

What's Happening

Jan. 10

Rock Energy Cooperative 2021 Scholarship — REC Scholarship applications are due.

Jan. 18

Martin Luther King Jr. Day

Jan. 20

59th Presidential Inauguration

January is National Blood Donor Month

National Blood Donor Month has been observed in January since 1970 with the goal of increasing blood and platelet donations during the winter months.

Rock Energy Cooperative

P.O. Box 1758
2815 Kennedy Rd.
Janesville, WI 53547-1758

P.O. Box 126
15229 Willowbrook Rd.
South Beloit, IL 61080

(608) 752-4550
or (866) 752-4550

Shane Larson
Chief Executive Officer

Jonas Berberich
Editor

Rock Energy Bill Payment Options

Rock Energy Cooperative wants to make it as easy as possible for you to pay your energy bill. Even though our office lobbies are currently closed, there are many different ways you can pay your bill (see options below). If you have any questions about our bill payment options, please call our Member Services Department at 608-752-4550 or 866-752-4550.

1

TRADITIONAL PAYMENT METHODS

- **REC Deposit Boxes:** Located as you exit the parking lots at both offices, 2815 Kennedy Road, Janesville, or 15229 Willowbrook Road, South Beloit. Please don't leave cash in the boxes.
- **Mailed:** Use the return envelope provided with your billing statement and return it to P.O. Box 3081, Milwaukee, WI 53201-3081. Please don't mail cash.
- **Phoned In:** Call our office at 608-752-4550 or 866-752-4550. Please listen to the phone options and press "2" for making an electronic payment or to get your account balance.

2



KIOSK

A kiosk is located just outside the main entrance of our South Beloit office located at 15229 Willowbrook Road, where members have the convenience of paying their bills 24/7. Payments made at the kiosk will be posted to your account almost immediately. Please note that the kiosk does not give change, so the full amount of cash deposited will be posted to your account. The kiosk accepts cash, electronic checks, and credit and debit cards. It does not accept money orders or coins.

3

AUTO PAY

The auto pay option allows you to pay your bills automatically without writing a check. You won't have to worry about missing a payment, and you'll save time and save on the costs of checks and postage. There's no charge for the service. You can download the application form from our web site, or sign up through SmartHub.

4

SMARTHUB

SmartHub is Rock Energy's on-line account management system, and members can log in from any page on our website. The free app for computers and mobile devices is easy to use and offers many features to provide members with secure account management right at their fingertips. If you're new to on-line account management, you will need to sign up for SmartHub as a new user.

5

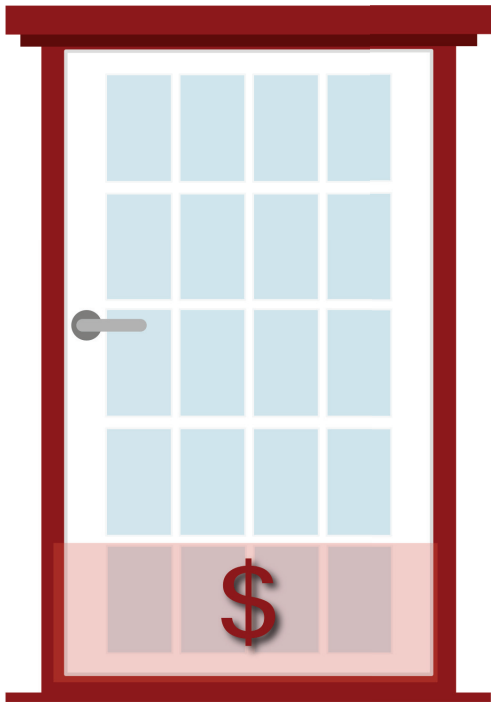
ON-LINE BILL PAY

Many banks offer their customers the ability to make payments on-line directly from their checking or savings accounts. Some even allow you to schedule future payments. Rock Energy does not charge a fee for these payments. Please contact your financial institution for details about its on-line payment programs.

More details can be found on our web site at www.rock.coop. Go to the Member Services drop-down tab and select "Payment Options."

NOTE: If you choose to make an electronic payment through one of REC's payment services, please be aware that our payment processor charges a \$3.95 convenience fee for credit and debit card payments. Rock Energy does not set this fee or receive any portion of it.

Reduce up to **20%** of your heating bill by repairing drafts and sealing leaks around your home



research collected from the U.S. Department of Energy



Access Year-End Reports

It's the start of a new year and time to begin gathering your financial documents in preparation for tax time.

Did you know that a record of your energy use is available with a few computer clicks?

Many members want end-of-year reports on the amount they paid for utilities. Instead of the time-consuming process of calling the office to request the information and waiting for employees to compile the data and mail it, you can access your account on-line and get what you need.

SmartHub is Rock Energy's on-line account management system that allows members to view statements, pay bills, compare usage, and see their billing history.

If you aren't familiar with SmartHub, here's how to get started:

- Go to www.rock.coop. Select "New User?" in the SmartHub login area at the top of the page. Enter your account number, account holder's last name, and email address.
- Click the "Submit" button, and the registration screen will expand.
- Enter the required security information and click "Submit."
- A registration complete alert will appear, and SmartHub will send a temporary password to the email address you entered.
- Check your email to get your temporary password, click "Login," and enter your email address and temporary password. You then will be prompted to create a new password.

The best part is that SmartHub features are available for members to use free of charge. If you need assistance getting started, just call our office at 866-752-4550 during regular business hours.



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Jane Smith		Rock Energy Services		Select Account	
Account 100234005		123 E. MAIN ST., JANESVILLE, WI		100234005 - 123 E. MAIN ST >	
Payment History >					
Billing Date	Paperless		Adjustments	Total Due	Why is the Total Due different than the amount on my bill? The Total Due column reflects any adjustments made to the bill since it was printed.
11/05/2020	\$114.66 View Bill >	View Usage >	\$0.00	\$114.66	
10/06/2020	\$135.16 View Bill >	View Usage >	\$0.00	\$135.16	
09/04/2020	\$211.66 View Bill >	View Usage >	\$0.00	\$211.66	
08/06/2020	\$208.61 View Bill >	View Usage >	\$0.00	\$208.61	
07/06/2020	-\$99.80 View Bill >	View Usage >	\$0.00	-\$99.80	
06/05/2020	-\$289.41 View Bill >	View Usage >	\$0.00	-\$289.41	
05/06/2020	-\$429.86 View Bill >	View Usage >	\$0.00	-\$429.86	
04/07/2020	-\$469.93 View Bill >	View Usage >	\$0.00	-\$469.93	
03/06/2020	-\$565.41 View Bill >	View Usage >	\$0.00	-\$565.41	
02/06/2020	-\$664.03 View Bill >	View Usage >	\$0.00	-\$664.03	
01/06/2020	-\$775.00 View Bill >	View Usage >	\$0.00	-\$775.00	
12/04/2019	-\$884.68 View Bill >	View Usage >	\$0.00	-\$884.68	



ENERGY EFFICIENCY TIP

WATER USE EFFICIENCY

- Lower your water heater's set temperature to 120 degrees Fahrenheit. The lowered temperature reduces the chance of scalding injuries, cuts energy costs, and slows the buildup of minerals and pipe corrosion.
- Do not let the water continue to run when you are brushing your teeth, washing your hands, or doing the dishes.
- Make it a habit to turn off the water when you are not using it.
- Do full loads in your dishwasher, and wash most of your laundry in cold water.
- Fix leaks and drips in faucets, shower heads, and pipes.