

PROCEDURE NO. 11

MEMBER EDUCATION AND COMMUNICATIONS PLAN

I. OBJECTIVE

To fulfill our mission, Inter-County Energy Cooperative Corporation (“Inter-County Energy”) is committed to educate members and the public with knowledge and tools to safely and efficiently use energy to enhance their quality of life.

II. CONTENT

A. Educational Content

Basic information is provided to members, our communities and the general public, in each of the following areas, with the understanding that changing dynamics within our industry may expand or alter topics in each area. Topics listed in this procedure are not all inclusive:

1. Organizational Data

- a. History
- b. Vision and mission statements
- c. Corporate documents
- d. Rules and regulations
- e. Financial facts and documents
- f. Board of director’s information
- g. Management staff information

2. Electrical Safety

- a. Power line safety for employees, members and public
- b. Storm safety
- c. Safety demonstrations for schools and emergency response personnel
- d. Children’s safety

- e. Seasonal and routine safety tips
- f. Safety during an outage
- g. Right-of-way safety
- h. Safety events and pictures
- i. *Kentucky Living Monthly Magazine*

3. Utility Services

- a. Available rates/tariffs
- b. Member billing options; budget billing; BankDraft service, Prepay Service, etc.
- c. Payment arrangements
- d. Construction diagrams and specifications
- e. Notification of planned outages
- f. Updates on service interruptions
- g. Member Outage Restoration diagrams
- h. Member assistance agencies
- i. Fuel cost and environmental surcharge information
- j. After-hours answering service
- k. Outage reporting

4. Energy Efficiency

- a. Energy efficiency programs and rebates
- b. Contact information for member assistance
- c. Energy calculator programs
- d. Energy saving tips
- e. Home energy audits

f. KY home performance;

5. Community Involvement

a. College scholarship

b. Frankfort Youth Tour

c. Washington Youth Tour

d. WinterCare assistance program

e. Participation in local civic and community organizations

f. Local career days

g. Speakers provided upon request

h. Honor Flight sponsorship

6. AMI & Technological Benefits

a. Power-line-carrier AMI system with two-way communication

b. Power quality reporting for voltage fluctuations and momentary service interruptions

c. Daily readings and Meter Data Management system that empowers members to monitor usage and conserve

d. Remote connect/disconnect; enhanced safety for technicians and convenience for members

e. Improved modeling for distribution system with more accurate planning of system improvements and upgrades

f. Improved mapping system that assists line technicians during outage restoration

g. Improved outage data to members

h. Energy efficiency and load control of water heaters and air conditioning

i. Provides information to assist with high bill concerns

j. Prepay Service rate option

k. Reduction in cost to members for write-off of delinquent accounts

B. Educational Media

In addition to presentations, facilitated learning experiences, and employee managed demonstrations, the following methods are used to communicate the above content with members and the public on a regular basis:

1. *Kentucky Living Magazine* – monthly publication provided to all members
2. Bill Insert – periodic flyer included with member bill
3. Bill Message – monthly written communication printed on member bill
4. Inter-County Energy Website – updated regularly with various information
5. Inter-County Energy Facebook© – items posted periodically

II. RESPONSIBILITY

A. The President and CEO is responsible for the administration of this policy.

Effective Date: 06/07/2016