

What's Happening

July 4

Independence Day

Rock Energy offices will be closed Tuesday, July 4, in observance of Independence Day. However, in case of an outage or natural gas incident, we can be reached at 866-752-4550.

July 15

National Pet Fire Safety Day

July is National Ice Cream Month!!



Rock Energy Cooperative

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South Beloit, IL 61080

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Shane Larson
Chief Executive Officer

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Editor

MEMBER APPRECIATION DAY

Pancake Breakfast

Saturday, Aug. 5 / 8:30 a.m. to 10:30 a.m.

Rock County Fairgrounds - Craig Center

(1301 Craig Ave., Janesville, WI)

ACTIVITIES

- Prize Wheel
- Bounce House
- Face Painting
- Balloon Figures
- Bucket Truck Rides
- & More!



NOTE: There will not be "Electronics Recycling" or "Document Shredding" at the this year's event. For information about electronics recycling in Wisconsin and Illinois, please scan the QR codes here:

ILLINOIS



WISCONSIN



BEWARE OF THIRD-PARTY BILL PAYMENT SERVICES

Some on-line payment services legally publish information about Rock Energy Cooperative and other utilities on their website. However, not all the information they publish is accurate. If you conduct a "Google" search for "Rock Energy bill payment" (or something similar), one of the most prominent results to show up is doxo.com, which is a third-party payment company. The doxo.com payment page at times even displays the Rock Energy logo and contact information as a way to market its on-line bill payment service to potential customers. Rock Energy is **NOT** affiliated with doxo.com, so please be aware of this if you're paying your bill on-line.

The screenshot shows the doxo.com website interface. A red circle highlights the doxo logo in the top left corner. A blue banner at the top reads "If you see this logo, you are NOT on Rock Energy's website." The main heading is "Rock Energy Cooperative". Below it, a blue bar says "Pay your Rock Energy Cooperative bill". A large red warning overlay reads "USE EXTREME CAUTION IF YOU SEE THIS WEBSITE". The page features a payment form with a "Pay Your Bills Securely with doxo" button. Below the form, it lists payment methods: Apple Pay, VISA, MasterCard, DISCOVER, and BANK. A list of features includes: "Never miss a due date with reminders and scheduled payments", "Real-time tracking and bill history", and "Pay thousands of billers directly from your phone". A disclaimer at the bottom states: "Clicking on links on third-party payment websites is not an accurate way to confirm that you are being sent to the actual REC website; even though it may seem you are being directed to REC's website, that may not be the case. Payments made through third-party websites are not credited to REC member accounts until REC actually receives them—there are usually payment delays. REC is not responsible for lost or delayed payments made through third-party websites."

ROCK ENERGY IS **NOT** AFFILIATED WITH DOXO.COM

- Because the cooperative is not affiliated with doxo.com and has not authorized them to use our logo and information, using this site can lead to mistakes (like a payment being sent to the wrong organization) and/or an interruption in electric service.
- Often, third-party sites charge additional service fees and do not always make timely payments, which could result in lengthy delays in your payment getting to Rock Energy.
- **BOTTOM LINE:** The most affordable, safe and secure form of payment is SmartHub, Rock Energy's on-line bill payment site. SmartHub is a website and mobile device app that makes it easy to view and pay your electric bill with your computer, smart phone or tablet. Rock Energy offers several secure payment choices. To see all of the payment options, click on the video QR code to the right.

If you have questions about paying bills on-line, please do not hesitate to call one of our Member Service representatives at 866-752-4550.

The video player shows a QR code for the Rock Energy Kiosk. The text on the video reads: "New Rock Energy Video: PAYMENT OPTIONS". Below the QR code, it says: "Rock Energy Kiosk", "Located just outside the entrance to the South Beloit Office", "Visit any time day or night.", and "Pay using cash, electronic checks, credit and debit cards." A "SCAN ME" button is visible. Below the video, a caption reads: "Rock Energy offers many different ways for you to pay your bill. Whether you would like to pay on-line or in-person, our newest video covers all of the different payment options that are available for you to use."



REC OFFICES CLOSED JULY 4th

Rock Energy offices will be closed and REC personnel will be out on Tuesday, July 4 in observance of Independence Day. Members can make payments in the drop boxes at both offices during the holiday 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.