

ROCK ENERGY NEWS

FOR ROCK ENERGY COOPERATIVE MEMBERS

www.rock.coop

May 2020

We're All in This Together

Our commitment to serve you with safe and reliable energy at an affordable cost has never been stronger.

In light of the coronavirus pandemic, we have taken steps to keep energy flowing to your homes and businesses while maintaining the health and well-being of our employees and our members.

Here are some of the things we've done:

- Temporarily suspended disconnections and penalties for late payments until further notice to help members who are suffering financially. Even though service will not be disconnected, members are encouraged to pay their energy bill as they can in order to avoid a larger balance in the future.
- Postponed the annual meeting that was scheduled for March 30. Details about the rescheduled meeting are in the planning stages and will be announced when finalized.
- Closed our lobbies to prevent the spread of germs. Instead of paying your



One thing that is certain in uncertain times – **OUR COMMITMENT** to you and the local communities we serve.

bill in person, we're encouraging you to use our drop boxes, online and phone payment options, kiosk, and the postal service.

- Limited face-to-face contact by having some office employees work from their homes.
- Staggered the shifts of outside

workers so they're not all in the warehouse at the same time.

- Required crew members to ride in individual trucks to maintain the 6-foot social distancing rule.
- Provided lineworkers and gas technicians with safety masks to wear if they need to enter members' homes or businesses.
- Upgraded our cleaning and disinfecting routines.
- Made better use of technology to communicate with each other.
- Ensured that we have the needed materials and equipment by constantly monitoring the supply chain.

Please visit www.rock.coop

regularly for news about the co-op related to the pandemic.

You also can stay informed by registering to receive important email messages from Rock Energy by clicking on "Sign Up for Our Emails" at the top of the website.

Stay safe and healthy!

Co-op Members Need Your Help During Pandemic

The coronavirus pandemic has affected the lives of thousands of Rock Energy Cooperative members, and many are suffering financially. They've lost their jobs or had their incomes significantly reduced as businesses close temporarily and, in some cases, permanently.

Members are having difficulty making their rent or mortgage payments, providing food for their families, and paying their energy bills. They need as-



sistance, and you can help!

To help them get through this temporary hardship, please consider donating to Project Lift Up, the co-op's vol-

untary member donation program that helps your neighbors in need. Money given to Project Lift Up helps fund Rock Cooperative Care, our program that assists Rock Energy members with their energy bills. All money donated stays right here in the community.

Just as the name suggests, Project Lift Up helps give people a financial lift. In the process of giving, your spirit also will be lifted. "Neighbors Helping

(Continued on back)

Co-op Members Need Your Help

(Continued from front)

Neighbors” is how we describe the program.

Project Lift Up was designed as an easy way for members to make small monthly donations by rounding up their energy bill to the nearest dollar. Members also can choose to add a set monthly amount to their bill or make a one-time donation.

Most contributions come in the form of pennies, nickels, dimes, and quarters when co-op members round up the amount they pay.

Considered separately, that spare change might seem insignificant. But when combined with other donations, that small amount of money can make a big difference in people’s lives.

Participating is easy with four options available:

- Round your energy bill

up to the nearest whole dollar amount. If your bill is \$83.23, you would pay \$84, contributing 77 cents. The most you could donate would be \$11.88 per year.

- Add \$1 each month to your budget billing plan. If you choose this option, your annual donation would be \$12.
- Add a set contribution

each month. For example, \$5 could be added to your monthly statement for an annual contribution of \$60.

- Make a one-time only donation. The amount you select will be added to your next statement.

If you already participate in the program, you can help members get through this cur-

rent crisis by adding a one-time donation to your generous contribution.

Please help members who are financially affected by the pandemic by including this form with your payment or submitting it electronically at www.rock.coop. You can cancel at any time by calling our office at 866-752-4550.

Yes, I want to make a gift to Project Lift Up!

(Choose only one option.)

- Round up my monthly energy bill to the nearest whole dollar.
- Add \$1 each month to my budget billing plan.
- Add a monthly donation of \$_____ to my energy bill. (Please enter dollar amount.)
- Add a one-time donation of \$_____ to my next energy bill.
- I already am enrolled in Project Lift Up but want to add a one-time donation of \$_____ to my next energy bill.



Name: _____

Address: _____

Phone Number: _____ Email Address: _____

Signature: _____

Account Number: _____ Date: _____

You can mail this form with your payment or put it in the drive-through drop box at our office.



Celebrate Veterans During Military Appreciation Month

While looking ahead to Memorial Day at the end of the month, Rock Energy Cooperative hopes you will pause to reflect on the sacrifices of our country’s veterans and their families.

We are especially thankful for those who gave the ultimate sacrifice so that we can enjoy the freedoms we have today.

May is Military Appreciation Month, and in the words of John F. Kennedy, “As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.”

At Rock Energy, we are grateful to have veterans with-

in our ranks and are proud to serve veterans and their families within our local communities.

Not only do we pause on Memorial Day to remember the sacrifice and service of those who gave all, but the month also holds several other military anniversaries and events, including Military Spouse Appreciation Day on May 8, and Armed Forces Day on May 16.

In observance of Memorial Day, Rock Energy offices will be closed on Monday, May 27. Please join us in taking a moment to show your appreciation to a veteran—not just this month, but every month.

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