



Rock Energy Cooperative

2815 Kennedy Road • P.O. Box 1758
Janesville, Wisconsin 53547-1758
(608) 752-4550 • (866) 752-4550
Fax: (608) 752-6620
www.rock.coop

Dear Prospective Member:

Thank you for contacting Rock Energy Cooperative for new service.

Established in 1936, Rock Energy is a not-for-profit utility distributing safe and reliable electricity and natural gas to more than 27,000 meters across our nine-county service area in southern Wisconsin and northern Illinois. We are dedicated to providing members with the highest quality service at the lowest possible price.

This packet contains all the information you need to apply for electric and/or natural gas service. Details about electric installation can be found in the [Electric Service Standards](#) document. Natural gas details are available in the [Natural Gas Service Manual](#).

Please complete the enclosed application and return it along with the required documents by any of the following means:

Email:	NewMember@rock.coop	
Fax:	(608) 752-6620	(815) 389-9100
Mail:	Rock Energy Cooperative P.O. Box 1758 Janesville, WI 53547	Rock Energy Cooperative P.O. Box 126 South Beloit, IL 61080
Drop off:	2815 Kennedy Road Janesville, WI	15229 Willowbrook Road South Beloit, IL

For information about pricing, please contact our office at 866-752-4550.

We are looking forward to meeting your energy needs. If you have any questions, please call us at 866-752-4550 between 7:30 a.m. and 4 p.m. weekdays.

Sincerely,

Rock Energy Cooperative

INSTRUCTIONS FOR SERVICE

A “Request for Residential Electric and Natural Gas Service” application is required for all Electric and Natural Gas services. The application must be signed, dated, and include your Tax ID or SSN. (Keep a copy for your records)

The following **must** accompany the completed, signed and dated application for further processing:

- “Electric and Natural Gas Service Agreement” signed and dated. (Keep a copy for your records)
- Sketch of member-owned facilities to be included (see attached example).
- Attach recorded copy of certified survey map or platted lot and lot corners staked.
- Expose or locate (with staking, flagging and/ or other durable marking) the physical location of any member-owned underground facilities, i.e., wells, septic, underground tanks/ fuel lines, drain tiles/ downspouts, member-owned wires, sprinkler systems and yard lighting.
- Appropriate inspection form for electric services, completed by the local Electrical Inspector.

Site Sketch and Meter Location Requirements:

- A. Mark a “G” for your proposed natural gas meter location with a measurement from the nearest corner of the dwelling.
- B. Mark an “E” for your proposed electric meter socket/ pedestal location with a measurement from the nearest corner of the dwelling.
- C. Show all decks, pools, wells, septic system, underground tanks/ fuel lines, drain tiles/ downspouts, member-owned wires, sprinkler systems, yard lighting, etc.

Procedures for processing request for service:

1. All new applicants are subject to the REC Deposit Policy. This will require a “soft” credit check to determine whether a deposit is required to set up services. This credit check will not affect your credit scores. If a deposit is required, you will be contacted by Member Services and said deposit must be paid before further processing will occur.
2. At the member’s request, co-op personnel will provide you at time of field visit with a copy of an estimated cost for services. You will receive an invoice from the Accounting Department within 3-5 business days after initial visit. This invoice must be paid prior to service(s) being installed.

Installing and Energizing your Service:

1. Your electric service will be energized after we receive payment for any required credit deposits, a paid invoice for line extension costs, the meter socket and site are in accordance with Rock Energy’s Electric Service Standards, and an approved Electrical Inspection.
2. Your Natural Gas Service will be installed:
 - a. After we receive payment for any required credit deposits, a paid invoice for line extension costs, the equipment and site meet the standards in Rock Energy’s Natural Gas Service Manual.
 - b. We will turn on the natural gas after Rock Energy receives a completed, signed and dated Natural Gas Disclosure Statement. Although the disclosure is included in this packet, it is not to be returned until the criteria detailed on the document, is complete.



Request for Residential Electric and Natural Gas Service

Homeowner and Site Information					
Last Name		First Name		Middle Initial	SS #/Fed. ID
New Service Address/Fire Number & Street			City / State / Zip		
Existing Mailing Address/Fire Number & Street			City / State / Zip		
Daytime Phone Number	Evening Phone Number		Email Address		
Check One City Town Village		City/Town/Village Name		Subdivision Name	Lot Number
County	Square Footage of Dwelling		Dwelling Type (Check One) Single Family Multi-Unit		Number of Units
Billing Information					
Who should be billed for electric/gas installation? Builder/Contractor Homeowner			Who should be billed for electric/gas usage during construction? Builder/Contractor Homeowner		
Contractor Information					
Builder/Contractor Name		Contact Person Name		Federal Tax ID Number	
Address/Fire Number # & Street			City / State / Zip		
Daytime Phone Number	Evening Phone Number		Email Address		
Electrical Contractor		Work Phone Number		Cell Phone Number	
Heating Contractor		Work Phone Number		Cell Phone Number	
Electric Service Requirements					
Service Amps: 100 200 320 Other:			Service Type: Overhead Underground		
Distributed Generation: Yes No			Voltage: 120/240 Other:		
List any electric devices that may significantly impact electrical consumption (e.g. instant water heaters, motors, electric vehicles, air compressors):					
Natural Gas Equipment					
Heating	Quantity	BTUs	Water Heater	Quantity	BTUs
Range	Quantity	BTUs	Dryer	Quantity	BTUs
Water Heater Instantaneous	Quantity	BTUs	Other (Generator, Pool, Heater, etc.)	Quantity	BTUs
Approval and Acceptance					
I have reviewed the information listed above, attest to its accuracy, and approve of its submission.					
Homeowner/Responsible Party Signature		Homeowner/Responsible Party Printed Name		Date	
Accepted by Rock Energy Cooperative (REC) / For Office Use Only					
Member Account No.	Electric WO No.	Gas WO No.	Map Location		
REC Representative Signature		REC Representative Printed Name		Date	

Electric and Natural Gas Service Agreement

1. The owner/responsible party understand(s) and agree(s) that prior to installation of underground electric lines or natural gas piping, the owner/responsible party shall have established the final grade of the route and that after installation of the line the grade shall not be increased or decreased more than 6" without the approval of Rock Energy Cooperative (REC). If applicant is not the owner, the applicant is responsible for obtaining such agreement in writing from the owner(s) and providing it to the Cooperative, at no expense to the Cooperative.
2. Easement: Right of Access
 - a. The owner/responsible party grant to the Cooperative the right to clear for installation and maintenance of its overhead and/or underground electric line or gas piping and to use any necessary equipment in, on and across the above described land, along highways and along fence lines thereon, and to extend such lines along or near property lines of such premises as may reasonably be necessary to extend service to future applicants for such service, and to permit the attachment of communication lines and equipment owned by others. If applicant is not the owner, the applicant is responsible for obtaining such an agreement in writing from the owner(s) and providing it to the Cooperative, at no expense to the Cooperative, unless it has previously been provided to the Cooperative.
 - b. The owner/responsible party jointly with other owners/responsible parties on the same extension shall, without cost to the Cooperative, maintain a right-of-way, which the Cooperative has the right to clear, adequate for the extension and along a route approved by the Cooperative.
 - c. If requested by the Cooperative, the owner/responsible party shall grant to the Cooperative an easement in recordable form conveying the rights and privileges in (a) and (b) above. If applicant is not the owner, the applicant is responsible for obtaining the easement in writing from the owner and to providing it to the Cooperative, at no expense to the Cooperative.
3. The owner/responsible party individually and jointly agree(s) to indemnify and hold harmless the Cooperative from all claims against the Cooperative because of any injury, disease or death sustained by reason of any act, omission or negligence of the owner/responsible party, or any agent, employee or subcontractor thereof.
4. This agreement shall become effective when acceptance of the application has been signed on behalf of the Cooperative.
5. The owner/responsible party is subject to the Cooperative's rates, bylaws, policies, rules and regulations.
6. The owner/responsible party is responsible for notifying the Cooperative of contaminated media (soil, groundwater, etc.) that may be present on the premises prior to Cooperative commencing installation or extension of service. The Cooperative reserves the right to consider alternate service routes, if necessary, to avoid contaminated media. The owner/responsible party may be held liable for additional costs incurred by the Cooperative if contaminated media is encountered during the installation of service.

If contaminated media is encountered during the installation or extension of service, the Cooperative shall terminate the installation or extension of service and notify the owner/responsible party. The owner/responsible party is responsible for reporting the discovery of contamination to the appropriate agencies and managing the contaminated media generated during the installation of service.
7. The Cooperative agrees to furnish, and the owner/responsible party agrees to take and pay for, utility service in accordance with provisions and rates; subject to all applicable rules of the Cooperative, including, but not limited to, terms and conditions on this page hereof; until such time as the owner/responsible party discontinues service or elects to make a written application for service under a different schedule. Such election, however, may not be exercised within a one-year period from the date of this application.
8. Owner/responsible party understands that once meters are set, billing will begin.
9. Owner/responsible party understands that upon transfer of demand billed accounts, the owner/responsible party who is responsible for the property at the time of the coincident peak, will be the party responsible for the monthly demand charge.
10. All property of REC, which includes, but is not limited to the meter and transformer, shall remain the property of REC, and shall not be modified or altered in any way. Any modification or alteration could be extremely dangerous and is illegal.

Trench Marking Agreement

The owner/responsible party agrees the Cooperative will dig, trench, plow or bore on the property located at the above address for the installation of utility services. Utility rates are based on rough grade construction, meaning the Cooperative will backfill and smooth over any excavations that the Cooperative performs. *Final restoration, grass seeding, watering and mowing are the responsibility of the owner/responsible party.*

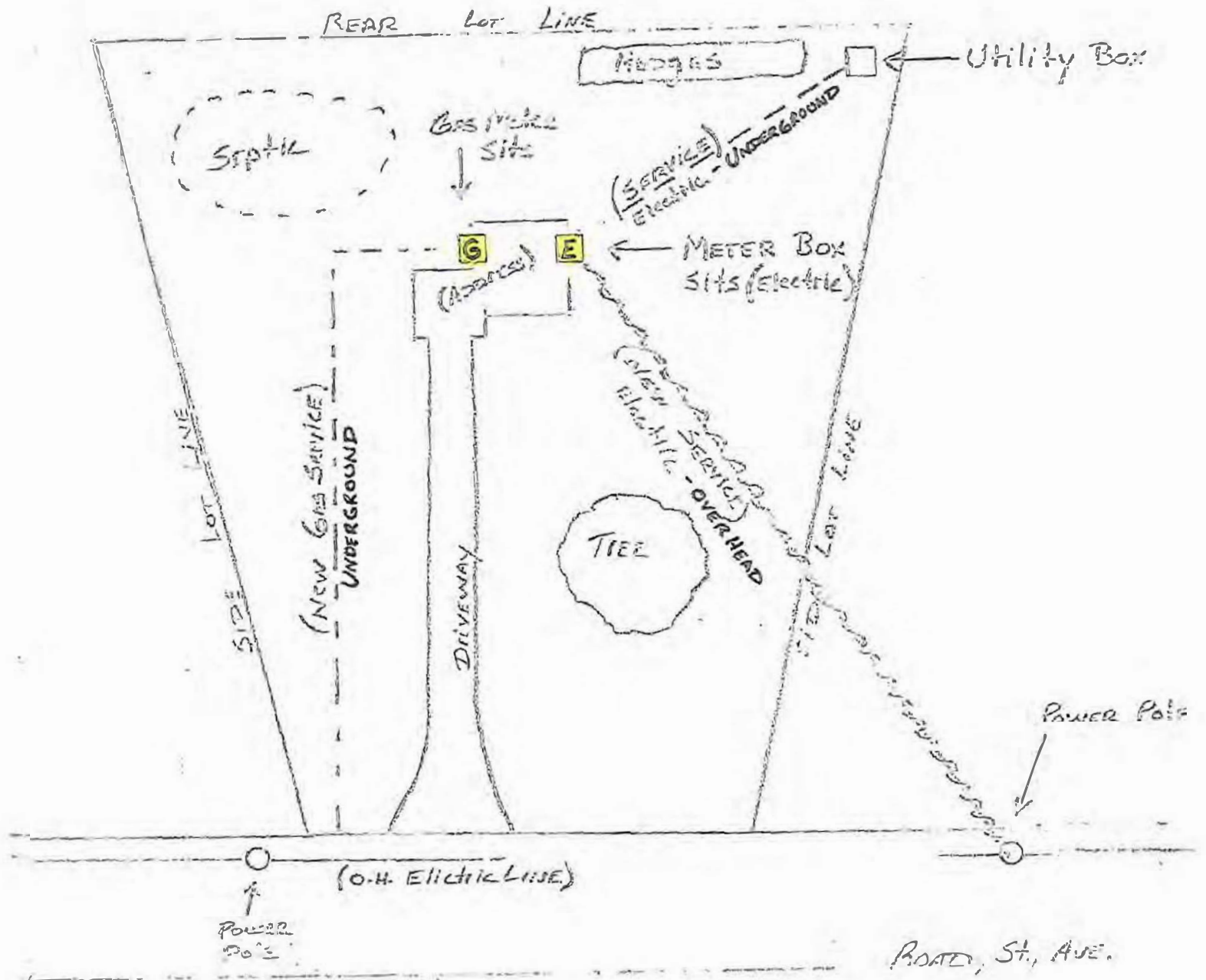
Prior to digging, trenching or boring, the Cooperative will identify the route of the proposed excavation. The Cooperative will notify other utility owners to facilitate the marking of existing underground utilities, including electric, telephone and cable TV.

The owner/responsible party agrees to physically mark the location of any and all owned obstacles that lie underground within ten feet of proposed excavation. Such obstacles include, but are not limited to, septic and sewer systems, buried wires for out-buildings or decorative lighting and LP gas lines. The owner/responsible party shall mark the location of all of these obstacles with stakes or flags or by painting the ground. The owner/responsible party hereby accepts any and all responsibility for damage to, or damage done by striking, any such underground obstacle which they have failed to mark correctly.

Approval and Acceptance

I understand and agree to the terms and conditions as listed above in the Electric and Natural Gas Service Agreement.

Owner/Responsible Party Signature _____ Printed Name _____ Date _____



EXAMPLE: Building Site Sketch and Meter Location



RESIDENTIAL SERVICE INSTALLATIONS

The following items need to be completed prior to Rock Energy energizing your new electric service:

- Application completed and returned.
- Property within 6 inches of final grade.
- Member supplies a 10 ft wide (minimum) route clear of construction material, trees, and/or brush.
- Electric meter socket installed meeting the following conditions:
 - Meter socket approved by Rock Energy and meets mechanical, voltage, and current requirements for your installation.
 - Residential meter socket to include meter horns (minimum) or lever bypass (preferred)
 - Meter socket to be equipped with terminal block connectors for REC conductor.
REC does not use compression fittings.
 - Underground service meter pedestals shall be mounted where the center of the meter will be 3' (minimum) to 4' above final grade while the bottom of the pedestal is 18" below final grade
 - Overhead service meter sockets shall be mounted so the meter is 5' (+/- 6") above final grade.
 - Grounding shall conform to Rock Energy Cooperative's Grounding Standards. Rock Energy **requires** all bonding conductors to be installed **external** of service equipment or metering equipment enclosures. **THE GROUNDING CONDUCTOR BETWEEN THE MEMBER'S SERVICE DISCONNECT AND THE GROUND RODS SHALL NOT PASS THROUGH THE METER SOCKET, INSTRUMENT TRANSFORMER CABINETS, OR THE UTILITY PORTION OF A METER MAIN PEDESTAL.**
- Meter socket inspected and approved by Authority Having Jurisdiction.

After the above criteria is met, we will conduct a field visit to measure the service routes, then create and send you an invoice for installation. Once we receive a paid invoice, we will move the project to our construction calendar. After the project moves to the construction calendar, services are generally installed within 2 – 3 weeks.

IDENTIFICATION OF METERS

For multiple metering installations, each meter position shall be marked with the address or unit number of the location served on the outside of the socket or by the breaker. This marking shall also be placed on the corresponding distribution panel(s). The external marking shall be a **permanent self-sticking brass or engraved rigid plastic label with minimum ½ inch block letters or numbers**. A permanent marking shall also be inside the meter socket base in a visible location when the cover is removed. Rock Energy will not install meters until this requirement is met.

COMMERCIAL USAGE

All commercial accounts and all residential accounts with more than 7 kw of commercial load, will be placed on a rate schedule requiring demand billing. For more information on demand billing, go to our website at rock.coop under the *member services* tab, *billing*, *demand charge*.



Rock Energy Cooperative Natural Gas Disclosure Statement (IL only)

Important Notice: This Disclosure Statement must be signed, dated and returned to Rock Energy Cooperative prior to the natural gas service being turned on at the address below.

Property Owner: _____ Phone Number: _____ - _____ - _____

Address of Gas Meter: _____

The above owner is requesting REC turn on the natural gas service at the above address. The following are the terms and conditions associated with turning the service on. **After the meter is set, the owner is responsible to complete the following prior to sending in the Disclosure Statement:**

- Piping completed from the meter to their appliances
- Pressure test
- External piping painted to protect from corrosion
- Pipe passing through wall wrapped without seams or folds
- Comply to all plumbing codes
- Member underground piping must be preapproved by REC

The member is subject to trip charges for services rendered after the initial attempt is made to turn the meter stop on by Rock Energy. The meter stop will be left off and locked if it does not pass a creep test. Any subsequent trips to the above location, beyond the initial service call, will be subject to fees and charges. Should the above natural gas service fail to pass an REC inspection, which will include a gas creep test, REC is required to issue a Caution Card. In addition, REC may require the above owner to furnish a completed and signed Piping Statement and/or approval from the County Plumbing Inspector. The owner is responsible for any and all costs that result beyond the owner's shut-off.

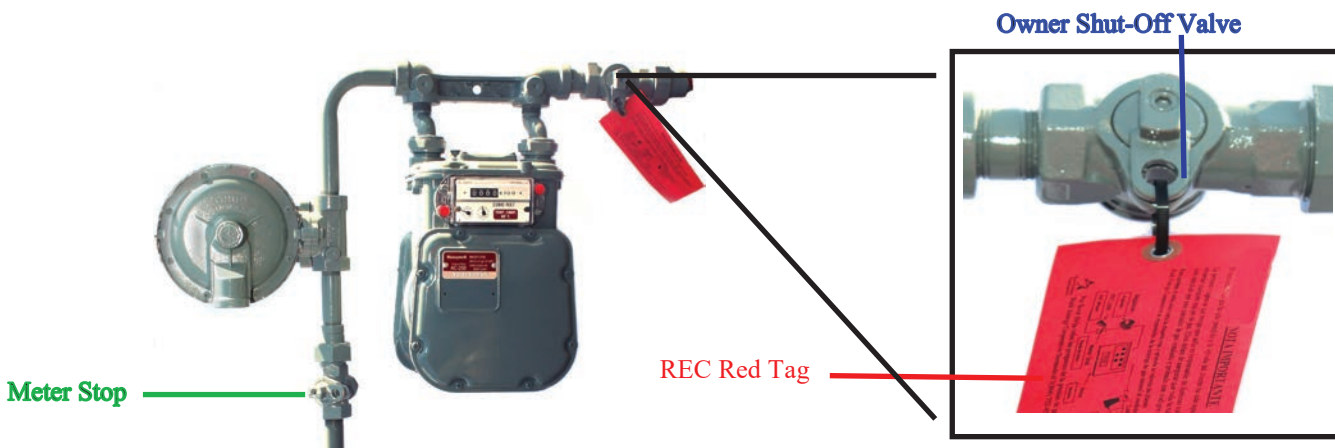
The owner is responsible for removing the REC Red Tag, opening the Owners Shut-Off valve and for all relights at the above address (see diagram below).

By signing below, I understand that I am requesting Rock Energy Cooperative turn on the natural gas service at the above address. I understand that Rock Energy Cooperative is not responsible for any and all claims arising from turning on the natural gas service. I agree to the above terms and conditions. I further understand that should I fail to pay any charges to Rock Energy Cooperative, the natural gas service is subject to immediate disconnection. I understand that as the property owner it is my responsibility to notify my tenant, if applicable, of the information provided in this document. I agree that I am responsible for any fees resulting in my failure to do so.

Owner Signature

Date

*** The owner is responsible for removing the REC Red Tag, opening the Owners Shut-Off valve and for all relights at the above address (see diagram below).**



Meter's may vary slightly in appearance, but all have the same equipment in similar locations.