



Pictured here, DVM Steven Servantez examines a very adorable patient, Lenny, with assistance from Haley Brazil at Badger Veterinary Hospital in Janesville, WI.

Photos submitted by Steven Servantez.

MY CO-OP



BADGER VETERINARY

POWERING ON & MOVING FORWARD

As a Rock Energy Cooperative member since 2001, Badger Veterinary Hospital prides itself on providing high-level care and service for its clients in Janesville and surrounding communities.

Throughout most of the past year, Badger Vet, like most companies, has had to make some drastic changes to the way they conduct their day-to-day operations.

Two things were certain at Badger Vet when the pandemic arrived in 2020: **1) Business must continue; and 2) How they conduct business must change.**

There is no doubt that the pandemic has changed the way many businesses operate, and it has most definitely affected the way veterinary medicine is practiced. Similar to other medical professionals, veterinarians have had to adjust with curbside visits, telemedicine, and social distancing guidelines when assessing and treating patients.

Why is reliable electrical service important to Badger Vet?

"Electricity runs every aspect of our business. Phone systems, record keeping, equipment, heat, dryers, and many other systems all need to be running efficiently in order to keep these pets healthy."

– DVM Steven Servantez

Badger Veterinary Hospital Janesville, WI

LOCATION: 3113 E. McCormick Drive / Janesville, WI

OPENED: January 2001

FACILITY SIZE: Approx. 8,000 sq. ft.

EMPLOYEES: 30 employees (in Janesville). These include boarding and grooming services and an ambulatory staff that will go to farms to service equine patients.

SERVICES: Full-service hospital that offers preventative medicine, internal medicine, dermatology, dental, orthopedics, and exotic animal medicine. Boarding and grooming facilities are on site.



Continued from page 20A

Even though the pandemic has caused a number of setbacks for many businesses and individuals, specifically restricting travel and social gatherings, DVM Steven Servantez says Badger Vet has actually been busier than normal. Not only has Badger Vet maintained their usual high-quality service over the last year, they've actually accelerated forward.

"Appointments have increased since COVID started, as adoption rates at the humane societies in the state have skyrocketed," said Servantez. "The COVID-19 pandemic has not hindered our business; it has actually caused an increase in care for pets."

A very timely and helpful new building addition was finished in early February. The welcome addition gives them three new exam rooms, including a private room away from the rest of the clinic traffic for euthanasia or counseling of clients and patients.



CURBSIDE PICKUP — Haley Brazil (left) from Badger Vet takes the leash from pet owner Carrie Cookson who is dropping off her dog Solo for an appointment.



Certified Vet Technician (CVT) Amy Finn takes notes over the phone during one of the many busy days at Badger Vet.

Adapting For Continued Reliable Service

Masks are now mandated for everyone in the hospital. Cleaning, although always a priority, has been doubled to protect all personnel, says Servantez. They have also implemented curbside pickup for medications and appointments.

"Many clients find the curbside pickup as a bonus," he said. "They can go run errands while their pet is safe inside being attended to. We do allow clients in, with masks and temperatures taken, on a need-be basis, by appointment only."

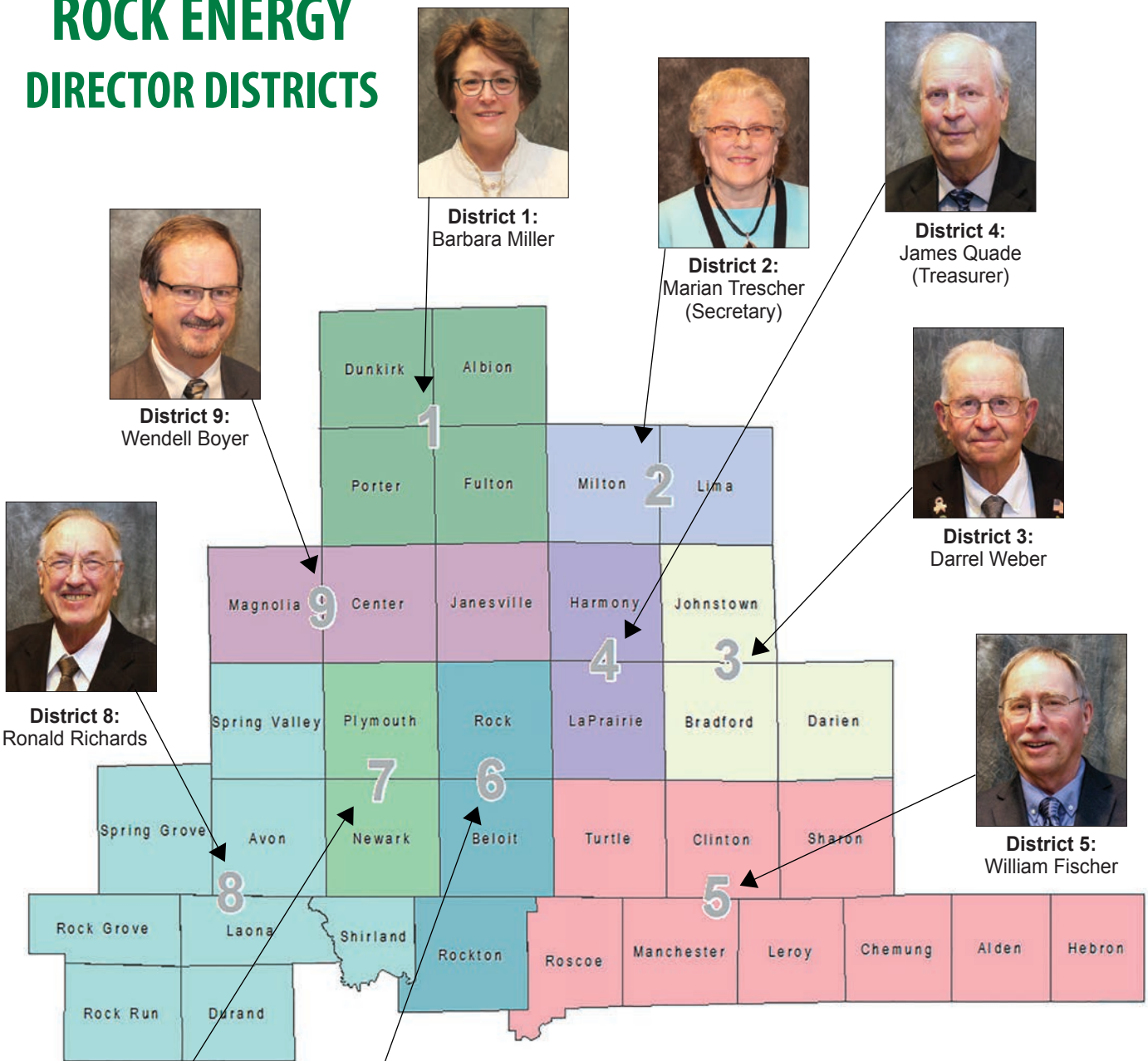
CURBSIDE PICKUP: Fifteen designated pickup parking stalls at the facility are marked with signs. When an owner pulls into the hospital, they call the posted phone number. A certified veterinary technician asks for all pertinent information about the visit. A masked Badger employee comes out and brings the pet into the building for the appointment. Consultation by phone is made with the attending veterinarian. When the appointment is finished, the Badger employee returns the pet to the client.

"Clients have learned the procedure quickly, and we anticipate that we will continue to use curbside in the future after the pandemic is over," said Servantez. "It is convenient for elderly and disabled clients. Clients who need to get a quick errand done find it very convenient as well."

Curbside pickup is just one of the ways Badger Vet has been able to maintain reliable service—and that, along with a lot of personal touch, said Servantez, are both absolutely critical to their overall mission.

"The biggest service we offer is empathy and genuinely caring about your pet," said Servantez. "All of us have our own pets and realize that these are not just animals, but are members of someone's family. We fall in love with them and cry with them. We love our profession!"

ROCK ENERGY DIRECTOR DISTRICTS



MY CO-OP

UPCOMING DIRECTOR ELECTION

The Rock Energy Cooperative Nominating Committee will be selecting candidates to run for board of director positions that will be on the ballot at this year's annual meeting, which will be held **SEPT. 27 at the Eclipse Center in Beloit, WI**. The current district directors are shown on this page.

Active members who are interested in running for a position on the REC Board of Directors must permanently reside in one of the areas up for election and meet all other qualifications.

Districts up for election are:

- **DISTRICT 1:** Dunkirk, Albion, Porter, and Fulton in Wisconsin
- **DISTRICT 3:** Johnstown, Bradford, and Darien in Wisconsin
- **DISTRICT 5:** Turtle, Clinton, and Sharon in Wisconsin; and Roscoe, Manchester, Leroy, Chemung, Alden, and Hebron in Illinois

For more information, please contact the co-op at 866-752-4550, or send an email to questions@rock.coop **BY MAY 27**.



District 7:
William Dietsch
(Vice Chairman)



District 6:
Clark Schoonover
(Chairman)



FEBRUARY STORM CAUSES BILLS TO BE HIGHER THAN USUAL

In mid-February, many natural gas customers across America were slammed with surging prices as southern states like Texas and Oklahoma were hit with a historic winter storm.

Even though temperatures are now up and gas prices are back to normal, the effects of the temporary surge in natural gas demand in February became clear to some people when opening their recent utility bills.

Unfortunately, the extreme cold weather in February sent market prices—and ultimately bills—skyrocketing. Rock Energy is aware that some of our members are concerned about the higher than normal bill they may have received. To address this issue, we have decreased the number of days billed on some of our members' bills. By doing this, the bill amount is less than what it would have been using a normal billing cycle

(normally you are billed for 30 days of energy use per bill). The usage days that have been removed from the current bill will be spread across future bills over the next few months.


Please know that Rock Energy is willing to work with any member who needs to make alternative payment arrangements. If you have any questions about your bill, you can contact Rock Energy at 866-752-4550 to speak with one of our member services representatives who can discuss the best assistance or payment plan option for you. We are working with members on an individual, case-by-case basis.

As a not-for-profit distribution cooperative, Rock Energy purchases natural gas from suppliers and delivers it to members. The cost of natural gas is a pass-through to members; the co-op does not set the purchase price that is paid for

gas or add a mark-up.

Rock Energy has been and will continue to communicate with members about any updates and/or changes regarding the current situation through email, our print newsletter and magazine, and on our website. If you do not receive our email communications, please send us your email address. If you would like to provide us with your email address, call us at 866-752-4550, or go to www.rock.coop and click Contact Us.

NOTE: Individual bills could be affected differently based on how residents used their gas during the extreme cold event in February. For instance, those who were more diligent about reducing consumption during the high-priced period will likely see lower cost impacts.



MEMORIAL DAY
REMEMBER & HONOR

Rock Energy offices will remain closed and REC personnel will be out on Monday, May 31, 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, please call 866-752-4550.

NEW REC VIDEO – Electrical Safety In The Home

While electricity powers our homes, computers and appliances, you should never forget that it can be a very dangerous hazard. So, remember, when at home, always think SAFETY FIRST.

It's a good idea to know where some of the hidden electrical dangers are in your home, which our new video goes through! CHECK IT OUT—to see the new video, go to:

www.rock.coop/videos.



Shane Larson, CEO

P.O. Box 1758, 2815 Kennedy Rd., Janesville, WI 53547
P.O. Box 126, 15229 Willowbrook Rd., South Beloit, IL 61080
866-752-4550

Jonas Berberich, Editor



**ROCK ENERGY
COOPERATIVE**
Empowering Members Since 1936