

INTER-COUNTY ENERGY



www.intercountyenergy.net

APRIL 2020

From the President/CEO

by Jerry Carter



Important message from Inter-County Energy

As the Coronavirus (COVID-19) continues to spread, we wanted to share with our membership steps that Inter-County Energy is taking to help protect the health and safety of our members and employees. Inter-County Energy has developed a response plan that will help ensure our employees remain healthy so we can continue to provide reliable electric service to our service areas.

Below is a listing of four (4) response levels and how these levels will impact our members. Additional steps will also be taken internally that are not referenced in this action plan:

Level 1 – Normal Business Operations

Level 2 – Increased sanitation of our offices. Disinfectant wipes/hand sanitizers available for members visiting the office. Asking members to limit office visits voluntarily, especially if you are sick. We offer a variety of ways to

pay your bills: by mail, online, by phone, drive thru, night deposit box, mobile app. If you have any questions regarding these options, please contact our business office at (859) 236-4561.

Level 3 – Visitors to the office reduced. All payments must be handled by the options listed in the Level 2 status. No in-office payments will be taken. Work/Service orders may still be processed in our business office.

Level 4 – Business office & Service Dept will remain open but closed to the general public.

We will notify our members if/when a status level is changed on our Facebook page and online at www.intercountyenergy.net.

We will make every possible accommodation to minimize the impact to our members as the status levels change. We ask that you share this plan with your family and friends that are served by Inter-County Energy.

Thank you,
Jerry Carter, President/CEO

6 ways to make bill paying easier

Inter-County Energy offers a number of ways to pay your bill remotely to reflect the “social distancing” advocated by health officials because of COVID-19. Stay home to pay!

Online at www.intercountyenergy.net

Direct withdrawal

Mobile app: Inter-County Energy

Enroll in PrePay program

By phone: (859) 236-4561

Drive thru/night deposit

If you have questions about any of these options, please call us Toll-Free at (888) 266-7322.



A Touchstone Energy Cooperative

Your Safety Matters

Call 811 before you dig

During National Safe Digging Month in April, Inter-County Energy urges our members and contractors to call 811 before starting any digging project.

Making this call is vitally important to prevent injuries and avoid hitting utility lines that could disrupt services to your neighbors. The call might also save a life and prevent a life-altering injury. Calling 811 also avoids potential fines for digging and not calling in a timely manner.

After you call 811, a utility professional will visit and mark where underground lines are buried on your property. The technician will place flags on the surface to show where the utilities are located so

that you can avoid danger. The flag colors used for each utility type include:

- Red—Electrical
- Yellow—Gas
- Blue—Water
- Orange—Fiber optic/phone/cable
- Green—Sewer

In many newer subdivisions, electric lines are buried. Also, fiber optic cables are often located close to the surface.

It is especially important to call 811 when using a bulldozer or backhoe for major projects on your property, such as a swimming pool or adding a new room. If using a contractor, make sure the company has located lines before digging.



SHUTTERSTOCK

Even when you plant flowers, bushes and trees, or dig holes for a mailbox or fence posts, it's important to call 811 to be safe.

Inter-County Energy cares about your safety. Please be proactive. Call 811 before you dig.


Levelized Billing

As Easy as 1-2-3!

Inter-County Energy offers Levelized Billing as a way to even out your monthly electric payments (for members with service 12 months or longer at your current location). You will be able to smooth out the high and low seasonal fluctuations in your electric bill. It also assists you in budgeting your monthly electrical expense.

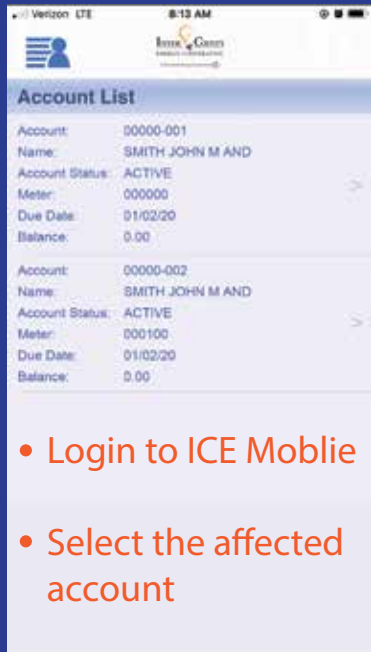
Find out more at www.intercountyenergy.net.
(859) 236-4561 or 1-888-266-7322


INTER COUNTY
ENERGY COOPERATIVE

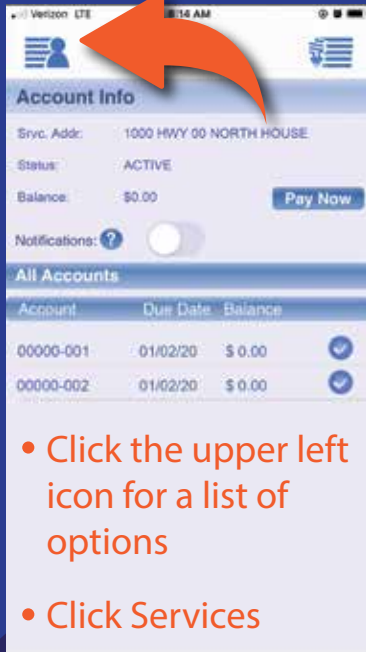
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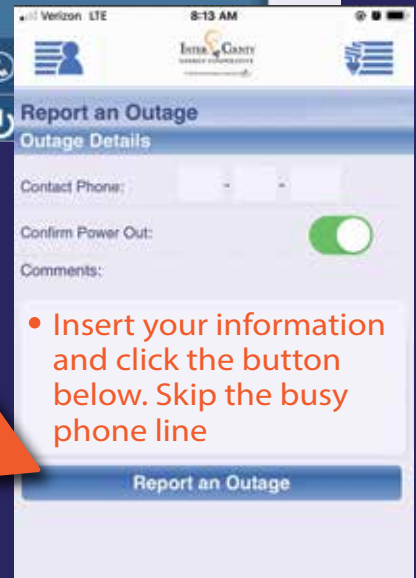
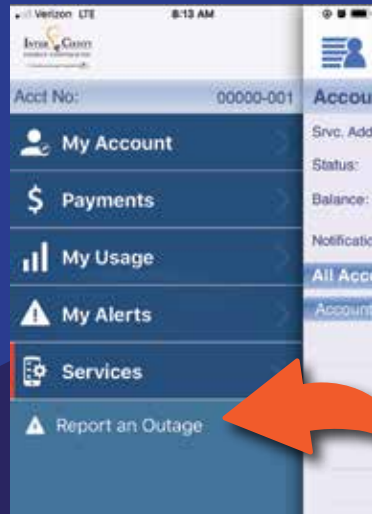
Inter-County Energy will be closed April 10 in celebration of Good Friday. Please feel free to use our mobile app or contact our 24-hour outage line in case of an emergency or outage at (866) 224-2235.



- Login to ICE Mobile
- Select the affected account



- Click the upper left icon for a list of options
- Click Services



- Insert your information and click the button below. Skip the busy phone line

Easy Outage Reporting



Larry retires

On January 2, Larry Wheatley, line technician, retired with 31 years of service. Larry was hired at Inter-County Energy as a 2nd class lineman in construction in 1989. He was promoted to maintenance technician of Lebanon in 1999, where he worked until his retirement. We would like to thank Larry for his many years of dedication and hard work to our co-op and wish him a great retirement.

Unsung heroes: #ThankALineworker

OUR MISSION

The mission of Inter-County Energy Cooperative is to provide long-term valued electrical energy and services to our members through a culture of safety, accountability, innovation, integrity, and commitment to community.

PRESIDENT/CEO

Jerry Carter

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24-HOUR EMERGENCY/OUTAGE REPORTING (866) 224-2235

For major outage updates and restoration efforts, listen to the following radio stations; WPBK 102.9, WHIR 105.1, WOKH 102.7, WDFB 88.1 or WLSK 100.9.

FOR INFORMATION AND INQUIRIES:

Toll-free: 1-888-266-7322

OFFICE HOURS: 7:30 AM - 4:30 PM

DANVILLE/BOYLE COUNTY

(859) 236-4561

LEBANON/DISTRICT OFFICE

(270) 692-3761

www.intercountyenergy.net

E-mail: mail@intercountyenergy.net

This institution is an equal opportunity provider and employer.

Follow us on social media:



We are proud of every member of our dedicated team here at Inter-County

Energy, and this month we take a moment to honor the dedication and professionalism of our lineworkers.

On the second Monday in April, electric cooperatives recognize Lineworker Appreciation Day. Join us on April 13 as Inter-County Energy expresses our gratitude to our 25 lineworkers, the unsung heroes work to maintain and repair our strong electrical infrastructure that ensures safe and reliable power to our homes and businesses.

We expect a lot of our lineworkers. Because of the challenging weather and terrain they often face, it's easy to focus on the physical demands of the job. Indeed, the job requires physical strength and endurance, especially during the long hours of power restoration in extreme weather.

Yet for all of the physical strength required in this profession, the mental strength and focus of our lineworkers is crucial. Working with dangerous high-voltage lines on a daily basis requires extraordinary attention to detail and safety.

That's why Inter-County Energy insists upon thorough and constant safety training, provided in conjunction with Kentucky Electric Cooperatives, and a careful adherence to safety standards and equipment. Inter-County Energy has signed the Commitment to Zero Contacts initiative with hundreds of electric co-ops across America.

Before our lineworkers begin any job assignment, we first assess the staffing and equipment needs. A mandatory job briefing discusses the objective, location of the worksite, potential hazards, nearest emergency help and if anyone besides Inter-



Chase Gander is one of many dedicated linemen helping to bring safe, reliable energy to our members. Photo: Josh Hale

County Energy needs to be involved.

These practices reflect the professionalism of our line crews. On April 13, please join me in expressing gratitude to these dedicated members of our community, and to the retired lineworkers who helped build the safe and reliable electrical system we enjoy today.

Please drop them a line on April 13—and use #ThankALineworker in your social media posts—to show support for our Inter-County Energy lineworkers who power our homes and businesses 24 hours a day, seven days a week, 365 days a year.