

INTER-COUNTY ENERGY



www.intercountyenergy.net

MAY 2020

Your Safety Matters

For pool safety, be sure your equipment is working properly

Before summer arrives, pool owners should perform an electrical safety check before opening their pools to swimmers.

Your swimming pool is equipped with lights, pumps and other electrical equipment. Be sure this equipment is in good working order now.

Look out for underwater lights that are not working, flicker or function intermittently. Upgrade older pool lighting to modern safety standards. The older the lighting, the greater the risk. No one should enter the pool until a licensed electrician has looked at the problem light, determined the issue and fixed it.

Be sure to report and fix any missing or loose caulking. This can allow water to get behind the walls of the pool, increasing the likelihood of water coming into contact with a live electrical component.

Have your licensed electrician show you all circuit breakers connected to the pool's wiring because if an electrical incident occurs in your swimming pool, you may need to shut off the circuit immediately.



SHUTTERSTOCK

When it comes to pool safety, inspection, detection and correction can save lives.

Inter-County Energy cares about you and your family. Enjoy your pool by staying safe at all times.



A Touchstone Energy Cooperative 

2020

Due to COVID-19 our annual meeting will be postponed.

More information will be provided at a later date. The safety and health of our members and employees is our number one priority. Inter-County Energy is here for you!

Pre Pay Service

A Prepaid Energy Solution

- Enroll by placing an initial minimum of \$100 in your prepay account
- No monthly bill
- View your account balance or make a payment 24/7
 - Pay online at www.intercountyenergy.net
 - Download our free mobile app on iTunes or Google Play store
 - Call 1-888-266-7322
- Receive an email or text alert when your account balance falls to \$25
- If your contact information changes, you **MUST** let us know to continue receiving balance alerts

Offices closed on May 25 Memorial Day:

Memorial Day is an American holiday, observed to honor the men and women who died while serving in the U.S. military. Originally known as Decoration Day, it originated in the years following the Civil War and became an official federal holiday in 1971. Many Americans consider this as the unofficial start to the summer season by having family gatherings, participating in parades and visiting cemeteries and memorials.

Inter-County Energy will be closed Monday, May 25, in honor of Memorial Day. 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.



ALEX



May is Electrical Safety Month

The electricity that powers our lives has become so commonplace that people sometimes forget the importance of using it safely.

Learn more about our safety resources, take the safety quiz and review our safety checklist to help you use energy wisely and safely.

www.touchstoneenergy.com/safety

intercountyenergy.net



STORM RECOVERY

Downed power lines are a threat to the area around them.

If you see a downed power line, move away from it and anything touching it. Keep a distance of 40 feet, as the ground around downed power lines may be energized.

Assume all downed power lines are live. If you see someone in direct or indirect contact with a downed line, do not touch him or her. **Call 911 for assistance.**

If your vehicle comes in contact with a downed power line while you're

in the vehicle, stay inside the car. If you must exit the vehicle for life-threatening reasons—jump out and away from it, making sure to land with your feet together and touching. Then, shuffle away with your feet touching until you are at least 40 feet from the vehicle. Never attempt to get back into a vehicle that is in contact with a power line.

If your vehicle hits a downed power line, STAY IN THE CAR!



ML HARRIS



Resilient, reliable, responsive—Inter-County Energy is here for you

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.

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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.

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Someday, some future historian will calculate the long-term damage inflicted by the COVID-19 pandemic on our families, communities and economy.

For today, I am taking account of how this crisis has not only exposed the vulnerabilities of humankind, but our strengths, as well.

For the families, communities and businesses served by Inter-County Energy, our most significant strength is our sense of community. The spirit that helped our parents and grandparents build this cooperative is still with us today. And, I dare say, we will need to rely on that spirit and sense of community as we ultimately reclaim our lives from this terrible disruption.

Inter-County Energy is proud to serve you and we are proud of the way our communities have rallied to help each other in times of uncertainty and distress.

Guided by cooperative values, Inter-County Energy has taken a number of steps since March related to the outbreak of the COVID-19 coronavirus, in particular doing our part to discourage transmission of the virus.

Both Danville and Lebanon office lobbies have been closed to all walk-in traffic, but the drive-thru windows have been open for business from 7:30 a.m. to 6:30 p.m., Monday through Friday. Inter-County Energy knew that by suspending residential disconnects and late fees it would lessen the impact of financial difficulties due to the impacts from COVID-19.

Many options are available to pay electric bills from going through the drive-thru, downloading the mobile app, going to our website, paying by phone, automatic bank draft, dropping your payment in the mail or in the night deposit box. Inter-County Energy asks members who are having trouble paying their bill to contact the billing department to make arrangements so they will not have a greater hardship in the future.

We strongly encourage members with service requests or questions about membership applications to call our office and ask for a Member Accounts Representative. Anyone with questions can call our office at (888) 266-7322.

Three of the Seven Cooperative Principles—the ideals for the operation of any cooperative—stand out to me today:

Education, Training and

Information: Inter-County Energy is committed to keeping you informed and serving as a trusted resource upon which you can rely.

Cooperation among

Cooperatives: Our service to you has been buoyed by our partnership with the 25 other electric cooperatives in Kentucky and our state-wide association, the publisher of *Kentucky Living*.

Concern for Community: Inter-County Energy is dedicated to the safety and wellbeing of the people we serve, during times of crisis and as we recover together.

Inter-County Energy is here for you!