

Rock Energy News

FOR ROCK ENERGY COOPERATIVE MEMBERS

www.rock.coop

July 2020

ROCK ENERGY NEWS

August 2020

What's Happening

Send your current email to info@rock.coop for a chance to win a \$25 bill credit!

Aug. 11
National Safe Digging Day
Remember to call 811 before any digging project.

Sept. 5
Labor Day
Offices closed, but crews available for outages.

Oct. 5
84th Annual Meeting
Visit www.rock.coop for details.

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www.rock.coop
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Editor

Value of Electricity Continues to Shine

Think about everything in your home that's plugged in right now: lamps, TVs, computers, printers, gaming consoles, music and video players, various appliances, and plenty more.

The power you receive from Rock Energy Cooperative keeps you connected to the modern world.

Electricity is so much a part of our daily routine that we take it for granted without stopping to think about what a tremendous value it is.

Along with everything else, the cost of electricity has increased over the years. But its cost has not gone up as much as some other items.

Since 2014, rent, medical care, and education costs have increased at rates of 2.6 percent or more each year. Electricity costs, however, have risen just 0.4 percent a year.

When it comes to value, electricity is a clear winner, and Rock Energy is always looking for ways to work with you to make its value even better. We promote energy efficiency and technology designed to give you more control over your energy use, so you can live within your budget.

That's going to become more important as our use of digital devices and Internet-connected technologies increases.

ELECTRICITY REMAINS A GOOD VALUE

Cost of electricity is just one of many factors that impact your overall cost of living. Looking at price increases over the last five years, it's clear electricity remains a great value.

Category	Annual Price Increase 2014-2019
Electricity	0.4%
Rent	3.7%
Medical Care	3.0%
Education	2.6%

Source: U.S. Bureau of Labor Statistics

Newsletter Gets New Look

Starting this month, Rock Energy News has a new format to bring you information about your co-op every month. We hope you enjoy the updated design with full-color photos and graphics.

Watch for next month's newsletter redesign

Rock Energy News, this newsletter that's delivered each month with your energy statement, will have a new look beginning with the August issue.

You'll still find energy-efficiency advice, safety tips, and lots of co-op news.

But the new format will feature an updated design with full-color photos and graphics. Also included will be a What's Happening section that lists upcoming co-op events.

Save Energy and Money With These No-Cost Tips

The cost of keeping your home cool during the dog days of summer can make up a large portion of your electric bill. You can stay cool and save money with these energy-efficiency tips.

- Set your thermostat to 78 degrees when you're home. For every degree the thermostat is raised during the summer, you can save 4 percent to 8 percent on cooling costs.

- Close blinds and drapes during the day to keep heat out. Of course, keep your windows shut when running the air conditioner. It also helps to lock the windows to create a tighter seal and reduce air leakage.

- Make sure not to block the air flow around your air-conditioner's compressor, which needs 2 feet of clearance so it can run efficiently. Planting flowers and shrubs too close makes the unit work harder.

- Make sure your ceiling fans are set to turn in a counterclockwise direction. This will create a cool breeze. But remember that ceiling fans cool people, not rooms, so turn them off when you leave a room.

- Electronic devices such as cable boxes, printers, and TVs use power

Summer Energy-Saving Tips



NO-COST TIPS

Close blinds and drapes during the day to keep heat out.



Set your thermostat to 78 degrees when you are home. Set it to a higher temperature when you're away.



Turn off lights and ceiling fans when you leave a room.

even when they're turned off. Plug them into power strips to turn off during vacations or long periods without use. Switching off a power strip is much easier and faster than unplugging everything.

- Learn to love your microwave and grill. Firing up your oven won't make your air conditioner's job any easier.

- Make sure floor registers are not blocked with rugs, drapes, or furniture to avoid wasting energy and money.

- If you have an attached garage, keep the overhead door down. A cooler garage will help save energy.

Stay Connected with Rock Energy to Win \$25 Bill Credit

Would you like a chance to win a \$25 credit on your Rock Energy Cooperative statement?

Of course, you would!

It's easy to enter the drawing that will help you stay informed about Rock Energy. All you have to do is send us

your email.

Each month, we'll randomly select a member's email address to receive the bill credit. The winner will be notified by email.

We won't load your inbox with unnecessary spam or provide your information to

anyone for any reason.

We just want to communicate information like energy-saving advice, safety tips, co-op events, and other details to you in a timely manner.

Send your email address to info@rock.coop to enter into the monthly drawing.

Send your current email to info@rock.coop



for a chance to win a \$25 bill credit!

Warning: Don't Use Third-Party Payment Websites

Rock Offers Many Options to Pay Your Bill

Members have many options when it's time to pay their Rock Energy bill, but co-op officials recommend avoiding third-party payment processing websites.

The co-op has received calls from members concerned that they received late fees because their bills were not paid in a timely basis through a website called doxo.

Doxo pops up if you use a web browser to search for Rock Energy bill payment. When members click on the doxo site, they are taken to a web page that has the Rock Energy logo, address, phone number, and email link. Doxo, however, is not affiliated with Rock Energy.

Often, these third-party sites charge additional service fees and do not always make the payment on the same day, which could result in your payment being late and your power being disconnected.

Rock Energy is not affiliated with any third-party payment service. However, we help our members simplify their bill-paying experience by offering a wide range of payment options.

SmartHub

SmartHub is Rock Energy's online account management system. When you pay your energy bill through SmartHub, your account is credited on the same day. If you're not using SmartHub, you can register by visiting www.rock.coop. The free app for computers and mobile devices is easy to use and offers many features to manage your account. Our payment processor charges a \$3.95 convenience fee, which is passed on to members. Rock Energy does not set this fee or receive any portion of it.

Auto Pay

Our automatic bill payment option 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,

Have a Safe, Happy Independence Day!

Rock Energy Cooperative offices will be closed on Friday, July 3, in observance of Independence Day.



Members can make payments in the drop boxes at both offices during the holiday weekend and at the kiosk outside our South Beloit office, 15229 Willowbrook Road.

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.

which is available to all members, including those who are signed up for budget billing. Go to www.rock.coop/autopay for details.

Direct Debit

Many banks offer customers the ability to make payments online directly from their checking or savings accounts. Some even allow you to schedule future payments. Rock Energy does not charge a fee for these payments. Check with your financial institution to find out more about its online payment programs.

Mail

You can mail your payment to P.O. Box 3081, Milwaukee, WI 53201-3081, or use the self-addressed envelope that comes with your bill. Please don't mail cash.

In Person

Payments usually may be delivered in person to either of our offices. However, this option hasn't been available because our lobbies have been closed to the public since the coronavirus pandemic started appearing in our area in March.

Drive-Through Drop Boxes

You can drop off payments in our drive-through drop boxes that are located as you exit the parking lots at both offices. Please don't leave cash in the boxes.

Payment Kiosk

We have installed a PaySite kiosk outside 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. Rock Energy does not set this fee or receive any portion of it. Please note that the kiosk does not give change, so the full amount of cash deposited will be posted to your account.

Phone

We have a dedicated phone line for members who want to pay by phone. You can call 844-252-5268 toll-free. Payment can be made using a credit card, debit card, or check. Please note that our payment processor charges a \$3.95 convenience fee for each of these transactions. Rock Energy does not set this fee or receive any portion of it.

Budget Billing

No matter how you choose to pay, you can even out your energy costs by choosing our budget billing program. We will bill you the same amount each month to make budgeting your money easier. To find out more, go to www.rock.coop/budgetbilling.

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