

ROCK ENERGY NEWS

FOR ROCK ENERGY COOPERATIVE MEMBERS

www.rock.coop

July 2019

Back to School Supplies Drive

Rock Energy Cooperative is sponsoring a School Supplies Drive so our employees and members can donate back-to-school items to help families who are having difficulty providing the proper tools for their children to succeed in school.

Needed supplies

#2 wooden yellow pencils	Pink erasers	Zipper binders
Ballpoint pens	Glue bottles	Protractors
Plain pocket folders	Glue sticks	Rulers (1/8 scale and metric)
Spiral notebooks - wide ruled	Dry erase markers	Scissors (preferably Fiskars)
Notebook paper - wide ruled	Colored pencils	Backpacks
3-ring binders	Washable markers	Kleenex
Box of 24 or 64 crayons (preferably Crayola)	Watercolor paints	Deodorant
	Highlighters	

Donations will be delivered to the following school districts for distribution to needy families:

Beloit	Clinton	Edgerton	Janesville	Prairie Hill
Beloit Turner	Dakota	Evansville	Milton	Rockton
Brodhead	Durand	Hononegah	Parkview	South Beloit

Drop-off locations

Rock Energy Cooperative offices	Lake Summerset Association
2815 Kennedy Drive Janesville, WI	1202 Lake Summerset Road Davis, IL
15229 Willowbrook Road South Beloit, IL	8 a.m. to 4 p.m. Tuesday through Friday, 8 a.m. to noon Saturday
7:30 a.m. to 4 p.m. Monday through Friday	

Donation deadline is August 1!

Kiosk Makes Bill Payment Easy

Members now have a new, convenient way to pay their Rock Energy Cooperative bill.

A PaySite kiosk has been installed at our South Beloit office, 15229 Willowbrook Drive.

Because the kiosk is located just outside our main entrance, members have the convenience of paying their bills 24/7, even when our office is closed.

You can get started by en-

tering your account number or scanning the bar code on your statement. Then just use the touch screen and follow the on-screen and spoken instructions. The automated system has both English and Spanish instructions.

In addition to making payments by cash, check, credit, or debit card, you can view your current balance and receive payment confirmation. Payments made at the kiosk

will be posted to your account almost immediately.

There is no fee for making cash or check payments. But 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.

Please note the kiosk does not give change, so the full amount of cash deposited will be posted to your account.



Warning: Don't Use Third-Party Payment Websites

Rock Offers Many Options to Pay Your Bill

Members have many options when it's time to pay their Rock Energy bill, but co-op officials recommend avoiding third-party payment processing websites.

The co-op has received calls from members concerned that they received late fees because their bills were not paid in a timely basis through a website called doxo.

Doxo pops up if you use a web browser to search for Rock Energy bill payment. When members click on the doxo site, they are taken to a web page that has the Rock Energy logo, address, phone number, and email link. Doxo, however, is not affiliated with Rock Energy.

Often, these third-party sites charge additional service fees and do not always make the payment on the same day, which could result in your payment being late and your power being disconnected.

Rock Energy is not affiliated with any third-party payment service. However, we help our members simplify their bill-paying experience by offering a wide range of payment options.

SmartHub

SmartHub is Rock Energy's online account management system. When you pay your energy bill through SmartHub, your account is credited on the same day. If you're not using SmartHub, you can register by visiting www.rock.coop. The free app for computers and mobile devices is easy to use and offers many features to manage your account. Our payment processor charges a \$3.95 convenience fee, which is passed on to members. Rock Energy does not set this fee or receive any portion of it.

Auto Pay

Our automatic bill payment option lets you pay your bills automatically without writing a check. You won't have to worry about missing a payment, and you'll save time as well as the costs of checks and postage. There's no charge for the service, which is available to all members, including those who are signed up for budget billing. Go to www.rock.coop/autopay for details.



Direct Debit

Many banks offer customers the ability to make payments online 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. Check with your financial institution to find out more about its online payment programs.

Mail

You can mail your payment to P.O. Box 1758, Janesville, WI 53547-1758, or use the self-addressed envelope that comes with your bill. Please don't mail cash.

In Person

Payments may be delivered in person to either of our offices, 2815 Kennedy Road, Janesville, or 15229 Willowbrook Road, South Beloit. Our hours are 7:30 a.m. to 4 p.m.

Night Deposit Boxes

You can drop off payments in our night depository boxes located as you exit the parking lots at both offices. Please don't leave cash in the boxes.

Payment Kiosk

We have installed a payment kiosk outside our South Beloit office. (See accompanying story.) Cash, check, and credit or debit card payments can be made anytime during the day or night. 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.

Phone

We have a dedicated phone line for members who want to pay by phone. You can call 844-252-5268 toll-free. Payment can be made using a credit card, debit card, or check. Please note that our payment processor charges a \$3.95 convenience fee for each of these transactions. Rock Energy does not set this fee or receive any portion of it.

Budget Billing

No matter how you choose to pay, you can even out your energy costs by choosing our budget billing program. We will bill you the same amount each month to make budgeting your money easier. To find out more, go to www.rock.coop/budgetbilling.