

## RESUMING NORMAL BUSINESS OPERATIONS

During the COVID-19 State of Emergency, the Kentucky Public Service Commission (PSC) ordered all utilities including Inter-County Energy to suspend all disconnections of service for nonpayment and late fees in an effort to help our members who might be facing financial hardships. By order of the PSC, regulated utilities in Kentucky may start disconnecting power to members who have past due balances beginning October 20, 2020. Late fees for residential accounts will not be assessed until after January 1, 2021.

Inter-County Energy realizes that this is still a difficult time for many of our members and we take that very seriously. We are committed to working with our members to navigate the financial difficulties some face because of the COVID-19 health crisis.

If you are having difficulties making your payment, you can contact your local county Community Action agency to assist you with your utility bill. Here is contact information for those agencies: Boyle: (859) 236-2955, Lincoln: (606) 365-2312, Mercer: (859) 734-9549, Marion: (270) 692-641, Garrard: (859) 792-3422 and Casey: (606) 787-9209.

Please contact a Member Accounts Representative at (888) 266-7322, (859) 236-4561 or (270) 692-3761 to make a payment or discuss a payment plan. Several other convenient payment options include mail, phone, autodraft, online, drive-thru windows, night deposit and our mobile app. To assist you in managing your bill, we offer Levelized Billing and our PrePay Program. Inter-County Energy is here to work with you and assist you while we return to normal operations.

Inter-County Energy

