



A MESSAGE FROM:
Shane L. Larson,
Chief Executive Officer



Rock Energy Responds After Tornado Touches Down In Member Service Areas

More than 30 buildings, power lines and other structures in Rock and Green counties were damaged Thursday, Feb. 8, in the early evening as two tornadoes (officially) touched down. One of the two tornadoes cut through some of Rock Energy's service areas, as the city of Evansville and the townships of Sumner, Albion and Porter were hit the hardest, according to the Rock County Emergency Management office. You can see the damaging aftermath of the storm in the picture below and the pictures on pages 18B-18C.

The top priority here at Rock Energy is the safety of our employees and our members, and fortunately, almost miraculously, no injuries were reported from this extremely dangerous weather event.

I am very proud of the entire Rock Energy team for their efforts in response to the tornado, as our crews were on sight

investigating the scene as soon as it was safe to be there.

In Rock Energy service areas, both Highway 14 and Highway 59 had been closed in the area (due to the tornado) that night and the next day. Both lanes of Highway 14 at North Tolles Road were temporarily closed because of debris blocking the road. Both lanes of Highway 59 from Tolles Road to Highway H were temporarily closed due to power lines and other debris on the road. Around 40 agencies have helped the area as impacted residents recover. Overall, there was nearly \$2.5 million in damage across Rock County.

In closing, I want to remind our members, once again, about the importance of safety when it comes to storms and downed electrified equipment and power lines. Please remember to stay away from them, and let Rock Energy take care of the situation.



Pictured here - multiple power poles were downed along Highway 59 in Edgerton, WI by a tornado that occurred on Thursday, Feb. 8. To the right of the road is a damaged barn and home of a Rock Energy member. (This image was captured from Rock Energy down footage.)

Tornado Rips Through Rock County

Lines, Poles & Equipment Down Rock Energy Responds

On Thursday, Feb. 8, in the early evening, two tornadoes touched down in southern Wisconsin, including one that traveled through some of Rock Energy's service areas. All told, 458 Rock Energy members in Wisconsin were affected by the tornado in the co-op's service areas of Porter, Dunkirk, Albion, Center, and Fulton townships. The tornado did significant damage, including taking down power poles and lines, leaving some residents without power. Rock Energy crews responded to the tornado-damaged areas and began working as soon as it was safe to do so.

"We assessed the amount of damage and how widespread it was immediately," said Rock Energy Operations Manager Chris Tullar. "We isolated areas that needed extensive amount of work and we figured out how much line needed to be patrolled before re-energizing anything. We didn't want to energize a line that could possibly be laying on the ground. In situations like this, we always try to get the power on for as many members as we can before we focus on more complex repairs. 911 calls take priority, and we try and respond as quickly as we can to those types of calls."

Tullar said the co-op knows that when the power goes out, members want the problem to be fixed quickly, but he also said that safety needs to be a top priority when dealing with storm-damaged lines and other equipment.

"We do everything we can to restore power as quickly as possible, but bad storms can make it difficult and sometimes it takes time to make large-scale repairs, such as we experienced with this tornado," said Tullar.

Tullar reiterated the importance of safety when it comes to severe storms that damage electrified equipment, especially downed power lines.

"If you see a downed power line after a storm, never go near it," Tullar said. "Always assume a downed line is energized and dangerous. Call us immediately and wait for our utility crews to arrive to make sure power is off."



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- Chris Tullar, Rock Energy Operations Manager

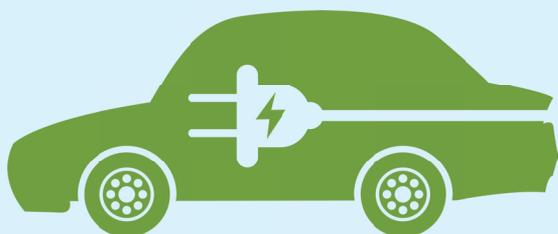


Pictured here is an image captured from drone footage showing widespread damage at a Rock Energy member's residence on Highway 59 in Edgerton due to the tornado that touched down on Feb. 8. Pictured on page 17, a Rock Energy crew works to repair damaged power lines at the same residence.



General Service Rate & Demand Threshold

Nearly all residences participate in Rock Energy's General Service rate, which stipulates a maximum demand threshold for participation. Demand (kW) is determined by the highest 15-minutes of energy usage during the month and is displayed on members' bills as Distribution Demand. Below is what you should know about the demand threshold and how it effects the general service rate.



As our world is becoming more electrified, the demand for energy continues to increase. With that said, some items require significantly more demand than others, such as:

- Electric Vehicles
- Electric Heat
- Heat Pumps
- Electric Water Heaters
- On-demand Electric Water Heaters

WHY THE RATE?

When a member begins to utilize high energy demand items, their home's demand can increase (maybe significantly), and therefore they may exceed their current electric rate threshold. If that happens and a member is moved to a new rate, it does not mean that their bill is going to increase, it simply means that their service will be billed differently. In fact, many residences that are required to participate in a different rate save money due to the way they consume energy.

WHY AM I BEING MOVED?

When a member exceeds the general service's maximum demand threshold of 20 kW, they are informed by letter that they have exceeded the limits of their rates demand requirements and will in future months participate in an alternate rate which corresponds with their increased level of demand.

ON THE RISE

While only a small percentage of residences have exceeded this limit, the percentage is on the rise. Again, its not something to be weary of, but instead, something to be conscious of.

(All rates are subject to change at any time.)

Shane Larson, CEO

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Jonas Berberich, Editor



Pipelines Deliver NATURAL GAS Safely

Rock Energy Cooperative operates about 180 miles of natural gas main in northern Illinois with more than 8,300 natural gas services.

Pipelines are the safest and most economical method of transporting natural gas, according to the National Transportation Safety Board. Federal pipeline safety code mandates that Rock Energy and other distribution systems comply with tough requirements for design, construction, testing, inspection, operation, and maintenance from the point of connection to the meter on your house. Natural gas is completely safe when used properly.

The information below will help you and your families stay safe around natural gas.



How can I recognize a natural gas leak?

- **BY SMELL:** Natural gas is colorless and odorless, but gas providers add a chemical that makes it smell like rotten eggs so a leak can be easily detected. It is extremely important that you call us as soon as you smell the gas and not wait several hours or days before calling.
- **BY SOUND:** A hissing or roaring sound coming from a natural gas line might be a sign of a leak.
- **BY SIGHT:** If you see unexplained dead grass, natural gas might be leaking. Dirt or debris blowing in the air or water bubbling in a puddle, pond, or creek are other signs.

If you have any questions about natural gas safety, we would be happy to provide you with further information. Just call us at 866-752-4550.

You also can visit:

www.rock.coop
www.call811.com
www.illinois1call.com

What should I do if I suspect a leak?

If you smell a strong odor:

- Leave the area immediately.
- Do not use the telephone or cell phone until you reach a safe location away from the suspected leak. Then call Rock Energy at 866-752-4550 to report the location.
- Do not light a match or turn on or off any switches, flashlights, garage door openers, or other appliances as an electric arc might ignite the gas.

How can I prevent pipeline damage?

- Call 811 before you dig or excavate to avoid hitting a natural gas pipeline or other buried utility line. State law requires people to call at least two days before any digging project. Utilities then will send a representative to the site so all underground lines can be marked.
- Remember that Rock Energy maintains buried gas pipes up to your meter. All pipes beyond that are the member's responsibility and should be periodically inspected for corrosion and leaks.

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