

# ROCK ENERGY NEWS

FOR ROCK ENERGY COOPERATIVE MEMBERS

www.rock.coop

April 2018

## SAFETY FIRST!

### Call 811 Before Every Digging Project

More than 40 percent of homeowners who plan to dig for do-it-yourself projects will put themselves and others at risk by not calling 811, a national survey found.

In observance of National Safe Digging Month in April, Rock Energy Cooperative urges all members to call 811 before every digging project so underground utilities can be marked.

Digging without knowing the approximate location can result in serious injuries, service disruptions, and costly repairs if gas, electric, communications, water, and sewer lines are damaged.

The national public opinion survey was conducted by Common Ground Alliance, a national association dedicated to protecting underground utility lines and the safety of people who dig near them.

A separate survey of Rock Energy members in Illinois produced similar results. A total of 88 percent of respondents were familiar with the "Call 811 Before You Dig" program, but only 68 percent actually made the call before digging.

"Calling 811 in advance of any home improvement project that requires digging, even something as simple as installing a mailbox, is critical to preventing incidents



### What Happens When You Call 811?

- Your call is routed to your local One Call Center. That's Diggers Hotline in Wisconsin and JULIE (Joint Utility Locating Information for Excavators) in Illinois.
- Wisconsin requires the call to be made three business days before the start of the project, while Illinois law specifies two business days.
- You will be asked for your digging project's location and description.
- Utility companies will send a pro-

fessional locator to the proposed area to mark any buried lines with flags.

- Wait until your official project start date before beginning to dig to make sure all the utilities have been marked. If your planned work site is marked, don't dig in that area.

- In Wisconsin, your project must begin within 10 days of your official start date. In Illinois, work must begin within 14 days of your locate request and is valid for 28 days.

like service outages or injuries," said Randy Gant, natural gas superintendent at Rock Energy.

Survey respondents who didn't call 811 said they already knew the location of underground utilities because they had made the call before previous projects.

Gant, however, said the call must be made before every digging project. It's required by law, and it's a free service, he added.

"You must call 811 before you dig, each and every time," Gant said.

One survey response showed that the member un-

derstood the dangers of not calling 811.

"We put in a dog fence and tapped in posts about 4 inches," the respondent said. "We called first and proceeded only after having been approved for the intended area.

"SAFETY FIRST!!"

# Co-op Employees Sometimes Work on Your Property

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

Our efforts to ensure reliable energy for you and your neighbors mean we sometimes must work on your property.

You may see us:

- Making routine repairs.
- Restoring power after outages.
- Updating our electric and natural gas distribution system.
- Replacing meters.
- Maintaining vegetation in rights-of-way.
- Locating buried utilities

for construction and digging projects.

- Working to upgrade poles, wires, transformers, and equipment.
- Inspecting 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!

## Energy Efficiency Tip of the Month

Make sure your refrigerator door seals are airtight for maximum energy efficiency. Test the seal by closing the door over a piece of paper (so that it's half in and half out). If you can easily pull the piece of paper out, your seal may need to be replaced or the latch may need to be adjusted.

Source: [energy.gov](http://energy.gov)



## Friendly Reminders

### Newsletter Available Online

You don't have to wait until your statement comes each month to stay informed about what's happening at Rock Energy.

This newsletter, *Rock Energy News*, is available at our web site, [www.rock.coop](http://www.rock.coop), at the beginning of each month. Just click About Us and select Magazines & Newsletters. The site also has local pages of *Wisconsin Energy Cooperative News* and *Illinois Country Living* for easy viewing.

### SmartHub Open Around the Clock

There's no need to leave your home to pay your Rock Energy bill. You can view and pay your bill online.

Just go to [www.rock.coop](http://www.rock.coop) and enter your e-mail and password in the account log-in at the top of every page.

If you are new to SmartHub, you can register as a new user with your account number.

### 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. You can call us at 866-752-4550 between 7:30 a.m. and 4 p.m. weekdays. Or go to [www.rock.coop](http://www.rock.coop) and click Contact Us.



## THE ONE CARD THAT DOES IT ALL!

### DENTAL CARE FOR LESS!

Smile brighter with big savings at thousands of dental locations nationwide. Save 20% to 40%\* on most services from general dentistry to special procedures. Use your card over and over again to keep your teeth sparkling clean!

#### TO LOCATE PROVIDERS:

Go to [www.connections.coop/healthysavings](http://www.connections.coop/healthysavings) and click "Locate Providers."

Enter your zip code to search for providers near you.

Or you can call 800-800-7616 if you have questions or to find a provider.

#### JUST ONE MORE GREAT MEMBER BENEFIT BROUGHT TO YOU BY ROCK ENERGY

This plan is NOT insurance and not intended as a substitute for insurance. The discount is only available at participating locations. \* Actual costs and savings vary by provider, service, and area.

### IT'S SIMPLE!

- 1 Find a participating provider, and present your Co-op Connections Card with the Humana Dental Access logo at your appointment.
- 2 Ask for the calculated discount price.
- 3 You pay the discounted amount and save!

Save the Date!

## Rock Energy Night at the Ballpark

### Saturday, June 16

Beloit Snappers vs. Clinton LumberKings

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