

INTER-COUNTY ENERGY

   www.intercountyenergy.net

AUGUST 2023

Inter-County Energy sponsors local heroes for upcoming Honor Flight

Roy Switzer of Boyle County and Charles Burkhead of Mercer County will represent Inter-County Energy as participants in the upcoming Honor Flight set for Sept. 16. The two are among the contingent of Kentucky war-era veterans who will fly from Lexington's Blue Grass Airport to Reagan National Airport in Washington, D.C., to enjoy a full day of honors and sightseeing.

Switzer, 95, served in the Navy during the Korean War.

Burkhead, 79, served in the Army during the Vietnam War.

Switzer and Burkhead will join other veterans in visiting memorials dedicated to those who served in World War II, the Korean War and the Vietnam War. The group will also tour memorials dedicated to those who served in the Air Force and Marine Corps. The day culminates with viewing the changing of the guard ceremony at the Tomb of the Unknown Soldier in Arlington National Cemetery.

This is the 12th year Inter-County



Energy and Kentucky's Touchstone Energy Cooperatives have sponsored the all-expense-paid Honor Flight. Volunteers representing Inter-County Energy and the other co-ops will accompany the vets to assist them as they travel. The trip is organized in partnership with Honor Flight Kentucky.

"It's an honor for us to sponsor Roy, Charles and the other heroes from Kentucky," said Vice President of Member Services Dan Hitchcock. "We

owe them so much for the freedoms we enjoy, and we hope all the veterans return saying it was one of the greatest days of their lives."

To further honor participants, Inter-County Energy is helping organize a special welcome for their return. Families, friends and supporters are invited to arrive at Blue Grass Airport by 7:30 p.m. on Sept. 16 to greet the veterans when their flight returns from Washington.


INTER COUNTY
ENERGY COOPERATIVE

A Touchstone Energy Cooperative 



SmartHub Coming Soon!



Your life is busy and managing your account can feel complicated, but with our new SmartHub tool it won't be. Save time and money by managing your account at any time from anywhere. Here are some of the ways SmartHub will put you in control of your account.

HOW CAN SMARTHUB HELP YOU CONTROL YOUR ACCOUNT?

Our SmartHub web portal or mobile app will keep you informed and will show you where to save time and money on your bills.

Billing & Payments: No more waiting for your bill to arrive in the mail. Access your bill at any time from anywhere. Save time with easy payment options to avoid late fees and service interruptions.

Alerts & Notifications: It can be frustrating waiting on hold to get your questions answered or pay your bill. Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.

Paperless Billing: What if you could save some time and a tree at the same time? Activate SmartHub paperless billing, an eco-friendly way to instantly access your bill.

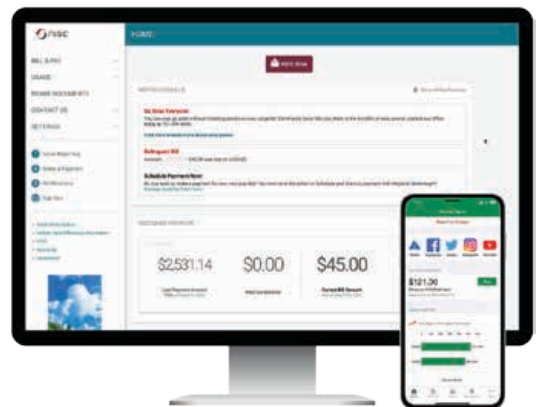
Usage Monitoring: Worrying about usage or surprising bill amounts can be stressful. When you know what devices are using the most energy, you can make money-saving decisions about your account. Imagine opening your bill and seeing an amount less than expected.

SmartHub gives you complete control over your account by giving you the tools that deliver the right information at the right time so you can make the right decisions about your account.

WHAT DO YOU NEED TO REGISTER FOR SMARTHUB?

You will need an email address. This email will be used to send you notifications and alerts.

You will also need your account number. You can find your account number on your bill.



HAVE QUESTIONS OR NEED ASSISTANCE?

If you have any questions or issues, you may contact us by sending an email to smarthub@intercountyenergy.net or calling (859) 236-4561 or (270) 692-3761.

Visit our SmartHub support page at intercountyenergy.net/smarthub for more information.

Important Dates and Information

On August 28, 2023, we'll be launching our new SmartHub app and billing layout. This new system offers a lot of new features to help you save time and money. The process of switching over to the new system will create a few key dates you should know.

August 23, 2023 through August 28, 2023

Some payment options will be unavailable (payments, pre-pay, auto-pay and paperless billing). We will be accepting payments via mail in, lobby or drop box in Danville and Lebanon.

Payments will not post to your account until the new system is in place. Because of this transition, late charges will be waived during this time.

If you are on our current Auto Pay system, please take note of these dates. We will have a grace period regarding late fees.

On our launch date August 28, 2023, please register your account in SmartHub and follow the directions on this page to re-setup your Auto Pay settings.

August 28, 2023: SmartHub is live!

Our team has been working hard to get this new system ready for you. It's going to make managing your account easier than ever.

Please register your account using the information on this page.

Reach out to us if you have any questions.

Visit intercountyenergy.net/smarthub for more information

Inter-County Energy - Understanding Your New Electric Bill


A
Total amount due and current billing due date.

B
Account information, billing date, due date, activity since last billing, and total amount due.


C
Monthly messages including available programs, useful tips and more!

D
Breakdown of current month's charges. Shows all the charges that make up the current bill.

E
Payment stub. If you are mailing in your payment, please detach this stub and enclose with your payment.





Hours: Mon-Fri 7:30 AM - 4:30 PM
Report an Outage - (866) 224-2235
Phone: (859) 236-4561 or (270) 692-3761



Manage your account with SmartHub!

- Make Payments
- Track Electric Usage
- Report Outages

Sign Up today at www.intercountyenergy.net

ANDROID IOS

Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

A

Total Amount Due

\$219.97

Due Date
05/22/2023

Member Name
**JOHN A DOE
JANE B DOE**
1234567
(859) 555-5555

Account #
Phone #

B

Billing Date: 05/01/2023
Current Bill Due Date: 05/22/2023

| | |
|------------------------------------|-----------------|
| Previous Balance | \$132.60 |
| Payment Received | -\$132.60 |
| Balance Forward | \$0.00 |
| Current Charges | \$219.97 |
| Total Amount Due 05/22/2023 | \$219.97 |

Service Address: 1234 N MAIN ST

Rate: RESIDENTIAL

| Meter | Services From | To | Days | Readings Previous | Present | Reading Type | Meter Multiplier | kWh Usage | Demand Reading |
|--------|---------------|----------|------|-------------------|---------|--------------|------------------|-----------|----------------|
| 123456 | 04/01/23 | 04/30/23 | 30 | 6075 | 7685 | Actual | 1 | 1,610 | 0.000 |

Message From Inter-County Energy

Important: Sign up for SmartHub and paying your bill will be easier.

Paperless Billing - Eliminate your monthly bill in the mail. Save time, money, and trees.


C

Detail of Charges

| | | |
|------------------------------|---------------------|-----------------|
| Customer Charge | | \$15.67 |
| Energy Charge | 1,610 kWh @ 0.09556 | \$153.85 |
| Fuel Adjustment | 1,610 kWh @ 0.01325 | \$21.33 |
| Environmental Surcharge | 1,610 kWh @ 8.73% | \$16.66 |
| Danville Franchise Fee 3% | | \$6.23 |
| Boyle School Tax 3% | | \$6.23 |
| Total Current Charges | | \$219.97 |

D

----- Please return bottom portion with your payment. -----




PO BOX 87
DANVILLE, KY 40423

Check here to indicate changes on back.

Check here for Winter Care contribution. \$ _____

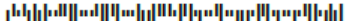

E

JOHN A DOE
JANE B DOE
1234 N MAIN ST
DANVILLE KY 40423-1234



| | |
|-------------------------------------|----------|
| Account Number | 1234567 |
| Amount Due 05/22/2023 | \$219.97 |
| Amount Due if Paid After 05/22/2023 | \$242.66 |

INTER-COUNTY ENERGY COOPERATIVE
PO BOX 87
DANVILLE KY 40423-0087

190300007088003000011688000012759030720235



www.intercountyenergy.net

OUR MISSION

Inter-County Energy accomplishes our daily mission by providing energy and services to our members through a culture of Safety, Accountability, Integrity, Innovation and Commitment to Community.

PRESIDENT/CEO

Jerry Carter

BOARD OF DIRECTORS

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Vice Chairman

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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 A.M. - 4:30 P.M.

DANVILLE/BOYLE COUNTY
(859) 236-4561

LEBANON/DISTRICT OFFICE
(270) 692-3761

www.intercountyenergy.net

Email: mail@intercountyenergy.net

This institution is an equal opportunity provider and employer.

Follow us on social media:

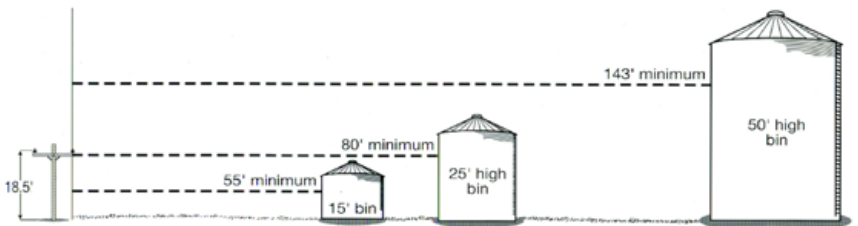


If building grain storage, call us first

Building a grain bin too close to an electric power line is not only hazardous, but it's a violation of the National Electrical Safety Code (NESC). This regulation lists specific minimum distances that must be maintained (both horizontal and vertical clearances) between the bin and any utility-owned overhead lines. A bin built too close to a power line may need to be moved, or the power line

must be rerouted. Correcting a code violation is expensive for the property owner and the power supplier.

Clearances mandated by the NESC apply to bins constructed or expanded after August 1989. We encourage anyone who thinks they have a violation, or is planning to build a bin, to contact our engineering department at (859) 236-4561 or (888) 266-7322 toll-free.



Required minimum distances between bin and power line.

LEARNING STARTS NOW

Educate children on bus safety before they leave for school.

Keep these situations in mind when talking to your children about school bus and bus stop safety:

- Don't play near or around power lines or poles while waiting for the bus.
- Stay away from pad-mount transformers (those big green boxes) or other electrical equipment.
- Prepare your children for the different scenarios they could find themselves in.

Talking to your kids about scary situations can sometimes be difficult, but having continuous and proactive conversations is a great way to help them remember safety when the time comes.

