

# ROCK ENERGY NEWS

FOR ROCK ENERGY COOPERATIVE MEMBERS

www.rock.coop

December 2019



## SmartHub Mobile App Gets New Look

Rock Energy has rolled out a new upgrade for the Smart Hub mobile app that will help you get to the features you need quickly and efficiently.

You now can see your usage analysis right up front, and you can contact us with the click of a button right from the home screen.

Outage and billing alerts also are displayed on the home screen, making it easy for us to communicate important information with you. Billing, payment, and other features are available with one click of a button in a new, condensed menu.

If you already have the SmartHub app loaded on your mobile device, it will be updated automatically unless you turned off App Updates. If that's the case, you will receive a

notification that an update is available.

If you're not currently using SmartHub, we encourage you to give it a try. Just visit [www.rock.coop](http://www.rock.coop), click on the link at the top of the page, and register as a new user with your account number, account holder's last name, and email address.

The mobile app can be downloaded for free from the app store on your mobile device.

We also have prepared a list of Frequently Asked Questions so members can learn more about managing their online account. Just go to [www.rock.coop/SmartHub](http://www.rock.coop/SmartHub).

If you have other questions, just call 866-752-4550 during regular business hours and one of our member service representatives would be happy to assist you.



# Scholarships Offered to High School Seniors

Rock Energy Cooperative again is offering scholarships of \$500 to graduating high school seniors who enroll at an accredited school.

Students whose parents or guardians are active members of REC are eligible. In other words, students can apply if their household receives electricity or natural gas from the co-op. The deadline is Jan. 10.

Our independent scholarship committee will judge applicants based on general merit, cooperation, leadership abilities, financial need, and class ranking.

Since 1989, Rock Energy has awarded more than \$107,000 in financial aid to deserving students.

In addition, scholarships of \$2,000 will be awarded through the Thomas H. Moore Illinois Electric Cooperatives (IEC) Memorial Scholarship Program.

They are available to high school seniors who are the sons or daughters of an Illinois electric cooperative member receiving service from the co-op. That deadline is Dec. 31.

Online applications for both scholarships are available at [www.rock.coop](http://www.rock.coop). Just go to the Community & Youth tab and click on Scholarships.

If you have any questions, please call Barbara Uebelacker, communications director, at 866-752-4550 or email her at [barbu@rock.coop](mailto:barbu@rock.coop).

## Energy Assistance Is Available

Assistance programs for families who need help with their energy bills are now open in both Wisconsin and Illinois.

The program's heat and electric assistance is a one-time benefit payment per heating season. The amount depends on household size, income, and energy costs.

To find out what office covers your area, Wisconsin members can call 866-432-8947 or go to [www.homeenergyplus.wi.gov](http://www.homeenergyplus.wi.gov). In Illinois, call 877-411-9276 or visit [www.illinoisliheap.com](http://www.illinoisliheap.com).

In addition, assistance is available through Rock Cooperative Care, the co-op's program that assists members with their energy bills. Go to [www.rock.coop](http://www.rock.coop) for details. Just click on Assistance Programs under Your Account.

## Energy Efficiency Tip of the Month

**Laundry Tip:** Dry towels and heavier cottons separately from lighter clothing. You'll spend less time drying the lighter-weight items.

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



## HOLIDAY LIGHTING SAFETY TIPS

-  Consider purchasing LED holiday lights. They are cool to the touch and more energy efficient than incandescent bulbs.
-  Make sure there are no broken bulbs or damaged or frayed cords. Discard any defective strands.
-  Use holiday lights that include the Underwriter's Laboratories (UL) label.
-  Avoid resting bulbs on tree needles and branches. Try using a clip to keep the bulbs upright.
-  Turn off all indoor and outdoor holiday lighting before leaving the house or going to bed.
-  Do not overload electrical outlets or extension cords.

AMERICA'S ELECTRIC COOPERATIVES

## Co-op Offices Closed for Holidays

Rock Energy Cooperative offices will be closed on Tuesday, Dec. 24, and Wednesday, Dec. 25, in observance of Christmas and Tuesday, Dec. 31, and Wednesday, Jan. 1, for the New Year's holiday.

Members can make payments in the drop boxes at both offices during the holidays and at the new payment kiosk outside 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.

Have a safe and happy holiday season!



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