

# ROCK ENERGY NEWS

## What's Happening

**July 4**  
Independence Day

**July 15**  
National Pet Fire  
Safety Day

**June 1 - July 4**  
Fireworks Safety  
Month



**Rock Energy  
offices closed on  
Friday, July 4th  
for Independence  
Day.**

### Rock Energy Cooperative

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## Keep Clear Path To Pad-mounted Transformers

Pad-mounted transformers (big green boxes) for underground electrical services change voltage from higher levels to voltages people use in homes. High-voltage electricity flows through transformers (inside the casing), which is why Rock Energy Cooperative wants to remind its members that a safe distance away from them should always be maintained. In addition, members should keep a clear path to transformer boxes on their property in case co-op employees need to access them.

While overhead power lines are mounted on utility poles and substations are protected by security fences, pad-mounted transformers, switch boxes and pedestals are at ground level.

In many newer subdivisions and residential developments, overhead lines are no longer an option. While members might not often see technicians working on the transformers, they are regularly inspected by co-op crews riding through neighborhoods.

It's important to not landscape near co-op equipment, so workers can safely make repairs when needed. The co-op needs at least 10-foot clearance at the opening side of a pad-mounted transformer.

Never touch, climb, or play on pad-mounted transformers. Never put fingers, sticks, or other objects through cracks in the transformer.



Keep areas surrounding the transformer clear so workers can safely maintain the transformer as needed. Keep shrubs and structures at least 10 ft. away from the transformer doors and 4 ft. away from the sides.



Never dig near a transformer. They are surrounded by underground cables. Hitting the cable could result in electrical shock or disruption of service. Call 8-1-1 before you dig.



Report problems. If you notice anything amiss, like an unlocked transformer or one that has been damaged, please contact us immediately at 866-752-4550.



Approximately 4 feet of open space is preferable at the rear and on the sides of the metal housing. We also encourage public works and transportation departments to keep their equipment, supplies and road debris at least 15 feet away from pad-mounted transformers. That distance allows for tool use, including 8-ft hot sticks used to work with energized equipment. It also ensures that one or two technicians have space to maneuver if problems occur.

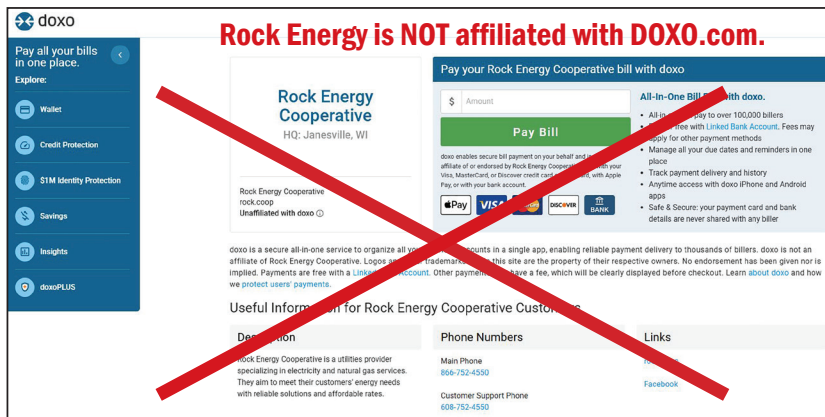
### Going To Dig? Call 8-1-1 First

Pad-mounted transformers are connected to primary high-voltage lines, and secondary lines can extend in several directions to distribute power to homes and businesses. That's why it's important to call 8-1-1 before planting shrubs or trees, setting fence posts, installing sprinkler systems and digging where it might damage underground lines. You should call 8-1-1 at least two full business days before you dig for a site assessment and marking before proceeding with projects that might disrupt utility service.

# Watch Out For Third-Party Billing 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.



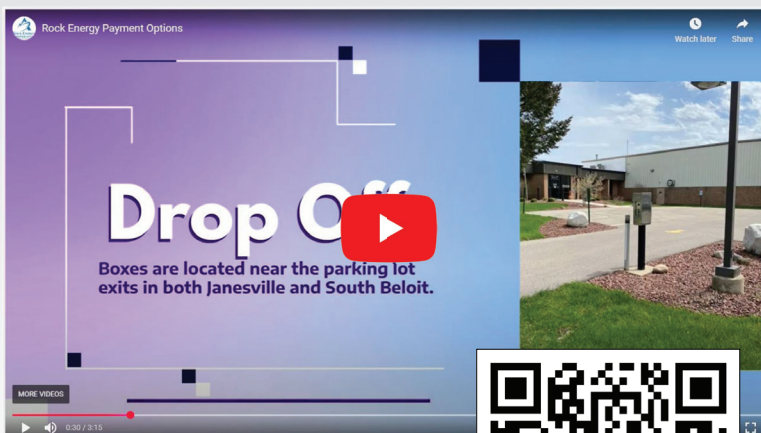
- Clicking on links on third-party payment websites is not an accurate way to confirm that you are being sent to the actual REC website; even though it may seem you are being directed to REC's website, that may not be the case.
- Payments made through third-party websites are not credited to REC member 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 below/left.

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.

## PAYMENT OPTIONS - Video



**SCAN QR CODE TO  
WATCH THE PAYMENT  
OPTIONS VIDEO**



## REC OFFICES CLOSED FOR 4th OF JULY

Rock Energy offices will be closed and REC personnel will be out on Friday, July 4 in observance of Independence Day. Offices will reopen on Monday, July 7. 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.