Mondovi — Jackson Falkner



Mondovi — Raith Bauer



Mondovi — Kortlyn Berg



Onalaska — Paige Christenson



Whitehall — Harold Smith III



At Large, Luther — Peter Garofalo



At Large Luther — Lily Neumeister

No Photo Available:
Mollie, Graham
Osseo-Fairchild



2020 MEMBER APPRECIATION EVENT AND ANNUAL MEETING

Wednesday, September 23, 4–7 p.m.

Danzinger's Vineyard,
S2015 Grapeview Ln, Alma, WI

Activities, games, food, entertainment, and giveaways

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

CONCERNS ABOUT STRAY VOLTAGE – LET US KNOW

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.

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 outage our call center, Cooperative Response Center (CRC) will answer and assist you. During widespread outages, power is re-sorted 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

High-Volume Call Answering System

Our high-volume automated call answering system (automatic phone recorders) helps relay problems to our staff quickly and effectively during major interruptions. This system helps us pinpoint issues during major events which allows us to more efficiently dispatch crews. Although the automated system can be frustrating at times, it allows us to take a high volume of calls in a short amount of time. We, as would you, prefer direct contact during outage situations. However, during periods of high call volume, our automated system collects outage information, thereby allowing REC staff to focus on restoring your power.

You can view current outages on our live outage map online at www.riverlandenergy.com.

Jerry Sorenson, General Manager

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Beth Alesch, Editor



Riverland Energy Cooperative

Your Touchstone Energy® Partner

District Office

1800 Granary St.,
Holmen, WI 54636
1-800-411-9115

Outages & Emergencies

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

Office Hours

7:30 a.m.–4:00 p.m.

Officers of the Board of Directors:

David Paudler, Onalaska, President
Dan Filla, Arcadia, Vice-President
Dennis Frame, Osseo, Secretary/Treasurer