

## What's Happening

**April 4**  
Easter

**April 18**  
Lineman  
Appreciation Day

**April - National Safe Digging Month**  
Traditionally, April brings a ground swell of outdoor work which often includes digging. Whether it is a small project or a large home improvement project, National Safe Digging Month (April) is a way to remind us all to call 811 before starting any digging project.

### Rock Energy Cooperative

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## February Deep Freeze Causes Havoc Across the U.S.

As you are likely aware by now, natural gas prices spiked upward in mid-February as many states were slammed by a deep freeze, including many southern states. Texas was especially hit hard with sweeping outages across the state.

Due to the colder weather in February, pipeline companies declared an emergency and placed a restriction on the pipelines. The unprecedented cold caused natural gas and oil wells to “freeze in” not allowing pumping to the pipeline, and at the exact same time, demand from homes and businesses was significantly above normal levels.

This is something that happened all over the Midwest and the southern mid-plains, thus anyone served off of the same pipelines was in a similar situation as Rock Energy members. The extreme cold affected the electric market as well. In many parts of the country there was snow covering solar projects and the wind was either low, or, as was the case in the far northern climates, some wind turbines were too cold to operate, which placed additional pressure for natural gas fired generators to supply the electric load. In turn, this caused more strain on both gas and electric systems.

### Your Rock Energy bill

During the height of the natural gas shortage, market prices hit record highs because of the extreme cold and ice. The cost of natural gas to our members is a “pass-through” cost. This means that whatever it costs to procure and transport natural gas to our members determines the monthly gas rate seen on your monthly bill, which is why most bills were higher than usual.

### Did electricity costs go up too?

Natural gas is used to generate electricity, and therefore, electricity costs did go up as well. Natural gas is the second leading primary energy source in the U.S., while electricity is a secondary energy source that is generated by primary energy sources.

### Contact us if you need to make payment arrangements

Rock Energy is always available to assist members with reasonable payment arrangements. Please contact us at 866-752-4550 if you have any questions.

# Co-op Employees Sometimes Work on Members' Property

Rock Energy Cooperative employees and contractors work throughout our service territory, including on the rights-of-way and easements.

Our efforts to ensure reliable energy for you and your neighbors also means we must sometimes work across your private property and driveways.

## Why would we need to work on your property?

- Make routine repairs.
- Restore power after outages.
- Update our electric and natural gas distribution system.
- Replace meters.
- Maintain vegetation in rights-of-way.
- Locate buried utilities for construction and digging projects.
- Work to upgrade poles, wires, transformers, and equipment.
- Inspect lines, power poles, transformer boxes, and equipment.

Field work, except emergency power restoration, is conducted during normal working hours, 7:30 a.m. to 4 p.m. Monday through Friday. Every effort is made to avoid damage and unnecessary intrusion.

If you have concerns about our work on your property, contact Rock Energy at 866-752-4550. We appreciate your cooperation!

## In Observance of Good Friday on April 2

Rock Energy offices will remain closed and REC personnel will be out on Friday, April 2, in observance of Good Friday. Members can make payments in the drop boxes at both offices throughout the holiday weekend and at the payment kiosk outside our South

Beloit office, 15229 Willowbrook Road. Even though our offices are closed, standby crews are available. If you need to report a power outage, please call 866-752-4550.



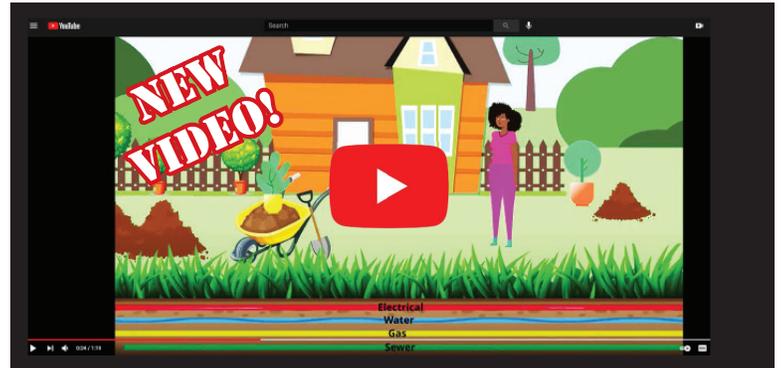
## KNOW WHAT'S BELOW Call 8-1-1 Before Digging

### April is National Safe Digging Month

Remember, call 8-1-1, even before small projects like planting trees and shrubs and installing mailboxes and swing sets. It doesn't matter how modest the project is, accidentally hitting an underground utility line or other facility can cause harm to you and those around you.

#### NEW ROCK ENERGY VIDEO!

Go to [www.rock.coop/videos/info-videos](http://www.rock.coop/videos/info-videos) and check out Rock Energy's newest informational video - **Call Before You Dig!**



#### For More Information:

**NATIONWIDE:** [www.call811.com](http://www.call811.com) or call 811

**WISCONSIN:** [www.diggershotline.com](http://www.diggershotline.com) or 800-242-8511

**ILLINOIS:** [www.illinois1call.com](http://www.illinois1call.com) or 800-892-0123

## Update Your Contact Information

Do you have a new phone number or email address? If so, remember to let us know so we can keep our records current.

Rock Energy members who want to stay informed can submit their email address to help us better communicate with you. Don't worry, we won't load your inbox with unnecessary spam or provide your information to anyone for any reason. We just want to communicate information like energy-saving tips, safety tips, co-op events, planned events, and other details to you in a timely manner.

If you need to update your contact information, you can call us at 866-752-4550. Or, go to [www.rock.coop](http://www.rock.coop) and click Contact Us.

## ENERGY EFFICIENCY TIP

Spring is here, so now is a great time to check out your air conditioner to make sure it's ready for summer. Check the thermostat to make sure it engages the A/C unit when it's supposed to. Check the air filter (it should be checked every month actually). Check and clean parts like the compressor, condenser, evaporator coils, air handler and drainage line.

## AC MAINTENANCE TIPS

