



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



# Going Beyond The Bill With SmartHub

**S**martHub is Rock Energy's online account management system. The free app for computers and mobile devices is easy to use and offers many features to provide members with secure account management right at their fingertips. With SmartHub, you can: Check your usage, contact our office, pay your bill, receive account notifications, sign up for paperless billing, end-of-year reports and much more.

If you're not familiar with SmartHub, below you will find some questions that you might have, along with answers to those questions.

## **Q: How do I sign up for SmartHub?**

**A:** Go to [www.rock.coop](http://www.rock.coop) and click on the red SmartHub button at the top of the page. Then, if you are already enrolled, enter your current log-in information and password. If you are new to online account management, register as a new user with your account number, account holder's last name, and email address.

## **Q: Is the app secure?**

**A:** Yes. All critical information is encrypted during every transaction, and no personal information is stored on your mobile device. However, mobile devices allow you to store your log-in information. If you choose to store your user ID and password, any person who has access to your phone can access your account. We recommend that you do not store your log-in information on your mobile device.

## **Q: Do I have to buy the app?**

**A:** No. The SmartHub app is free to download and install.

## **Q: Do I have to change the way I pay my bill to use SmartHub?**

**A:** No. You can take advantage of all the features of SmartHub and continue to pay your bill as you currently do.

## **Q: Is there a fee for making a payment through SmartHub?**

**A:** Yes. Our payment processor charges a \$3.95 convenience fee for each transaction. Rock Energy does not set this fee or receive any portion of it. Once you submit a payment via SmartHub, it cannot be reversed. However, if you want to pay electronically and avoid the convenience fee, you can pay through Direct Debit. You can also sign up for AutoPay/EFT to pay without a fee. Many banks offer their customers the ability to make payments online directly from their checking

## Check & Report Power Outages With SmartHub

- Yes, you can report a power outage with SmartHub!
- You can use SmartHub to check for outages in your area; view the Rock Energy outage map; and see if your residence is included in an outage.
- This is a great feature, especially if you rely on a home medical device that needs electricity to run. In this scenario, if the power goes out, just go to the SmartHub app on your phone and report the outage.
- Using SmartHub will also help you avoid busy phone lines during high-demand situations, as it is designed to streamline the outage reporting process, making it easier for users to communicate issues to the co-op.
- To report an outage using SmartHub, click on the "Report Power Outage" link on the left side of the home page.

or savings accounts. Some even allow you to schedule future payments. Please check with your financial institution to find out more about its online payment programs

## **Q: If I enroll in SmartHub, will I still receive a paper copy of my bill in the mail?**

**A:** Yes. Unless you enroll in our paperless billing program, you will continue to receive a paper statement each month.

## **Q: How do I sign up for notifications?**

**A:** In the "Settings" drop down menu, click "Manage Notifications." Select preferred notification methods and fill out the appropriate notification information. Click "Save" to continue. If you have multiple accounts, it will prompt you to indicate which account you want to be notified about.

## **Q: Who do I contact to report technical difficulties when using SmartHub?**

**A:** During regular business hours, 7:30 a.m. to 4 p.m. Monday through Friday, call our Member Services Department at 866-752-4550.

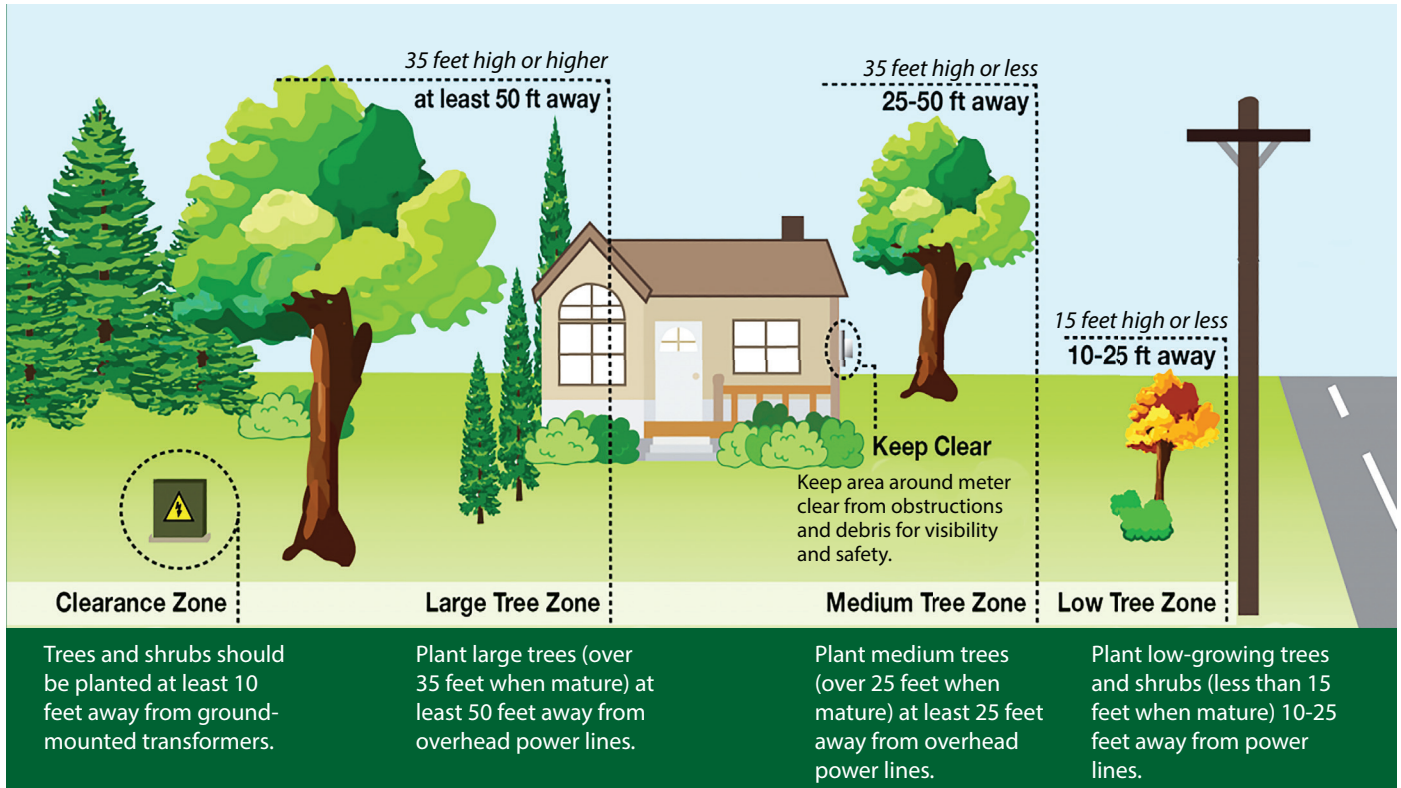
*As always, I want to thank you for allowing us to be your energy provider. If we can do anything to improve our service, please let us know.*

# Planting Safety Requires Attention To Detail

**B**efore planting new trees to improve the look of your yard, you will need to keep a few things in mind. For instance, don't plant near underground utility services, because roots can grow and interfere with underground pipes, cables, and wires. Also, keep areas around electric meters, transformers, or other electrical equipment free of

any vegetation that could limit utility service access. Below you will find a visual "Safety Guide" for planting near and around your home, power lines and transformers.

*REMINDER: Before digging, always call 8-1-1 to have underground utility lines marked so that accidental contact, damage, and injuries can be avoided.*



## Natural Gas Safety - Detect Gas, Leave Fast

### How can I recognize a Natural Gas leak?

#### SOUND

An unusual hissing, roaring, or whistling sound along a natural gas line or coming from an appliance might signify a leak.

#### SMELL

Gas providers add a chemical that makes natural gas smell like rotten eggs so any leaks can be easily detected.

#### SIGHT

Unexplained dead grass, bubbling water, and blowing dirt near a meter or along the pipeline route are signs of a leak.

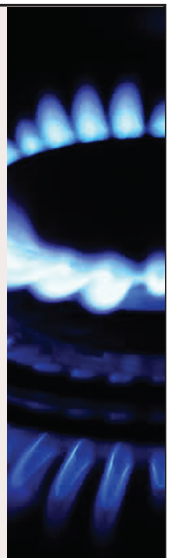
If you detect a nature gas leak, leave the area immediately and contact Rock Energy when it is safe to do so. If you have any questions about natural gas safety, call us at 866-752-4550. We also encourage you to visit the web sites below to get more information about pipeline safety.

Rock Energy: [www.rock.coop](http://www.rock.coop) Call 811: [www.call811.com](http://www.call811.com)

Diggers Hotline: [www.diggershotline.com](http://www.diggershotline.com)

JULIE (Joint Utility Locating Information for Excavators): [www.illinois1call.com](http://www.illinois1call.com)

National Pipeline Mapping System: [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)



With summer just around the corner, it's time to think about the costs associated with cooling your home, which can make up a large portion of your summer energy bills. Stay cool and save money with these energy-efficiency tips:



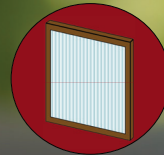
Use solar lights to brighten up your outdoor space. Solar lights are easy to install, they are low maintenance and they provide free electricity.



On hot days, avoid using the oven; cook on the stove, use a microwave or grill outside.



Turn off lights and ceiling fans when you leave a room. Fans cool people, not rooms.



Replace disposable air filters (or clean permanent filters) once a month to maximize efficiency.



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



Install a programmable thermostat to easily adjust the temperature when you are sleeping or away from home.



Seal cracks and openings to prevent warm air from leaking into your home.



Schedule regular maintenance for your cooling equipment to maximize efficiency.



Spring & Summer Energy Savings  
Rock Energy Cooperative

# VIDEO

## SPRING & SUMMER Energy

### \$\$ Savings \$\$

0:03 / 2:30

Check out Rock Energy's "Spring & Summer Energy Savings" video for useful tips to help you increase energy efficiency and save on your energy bill as the heat begins to rise. To watch the video, just scan on the QR Code here.

ROCK ENERGY COOPERATIVE

# Co-op Employees Sometimes Need to Work on Your Property

As your energy provider, it is Rock Energy Cooperative's responsibility to maintain the miles and miles of electric lines and pipe lines that bring you electricity and natural gas. To do that, we must periodically access rights-of-way to ensure the reliability of your power and natural gas services. Our efforts to ensure reliable energy for members and our members' neighbors means we sometimes must work on your property.

A right-of-way is a legal right of passage over another person's property. When it comes to your power and natural gas services a right-of-way, sometimes called an easement, is held by Rock Energy to access the cooperative's equipment and materials on your property.

Rock Energy understands that some of our members prefer to lock entrances to their properties. Those members can grant the co-op access with a gate code or by having Rock Energy add a co-op lock to their chain.



Above, Rock Energy workers access a padmount transformer at a residential home in one of the co-ops service areas.



Pictured here, electric line work is conducted by a Rock Energy crew on a member's property.

Why would Rock Energy need to work on your property? Here are some reasons why:

- Routine repairs.
- Remove or trim trees.
- Update electric or natural gas distribution systems.
- Locate buried utilities.
- Upgrade poles, wires, transformers, other equipment.
- Maintain vegetation in right-of-way.

Field work, unless an emergency, happens during regular business hours from 7:30 a.m. to 4 p.m., Monday through Friday. If you have questions about Rock Energy working on your property, please feel free to contact us at 866-752-4550.



## REC OFFICES CLOSED MEMORIAL DAY

Rock Energy (REC) offices will be closed and REC personnel will be out on Monday, May 25, in observance of Memorial Day. 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 a natural gas incident, please call 866-752-4550.

## Capital Credits To Appear On June Statements

Each year, your board of directors decides whether to retire capital credits based on the co-op's financial health. Rock Energy's ability to retire capital credits reflects the cooperative's strength and financial stability.

Your June statement this year will show your share of the co-op's 2025 earnings, as well as your overall capital credits balance, which represents your equity in the co-op. That money is used to maintain and upgrade the system and repay associated indebtedness.

### Shane Larson, CEO

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P.O. Box 126, 15229 Willowbrook Rd., South Beloit, IL 61080  
866-752-4550

### Jonas Berberich, Editor



# MEMORIAL DAY

## REMEMBER AND HONOR

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Memorial Day is a time to pause and remember the brave men and women who made the ultimate sacrifice while serving our country. Their courage and dedication helped secure the freedoms we enjoy every day.

As a member-owned electric cooperative, we are proud to serve a community built on those same values of service, sacrifice and commitment to one another. This Memorial Day, we encourage our members to take a moment to reflect, honor our fallen heroes, and spend time with loved ones.

**From all of us at your electric cooperative, we wish you a safe and meaningful Memorial Day.**

