

# INTER-COUNTY ENERGY



www.intercountyenergy.net

SEPTEMBER 2023

## Supporting young leaders

*Inter-County Energy sponsors students on Washington Youth Tour*

When you hear about Inter-County Energy investing in the communities we serve, it's not just in electrical infrastructure, economic development or the local events we support. We also have a national reach, sponsoring local students each year on the Washington Youth Tour.

In June, three local rising seniors joined 59 other electric co-op students from across the commonwealth for a weeklong, all-expenses-paid trip to Washington, D.C. The trip gives Kentucky's next generation of leaders the chance to meet with their senators and representatives and to participate in civic engagement activities with students from across the country.

"Getting to experience D.C. in such a unique way really influenced my view on our nation's history and I am extremely grateful to have had this opportunity. Although you learn about important milestones and landmarks in your history class, it really brings those to life when you are surrounded in such a historic place like Washington D.C.," says Amanda Morrow from Garrard County High School.

Students were joined in Washington, D.C., by more than 1,800 delegates



TIM WEBB

representing electric co-ops from across the country. Marking its 58th year, the Washington Youth Tour educates students about the issues facing co-ops, encouraging them to come home to Kentucky and help lead the co-ops in the future. "This experience has helped me grow as a person and helped me learn more about what I want to do with my future," says Laci McGinnis from Mercer County Senior High School.

The busy itinerary included stops at national memorials, Smithsonian museums, the Holocaust Museum and International Spy Museum, Arlington National Cemetery and Thomas Jefferson's Monticello. At the U.S. Capitol, Inter-County Energy students interacted with Kentucky's congressional delegation, including Sen. Rand Paul and representatives Brett Guthrie, Thomas Massie, James Comer, Andy Barr and Morgan McGarvey. Students also heard from staff members representing Sen. Mitch McConnell and Rep. Hal Rogers.

"I am so glad I applied for this opportunity. My favorite part was the Lincoln Memorial and meeting a lot of new people from across the state," says Will Palagi, a student at Marion County High School.

Coordinated by Kentucky Electric Cooperatives, this trip gives students the unique opportunity to witness our government in action. "This trip is designed to give students a personal understanding of American history and their role as a citizen by meeting their Representative and Senators," says Mallory Wafzig, the statewide association's cooperative outreach manager and youth tour director.

Kentucky's co-ops have sent rising high school seniors on the Washington Youth Tour since 1972. "We are investing in our local students because we believe it is important for young leaders to see our nation's capital and gain a better understanding of what it means to be a citizen," says Jerry Carter, Inter-County Energy CEO.



A Touchstone Energy Cooperative



# Introducing SmartHub



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

Save time and money by managing your account at anytime from anywhere

## 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.

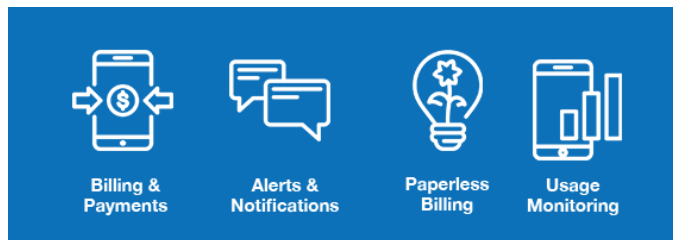
**Billing & Payments:** No more waiting for your bill to arrive in the mail, access your bill at anytime from anywhere. Save time with easy payment options to avoid late fees and service interruptions.

**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 and your account number. You can find your account number on your bill. For new accounts/numbers, please call our offices for assistance.

## HOW WILL YOU REGISTER FOR SMARTHUB?

Getting started with SmartHub is as easy as 1-2-3.

### Step 1: Register your account in SmartHub

Whether through our web portal or mobile app, you can register your account, for free, in SmartHub. You can find the registration button on our SmartHub support page at [intercountyenergy.net/smarthub](https://www.intercountyenergy.net/smarthub).

### Step 2: Activate the features you want

Now is the time to take advantage of features like alerts/notifications, Auto Pay, and paperless billing to have more control over your account.

### Step 3: Managing your account from anytime at anywhere

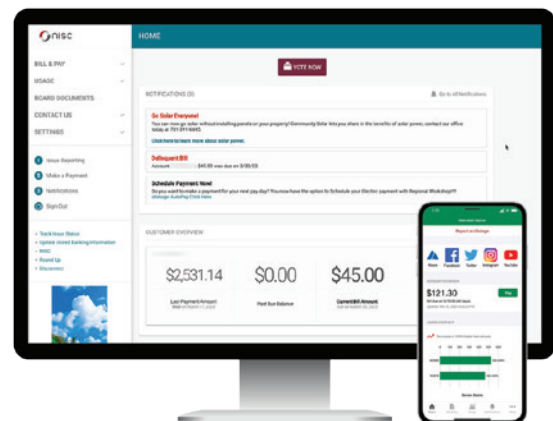
The more features you take advantage of, the more time and money you can save!

**ATTENTION CURRENT AUTO PAY MEMBERS:** After you register your account in SmartHub, to keep your scheduled payments on track you will be required to re-enter your Auto Pay information.

**Activate Paperless Billing:** At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are at.

### Mobile App Downloads:

For information on how to download our free, secure SmartHub app from the Apple or Google Play stores, visit our SmartHub support page at [intercountyenergy.net/smarthub](https://www.intercountyenergy.net/smarthub).



## NEED ASSISTANCE?

If you have any questions or issues, you may contact us by sending an email to [smarthub@intercountyenergy.net](mailto:smarthub@intercountyenergy.net) or calling (859) 236-4561 or (270) 692-3761. Visit our SmartHub support page at <https://www.intercountyenergy.net/smarthub> for more information.

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# ATTENTION: PREPAY AND AUTO PAY MEMBERS!



Please take a moment to register your account in our new SmartHub payment system by going to our website and clicking on SmartHub.

## PREPAY INFORMATION

If you were currently signed up for PrePay with us you will need to re-sign up for account alerts.. Instructions to quickly get your account registered and re-sign up for alerts are posted below.

### RE-REGISTER YOUR ACCOUNT

- Register your account in our new SmartHub system. You can register through the Web Portal or register through our Mobile App.
- After registering your account use the web portal or mobile app to re-setup Auto Pay on your account.

### SETUP PREPAY ALERTS (WEB PORTAL)

- Log in to SmartHub web portal.
- From the home screen click on Notifications menu.
- From the Notifications screen you will manage contacts to set up your phone for text alerts.
- You will assign your new phone contact to the PrePaid alert types available.

### SETUP PREPAY ALERTS (MOBILE APP)

- Log in to the mobile app.
- From the main screen click on the More... button in the bottom right and then the Settings menu.
- From the Settings screen you will manage contacts to set up your phone for text alerts.
- From the Settings screen you will assign your new phone contact to the PrePaid alert types available.

## AUTO PAY INFORMATION

If you were using Auto Pay with us you will need to re-enter your payment information.

### RE-REGISTER YOUR ACCOUNT

- Register your account in our new SmartHub system. You can register through the Web Portal or register through our Mobile App.
- After registering your account use the web portal or mobile app to re-setup Auto Pay on your account.

### AUTO PAY SETUP (WEB PORTAL)

- Log in to SmartHub web portal.
- From the home screen click on Billing & Payments menu for IOS or click on the three lines in the upper left-hand corner for Android platforms.
- From the Billing & Payments screen click on the Auto Pay Program sub-menu.
- Click on Sign Up for Auto Pay and follow the instructions on the screen.

### AUTO PAY SETUP (MOBILE APP)

- Log in to the mobile app.
- From the main screen click on Bill & Pay at the bottom of the screen.
- Tap on the Auto Pay Program sub-menu and follow the instructions on the screen.
- If you have questions or experience any issues we are here to help. You can contact us with your questions.



### Need Some Assistance?

If you have questions you may contact Member Services at (859) 236-4561, (270) 692-3761 or 1-888-266-7322.



### Web & Mobile Instructions

Find instructions on how to register your account, re-enroll in Auto Pay, and set up PrePaid notifications on our SmartHub support page at <https://www.intercountyenergy.net/smarthub>

## Your Safety Matters

# Be alert to electric hazards during harvest

### 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

#### Chairman

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Morgan Janssen

### 24-HOUR EMERGENCY/OUTAGE REPORTING (888) 438-7906

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.

### 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](http://www.intercountyenergy.net)

Email: [mail@intercountyenergy.net](mailto:mail@intercountyenergy.net)

*This institution is an equal opportunity provider and employer.*

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Farming accidents can happen without much notice, but having knowledge and awareness about potential electric hazards can prevent injuries, suffering and even death.

Before moving large farm machinery, always walk around the entire vehicle to look for guy wires, transformers and meter sockets, which can be extremely hazardous if there is contact.

If you are harvesting corn or soybeans, look up and keep the grain harvester spout at least 10 feet below and clear of overhead lines. When switching grain bins, lower the auger to prevent contact with power lines.

If you are moving and lifting irrigation pipes, have a spotter watch to make sure you stay away from overhead lines.

Inter-County Energy cares about your safety. Be alert. Be safe.



OTICKI/ADOBE STOCK



Inter-County Energy will be closed Monday, Sept. 4, in honor of Labor Day. Please contact our 24-hour outage line in case of an emergency or outage by calling (888) 438-7906.