

ROCK ENERGY NEWS

FOR ROCK ENERGY COOPERATIVE MEMBERS

www.rock.coop

September 2018

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!

New System Helps Us Serve You Better

Installation of New Meters Continues

Technicians are continuing to install new meters, which will help us provide you with better service.

Rock Energy is investing in a new AMI (Advanced Metering Infrastructure) system that requires the installation of new meters. This upgrade will make the system operate more efficiently and improve reliability.

Our current system was state-of-the-art when it was first implemented but is now outdated and no longer supported by the manufacturer.

Installation of new meters started in the South Beloit area in late July and will continue throughout the year.

You will receive a letter about four to six weeks before work will be done at your location.

The new system will allow Rock Energy to respond to outages more quickly because the



meter will notify us if you lose power. It also will result in a more reliable power distribution system, improved billing efficiency, improved system power quality, and more usage data for members.

For more information, visit www.rock.coop/meter-FAQs. The website also has a map that shows the order in which meters will be replaced throughout our service territory.

Member Appreciation Day

Saturday, Sept. 15

Pancake Breakfast, Activities
8 - 10:30 a.m.
Rock Energy headquarters
2815 Kennedy Road, Janesville

Electronics Recycling, Paper Shredding
8 - 11 a.m.
Universal Recycling Technologies
2535 Beloit Ave., Janesville

Details at www.rock.coop



Rock Energy Cooperative members and employees donated thousands of back-to-school items during the co-op's School Supplies Drive in July. The donations were packed into boxes and delivered to 15 area school districts so less fortunate students could start the new school year off right.

Insurance Policies Cover Losses from Power Outages

Rock Energy Cooperative works diligently to make sure your electricity and natural gas is there when you need it. But like all things, nothing is 100 percent guaranteed.

Outages or voltage issues—whether triggered by a storm, lightning, trees, equipment failure, animals, or vehicles hitting power poles—can damage computer equipment, TVs, and other appliances in your home.

These events are out of our control, and Rock Energy Cooperative does not compensate

for any damaged equipment.

However, most homeowner's and business insurance policies cover losses from interruptions caused by lightning, windstorms, and other sources.

Make sure you're familiar with your policy and what is covered. Call your agent if you're not sure about your specific coverage.

You can help protect your own equipment by unplugging it during a storm or power outage and by installing surge protection.

Have a Safe and Happy Labor Day!

Rock Energy Cooperative offices will be closed on Monday, Sept. 3, in observance of Labor Day. We will reopen at 7:30 a.m. Tuesday, Sept. 4.

Members can make payments in the drop boxes at both offices throughout the holiday weekend.

Even though our offices are closed, standby crews are always available 24 hours a day, seven days a week. If you need to report a power outage, please call 866-752-4550.



Did You Know ?

Rock Energy Cooperative's Automatic Bill Payment 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.

Your payment will automatically be deducted from your checking or savings account on the due date.



To get started, go to tinyurl.com/RockAutoPay and download a form. Then bring the form and a voided check or deposit slip to either our Janesville office at 2815 Kennedy Road or our South Beloit office at 15229 Willowbrook Road. The information also can be mailed to Rock Energy Cooperative, P.O. Box 1758, Janesville, WI 53547.

When we receive your request, your banking information will be pre-authorized to ensure an accurate transaction will take place. This process can take up to 30 days. Then your next bill will indicate the amount and date your payment will be deducted from your bank account.

Please give us a call at 866-752-4550 if you have any questions.

**Safe
Electricity.org**

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