

INTER-COUNTY ENERGY

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FEBRUARY 2026

From the President/CEO

Co-ops in your corner

Members come first

If there's one word chilling the blood of politicians across the aisle today, it's this: affordability. From housing to health care, education and energy, costs are rising everywhere—and no one is happy about it.

This time of year is especially hard. Severe winter weather drives up heating costs, and after the cold snaps we've already experienced, many members are bracing for higher bills at a time when everything else already costs too much.

There are many reasons for increasing costs across the economy and in the energy sector. We discuss some of those factors in this month's *Kentucky Living* cover story, from increased electrification to spiking infrastructure costs and regulatory pressures. Understanding these conditions is important to make sense of how we got here. It's also important to understand how co-ops fit into the picture—and that we are on your side.

Here at Inter-County Energy, we're not just an energy company, and you're not just a customer. Electric cooperatives are different from every other kind of utility, because we are

owned by the people we serve. As a consumer-member, you're a part-owner of the company that purchases and distributes power to you. This is a responsibility we take very seriously.

We are speaking up for you in Frankfort and in Washington, D.C., to advocate for commonsense energy policies that protect affordability along with the reliability and safety of our energy supply. Too many interest groups are willing to accept policies that increase costs for everyone in service of their own agendas. Co-ops are the voice of reason on your behalf.

We also look out for you by providing regular and reliable information about our cooperative, issues affecting the energy supply, programs and services to help you reduce energy use and tips to stay safe around electricity in all weather conditions. Knowledge is power, and it's essential to rely on information you can trust.

And as demands on the grid grow every day, we are also planning for the future with you in mind. We understand that economic growth is critical—and we also know that it can't come at the expense of our existing members. This attitude is no accident. It's built into the way we operate. Because we're a cooperative, we are accountable to you, first and last. We're in your corner, and we won't budge.



MORGAN JANSSEN



A Touchstone Energy Cooperative 

President/CEO
Jerry Carter



Efficiency programs

Inter-County Energy offers the following energy-efficiency programs and services to assist our members in saving energy while living comfortably in the process. Incentives are available to those members that meet certain requirements when weatherizing their home, building a new home, or changing out their old resistance type of heating or heat pump. It is recommended that you check with Inter-County Energy Member Services personnel before purchasing any equipment to make sure they qualify.



- Energy Star Heat Pump Water Heater Program
- Bring Your Own Thermostat
- Touchstone New Home Construction Program
- Heat Pump Retrofit for stick-built and manufactured homes or upgrading your existing heat pump
- Button Up Weatherization Program



PLUG INTO SAFETY

Tips for charging your devices

Something as simple as charging your phone could be dangerous.

- Only purchase charging cords and devices from trusted sources. Low-priced options are often unregulated and untested.
- Only charge on cool, well-ventilated surfaces away from flammable objects. Always unplug cords when they're not in use.
- If you're charging your phone and accidentally drop it in water, you could be electrocuted. Unlike hair dryers and electric razors, devices not meant to be used in a bathroom are not equipped with ground fault circuit interrupters.



How we restore your power

Restoring power after a major outage is an enormous undertaking that involves much more than simply throwing a switch or removing a tree from a line.

The main goal is to safely restore power to the greatest number of Inter-County Energy owner-members in the shortest time possible. Keep in mind that if there is damage to power plants or transmission lines, those facilities must be repaired by our power supplier, East Kentucky Power Cooperative, before we can restore your service.

Transmission lines seldom fail, but they can be damaged by storms or tornadoes. Tens of thousands of people could be served by a single high-voltage transmission line.

When those facilities are working, problems in Inter-County Energy's electric distribution system can be corrected. Here's how we do it:

- 1. Ensure public safety.** Our first priority is public safety, so crews are sent to remove damaged power lines from roadways first.
- 2. Distribution substations are restored.** There are 18 substations serving our territory each serving hundreds of homes and businesses. Sometimes, just replacing a fuse on a substation transformer can restore power to most members.
- 3. Repair main distribution lines.** Next, distribution lines are repaired. These are lines that come out of a substation and are connected to a pole along a cross arm. If these lines are down, individual homes can't get power.
- 4. Inspect and repair supply lines.** These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside homes, businesses

Powering Up After an Outage

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark:

1. High-Voltage Transmission Lines:

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2. Distribution Substation:

A substation can serve hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

3. Main Distribution Lines:

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

4. Tap Lines:

If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

5. Individual Homes:

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issue.

and institutions like schools.

- 5. Fix individual service lines.** If your home remains without power after neighbors' lights come on, it could mean there is damage to your individual service line. Call us at (888) 266-7322 to report the

problem. Inter-County Energy is responsible for getting the electricity to your meter. However, the mast on the house (the pipe in which the wires run down to the meter panel) is your responsibility and may require repairs by an electrician.

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.

SAFETY MESSAGE

Never attempt to raise or move a power line to clear a path. Instead, report sagging or low lines for repair at 1-888-266-7322.

PRESIDENT/CEO

Jerry Carter

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24-HOUR EMERGENCY/OUTAGE REPORTING (888) 266-7322

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.

OFFICES:

DANVILLE/BOYLE COUNTY

OFFICE HOURS: 7:30 A.M. - 4:30 P.M.
(859) 236-4561

LEBANON/DISTRICT OFFICE

OFFICE HOURS: 7:30 A.M. - 4 P.M.
(270) 692-3761

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Use cold water, even in cold weather

Laundry can be a bigger winter energy user than people expect, but small adjustments save money without sacrificing cleanliness.

Some rules of thumb:

- Modern detergents work well in cold water, and many loads come out just as clean.
- Wash full loads and select the right water level. For lightly soiled items, choose a quick or eco cycle.
- Use high-spin settings to remove more water and shorten drying time. Dryer balls help separate clothing so warm air circulates better.
- Clean the lint trap every cycle and check the vent hose for buildup. A clogged vent extends dryer run time and raises fire risk.
- Time laundry for mid-day when the home may already be warmer or when off-peak electricity rates apply.



NRCA

NEED HELP WITH YOUR ELECTRIC BILL?

First-come, first-served assistance now available.

Apply now. Winter crisis deadline is March 27, 2026, or until funds are depleted.



Call your local office today:

Lincoln: (606) 365-2312
Casey: (606) 787-9209
Garrard: (859) 792-3422

Boyle: (859) 236-2955
Mercer: (859) 734-9549
Marion: (270) 692-6411