



Shane L. Larson,
Chief Executive Officer

More Power to You CO-OP CONNECTIONS OFFERS THOUSANDS OF DISCOUNTS

We all want to save money and get the best deal. That's why Rock Energy Cooperative has been offering the Co-op Connections Card program since 2008.

The program started with discounts on prescription drugs and then expanded to include other healthy savings discounts on vision, dental, hearing, lab imaging, and chiropractic care. Local co-op members have saved close to \$150,000 on prescription drugs through the years.

A year ago, we upgraded the program so members can get 2-for-1 restaurant deals, discounted movie and event tickets, hotel discounts, and cash-back Internet shopping. During that year, 46 people have saved a total of \$680. It's not a lot, but every penny adds up when you're trying to cut costs.

Most of the members participating in the upgraded program have saved \$1 to \$15. But we have a few big savers we'd like to brag about. One member saved a whopping \$80, and others racked up total savings of \$25 to \$50.

Co-op Connections is part of a national program that has more than 39 million cards in circulation. That makes it one of the largest discount card programs in the country.

With the upgraded program, you don't even need to show

your card to enjoy the discounts. Savings are always within reach through the free mobile app, which is available to download from the Google Play and Apple app stores. Simply visit www.connections.coop/Rock for access to thousands of deals instantly.

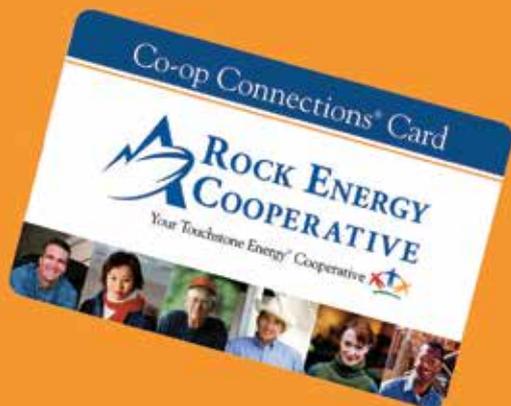
Remember to use Co-op Connections when traveling. You can take your savings with you wherever you go. Just set the mobile app to allow location access, and you'll see all the nearby deals. Traveling is expensive, and this program allows you to cut costs.

One of the best parts is that you can actually watch your savings add up. You can keep track of the money you are saving through your account on our website and through the mobile app.

Here at Rock Energy, we're always coming up with ways to better serve you. Offering Co-op Connections is just one of the many ways that we bring the cooperative difference to you. Go beyond the card and find all the ways to save. Then drop us a note to let us know how much you've saved. We'd love to share that information with other members so they also can take advantage of this great program.

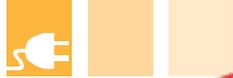
Enjoy the rest of your summer, and please let us know if there's anything we can do to improve our service to you.

GO BEYOND THE CARD.



- 2-for-1 Restaurant Deals
- Discounted Movie & Event Tickets
- Hotel Savings
- Cash-Back Online Shopping
- Prescription Savings
- National Partner Deals
- Savings Tracking

Visit connections.coop/Rock
to learn more!



WARNING

Don't use third-party payment websites

Rock Energy offers lots of ways to pay your energy 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. Details are available at www.rock.coop/autopay.

Direct Debit Many banks offer their 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, Janes-

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NEW PAYMENT KIOSK ADDS CONVENIENCE

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

You can get started by entering 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.

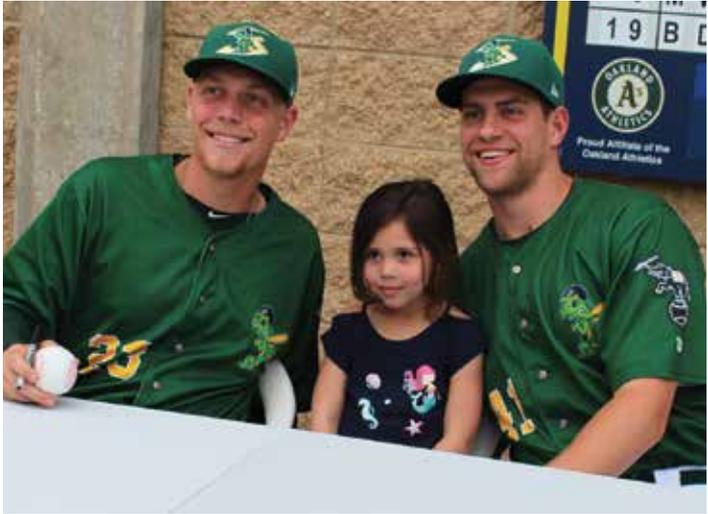
In addition to making payments by cash, check, credit or debit card, you can view your current balance and receive payment confirmation. Payments made at the kiosk will be posted to your account almost immediately.

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.



GREAT NIGHT AT THE BALLPARK

Rock Energy Cooperative members filled the stands at Beloit's Telfer Park on Saturday, June 22, for the annual Rock Energy Night at the Ballpark. Rock Energy members can still buy discounted tickets for Beloit Snappers home games at the Janesville and South Beloit co-op offices. They are \$2 each and can be used during any 2019 regular season game. While you're at the office, pick up a Snappers schedule so you can plan your trip to the ballpark.



MY CO-OP



Paying your bill (Continued from page 20B)

ville, 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 on page 20B.) 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.

Energy Efficiency Tip of the Month

Routinely replace or clean your air conditioner's filter. Replacing a dirty, clogged filter can reduce your air conditioner's energy consumption by 5 to 15 percent.—*Source: energy.gov*



SEE WEBSITE BEFORE INSTALLING SOLAR

If you're thinking about installing a solar generation system on your property, make sure to learn all the facts before signing a contract.

To get started, go to www.rock.coop/distributed-generation. There you will find a list of frequently asked questions, guidelines for technical requirements, our interconnection agreement, and details about our Small Distributed Generation Rate. This information can be provided to potential vendors so they are aware of the cooperative's technical requirements.

If you have any questions after reviewing the information, please call us at 866-752-4550 or email questions@rock.coop.

HAVE A SAFE AND HAPPY LABOR DAY!

Rock Energy Cooperative offices will be closed on Monday, Sept. 2, in observance of Labor Day. We will reopen at 7:30 a.m. Tuesday, Sept. 3. Members can make payments in the drop boxes at both offices throughout the holiday weekend and at the new payment kiosk at our South Beloit office, 15229 Willowbrook Road. Even though our offices are closed, standby crews are always available 24 hours a day. If you need to report a power outage, please call 866-752-4550.



Mark
Your
Calendar!

Member Appreciation Day 2019 Pancake Breakfast

Saturday, Sept. 14 • 8 to 10:30 a.m.

REC Headquarters – 2815 Kennedy Road, Janesville

Watch for details!

Shane Larson, CEO

P.O. Box 1758, 2815 Kennedy Rd., Janesville, WI 53547
P.O. Box 126, 15229 Willowbrook Rd., South Beloit, IL 61080
608-752-4550 • 866-752-4550

Barbara Uebelacker, Editor



**ROCK ENERGY
COOPERATIVE**
Empowering Members Since 1936

IMPORTANT SAFETY NOTICE:

Members' Buried Piping

A federal law administered by the U.S. Department of Transportation (Title 49 CFR 192.16) is important to Rock Energy Cooperative (REC) members with buried natural gas piping.

Buried piping that is owned by the member is typically not maintained by REC. If you have buried natural gas piping, be advised of the following:

- Buried piping that is not maintained may be subject to the potential hazards of corrosion and leakage.
- Buried piping should be:
 - Periodically inspected for leaks.
 - Periodically inspected for corrosion if the piping is metallic.
 - Repaired or removed from service if any unsafe condition is discovered.
- Before excavating near buried piping, the piping should be located and excavating done carefully by hand. Underground locating contractors may assist with locating buried piping. Many plumbing or heating contractors can perform inspections and make repairs to buried piping.

In most cases, REC maintains buried gas piping up to the outlet of the gas meter on your property. **All gas piping beyond this point is the members' responsibility.**

Some examples of buried gas piping that are **NOT** maintained by REC are:

- Buried piping past the outlet of a meter supplying mobile homes.
- Buried piping past the outlet of a meter supplying secondary buildings, such as detached garages and workshops.
- Buried piping past the outlet of a meter supplying additional equipment, such as pool heaters, gas grills, and yard lamps.

If you have questions or need more information, please call our 24-hour Customer Service Center at (866) 752-4550.

AVISO DE SEGURIDAD IMPORTANTE:

Tuberías Enterradas de Clientes

La ley federal administrada por el Transporte de los Estados Unidos (Título 49 CFR 192.16) es importante para los clientes con tuberías de gas natural con Rock Energy Cooperative.

Tuberías enterradas que son propiedad del miembro no es típicamente mantenida por REC. Si usted tiene tuberías enterradas de gas natural, es aconsejado de lo siguiente:

- Tuberías enterradas que no reciben mantenimiento pueden presentar riesgos potenciales de corrosión y fugas.
- Tuberías enterradas deben ser:
 - Periódicamente inspeccionadas de fugas.
 - Revisarse periódicamente en busca de corrosión si son metálicas.
 - Repararse o dejar de utilizarse si se descubre cualquier condición insegura.
- Antes de excavar cerca de tuberías enterradas, la tubería debe localizarse y la excavación debe realizarse cuidadosamente a mano. Los contratistas expertos en localizaciones pueden ayudar a ubicar tuberías enterradas. Muchos contratistas de plomería o calefacción pueden realizar inspecciones y reparaciones de tuberías enterradas.

En la mayoría de casos, REC da mantenimiento a las tuberías enterradas hasta la salida del medidor de gas en su propiedad. **Toda tubería de gas que esta después de este punto es responsabilidad del miembro.**

Algunos ejemplos de tuberías enterradas que **NO** reciben mantenimiento de parte de REC son:

- Tuberías enterradas después de la salida de un medidor que alimentan a casas rodantes.
- Tuberías enterradas después de la salida de un medidor que alimenta a edificios secundarios, como cocheras independientes y talleres.
- Tuberías enterradas después de la salida de un medidor que alimenta a equipos adicionales, como calentadores de piscinas, parrillas a gas y lámparas de jardín.

Si tiene alguna pregunta o necesita más información, llame por favor nuestro centro de 24 horas de servicio de atención al miembro al (866) 752-4550.



Rock Energy Cooperative

Your Touchstone Energy® Cooperative 