

What's Happening

October is National Co-op Month

Celebrated by cooperatives nationwide during the month of October, National Co-op Month is an annual opportunity to raise awareness of a trusted, proven way to do business and build communities.

October is National Cybersecurity Awareness Month

October 9-15 National Fire Prevention Week

Rock Energy Cooperative

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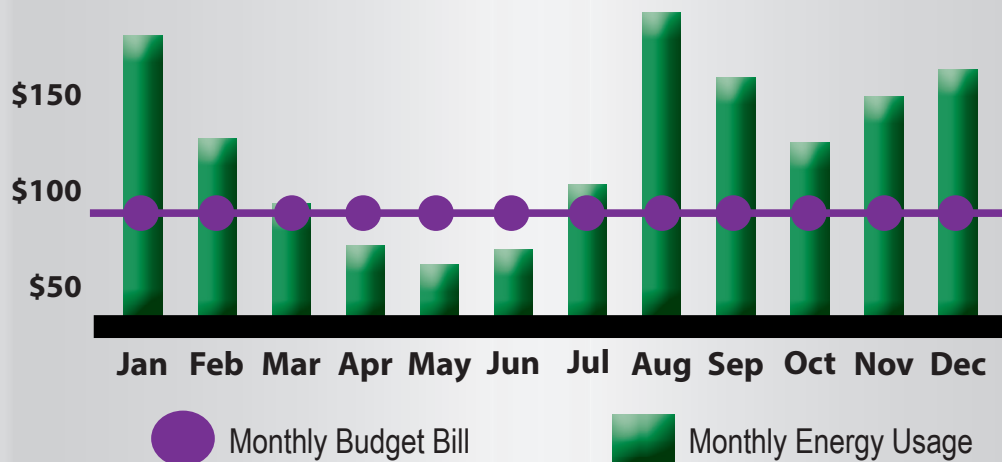
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BUDGET BILLING



BUDGET PAYMENTS RECALCULATION SCHEDULED FOR OCTOBER

Members on Rock Energy's Budget Billing plan will see their monthly payment amounts change with the statement they receive in November.

Budget payments are recalculated twice a year—in October and April—to help ensure that the amount you pay is similar to your true usage. We'll average the amount of energy you used in the previous 12 months to determine your new budget payment.

Also taken into consideration is whether you had a credit or if your budget payment didn't quite cover the amount of energy used in the previous six months. Depending on your actual usage, your future budget amount could increase or decrease.

About 1,300 members are currently enrolled in Budget Billing. If you'd like to join them, our energy services manager suggests that now would be a good time as we approach the winter heating season.

You will pay the same amount each month, avoiding higher than anticipated bills if the weather is exceptionally cold.

You are eligible for Budget Billing if you have received service from the co-op for at least six months and have a good credit history.

Then you can pay your monthly bill however you choose—cash, check, credit card, mail, in person, drop box, or kiosk. Or better yet, sign up for Auto Pay to fully automate your energy payments, assuring that you'll never pay a late fee.

If you would like more information on these programs or want to sign up, please call Member Services at 866-752-4550 between 7:30 a.m. and 4 p.m. Monday through Friday, or email questions@rock.coop.



BUDGET BILLING VIDEO

To learn more, check out Rock Energy's BUDGET BILLING video on our web site. To view the video, scan the QR code above.

October is Cybersecurity Awareness Month

Cybersecurity Awareness Month, every October, is a collaboration between government and private industry to raise awareness about digital security and empower everyone to protect their personal data from digital forms of crime.

In the Energy industry, protecting the nation's complex, interconnected network of power plants, transmission lines and distribution facilities is a top priority for electric cooperatives and other areas of the electric power

industry. A high level of resilience is built into the power supply system to prevent cybersecurity.

From a personal standpoint, individuals can fall victim to cyberattacks through tactics such as phishing and whaling scams, as well as other devious tactics. So, if you haven't already, make sure to educate yourself on security awareness to avoid simple mistakes that may result in serious personal and financial loss.

Here are some Cybersecurity tips to remember:

- Use Two-Factor Authentication
- Look Out for Phishing Scams
- Clicking Without Thinking Is Reckless
- Keep Up With Patches/Updates
- Secure Your Mobile Device
- You're Not Immune - It CAN Happen to You

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Focused on YOU

Electric cooperatives were created to serve their members. Because we're a co-op, we're able to adapt to our community's unique needs. That's the power of co-op membership.



ENERGY EFFICIENCY TIP

Refrigerators

Do not set the temperature colder than necessary. It is important to keep perishable items cold, but not so cold that vegetables lose their freshness. The ideal refrigerator temperature is between 35 and 38 degrees Fahrenheit in the main part of the fridge, with the optimal temperature at 37 degrees Fahrenheit. The refrigerator temperature should always remain under 40 degrees in all sections. Many newer fridges come with built-in digital thermometers to check the temperature of a refrigerator.

