



  
**INTER COUNTY**  
ENERGY COOPERATIVE

A Touchstone Energy Cooperative 

Serving the counties of:  
Boyle • Casey • Garrard • Larue • Lincoln  
Madison • Marion • Mercer • Nelson  
Rockcastle • Taylor • Washington



*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.*

# Welcome to Inter-County Energy Cooperative



Jerry Carter

Inter-County Energy Cooperative provides electric power to more than 26,500 member/owners across twelve counties over almost 4,000 miles of wire and are proud to have served our members every day for over eighty-four years. We invite you to follow us on social media as we strive to bring you the latest information involving Inter-County Energy and the electrical industry.

Save this member handbook as a reference should you need to contact us. It will provide information about our services and answer questions about the cooperative. Please contact your local Inter-County Energy Cooperative office or visit [www.intercountyenergy.net](http://www.intercountyenergy.net) for additional information.

Inter-County Energy Cooperative's employees understand that we do more than sell electricity. We provide products and services that make your life comfortable, convenient, and secure. Our employees will gladly work to help you get the most from your energy dollar.

Sincerely,  
Jerry Carter  
President/CEO  
Inter-County Energy Cooperative

Inter-County Energy's office hours are Monday - Friday, 7:30 a.m. – 4:30 p.m. at the Danville and Lebanon offices. Both offices are open throughout the day. Offices are closed on nationally recognized holidays. Inquiries may be addressed at any Inter-County Energy Cooperative office or by calling one of the telephone numbers listed. Our lobbies may be closed due to national emergencies, at which time, our drive-thru windows will remain open.

If you need emergency service after hours, call us at our number listed on the back page. Inter-County Energy's office number is also listed in your telephone directory.



A Touchstone Energy Cooperative 

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# The History of the Cooperative

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Citizens of the United States often think of this nation as being the world leader in most areas of accomplishment. In 1935, the United States was by no means the leading nation in rural electrification.

Rural citizens of America were rightfully seeking to obtain electric service in order that they might receive benefits that their city cousins had enjoyed for years.

To help rural people acquire electricity, the Rural Electrification Administration (REA) was created on May 11, 1935, by an executive order of the president. The purpose of the REA was to make long-term, low-interest loans to existing electric utility companies to construct lines into the rural areas.

When rural people talked to the existing electric companies, their request for electric service fell on deaf ears. Because no one else was willing to serve the rural people with electricity, they organized their own cooperative corporations and served themselves.

On **June 14, 1937**, a small group of people from Boyle, Garrard, and Marion counties met in the Farm Bureau office in Danville and officially organized Inter-County Rural Electric Cooperative Corporation for the purpose of making electric service available in the surrounding rural area.

The first lines of Inter-County's service were energized at the Perryville substation on **June 10, 1938**. The Garrard County substation was energized on **August 25, 1938**, and the Marion substation was energized in September of 1938. From this humble beginning, Inter-County Energy Cooperative has grown tremendously to serve more than 26,500 consumers in 12 counties.

Inter-County Energy Cooperative was organized to provide adequate and abundant central station electric service to all members in its boundaries at the lowest possible cost consistent with sound business practices. This continues to be the objective of the organization today.

At Inter-County's annual meeting on May 21, 1999, the membership voted to officially change the name of the cooperative to Inter-County Energy Cooperative Corporation.

## Applying for Electric Service

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Applicants may apply for electric service at either Inter-County Energy Cooperative offices between 7:30 a.m. and 4:30 p.m., Monday through Friday. Applicants will be asked to furnish a picture I.D. and their Social Security number. Applicants will be asked to pay a \$50 membership fee and possibly a deposit.

The \$50 membership fee, deposit, and interest accrued on the deposit will be applied to the final bill. Any resulting credit will be refunded, while a balance due will be billed on the final bill. Membership fees and deposits are not transferable from one person to another. A membership fee does not accrue interest.

### Deposits

The amount of the deposit is determined by the type of service requested—residential or non-residential—and the member’s credit history. Interest will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit.

Deposits are sometimes necessary to protect the cooperatives revenue and comply with applicable regulations. The deposit amount may be calculated using the member’s average bill for the most recent 12 month period. Deposits shall not exceed two-twelfths

(2/12) of the member’s actual or estimated annual bill if bills are rendered monthly.

### Explanation of Charges

Member charges are based on the cooperative’s cost of providing certain services to individual members. Members using these services pay for them so rates may be kept low for other members who do not need these special services.

The following list does not include all fees. Other charges may be applicable in special situations. Deposit fees and rates are subject to change.

### Charges

Returned Checks	\$25 .00
Temporary Service	\$95 .00
After-Hour Reconnect Fee	\$95 .00
Meter Test	\$40 .00
Collect Fee	\$30 .00
Reconnect Fee	\$30 .00

## **Right of Access to Members' Property**

The cooperative's identified employees or authorized contractors need to have access to members' premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, or exchanging equipment belonging to the cooperative. This includes having safe, clear access to the electric meter and other Inter-County Energy Cooperative equipment.

Locked gates, doors, and aggressive dogs prevent safe, clear access to the cooperative's equipment. Whenever locked gates are necessary, members are asked to contact Inter-County Energy Cooperative about making arrangements to ensure our employees have access to cooperative equipment.

## **Members' Responsibility for Co-op Property**

All meters, service connections, and other equipment furnished by the cooperative are the property of the cooperative. Members provide a space and protection for the equipment.

In the event of loss or damage from neglect by a member, the cost of repairs or replacement must be paid by the member.

## **Electrical Inspections**

In order to maintain high standards of electrical safety, inspections of wiring installations are required by an inspector certified by the Kentucky Department of Housing, Building and Construction. All wiring must conform to the requirements of the National Electrical Code and other local construction standards. Kentucky law requires that a Certificate of Inspection is issued before permanent service is connected. Electrical inspectors are independent contractors and are not employed by Inter-County Energy Cooperative. Check with your inspector — a sewer permit may be required to pass inspection. The certified inspector for each county and the numbers where they can be contacted are listed on back cover flap.

## **Reasons for Discontinuing Service**

The cooperative may refuse to connect or may discontinue service for non-payment of bills for electric service, faulty or dangerous electric wiring conditions, non-compliance with the application for service or service contract, theft of power, or appearance of theft of power devices on a member's premises. Discontinuance of service does not release a member from any obligation to the cooperative.

## Members Own Inter-County Energy Cooperative

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Paying a membership fee and receiving electric service from Inter-County Energy Cooperative means that members are owners of this not-for-profit electric cooperative.

### What's Different About a Cooperative?

Inter-County Energy Cooperative is governed by an elected, Board of Directors serving four-year terms. Directors are members of the cooperative, not employees, who are elected by the membership to represent them in establishing the policies and procedures of the cooperative (See Inter-County Energy Cooperative Bylaws, Article IV.) Each director represents one of the six districts that make up Inter-County Energy's service area.

Inter-County Energy Board	
Boyle District W. Allen Goggin	Mercer District Louis A. Kerrick
Casey District William H. Peyton	Lincoln District Jason E. Todd
Garrard District J. Kevin Preston	Attorney James Hadden Dean
Marion District Joseph H. Spalding	

### Communications With Members

Each month, the cooperative mails the *Kentucky Living* magazine to all members. The local insert of this publication is used to communicate items of interest to members. Inter-County Energy Cooperative pays the subscription cost of this magazine, which is produced by the Kentucky Electric Cooperatives. Occasionally, short messages will be printed on the monthly electric bill. These messages contain timely information to improve service. Please take time to read and respond.

### Inter-County Energy Cooperative Reports to The Members

Each year, Inter-County Energy Cooperative sends all members a financial report and notice of the cooperative's annual meeting. This information comes as an insert in the *Kentucky Living* magazine. The annual meeting is a member's opportunity to elect directors and take care of other cooperative business. Members are encouraged to attend this meeting.

## Using Electric Energy Safely

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**Electric energy provides necessities and luxuries that add to the quality of life. However, carelessness can result in burns, injuries, or death. Electric energy is always seeking a path to return to its source. If any part of the body comes in contact with an energized object like a power line or faulty cord, it becomes a part of that pathway. Touching a power line with a metal ladder, antenna, or farm equipment are ways contact can be made. Inter-County Energy Cooperative urges consumers to follow these safety rules:**

- Consider all electrical lines dangerous. Keep objects such as kites, ladders, and antennas away from power lines.
- If power lines are underground, call Inter-County Energy Cooperative before digging. The cooperative will locate and mark the lines.
- Never touch a person or object that is in contact with a power line.
- Never touch, kick, pull, or attempt to move a fallen or hanging power line. Notify the cooperative immediately and keep others away from the line until Inter-County Energy Cooperative employees arrive.
- When working outside, stay clear of overhead power lines or exposed wires. Before installing an antenna, make sure it cannot fall into a power line, causing power outages, injuries, and even death.
- Fly kites in open fields away from electric wires. Do not use wire, metal, or wet string on a kite. If the kite catches in a wire or on a pole, do not try to remove it call Inter-County Energy Cooperative. Do not fly a kite in wet or stormy weather.
- Never discharge a gun at a security light, power line, insulator, or transformer.
- Be sure tools and appliances are properly grounded. If you have a 3-prong plug, use a 3-prong receptacle. Install a ground-fault circuit interrupter (GFCI) in bathrooms, kitchens, workshops, and outside outlets.
- Check all extension and appliance cords frequently to be sure they are not worn or frayed. If the cords are frayed, replace immediately. Do not patch a broken cord.
- When buying electrical equipment or appliances, always look for the Underwriters Laboratories (UL) seal and make sure it applies to the entire appliance, not just the plug or cord.
- Do not run electrical cords through doorways or under carpets. Do not drape them over radiators, pipes, or other metal objects.
- Do not touch an electrical switch with wet or damp hands. Water conducts electric energy. Never handle an electrical cord or appliance while in water.
- Handling electrical appliances improperly can cause a fire or injury. Do not let appliance cords overheat. If the cord feels extremely warm, discontinue use.
- To prevent overheating, use extension cords large enough to carry the amount of current needed to operate the appliance. Use heavy duty extension cords with portable tools and heavy-duty appliances.
- For the safety of small children, child-proof the home by installing protective caps over electric outlets.
- Protect the home computer and highly sensitive electronic equipment from voltage spikes (short-term increases in voltage, often caused by lightning, that may damage sensitive electronic equipment) by installing protection devices. These range from low-cost surge protectors to uninterruptible power supplies.
- Celebrate Christmas safely by following the general safety procedures on the use of electrical cords. Keep paper and tinsel decorations away from lights. Unplug cords when stringing lights.

## Billing Terms

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Members receive a bill each month for the amount of electric energy used. Listed below are the payment terms on each electric account.

The bill payment will be rendered within fifteen (15) days from the date the bill is produced. The bill statement will show the exact date the account becomes delinquent. Several payment options are available for your convenience. You may pay by automatic bank draft or credit card. We accept MasterCard, American Express, Discover, and Visa. To maintain good credit history with the cooperative, members should ensure that the payment arrives at Inter-County Energy Cooperative's office by 4:30 p.m. on or before the due date. After the due date, the bill is delinquent, and a 10% penalty is applied. Members should contact the cooperative immediately if a discrepancy is found on the bill.

Failure to receive the regular monthly bill rendered does not relieve members of the responsibility for timely payment of the account. If the bill statement is not received at the usual time, please contact Inter-County Energy Cooperative. Accounts not paid in full each month may be subject to disconnection. Members should contact the cooperative before the due date of the bill payment if there will be difficulty paying the bill as required.

Levelized (budget) accounts must be paid as indicated on the bill or the account will be returned to regular billing terms and the entire account balance will be due immediately.

The bill may be paid by mail or at either of Inter-County Energy Cooperative's office locations. When paying by mail, allow enough time for the payment to reach the cooperative by the due date. For the members' convenience, night depositories are available at each of Inter-County Energy Cooperative's office locations. Payments may also be made on-line at our Web site, [www.intercountyenergy.net](http://www.intercountyenergy.net), by using our 24/7 Member Service line at 1-888-266-7322 or downloading our **Mobile App** for either Apple or Android smartphones.

Please include the lower portion of the bill statement with the payment when paying by mail or in-person. Be sure to indicate the account number on the check or money order to assist in properly crediting the account.

### E-Billing Available!

To eliminate a monthly bill in the mail, we now offer E-Billing. Sign up today for your bill to be emailed to you! Go to our Website and select "Pay Your Bill", then login to your account and select "E-Notification" and then E-Bill. It's that easy!

### Billing Terms

Most of the information on the electric bill is easily understood, but here are a few terms that might require further explanation:

**After Due Date Pay:** This amount is due if the bill is not received in the office by 4:30 p.m. on the due date. A 10% late charge is added to the current month's charges.

## Billing Terms

**Amount Due:** This is determined by the number of kilowatt-hours of electric energy consumed, multiplied by Inter-County Energy Cooperative's electric rate. It is the cost of the electricity used plus applicable taxes, previous balance, and/or other miscellaneous charges. This amount is due when the electric bill is rendered. There is a 15-day period, during which it may be paid without a 10% late charge.

**On-Line Bill Pay:** Downloading our app will give you access to our On-Line Bill Pay system. This access will allow you to pay your bill on-line and check your daily usage for more convenience. It will also allow you to manage your usage by seeing exactly what you use during the warm and cold temperatures. You can pay your bill by accessing our website at [www.intercountyenergy.net](http://www.intercountyenergy.net).

**(KWH) Kilowatt-Hour:** This is a unit measurement for electric energy. A kilowatt-hour is 1,000 watts used for one hour. As a reference, one 100-watt light bulb operating for 10 hours would use one kilowatt-hour of electricity.

**Taxes:** Local government regulations in all counties served by Inter-County Energy Cooperative require collection of a utility tax, which is paid directly to the State of Kentucky for schools in each county. There is also a 6% Kentucky sales tax added to non-residential accounts. Some local city governments also require collection of a franchise fee which is then paid directly to the applicable city government.

<p style="text-align: center;"><b>Inter-County Energy Cooperative Office Locations</b></p>	<p><b>Headquarters Office</b> 1009 Hustonville Road PO Box 87 Danville, KY 40423-0087 (859) 236-4561 Toll-Free 1-888-266-7322 Fax (859) 236-3627</p>	<p><b>Lebanon Office</b> 46 Old Kentucky 68 Lebanon, KY 40033 (270) 692-3761 Fax (270) 692-9469</p>
<p><b>24 Hour Outage/Emergency Reporting 1-866-224-2235</b></p>		

# Billing Terms



P. O. BOX 87 – DANVILLE, KY 40423-0087  
 PHONE (DANVILLE) 859-236-4561  
 (LEBANON) 270-692-3761  
 (TOLL FREE) 888-266-7322  
 View & Pay Online at [www.intercountyenergy.net](http://www.intercountyenergy.net)

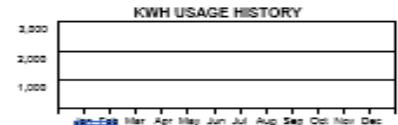
OFFICE HOURS:  
 MONDAY – FRIDAY  
 7:30 am – 4:30 pm  
 Report Power Outages  
 1-866-224-2235

ACCOUNT NUMBER		ACCOUNT NAME		RATE	CLASS	METER NUMBER		LOCATION NUMBER	SERVICE ADDRESS
SERVICE PERIOD		METER READING			NO. DAYS	RDG CODE	METER MULTI	KWH USAGE	CHARGES
FROM	TO	PREVIOUS	PRESENT						
CUSTOMER CHARGE									
FUEL CHARGE									
ENVIRONMENTAL SURCHARGE									
FRANCHISE FEE									
SCHOOL TAX									
TOTAL CURRENT BILL DUE									
PREVIOUS AMOUNT DUE									
THANK YOU FOR YOUR PAYMENT									
TOTAL AMOUNT DUE									
BILL DATE		READING CODES			PAY THIS AMOUNT			\$	
		R = READER READ    L = LEVELIZED			DUE DATE		BILL IS DELINQUENT AFTER DUE DATE		
		E = ESTIMATED BILL    F = FINAL BILL			AMOUNT DUE AFTER 4:30 PM ON DUE DATE			\$	

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AVERAGE TEMPERATURE: \_\_\_\_\_

COMPARISONS	DAYS SERVICE	TOTAL KWH	AVG. KWH/DAY	COST PER DAY
CURRENT BILLING PERIOD				
PREVIOUS BILLING PERIOD				
SAME PERIOD LAST YEAR				



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 PLEASE BRING ENTIRE BILL WHEN PAYING PERSON  
 PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT  
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PO BOX 87  
 DANVILLE KY 40423-0087  
 ADDRESS SERVICE REQUESTED

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE NOW
		\$
PHONE NUMBER ON RECORD	AMOUNT DUE AFTER 4:30 PM ON DUE DATE	AMOUNT PAID
		\$

- Check here to indicate address or phone change on back.  
 Check here for Winter Care. Amount Contributed \_\_\_\_\_

(CUSTOMER NAME)  
 (ADDRESS)  
 (CITY / STATE / ZIP)

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

# Billing Terms

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## HOW TO REACH US:

## INTER-COUNTY ENERGY

Main Office Located at 1009 Hustonville Road • Danville, KY 40422 • (859) 236-4561 • TOLL FREE 1-888-266-7322  
 Branch Located at 46 Old Kentucky 88 • Lebanon, KY 40033 • (270) 692-3761  
[www.intercountyenergy.net](http://www.intercountyenergy.net)

### Understanding Your Bill...

Rate schedules and an explanation of how to compute your bill, including fuel adjustment, is available upon request. The following information explains items that may appear on your bill.

#### **Minimum Bill/Customer Charge**

This portion of your bill is a fixed amount each month and is not affected by the amount of electricity used.

#### **Fuel Adjustment Factor**

The Fuel Adjustment is applicable to all kilowatt hours used. Security light charge includes fuel adjustment on:

39 kWh for Standard Yard Light  
 20 kWh for Colonial Light  
 87 kWh for 205-Watt Dir Floodlight  
 159 kWh for 400-watt Dir Floodlight  
 360 kWh for 1000-watt Dir Floodlight  
 87 kWh for Cobra Head Light  
 24 kWh for LED Light

#### **Environmental Surcharge**

The Environmental Surcharge covers the costs incurred by power suppliers to meet government-mandated reductions in emission levels.

KY State tax is 6%. Local school tax is 3%. Franchise fee is 3%. All taxes are subject to change.

#### **Levelized Billing Amount**

If you are a levelized billing customer, the bill will show the amount to be paid each month.

### REPORT POWER OUTAGES 1-866-224-2235

#### **Estimated Bills**

If your meter does not report a reading on the scheduled read date, your monthly kWh will be estimated based on your average energy usage. The reading on your bill will be marked estimated and any adjustment will be made after the next meter reading is received.

#### **Service Interruptions**

If service is interrupted, check fuses and circuit breakers. Check to see if neighbors have power. Report outages promptly and provide customer number.

#### **Bill Payment**

Payments not received by 4:30 PM on the due date stated on front of this bill will have a 10% late payment charge added.

Payments made in the outside depositories, online or through the call center after 4:30 PM on the due date will be subject to the 10% late fee.

Unpaid bills are subject to collection or disconnection. Disconnect fee is \$30.00. Reconnect fee is \$30.00. Collection fee is \$30.00. After 4:30 PM reconnect fee is \$65.00.

Payment may be made with the following credit cards: Visa, MasterCard, Discover or American Express.

**Please register any inquiry about a bill prior to the due date.**

### Special Services...

#### **Automated Payment Plan**

Our automated payment plan (bank draft, credit/debit card) offers a convenient way to pay this bill. Sign up for this service and we will automatically deduct the amount of your monthly bill from your checking, savings or credit card account.

#### **Levelized Billing**

Sign-up is permitted at any time after 12 month's history is established. Take the worry and guesswork out of budgeting for your electric service. There is no settlement month and payments due may vary some each month.

#### **Prepay Service Program**

Enroll by depositing an initial minimum of \$100 in the member's prepay account. No monthly bill mailed. View your billing, account balance or make a payment 24/7 by downloading the free mobile app from iTunes or Google Play store or log onto your account at [www.intercountyenergy.net](http://www.intercountyenergy.net).

## Power Quality

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Inter-County Energy will use reasonable diligence in providing consistent and uninterrupted power; however the cooperative cannot guarantee power without interruptions or disturbances. If power is interrupted for any reason, the cooperative cannot be held liable for resulting damage.

### **Breaker Operations**

The cooperative maintains more than 4,000 miles of power lines, which are exposed to natural and man-made damages or destruction. To keep outage time to a minimum and protect and to protect our lines, automatic reset devices (breakers) are used. If an animal, tree limb, or other object contacts the line, the breaker operates (up to 3 times) to restore power. Breaker operations often cause digital clocks and other electronic devices to reset to 12 o'clock and flash. Some small appliances contain battery backup, or other carry-through circuitry, which can prevent this.

### **Voltage Fluctuations**

Members must not use their electric service in such a manner as to cause fluctuations or disturbances to the cooperative's system. The cooperative may require apparatus to reasonably limit such fluctuations.

### **Meter Testing**

The cooperative will test and inspect the electric meters on a random basis to be sure they maintain their high standard of accuracy. Members requesting a meter test at a time other than the cooperative's selected test time must pay a \$40 meter test fee to cover the expense of the testing.

### **Energy Theft**

Who pays? When a thief tampers with a utility meter to steal energy, the honest members eventually pay for the stolen energy. Inter-County Energy Cooperative's employees have been trained to detect signs of meter tampering. Individuals involved in energy theft may be prosecuted.

Under Kentucky law, unauthorized use of power through tampering with an electric meter or unlawfully reconnecting electric service that has been disconnected by Inter-County Energy Cooperative could result in a fine of up to \$10,000. The cost of service stolen or equipment damaged may also be recovered.

## Power Quality

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### Meter Tampering

Persons can be held responsible under Kentucky law for any tampering or unauthorized reconnection involving a meter under the member's possession or control. It is not necessary to be caught in the act of tampering with a meter in order to be prosecuted. If a member suspects anyone of meter tampering, report it to the cooperative. The information will be kept confidential, and it could help save money for all members. Reporting meter tampering could also save someone's life because of the hazards of high voltage to those not trained to work with it.

If an electrician, contractor, or other craftsman working on your home's wiring or installing appliances finds it necessary to gain access to the meter installation, contact Inter-County Energy Cooperative for instructions. No one except Inter-County Energy Cooperative employees are authorized to cut a seal or remove a meter. Checking with the cooperative first can prevent any unintentional involvement in a meter tampering investigation.

## DO NOT TAMPER WITH YOUR ELECTRIC METER

Meter tampering can result in electric shock, is illegal and increases electricity rates for other co-op members.

- ⊘ Never break a meter seal.
- ⊘ Never open a meter base.
- ⊘ Never remove a meter or alter an entrance cable in any manner.



If you know of or suspect that someone has tampered with their meter, please contact us immediately.

## If the Power Goes Off

**If the power goes off**, first check the main electrical panel to see if a fuse has blown or a breaker has tripped. Fuses must be replaced while breakers need only to be reset. If the problem is not in the main panel, check with neighbors to determine if others in the area are affected. If the problem is not in the home or if other neighbors are involved, call the local Inter-County Energy Cooperative office at the 24-Hour Outage/Emergency Reporting phone number 1-866-224-2235. The cooperative is available to serve members 24 hours a day, 7 days a week, including holidays.

**To report an outage**, include the name in which the service is received, the member number as listed on the electric bill, the address, and telephone number. If the cause of the outage is known, please describe it. (For example: a limb is on the line, a pole has been hit by a car, etc.) This information will save a great deal of time in restoring power. We also ask that you call our 24-hour Outage/Emergency Reporting number to report an outage and not report it on Facebook.

Be assured that repairs are made as quickly as possible; however, if the power is still off after it has been restored to other homes in the area, do not hesitate to call again.

**While The Electricity Is Off**, keep the refrigerator and freezer doors closed. Food should keep for up to 48 hours in a freezer if the door is kept closed. If the outage persists, cover the refrigerator or freezer with a blanket, or make arrangements to store food at another location.



In any outage, the first priority is to get the greatest number of people back on-line as quickly as possible. That's why electric co-ops follow a sequence of repairs that restores power to large groups of consumers before tackling smaller groups and individual consumers. This fictitious example details a typical repair sequence.

- 1** The main distribution line from the substation must be fixed before anyone can have power.
- 2** Next, repair crews fix the lines that bring power to the greatest number of people in a community.
- 3** After larger pockets of consumers are back on-line, crews fix service lines to individual homes.

**24 Hour Outage/Emergency  
Reporting 1-866-224-2235**

## If the Power Goes Off

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**Turn off all electrical appliances** that were on when the power went off, especially heat pumps, air conditioners, and any appliances such as stoves or electric heaters. It is advisable to leave a light on to know when power is restored. Tune a portable or car radio to a local station and listen for news reports about the outage. Inter-County Energy Cooperative will notify local stations when there is a planned outage, major storm, or other disaster.

**Safety First!** Stay away from downed power lines and broken utility poles. Do not attempt to remove trees or limbs from lines. That's the job of the cooperative! Notify Inter-County Energy Cooperative immediately of downed lines or broken poles and prevent others from coming in contact with them. Even lines that look harmless can be dangerous. Make sure all family members, especially children, understand the danger of downed power lines.

While Inter-County Energy Cooperative hopes power outages never occur, the following information will help members cope with an outage if it should occur.

### Keep a Power Outage Kit on Hand

- Flashlight with fresh batteries
- Matches
- Candles
- Spare fuses
- Portable radio with fresh batteries

Make sure each family member knows where the power outage kit is located and what to do if an outage occurs.

Please visit Inter-County Energy at [www.intercountyenergy.net](http://www.intercountyenergy.net) and Facebook for updated information.

## WARNING: back-up generator safety

If a back-up generator is used to provide electricity for the home, farming operation, or other business, it could injure or kill a utility lineman who is working on the line if it is installed improperly. Contact Inter-County Energy Cooperative for assistance in installing and operating back-up generators. Back-up generators should never be used indoors.

## Right-of-Way Program

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Inter-County Energy Cooperative maintains more than 4,000 miles of power lines to serve the members. This enormous task is hindered by the rapid growth of trees and other vegetation that can interfere with the proper operation of power lines or prevent access to the lines. When either occurs, the quality of service to the members is affected. That is why Inter-County Energy Cooperative must keep rights-of-way clear of obstructions.

### **If Your Trees Get in the Power Lines**

The high-voltage power lines that bring electric energy to the transformer pole are not insulated. When trees or other obstructions come in contact with these lines, the result can be outages or potential safety hazards. Report any evidence of tree limbs touching lines to Inter-County Energy Cooperative. The cooperative will investigate and remove the tree limbs quickly or schedule the work for the right-of-way crew.

The service lines that deliver electric energy from the pole into the home are covered to protect them from damage. However, if tree limbs damage the wires or the covering is frayed or missing, please report it immediately so that Inter-County Energy Cooperative employees can make repairs or replacements.

### **When a tree makes contact with an overhead power line:**

1. Power outages can result, affecting homes and businesses in the area.
2. The power line can be severely damaged by wind or falling trees and limbs.
3. The tree will conduct electric energy into the ground. This can be hazardous, as well as wasteful and costly.

### **Right-of-Way Clearing is Necessary**

Keeping the power lines clear of trees and undergrowth is a year-round job for Inter-County Energy Cooperative. This maintenance program includes use of contract right-of-way

crews and machinery for removing undergrowth beneath the lines, as well as the use of chemicals or herbicides.

### **Trade-A-Tree Program**

Inter-County Energy Cooperative will cut and remove trees growing into the primary lines. Members are offered free replacement trees through our Trade-A-Tree Program. These trees will be of a variety that will cause no future problems in the lines and will be planted outside of the right-of-way. The Trade-A-Tree Program does not apply to trees growing in the service lines (line connecting the house to the primary lines). Inter-County personnel will determine if the member qualifies for the program on a case-by-case basis.

### **Pole Inspections**

In order to bring electric energy into the member's home, Inter-County Energy Cooperative must maintain more than 45,000 poles to support the power lines. The cooperative inspects and treats each pole as part of a regular maintenance program to ensure the life of the pole (about 40 years) and the safety of the employees who must climb the poles. Most poles are treated at the ground line to prevent decay. Pole inspectors must dig around each pole by hand to determine what treatment is needed.

Pole inspections require that cooperative employees occasionally be on the member's property. Patience and understanding during these situations is appreciated.

## Special Services

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Inter-County Energy Cooperative is dedicated to providing products and services of superior value by promoting a commitment to reliable performance and excellent service. In addition, the following services are available to help improve the member's quality of life.

### **Levelized Billing**

This is a convenient, budget-wise way to pay the electric bill. Members receive an "averaged" bill each month, thus avoiding the budget strain of paying larger bills that occur during the winter heating and summer cooling seasons. To participate in Levelized Billing the member must have lived at the same location for 12 months. For details, call the Inter-County Energy Cooperative office.

### **Billing Analysis**

A detailed examination can help the member understand the bill and determine where electric energy is being consumed.

### **Agency Referral Assistance**

Inter-County Energy Cooperative employees are able to advise the member of local, state, and federal programs for the payment of utility bills under certain conditions and of the offices to contact for such assistance.

### **School Programs**

Inter-County Energy Cooperative employees visit elementary school classes and other civic organizations each year to explain the many benefits of electricity and dangers that can occur from its misuse.

### **Conservation Clubhouse**

Our most popular program, it is approximately 40 minutes in length, and it incorporates live animals for the kids to handle. The program is divided between a 20-minute slide presentation and 20 minutes of "critter handling." The animals that we bring are all harmless creatures including frogs, salamanders, and snakes. The purpose of this program is to teach about the physiological differences between reptiles and amphibians and their niche in Kentucky's environment. At the conclusion of this program, each student receives a complimentary poster.

### **PrePay Metering**

With the Prepay Service Program ("Prepay"), residential members may purchase electricity before they use it. Prepay residential members avoid paying deposits, late fees, collection fees and/or reconnect fees. Prepay provides members the chance to become more aware of energy usage and better manage energy consumption.

### **Bring Your Own Thermostat (BYOT)**

For purchasing a qualifying wi-fi thermostat, you will receive a one-time credit on your electric bill. You should receive information from the thermostat company once it has been installed and is connected to the wi-fi.

## Special Services

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### **First Core Value**

Inter-County Energy Cooperative is committed to creating a safe working environment, not only for our employees, but the general public as well. The first core value within our Mission Statement is “A Culture of Safety” and is a commitment from the top of the organization down. It reminds our employees to think about safety while performing their duties within the areas that we serve. Remember, safety is no accident!

### **Speakers Bureau**

Speakers are available by request to discuss such topics as electrical usage and other related information. Speakers are available to all groups but are especially encouraged for schools and civic groups.

### **Commercial/Industrial Assistance**

Inter-County Energy Cooperative provides a comprehensive package of services to aid existing and potential commercial/industrial consumers in improving energy efficiency, rates, proper sizing of facilities, surge protection, etc. Businesses interested in this service may contact the Member Services Department at Inter-County Energy Cooperative.

### **Technical Services**

Inter-County Energy Cooperative keeps abreast of technological changes and brings those resulting benefits to the member.

### **Member Communication**

Inter-County Energy Cooperative makes every effort to keep members informed on items of interest relating to the cooperative. This is done through local print and broadcast media and the center section of the monthly magazine, *Kentucky Living*. Also, you can visit us on Facebook and visit our website at [www.intercountyenergy.net](http://www.intercountyenergy.net). Other social media platforms we currently use Instagram and Twitter.

### **Automatic Meter Reading**

Inter-County Energy remotely reads all meters once daily by way of power line carrier signals that work over our distribution lines. There are no additional charges for this service, however Inter-County Energy will continue to require access to the meter periodically for meter and/or equipment repair.

Through our AMR and our enhanced online web portal, members can now go online and view their daily energy profile. The online access is secured, and personal usage and information is private and confidential.

### **Renewable Energy Program (EnviroWatts)**

The purpose of this program is to provide retail customers with a source of renewable energy or renewable energy attributes called Renewable Energy Certificates (“RECs”), whereby Inter-County Energy Cooperative will aggregate the contributions provided by the retail customers to develop renewable energy, purchase renewable energy, or purchase REC’s.

Renewable energy is that electricity which is generated from renewable sources including: solar, wind, hydroelectric, landfill gas, and other renewable resources deemed to be Green-E certified. Voluntary, monthly contributions can be made in \$2.75 increments. Call our office today for more information.

## Marketing Programs

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### **Touchstone Energy Home**

An incentive will be paid for NEW homes constructed to the Touchstone Energy Home standards with either a geothermal HVAC system or an air-to-air heat pump installed that meet current energy star standards.

### **Retrofit Geothermal/Air Source Heat Pump Installations**

An incentive will be paid for retrofits made to existing homes with the qualifying specifications for Geothermal (meeting ARI-325 standards) and Air Source Heat Pumps that replace resistance type heat such as baseboard, ceiling cable and an electric furnace. The higher the SEER and HSPF are, the higher the rebate will be from Inter-County Energy.

### **Button Up Weatherization Program**

An incentive is available to residences that currently have or are in the process of installing electric heat as the primary heating source and are improving /upgrading attic insulation levels. To qualify, a residence must be a **minimum** of 2 years old and have a heat gain/heat loss analysis performed **prior** to improvements being made and a blower door test. A certification of R-value, inches of attic insulation installed and/or bag count (receipts) shall be required from the homeowner. The typical air sealing portion of the Button-Up incentive could include caulking, improved window and door seals, etc. To receive this incentive, an Inter-County Energy representative must perform a **“Pre and Post” blower door test** to measure actual BTU’s reduced. The maximum incentive amount is **\$750**.

### **Energy Audit Program**

This service provides the members of Inter-County energy with an energy analysis of their home. The analysis includes heating, cooling and appliance energy usage. This is a **FREE** service provided to Inter-County Energy members.

### **Energy Star Manufactured Home Program**

Check with Inter-County Energy or manufactured home retailer to check certification of Energy Star. An ENERGY STAR © incentive will be paid to member if home qualifies.

### **CARES Program (Community Assistance Resources for Energy Savings)**

Inter-County Energy’s Community Assistance Resources for Energy Savings (“CARES”) Program provides an incentive to enhance the weatherization and energy efficiency services provided to its members by the Kentucky Community Action Agency (“CAA”) network of not-for-profit community action agencies . Inter-County Energy’s program has two primary objectives. This program will enable the CAA to accomplish additional energy efficiency improvements in each home. Second, this incentive will assist the CAA in weatherizing more homes. This is a partnership between Inter-County Energy and CAA.

## Marketing Programs

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### Cooperative Solar

Inter-County Energy members can license solar panels at Kentucky's Touchstone Energy Cooperatives' not-for-profit 60 acre solar farm in Winchester, KY. And they'll receive the benefits of solar for the next 25 years. We call it Cooperative Solar.

For a one-time payment of \$460 per panel, participating members will receive a 25-year license to one of the panels. That means they will get credit on their monthly power bill for their proportional share of the energy generated by the solar farm, as well as the market value of their panel's capacity. And they can monitor panel performance online. Call the Member Services Department at Inter-County Energy for more details or go to [www.cooperativesolar.com](http://www.cooperativesolar.com).

### Low Interest Loan Programs

This program is available to qualifying Inter-County Energy Cooperative members installing approved geothermal heating/cooling systems, air-source heat pumps, and electric thermal storage installations. Loans are available up to a maximum of \$10,000.

More details on all of the marketing programs are available from the Member Services Department. Please contact Inter-County Energy Cooperative before purchasing any appliances to verify the proper equipment.

### HVAC Inspectors by County

#### Garrard, Lincoln, Madison and Rockcastle

Casey Miller

Phone: 859-302-4268

Email: [Casey.Miller@ky.gov](mailto:Casey.Miller@ky.gov)

#### Casey

Mark Clemons

Phone: 606-875-6011

Email: [Mark.Clemons@ky.gov](mailto:Mark.Clemons@ky.gov)

#### Boyle, Mercer, Washington, Marion and Taylor

Jason DeMurray

Phone: 270-283-1042

Email: [Jason.Demurray@ky.gov](mailto:Jason.Demurray@ky.gov)

#### Nelson

Kristopher Ahlers

Phone: 502-655-5061

Email: [Kristopher.Ahlers@ky.gov](mailto:Kristopher.Ahlers@ky.gov)

#### Larue

Earl Sandusky

Phone: 270-401-3544

Email: [Earl.Sandusky@ky.gov](mailto:Earl.Sandusky@ky.gov)

## Outdoor Lighting

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Inter-County Energy Cooperative offers many ways to use lighting to improve the member's quality of life while providing safety and security for the home or business. A few of these lighting services are listed below. Contact your Inter-County Energy Cooperative office for details.

### **Security Lighting**

Feel more secure while protecting a home or business during the night by leasing an Inter-County Energy Cooperative security light. Inter-County Energy Cooperative uses high-quality, energy-efficient outdoor lighting fixtures that are installed and maintained by the cooperative. A photoelectric cell turns the light on and off automatically.

### **Residential**

- 50-watt Colonial post light mounted on a 14-foot decorative pole
- 100-watt Colonial post light mounted on an 14-foot decorative pole
- 100-watt high pressure sodium security light
- 70-watt 6,000 Lumen Security LED Light

### **Commercial**

- 250-watt Cobra head light
- 250, 400, & 1000-watt directional floodlights

This lease includes a high-quality, utility-grade light fixture installed and maintained by the cooperative. The monthly charge also includes the electric energy used by the light. When a transformer or additional pole is needed, there may be an additional charge. Prices are subject to change as the cost of equipment and electric energy changes. Vandalism damage is the responsibility of the member.

### **Subdivision & Other Street Lighting**

Because street lighting provides safety and security and promotes community pride, Inter-County Energy Cooperative offers a Subdivision and Street Lighting Program. This program is available where local governments have adopted street lighting ordinances. If residents in a subdivision want street lighting in the neighborhood, contact the Engineering Department at Inter-County Energy Cooperative. Residential lighting design is available with this service.

## What Uses Watts?

### (Estimated average monthly kilowatt-hour figures)

\* Estimated energy use is based on individual use and conditions.

Detail	Estimated Energy Usage*	Detail	Estimated Energy Usage*
40" - 50" Plasma TV .....	0.4-0.48 kWh/hr	Portable heater (1500W).....	1.5 kWh/hr
40" - 50" LCD TV .....	0.012-0.016 kWh/hr	Baseboard heater (six ft. unit) (250 W/ft.) .....	1.5 kWh/hr
40" - 50" DLP TV .....	0.2-0.24 kWh/hr	Heat Pump heat strips.....	10 kWh/hr w/fan
25" - 36" Tube TV .....	0.09-0.12 kWh/hr	Electric Furnace .....	10.5 kWh/hr w/fan
DVD player .....	0.03 kWh/hr	Heat Pump w/o heat strips (1.5-5 ton) .....	2.9-9.8 kWh/hr
Desktop Computer .....	0.06 - 0.25 kWh/hr	A/C: Window/wall (8kBtu) (120V-12 EER) .....	0.73 kWh/hr
Desktop Computer (sleep/standby mode) ...	0.001 - 0.006 kWh/hr	A/C: Window/wall (18kBtu) (240V) .....	1.8 kWh/hr
Laptop .....	0.02 - 0.05 kWh/hr	Central (3 ton-12 SEER) .....	3.0 kWh/hr
Monitor - 17" CRT .....	0.08 kWh/hr	Whole house fan .....	0.2-0.4 kWh/hr
Monitor - 17" LCD .....	0.04 kWh/hr	Portable fan .....	0.03 kWh/hr
Radio, CD player .....	0.02 kWh/hr	Ceiling fan .....	0.075 kWh/hr
Incandescent bulb (40-150 W) .....	0.04- 15 kWh/hr	Electric water heater .....	380 - 500 kWh/month
CFL (11 W) equiv. to 40 W incandescent .....	0.01 kWh/hr	Instantaneous WH 110 v 29 amp .....	380 - 500 kWh/month
CFL (15 W) equiv. to 60 W incandescent .....	0.015 kWh/hr	Instantaneous WH 240 v 50 amp @2.5 gpm.....	12 kWh/hr
CFL (20 W) equiv. to 75 W incandescent .....	0.02 kWh/hr	Oven .....	2.3 kWh/hr
CFL (27 W) equiv. to 100 W incandescent .....	0.027 kWh/hr	Oven: Surface .....	1-1.5 kWh/hr
CFL (38 W) equiv. to 150 W incandescent .....	0.038 kWh/hr	Oven: Self-cleaning feature .....	6 kWh/hr cleaning
Clothes dryer (light load vs. heavy load) .....	2.5 - 4 kWh/load	Microwave oven .....	0.12 kWh/5 min
Warm Wash, cold rinse .....	2.3 kWh/load	Broiler, portable electric .....	1.5 kWh/hr
Hot wash, warm rinse .....	6.3 kWh/load	Coffee maker .....	0.12 kWh/brew
Night light (4w on 12-hours/day) .....	1.44 kWh/month	Coffee maker/brew, warmer on .....	0.4 kWh/hr
Electric Blanket: (Twin - King) .....	0.5-1 kWh/night	Dishwasher: normal cycle (no hot water) .....	1 - 2.17 kWh/load
Aquarium .....	0.05 - 1.2 kWh/hr	Dishwasher: Energy saver cycle .....	0.5 kWh/load
Whirlpool tub .....	1.8 kWh/hr	Refrigerator frost-free, 15 cu. ft. (1996 unit) .....	150 kWh/month
Filter pump (1-1/2 hp) .....	1.12 kWh/hr	Freezer - manual defrost, 15 cu. ft.....	90 kWh/month
Filter pump (2 hp) .....	1.5 kWh/hr	Energy Star Refr., 14 cu. ft. ....	34.5 kWh/month
Hot Tub Electric heater (1500-5500 W) .....	1.5-5.5 kWh/hr	Energy Star Refr, frost free 17-24 cu ft .....	35-54 kWh/month
Sleep Apnea Machine (CPAP) .....	0.2 kWh/hr	Energy Star Refr. side by side 21-25 cu ft .....	51-60 kWh/month

Inter-County Energy is committed to the health and well-being of the members we serve.

A healthy community promotes growth and vitality. Below is a list of the health care providers in the communities served by Inter-County Energy.

### **EPHRAIM MCDOWELL HEALTH**

www.emhealth.org - a healthcare system that includes two hospitals, seven family medical centers, an independent and assisted living facility, a wellness center, three immediate care centers, a home medical equipment store, an outpatient diagnostic center, a children's learning and development center and an outpatient rehabilitations facility.

#### **Ephraim McDowell Regional Medical Center**

217 South Third Street  
Danville (859) 239-1000

#### **Ephraim McDowell Fort Logan Hospital**

110 Metker Trail  
Stanford (606) 365-4600

#### **Danville Family Physicians**

109 Daniel Drive  
Danville (859) 236-3361

#### **Harrodsburg Family Medical Center**

1509 Louisville Rd.  
Harrodsburg (859) 734-5770

#### **Ephraim McDowell Springfield Family Medical Center**

280 Lincoln Drive  
Springfield (859)336-9801

#### **Ephraim McDowell Liberty Family Medical Center**

511 Middleburg St.  
Liberty, KY 606-787-5963

#### **North Garrard Family Medical Center**

510 North Camp Dick Road  
Lancaster (859) 548-8000

#### **Immediate Care at Fort Logan Hospital**

110 Metker Trail  
Stanford (606) 365-3360

#### **McDowell Place of Danville**

1181 Ben Ali Drive  
Danville (859) 239-HOME (4663)

#### **McDowell Wellness Center**

1107 Ben Ali Drive Danville  
(859) 936-9355

#### **Ephraim McDowell Medsource (Home Medical Equipment)**

150 South Third St.  
Danville (859) 239-1691

110 Metker Trail  
Stanford (606)365-4632

#### **Ephraim McDowell Diagnostic Center**

101 Danville Drive  
Danville (859) 936-8220

#### **Bluegrass Immediate Care**

1541 Lebanon Rd.  
Danville (859) 236-3208

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**Ephraim McDowell  
Lancaster Diagnostics**  
189 Farra Drive  
Lancaster (859) 792-2129

**Ephraim McDowell Spine Physical  
Therapy**  
(Hub Building)  
1107 Ben Ali Dr  
Danville (859) 236-4862

**Ephraim McDowell Garrard Clinic**  
405 Danville Street  
Lancaster (859)792-2124

**Ephraim Heart & Vascular Institute**  
216 West Walnut Street  
Danville (859) 236-6621

**Ephraim McDowell Adult Medicine**  
478 Whirl-A-Way Drive  
Danville (859) 236-9662

**Ephraim McDowell Pediatrics**  
1509 Louisville Road  
Harrodsburg (859)734-5770

**Sleep Disorders Center**  
217 S. 3rd St  
Danville (859) 936-0303

**Diabetes & Endocrinology Center**  
440 Whirl-A-Way Drive  
Danville (859) 239-5904

**Kids Can Do Pediatric  
Therapy Center**  
440 Whirl-A-Way Drive  
Suite 1  
Danville (859) 239-6670

**Central Kentucky Surgery Center**  
230 West Main Street, Suite 400  
Danville (859) 239-2600

**Fort Logan Rehabilitation Services**  
110 Metker Trail  
Stanford (606) 365-9292

**Wound Healing Center  
at Ephraim McDowell**  
217 South Third Street  
Danville (859) 239-1470

**Pain Management Center**  
217 South Third Street  
Danville (859) 239-2020

**Ephraim McDowell/James B.  
Haggin Memorial Hospital**  
464 Linden Avenue  
Harrodsburg (859) 734-5441

**Casey County Hospital**  
187 Wolford Avenue  
Liberty (606) 787-6275

**Spring View Hospital**  
320 Loretto Rd.  
Lebanon (270) 692-3161

# *Know how to Identify and Help an Electric Shock Victim*

Would you know what to do if you encountered an electric shock accident? Knowing critical information ahead of time will help protect you and could save someone's life. The Safe Electricity program encourages you to be prepared by learning how to help someone who gets shocked by electricity.

## **If you come upon someone who you believe is in contact or has just suffered an electrical shock:**

- Look first. Do **NOT** touch. The person may still be in contact with the electrical source and be energized. Touching the person may pass the current through you. If there are others nearby, make sure they do not touch the person either.
- Call, or have someone nearby call, 911 and the electric utility.
- Turn off the source of electricity, if known and if safely possible (i.e., circuit breaker or box). If you are not sure, wait for help from the emergency responders.
- Only once the source of electricity is OFF, check for signs of circulation (breathing, coughing, or movement). Provide any necessary first aid.
- Prevent shock. Lay the person down and, if possible, position the head slightly lower than the trunk with the legs elevated.
- Do not move a person with an electrical injury unless the person is in immediate danger.

Remember—DO NOT touch the person with your bare hands if he or she is still in contact with the electrical current. Do not get near high-voltage wires until the power is turned off. Call 911 and the utility to have them come and de-energize the lines.

Anyone who has come into contact with electricity should see a doctor to check for internal injuries, even if he or she has no obvious signs or symptoms.



A Touchstone Energy Cooperative 



## **Headquarters Office**

Inter-County Energy  
Cooperative 1009  
Hustonville Road  
PO Box 87  
Danville, KY 40423-0087  
(859) 236-4561  
Toll-Free 1-888-266-7322  
Fax (859) 236-3627

## **Lebanon Office**

Inter-County Energy  
Cooperative 46 Old  
Kentucky 68  
Lebanon, KY 40033  
(270) 692-3761  
Fax (270) 692-9469

Member # \_\_\_\_\_

Meter # \_\_\_\_\_

## Electrical Inspectors

### **BOYLE/MERCER**

ARTHUR ELLIOTT 859-265-1036

### **CASEY/TAYLOR/ADAIR/MARION**

CHRIS BENNETT 270-378-1036

### **GARRARD**

WALLACE BROWN 859-887-2909

### **LINCOLN (MON, WED & THURS)**

TIM SILER 606-510-3886

### **LARUE**

DAVID VEIRS  
270-769-5479 (OFFICE)  
270-769-8221 (CELL)

### **MADISON**

DALE FORTNEY 859-624-4780

### **NELSON**

RONNIE BLANKENSHIP  
502-331-7847

### **ROCKCASTLE**

WAYNE RICE 606-493-6183

### **WASHINGTON**

TOMMY LANHAM 859-481-8151



**24 Hour Outage/Emergency  
Reporting  
1-866-224-2235**



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has its benefits.*

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