

October 1, 2020

Dear Inter-County Energy Member:

In March of this year, we temporarily suspended disconnects and late fees for nonpayment of all Inter-County Energy accounts. While we knew we could not sustain this measure indefinitely, we did this as an emergency relief to help our members who suddenly found themselves in financial hardship due to the COVID-19 health crisis.

By order of the Kentucky Public Service Commission (PSC), Inter-County Energy may start disconnecting power to members who have an outstanding balance beginning October 20, 2020. Late fees for residential accounts will not be applied until after January 1, 2021.

We are asking our members to call our offices and inquire about payment options for past due balances for the period up to October 1, 2020. To avoid being subject for disconnection on October 20, 2020, members with a past due balance must take action in one of the following ways:

Option 1:

Pay the entire past due balance BEFORE October 20, 2020.

Option 2:

Set up a payment arrangement or COVID 19 Contract Agreement – we will do our best to accommodate your budget and needs.

Option 3:

Change to a Prepay account with debt management 70/30 split. If you have a deposit on file, this is the best option to help pay down your balance.

We understand that the past six months have been a challenging time for many in our communities. We are committed to working with our members to navigate the financial difficulties some face because of the COVID-19 health crisis. Please contact your local county Community Action agency if you are having problems with paying your utility bill.

We are asking members to call our offices at **1-888-266-7322** and talk to a member accounts representative about your options. Office hours are Monday through Friday, 7:30 AM – 4:30PM.

Sincerely,

Jerry W. Carter
Inter-County Energy
President & CEO