

## What's Happening

**January 10**  
**Rock Energy Scholarship**  
Applications are due by January 10.

**January 15**  
**Martin Luther King Jr. Day**

**January is National Blood Donor Month**  
National Blood Donor Month has been observed in January since 1970 with the goal of increasing blood and platelet donations during the winter months.

### Rock Energy Cooperative

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# Use SmartHub To Access Year-End Reports

It's the start of a new year and time to begin gathering your financial documents in preparation for tax time. Did you know that a record of your energy use is available with a few computer clicks?

Many members want end-of-year reports on the amount they paid for utilities. Instead of the time-consuming process of calling the office to request the information and then waiting for our employees to mail it to you, you can access your account on-line and get what you need using SmartHub, Rock Energy's on-line account management system.

The screenshot shows the 'BILLING HISTORY' page in the SmartHub interface. The account number '123456789 - 123 ROCK RD' is selected. The table below lists three bills:

Account	Billing Date	Paperless	Adjustments	Total Due
Rock Energy Services – 123456789 JOHN DOE 123 ROCK RD BELOIT, WI	11/06/2023	\$188.26 View Bill	\$0.00	\$188.26
Rock Energy Services – 123456789 JOHN DOE 123 ROCK RD BELOIT, WI	10/06/2023	\$90.37 View Bill	\$0.00	\$90.37
Rock Energy Services – 123456789 JOHN DOE 123 ROCK RD BELOIT, WI	09/06/2023	\$120.46 View Bill	\$0.00	\$120.46

A large red watermark 'SMARTHUB REPORT' is overlaid on the table.

## If you aren't familiar with SmartHub, here's how to get started:

- Go to [www.rock.coop](http://www.rock.coop). Click on the red SmartHub button at the top of the page. Select "New User?" in the SmartHub login area. Enter your account number, account holder's last name, and email address.
- Click the "Submit" button, and the registration screen will expand.
- Enter the required security information and click "Submit."
- A registration complete alert will appear, and SmartHub will send a temporary password to the email address you entered.
- Check your email to get your temporary password, click "Login," and enter your email address and temporary password. Then create a new password.

When using SmartHub, you will continue to receive a paper statement each month, unless you enroll in our paperless billing program.

Not only does SmartHub have many useful features, but it is completely free of charge! If you need assistance getting started, just call our office at 866-752-4550 during regular business hours.

# Keep Your Pipes & Meter Clear

Rock Energy Cooperative workers are always careful on the job, but they appreciate clear paths to meters, transformers, and other co-op equipment on your property.

## METERS/EQUIPMENT

Keep firewood, snowdrifts, and other obstacles away from meters and other equipment. If snow and/or ice blocks any of these items, it can cause significant damage, and it can be very dangerous as well. Keeping these items free from snow and ice will ensure a safe environment for workers when or if they need access to the area in order to ensure proper and efficient operation of all equipment.



## PIPES

Also remember to clear snow away from furnace intake and exhaust pipes. These pipes on the outside of your house are sometimes just a few inches off the ground and can be buried by snowdrifts. If snow covers part of the pipe, exhaust could begin to back up into your home. That exhaust contains carbon monoxide and other harmful gases. High levels of carbon monoxide in your home can lead to sickness and even cause death. When clearing snow from your meter and pipes, avoid using a snow blower. Instead, gently remove snow and ice from the area using a light broom or your hand.



Representatives from Rock Energy Cooperative recently met with Orfordville Fire Protection District Chief Ryan Perkins to present the fire protection district with a Community Safety Grant, funded by unclaimed capital credits. The grant was used to acquire a new Sensit Gold G2 Gas Detection Instrument, a portable gas leak detector and confined space monitor, ideal for natural gas or propane gas leak location. Pictured above, the Rock Energy Community Safety Grant is presented to Perkins (center). It was presented by Derik Roth (left), Rock Energy District 7 Board Member and Clark Schoonover (right), Rock Energy District 6 Board Member and Board Chairman.

# Rock Energy Scholarship

# HURRY!

Application Deadline is  
**JANUARY 10!**

Scan QR  
code to  
apply!



Rock Energy Cooperative again is offering scholarships of \$1,000 to graduating high school seniors who enroll at an accredited school.

Students whose parents or guardians are active members of REC are eligible. Our scholarship committee will judge applicants based on general merit, cooperation, leadership abilities, financial need, and class ranking.

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

Also, beginning in 2024, Rock Energy scholarship recipients are eligible to possibly receive a second-year \$1,000 scholarship if they meet certain criteria. The second-year scholarship information and eligibility criteria will be provided to 2024 scholarship winners after they are selected.

**The application deadline is Jan. 10.**

For questions, please contact Jonas Berberich at 866-752-4550, or [jonasb@rock.coop](mailto:jonasb@rock.coop).



## REC OFFICES CLOSED FOR NEW YEAR'S

Rock Energy Cooperative offices will be closed on Monday, Jan. 1, for the New Year's holiday. Members can make payments in the drop boxes at both offices throughout the holiday weekend and at the payment kiosk outside our South

Beloit office, 15229 Willowbrook Road. Even though our offices are closed, standby crews are available. If you need to report a power outage or natural gas incident, please call 866-752-4550.