

ROCK ENERGY NEWS

FOR ROCK ENERGY COOPERATIVE MEMBERS

www.rock.coop

April 2020

Annual Meeting Postponed; Lobbies Closed

Taking into consideration the health and well-being of our members, Rock Energy has made the difficult decision to postpone the annual meeting that was scheduled for Monday, March 30, and temporarily close office lobbies.

“The decision to postpone the annual meeting was not made lightly, but we felt it was in the best interest of our members, employees, and the commu-

nity to err on the side of caution in light of the coronavirus pandemic,” said Shane Larson, chief executive officer.

Details about the rescheduled meeting are in the planning stages and will be announced when finalized.

Beginning March 18, lobbies at both our Janesville and South Beloit offices are closed in an effort to protect the health of our members and employees.

Please visit www.rock.coop regularly to learn when the lobbies will reopen.

You also can register to receive important email messages from Rock Energy by clicking on “Sign Up for Our Emails” at the top of our website.

Concern for Community is one of the seven cooperative principles that

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Always Pick Up the Phone Before the Shovel

National Safe Digging Month Raises Awareness to Underground Dangers

Spring is finally here!

With the snow melted and the ground ready for planting, eager homeowners are gearing up to start those outdoor digging projects.

Before you reach for the shovel, remember to call 811, the national call-before-you-dig number, to ensure that your buried utility lines are marked.

The designation of April as National Safe Digging Month is a reminder that our land is made up of a complex underground infrastructure of pipelines, wires, and cables.

Striking an underground line while digging can cause serious injuries, disrupt service to an entire neighborhood, and result in fines and repair costs.

A call must be placed to 811 before every digging project, from simple landscaping projects like plant-

ing trees or shrubs, to building a deck or installing a mailbox.

Every six minutes an underground utility line is damaged because someone decided to dig without first calling 811.

Don't become part of the statistic—make sure to call!

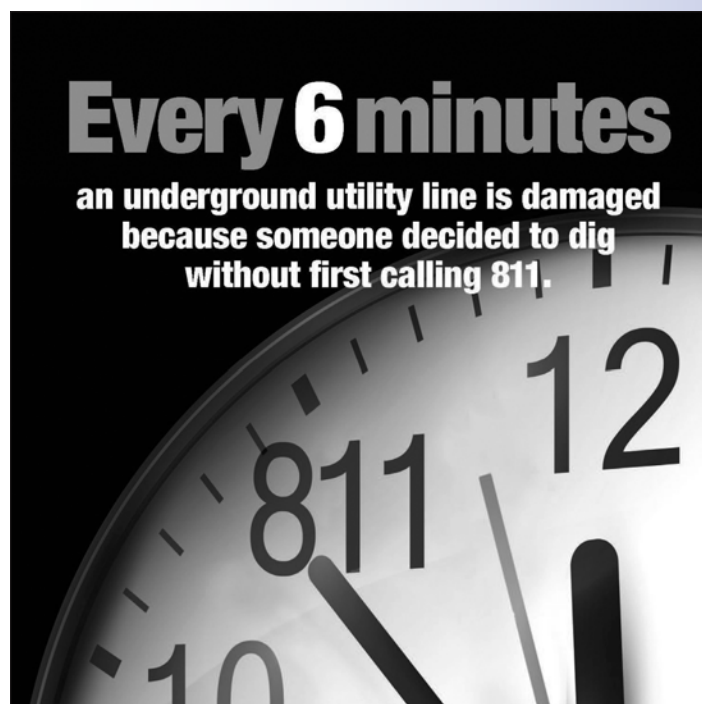
Here's what happens when you call 811:

- Your call will be routed to your local One Call Center. That's Diggers Hotline in Wisconsin and JULIE (Joint Utility Locating Information for Excavators) in Illinois.

- Wisconsin requires the call to be made three business days before the start of the project, while Illinois law specifies two business days.

- A representative will ask for the location and description of your digging project.

- Utility companies servicing the area then will



send a professional locator to the proposed area to mark any buried lines with flags: red for electric; yellow, gas or petroleum; orange, communications; blue or purple, water; and green, sewer or drainage.

- Wait until your official project start date before beginning to dig to make sure

all the utilities have been marked. If your planned work site is marked, don't dig in that area.

- In Wisconsin, your project must begin within 10 days of your official start date. In Illinois, work must begin within 14 days of your locate request and is valid for 28 days.

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guide all co-ops, and we believe this action will help keep everyone safe during this pandemic.

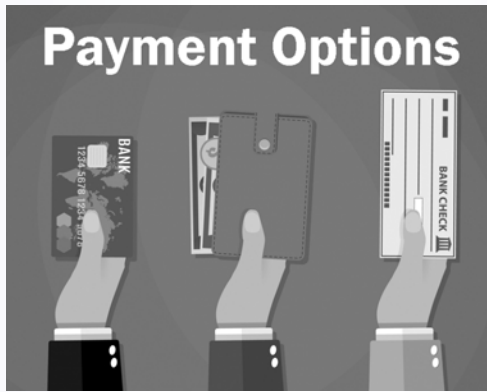
Rock Energy is dedicated to doing what we can to fulfill our civic duty and live up to the trust that our members place in us to bring them safe, affordable, and reliable energy.

Even though our offices are closed to outside visitors, Rock Energy remains open for business. Members can still call us to report power outages, and our member services representatives are ready to answer your questions.

Members will not be able to visit our lobbies to pay their energy bills until further notice, but there are still many ways to make payments.

• **SmartHub:** Visit www.rock.coop to pay your bill online. Log in from any page on our website. If you're new to online account management, you'll need to sign up for SmartHub as a new user.

Please note that our payment processor charges a \$3.95 convenience fee for all credit card and electronic check payments to Rock Energy. The maximum payment



for each transaction is \$500. Rock Energy does not set this fee or receive any portion of it. If you need help with SmartHub, just call 866-752-4550 during regular business hours and one of our member service representatives will be happy to assist you.

• **Phone:** Call 866-752-4550 between 7:30 a.m. and 4 p.m. Monday through Friday or 855-201-3304 after hours to make a payment using a credit card, debit card, or check. Please note that our payment processor charges a \$3.95 fee for each of these transactions. Rock Energy does not set this fee or receive any portion of it.

• **Drive-Through Drop Boxes:** They are located as you exit the parking lots at

both offices. Please don't leave cash in the boxes.

• **Direct debit:** Many banks offer their customers the ability to make payments online directly from their checking or savings accounts. Please check with your financial institution to find out more about its online payment programs.

• **Kiosk:** A PaySite kiosk is located outside the main entrance to our South Beloit office, 15229 Willowbrook Road. You will need to enter your account number or scan the bar code on your statement.

Cash, checks, credit cards, and debit cards are accepted at the kiosk. There is no fee for making cash or check payments, but our payment processor charges a \$3.95 convenience fee for credit and debit card payments. Please note that the kiosk does not give change, so the full amount of cash deposited will be posted to your account.

• **Mail:** Send your payment to P.O. Box 3081, Milwaukee, WI 53201-3081. Please don't mail cash.

Thank you for helping to protect others, particularly those who are most vulnerable to infection and severe disease.

Co-op Employees Sometimes Work on Members' Property

Rock Energy Cooperative employees and contractors work throughout our service territory, including on the rights-of-way and easements, and across your private property and driveways.

Our efforts to ensure reliable energy for you and your neighbors mean we sometimes must work on your property.

You may see us:

- Making routine repairs.
- Restoring power after outages.
- Updating our electric and natural gas distribution system.
- Replacing meters.
- Maintaining vegetation in rights-of-way.
- Locating buried utilities for construction and digging projects.

• Working to upgrade poles, wires, transformers, and equipment.

• Inspecting lines, power poles, transformer boxes, and equipment.

Field work, except emergency power restoration, is conducted during normal working hours, 7:30 a.m. to 4

p.m. Monday through Friday. Every effort is made to avoid damage and unnecessary intrusion.

If you have concerns about our work on your property, contact Rock Energy at 866-752-4550.

We appreciate your cooperation!

Offices Closed on Good Friday

Rock Energy offices will be closed on Friday, April 10, in observance of Good Friday. 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.

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.

Energy Efficiency Tip of the Month

This spring, consider using a rain barrel to save energy. Rain barrels capture rainwater from a roof that can be used later for watering your lawn, garden or indoor plants.



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