



A Touchstone Energy<sup>®</sup> Cooperative 

## **CASE NO. 2020-00085**

Electronic Emergency Docket Related  
to the Novel Coronavirus COVID-19

July 10, 2020

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:	)	
ELECTRONIC EMERGENCY DOCKET	)	
RELATED TO THE NOVEL	)	CASE NO. 2020-00085
CORONAVIRUS COVID-19	)	
	)	

CERTIFICATION

Jerry W. Carter, President/CEO, being duly sworn, states that he supervised the preparation of responses to the questions from the Commission Staff to Inter-County Energy Cooperative in Case No. 2020-00085 dated June 23, 2020, and that the responses are true and accurate to the best of his knowledge, information and belief formed after a reasonable inquiry.

*Jerry W. Carter*

\_\_\_\_\_  
Jerry W. Carter, President/CEO  
Inter-County Energy Cooperative Corporation

Subscribed and sworn to before me by Jerry W. Carter, President/CEO of Inter-County Energy Cooperative Corporation this 10<sup>th</sup> day of July 2020.

*Farah Coleman*

\_\_\_\_\_  
NOTARY PUBLIC – ID 583751  
STATE OF KENTUCKY  
COUNTY OF BOYLE

My Commission Expires: August 24, 2021



**Item 1:**

Provide the utility's current number of customers and the date used for that determination.

**Response:**

Inter-County Energy Cooperative's current number of customers is 26,635 as of May 31, 2020.

**Item 2:**

If applicable, provide the utility's current number of customers per class.

**Response:**

As of bill month May 31, 2020 the utility's current number of members by rate included:

Residential:	25,537
Small Commercial:	964
Large Commercial:	125
Industrial:	9
Total	26,635

**Item 3:**

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month;
- d. Each month in 2020

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

**Response:**

See Exhibit A on Item 3, Page 2.

**Item 3, Exhibit A:**

<b>Average Bill</b>	
2017	\$1,965.75
2018	\$2,209.26
2019	\$2,188.51
2020(Jan)	\$212.63
2020(Feb)	\$211.96
2020(Mar)	\$195.88
2020(Apr)	\$165.97
2020(May)	\$149.12
2020(Jun)	\$158.82

**NOTE:** 2020(Jun)is not a complete month of data. Only 3 of 4 billing cycles have completed.

**Item 4:**

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

**Response:**

See Exhibit A on Item 4, Page 2

**Item 4, Exhibit A:**

	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b>Residential</b>	\$1,661.87	\$1,906.56	\$1,881.26
<b>Small Commercial</b>	\$2,240.38	\$2,336.78	\$2,530.94
<b>Large Power</b>	\$22,646.21	\$24,139.86	\$24,086.52
<b>Industrial</b>	\$494,363.08	\$487,458.27	\$480,169.76

	<b>2020(Jan)</b>	<b>2020(Feb)</b>	<b>2020(Mar)</b>	<b>2020(Apr)</b>	<b>2020(May)</b>	<b>2020(Jun)</b>
<b>Residential</b>	\$188.23	\$188.96	\$173.87	\$145.13	\$129.29	\$131.18
<b>Small Commercial</b>	\$231.90	\$227.75	\$209.08	\$188.47	\$189.04	\$208.99
<b>Large Power</b>	\$1,908.67	\$1,846.84	\$1,915.69	\$1,680.08	\$1,578.62	\$1,568.63
<b>Industrial</b>	\$39,058.96	\$39,912.26	\$35,940.04	\$34,870.26	\$31,417.08	\$33,156.72

**NOTE:** 2020(Jun) is not a complete month of data. Only 3 of 4 billing cycles have completed.



**Item 5:**

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

**Response:**

See Exhibit A of Item 5, Page 2

**Item 5, Exhibit A:**

<b>Average Bill</b>	
2017	\$1,809.03
2018	\$1,989.76
2019	\$1,995.03
2020(Jan)	\$198.18
2020(Feb)	\$195.02
2020(Mar)	\$172.67
2020(Apr)	\$138.81
2020(May)	\$126.07
2020(Jun)	\$138.11

**NOTE:** 2020(Jun)is not a complete month of data. Only 3 of 4 billing cycles have completed.

**Item 6:**

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

**Response:**

See Exhibit A of Item 6, Page 2

**Item 6, Exhibit A:**

	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b>Residential</b>	\$1,506.85	\$1,688.52	\$1,690.13
<b>Small Commercial</b>	\$2,170.59	\$2,266.02	\$2,453.05
<b>Large Power</b>	\$21,970.74	\$22,899.48	\$23,402.77
<b>Industrial</b>	\$488,846.96	\$482,867.88	\$469,372.19

	<b>2020(Jan)</b>	<b>2020(Feb)</b>	<b>2020(Mar)</b>	<b>2020(Apr)</b>	<b>2020(May)</b>	<b>2020(Jun)</b>
<b>Residential</b>	\$173.49	\$171.48	\$150.28	\$118.13	\$106.51	\$110.26
<b>Small Commercial</b>	\$227.47	\$223.66	\$199.24	\$171.55	\$174.43	\$197.11
<b>Large Power</b>	\$1,876.18	\$1,840.09	\$1,865.90	\$1,541.38	\$1,433.81	\$1,519.80
<b>Industrial</b>	\$39,058.96	\$39,912.26	\$35,940.04	\$34,870.26	\$31,417.08	\$33,156.72

**NOTE:** 2020(Jun)is not a complete month of data. Only 3 of 4 billing cycles have completed.

**Item 7:**

Explain how the utility calculates bad debt.

- a. Explain the decision criteria governing when the utility writes off bad debt.
- b. Provide the month bad debt write-offs for each month in 2018, 2019 and 2020.
- c. If the utility has changed its calculation or determination of bad debt in the past two years, explain its previous calculation or determination of bad debt and the reason for the change.

**Response:**

See response on Item 7, Page 2

**Response:**

a. All final bills that have not been paid 120 days after the due date are written off as bad debt.

b.

2018	
JAN	\$15,886.96
FEB	\$14,276.58
MAR	\$10,192.85
APR	\$7,819.20
MAY	\$22,068.52
JUNE	\$42,961.90
JULY	\$28,642.32
AUG	\$41,733.11
SEPT	\$24,674.31
OCT	\$22,230.18
NOV	\$15,519.38
DEC	\$16,102.88

2019	
JAN	\$16,290.40
FEB	\$8,513.09
MAR	\$15,675.52
APR	\$12,730.47
MAY	\$11,359.59
JUNE	\$35,260.43
JULY	\$44,765.87
AUG	\$29,431.40
SEPT	\$19,806.12
OCT	\$16,621.05
NOV	\$6,206.66
DEC	\$14,054.74

2020	
JAN	\$17,073.36
FEB	\$11,295.92
MAR	\$15,410.31
APR	\$11,648.82
MAY	\$16,439.05
JUNE	\$19,396.51

c. No, Inter-County Energy has not changed our calculation or determination of bad debt in the past two years.

**Item 8:**

Assuming the Commission's moratorium on disconnections was not in effect, provide the number of customers in each class that would be subject to disconnection and the date used for this determination.

**Response:**

CLASS	SUBJECT TO CUTOFF AS OF 6/30/20
Residential	1245
Small Comm & Power	25
Large Power	2
Industrial	0

**Item 9:**

Provide the percent of customers, by class, that pay on time for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month;
- d. Each month in 2020.

**Response:**

See Exhibits A and B of Item 9, Pages 2-4



**Item 9 (a-c), Exhibit A:**

**2017**

<b>Rate</b>	<b>Total Records</b>	<b>Late count</b>	<b>Percentage pay on time</b>
Residential	152522	27694	81.84%
Small Commercial	5091	536	89.47%
Large Power	710	77	89.15%
Industrial	60	0	100.00%
	158383	28307	82.13%

**2018**

<b>Rate</b>	<b>Total Records</b>	<b>Late count</b>	<b>Percentage pay on time</b>
Residential	308154	53879	82.52%
Small Commercial	10503	946	90.99%
Large Power	1448	158	89.09%
Industrial	120	0	100.00%
	320225	54983	82.83%

**2019**

<b>Rate</b>	<b>Total Records</b>	<b>Late count</b>	<b>Percentage pay on time</b>
Residential	305942	52988	82.68%
Small Commercial	11251	1293	88.51%
Large Power	1450	142	90.21%
Industrial	121	0	100.00%
	318764	54423	82.93%

**Item 9 (d), Exhibit B:**

**2020 JAN**

<b>Rate</b>	<b>Total Records</b>	<b>Late count</b>	<b>Percentage pay on time</b>
Residential	25585	4701	81.63%
Small Commercial	959	96	89.99%
Large Power	127	10	92.13%
Industrial	10	0	100.00%
	26681	4807	81.98%

**2020 FEB**

<b>Rate</b>	<b>Total Records</b>	<b>Late count</b>	<b>Percentage pay on time</b>
Residential	25497	4466	82.48%
Small Commercial	954	96	89.94%
Large Power	127	12	90.55%
Industrial	9	0	100.00%
	26587	4574	82.80%

**2020 MAR**

<b>Rate</b>	<b>Total Records</b>	<b>Late count</b>	<b>Percentage pay on time</b>
Residential	25467	4213	83.46%
Small Commercial	965	123	87.25%
Large Power	127	14	88.98%
Industrial	9	0	100.00%
	26568	4350	83.63%

Respondent: Chris Bach

**Item 9 (d), Exhibit B continued:**

**2020 APR**

<b>Rate</b>	<b>Total Records</b>	<b>Late count</b>	<b>Percentage pay on time</b>
Residential	25518	4495	82.38%
Small Commercial	966	138	85.71%
Large Power	125	20	84.00%
Industrial	9	0	100.00%
	26618	4653	82.52%

**2020 MAY**

<b>Rate</b>	<b>Total Records</b>	<b>Late count</b>	<b>Percentage pay on time</b>
Residential	25543	3701	85.51%
Small Commercial	973	75	92.29%
Large Power	125	14	88.80%
Industrial	9	0	100.00%
	26650	3790	85.78%

**Item 10:**

Provide the following information for January 1, 2015, until December 31, 2019. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Further, provide the following information by class:

- a. Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
- b. Provide monthly totals of service terminations for customers only for nonpayment of bills.
- c. Provide the total number of customers for each month.

**Response:**

See Exhibit A, B and C of Item 10, Pages 2-4

**Item 10 (a), Exhibit A:**

	2016		2017		2018		2019	
	JAN	692	JAN	4272	JAN	2632	JAN	3814
	FEB	3010	FEB	4097	FEB	4288	FEB	2895
	MAR	4222	MAR	3009	MAR	3021	MAR	3541
	APR	3162	APR	4168	APR	4026	APR	2881
	MAY	4213	MAY	2175	MAY	2656	MAY	3735
	JUNE	2735	JUNE	2794	JUNE	4007	JUNE	3963
	JULY	4607	JULY	4157	JULY	2897	JULY	2596
	AUG	3114	AUG	2657	AUG	3286	AUG	3968
	SEPT	3263	SEPT	3215	SEPT	4231	SEPT	4144
	OCT	4806	OCT	2361	OCT	4107	OCT	3755
	NOV	4008	NOV	2193	NOV	4077	NOV	4015
	DEC	4415	DEC	1704	DEC	4117	DEC	3924
<b>TOTAL</b>		42,247		36,802		43,345		43,231

The data provided is for all classes as the information is unavailable by individual classes.

Data unavailable for 2015.

Respondent: Lori Stocker

**Item 10 (b), Exhibit B:**

	2015		2016		2017		2018		2019	
	JAN	0	JAN	65	JAN	158	JAN	115	JAN	19
	FEB	0	FEB	122	FEB	152	FEB	183	FEB	233
	MAR	222	MAR	231	MAR	208	MAR	164	MAR	155
	APR	235	APR	235	APR	222	APR	234	APR	225
	MAY	179	MAY	193	MAY	173	MAY	161	MAY	185
	JUNE	149	JUNE	138	JUNE	143	JUNE	170	JUNE	142
	JULY	111	JULY	115	JULY	124	JULY	159	JULY	118
	AUG	115	AUG	156	AUG	153	AUG	122	AUG	131
	SEPT	147	SEPT	181	SEPT	162	SEPT	159	SEPT	195
	OCT	111	OCT	205	OCT	188	OCT	150	OCT	173
	NOV	80	NOV	139	NOV	117	NOV	80	NOV	98
	DEC	26	DEC	13	DEC	74	DEC	75	DEC	77
<b>TOTAL</b>		1,375		1,793		1,874		1,772		1,751

The data provided is for all classes as the information is unavailable by individual classes.

**Item 10 (c), Exhibit C:**

c.

2015	
JAN	25,728
FEB	25,664
MAR	25,833
APR	25,675
MAY	25,608
JUNE	25,587
JULY	25,688
AUG	25,680
SEPT	25,663
OCT	25,694
NOV	25,713
DEC	25,773

2016	
JAN	25,842
FEB	25,896
MAR	25,861
APR	25,860
MAY	25,831
JUNE	25,900
JULY	25,921
AUG	25,897
SEPT	25,999
OCT	25,921
NOV	25,936
DEC	26,001

2017	
JAN	26,118
FEB	26,084
MAR	26,077
APR	26,104
MAY	26,061
JUNE	26,107
JULY	26,086
AUG	26,211
SEPT	26,107
OCT	26,260
NOV	26,192
DEC	26,245

2018	
JAN	26,319
FEB	26,309
MAR	26,340
APR	26,259
MAY	26,256
JUNE	26,295
JULY	26,268
AUG	26,364
SEPT	26,322
OCT	26,378
NOV	26,339
DEC	26,391

2019	
JAN	26,391
FEB	26,450
MAR	26,511
APR	26,376
MAY	26,418
JUNE	26,364
JULY	26,414
AUG	26,467
SEPT	26,461
OCT	26,496
NOV	26,505
DEC	26,538

**Item 11:**

Provide the total income received from late payment fees for:

- a. Each month in 2017;
- b. Each month in 2018;
- c. Each month in 2019; and
- d. Each month in 2020.

**Response:**

Below is the total income received from late payment fees for each month from 2017 through March 13, 2020. Penalties were not applied to late payments after March 13, 2020 PSC Order.

**2017**

JAN	\$ 74,317.27
FEB	\$ 97,421.84
MAR	\$ 84,967.50
APRIL	\$ 59,658.43
MAY	\$ 55,596.00
JUN	\$ 46,918.36
JULY	\$ 53,481.10
AUG	\$ 64,608.44
SEPT	\$ 70,525.38
OCT	\$ 62,617.86
NOV	\$ 46,838.29
DEC	\$ 56,888.55
<b>TOTAL</b>	<b>\$ 773,839.02</b>

**2018**

JAN	\$ 83,194.09
FEB	\$ 114,444.48
MAR	\$ 106,116.23
APRIL	\$ 70,267.84
MAY	\$ 62,230.65
JUN	\$ 56,370.19
JULY	\$ 63,584.08
AUG	\$ 67,709.87
SEPT	\$ 67,102.05
OCT	\$ 62,807.63
NOV	\$ 52,167.73
DEC	\$ 58,552.81
<b>TOTAL</b>	<b>\$ 864,547.65</b>

**2019**

JAN	\$ 74,407.06
FEB	\$ 89,457.26
MAR	\$ 96,830.94
APRIL	\$ 72,718.21
MAY	\$ 58,765.85
JUN	\$ 48,163.60
JULY	\$ 51,385.34
AUG	\$ 65,405.20
SEPT	\$ 73,336.83
OCT	\$ 64,762.83
NOV	\$ 56,913.26
DEC	\$ 55,751.39
<b>TOTAL</b>	<b>\$ 807,897.77</b>

**2020**

JAN	\$ 71,012.87
FEB	\$ 87,033.67
MAR	\$ 48,196.62
<b>TOTAL</b>	<b>\$ 206,243.16</b>



**Item 12:**

Quantify the amount of late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.

**Response:**

The amount of late payment fees Inter-County Energy would have assessed since March 16, 2020, absent the Commission's directive, is \$256,174.56.

**Item 13:**

Provide copies of all general communication provided to customers regarding arrearages, late payments, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.

**Response:**

See Exhibit A of Item 13, Pages 2-11

**Item 13, Exhibit A:**

**Communication Posted to Inter-County Energy’s Website**

**WAYS TO PAY your energy bill**

- IC Energy APP**  
Download the mobile app to make payments, manage alerts, set reminders, & receive push notifications.
- ONLINE**  
Go to [www.intercountyenergy.net](http://www.intercountyenergy.net) or [icpayonline.com](http://icpayonline.com) to pay online. Log in and make your payment.
- AUTOPAY**  
Pay your bill automatically each month through your bank's direct debit. Visit our website or call to enroll.
- PHONE**  
Call 800-607-9100. Pay with credit/debit card or on other options during business hours.
- MAIL**  
A consumer reply envelope is included with your monthly bill.

INTER-COUNTY ENERGY COOPERATIVE  
A Touchstone Energy Cooperative

**HANG UP ON SCAMMERS!**

We may contact you, but we will NEVER demand personal or financial information.

Report scams to the Kentucky Attorney General:  
[ag.ky.gov/scams](http://ag.ky.gov/scams) • 1-888-432-9257

INTER-COUNTY ENERGY COOPERATIVE

**Community Action  
Deadline/Income Information**

**NEED HELP WITH YOUR ELECTRIC BILL?**

**KENTUCKY community Action PARTNERSHIPS**

First-come, first-served assistance now available. Apply now. New spring enrollment deadline is June 30.

Call your local office today:  
Lincoln: (606) 363-2212  
Garland: (606) 793-3422  
Boyle: (606) 236-2955  
Mason: (606) 734-1949  
Morgan: (270) 650-6411

**Community Action Income Eligibility Guidelines**

Household Size	Monthly Gross Income
1	\$1,800
2	\$2,300
3	\$2,800
4	\$3,300
5	\$3,800
6	\$4,300
7	\$4,800
8	\$5,300

\*For each additional household member add the following to the monthly income \$560. Please call one of the local Community Action contact numbers for your county.

**Pay What You Can  
When You Can**

Kentucky's Touchstone Energy Cooperatives

**Item 13, Exhibit A continued:**

**Communication Posted to Inter-County Energy's Website**

**WE'RE Here For You**

[\[Admin Edit Content\]](#)

Resilient, reliable, responsive—Inter-County Energy is here for you! [Click to find out why.](#) Until further notice, we aren't disconnecting or applying late fees by order of the Kentucky Public Service Commission. Pay what you can when you can to avoid large balances when normal business resumes.

Submitted by [interco](#) on Thu, 03/26/2020 - 10:30

**WE'RE Here for You!**

Resilient, reliable, responsive—Inter-County Energy is here for you! One piece of the cooperative's mission is to provide long-term valued electrical energy and services to our members through a commitment to community. We keep our finger on the pulse of those things that make it easier for our members to communicate with the cooperative and during this Coronavirus situation, it's no exception.

Both Danville and Lebanon office lobbies have been closed to all walk-in traffic but the drive-thru windows are open for business from 7:30 am to 6:30 pm, Monday thru Friday. Inter-County Energy suspended residential disconnects and late fees because many of our members will be facing financial difficulties due to 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 is asking members who are having trouble paying their bill to con-



tact the billing department to make arrangements so you don't have a greater hardship in the future. Inter-County Energy wants to be a resource for our members who are struggling during all situations and we are committed to providing solutions that are reasonable and work for our members.

We strongly encourage members with service requests to call our office and ask for a Member Accounts Representative. Anyone with questions regarding any of these options including membership applications can call the office at 1-888-266-7322. Resilient, reliable, responsive—Inter-County Energy is here for you!

**Item 13, Exhibit A continued:**

**Communication Posted to Inter-County Energy Website**



March 17, 2020

**Inter-County Energy temporarily closes lobby, drive-thru remains open**

Inter-County Energy has been continuously monitoring developments of the public health effort to contain the spread of the COVID-19. We are aware that we must maintain a healthy workforce to meet the needs of our members. In an attempt to keep our employees safe and healthy, and reduce the chance of any employee or member becoming sick, we will be closing our lobbies to the public starting Tuesday, March 17.

"This is an effort to protect our members as well as maintain a healthy workforce. We understand how important it is that we can continue to provide service to our members' and this is one step we are making to do that," says Jerry Carter, President & CEO of Inter-County Energy.

Both Danville and Lebanon office lobbies will be closed starting, March 17<sup>th</sup> to all walk-in traffic. Drive-thru windows at both locations will remain open with extended hours from 7:30 am to 6:30 pm. Our employees will continue to serve our members in all the capacities that they normally do. This includes office personnel as well as crews in the field.

**Until further notice, Inter-County Energy will be suspending residential disconnects and new late fees to assist residential members who may be facing financial difficulties in the near-term due to impacts from COVID-19.**

Members will be able to pay bills through the drive-thru, mobile app, the website, by phone, by mail, automatic bank draft or the night deposit. Anyone with questions regarding any of these options including membership applications can call the office at 1-888-266-7322. We strongly encourage members with service requests to call our office and ask for a Member Accounts Representative.

"We understand that this may cause an inconvenience to some of our members, but we are confident that we can work through this challenge together. We will continue to monitor the situation and will update our members as we know more about how long these actions will be necessary," says Carter.

**Item 13, Exhibit A continued:**

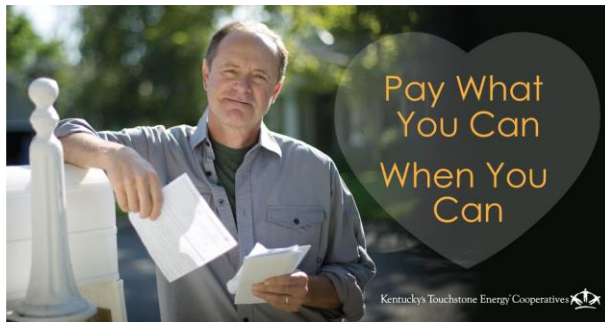
**Radio Communication**

- A. Radio: Discussion on March 16th and 17th on three radio stations in our service territory about lobby being closed, drive-thru open for payments and payment options other than making in-person visits into the cooperative at both locations.
  
- B. Community Business Discussion in Marion County: May 18<sup>th</sup> invitation to discuss Inter County Energy's plans to continue to keep lobby closed and no disconnects until further notice as well as payment options until further notice.
  
- C. Scam Alerts: Shared scam alert information with the radio stations warning members of potential scam alerts concerning asking for electric bill payments.



**Item 13, Exhibit A continued:**

Social Media Posts (including Facebook, Instagram, Twitter and our website) beginning March 16, 2020 through the present time.



**Item 13, Exhibit A continued:**

Social Media Posts (including Facebook, Instagram, Twitter and our website) beginning March 16, 2020 through the present time.



**THE IMPACT OF COVID-19 HAS FORCED INTER-COUNTY ENERGY TO TAKE PRECAUTIONARY STEPS BOTH INTERNALLY AND EXTERNALLY TO PROTECT THE WELL-BEING OF OUR MEMBERS AND EMPLOYEES.**  
*- Terry Carter, President/CEO*

**EXTENDED DRIVE-THRU HOURS**  
7:30 AM. TO 6:30 PM.

- 1 PAYMENTS**  
Payments can be made using our drive-thru or night deposit, Automatic Payment or by mail.
- 2 ONLINE**  
[www.intercountyenergy.net](http://www.intercountyenergy.net)
- 3 MOBILE APP**  
Inter-County Energy
- 4 QUESTIONS**  
Call 1-888-266-7322 to speak to Member Accounts Representative.

**INTER-COUNTY ENERGY'S LOBBY WILL BE CLOSED TO THE PUBLIC UNTIL FURTHER NOTICE.**

INTER-COUNTY ENERGY COOPERATIVE

**DON'T FORGET OUR LOBBIES MAY BE CLOSED, BUT OUR DRIVE-THRUS ARE OPEN 7:30 AM TO 6:30 PM!**

**WE WILL GET THROUGH THIS TOGETHER**  
#TOGETHERWEGETTHROUGHTHIS

**GIVE US A CALL**  
DANVILLE: 859.236.4561  
LEBANON: 270.692.3761

INTER-COUNTY ENERGY COOPERATIVE  
USDOT0654670



**Item 13, Exhibit A continued:**

Social Media Posts (including Facebook, Instagram, Twitter and our website) beginning March 16, 2020 through the present time.



INTER-COUNTY ENERGY COOPERATIVE  
A Touchstone Energy Cooperative

INTER-COUNTY ENERGY MEMBERS

**SCAM ALERT**

We will not call you and demand payment over the phone, we are also not doing cutoffs at this time.  
HANG UP and call 888-266-7322 with questions and report to the Attorney General at 888-432-9257.

pay as you go

Monitor and adjust your daily energy use and pay for your energy BEFORE you use it.

Available on the iPhone App Store Google play

To all the Energy Workers who are keeping the power on for Kentucky.

Thank You. 

**Levelized Billing**  
As Easy as 1-2-3!

*Even out your monthly electric payments*



**Item 13, Exhibit A continued:**

Social Media Posts (including Facebook, Instagram, Twitter and our website) beginning March 16, 2020 through the present time.



**Item 13, Exhibit A continued:**

CEO Column that ran in the May 2020 issue of *Kentucky Living Magazine*

Resilient, Reliable, Responsive—Inter-County Energy is here for you!

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 Cooperative 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. These measures are important not only to protect the public but to protect our ability to continue to serve you without disruption. We know that you have placed your trust in us to bring you safe, affordable and reliable power.

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 am to 6:30 pm, Monday thru 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 were having trouble paying their bill to contact the billing department to make arrangements so they wouldn't 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 regarding any of these options including membership applications can call the office at 1-888-266-7322.

Inter-County Energy Cooperative 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.

I often reflect on the Seven Cooperative Principles, the ideals for the operation of any cooperative. Three of those seven principles stand out to me today:

**Item 13, Exhibit A continued:**

CEO Column that ran in the May issue of *Kentucky Living Magazine* (continued)

**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 statewide 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.

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

**Item 14:**

Provide a detailed explanation and breakout of any cost increases and decreases income (by customer class if applicable) the utility has experienced as a result of the COVID-19 State of Emergency.

**Response:**

**Cost Increases:**

Response is based on month ending 6/30/2020.

Labor cost associated with extended drive-in hours, additional cleaning, employees quarantined due to COVID19 testing, modified work hours for health issues	\$35,643
System upgrades to facilitate telework and remote communications, Firewalls, laptops & licenses	\$6,407
Safety measures – glass front counter, engineering enclosures	\$6,588
PPE	\$870
Sanitizer & thermometers	\$557
COVID19 Signs & Posters	\$89
<b>Total Cost Increases</b>	<b>\$50,154</b>

**Decreased Income:**

Response is based on March 16 – June 30, 2020

Late Fees \$256,175

Disconnect/Reconnect Fees \$19,629

Reduced Margins due to reduced kWh sales by class Jan – May\*

	<u>01/19 – 05/19</u>	<u>kWh sold</u> <u>01/20 – 05/20</u>	<u>Reduced kWh sold</u>	
Residential	155,779,573	150,690,001	5,089,572	\$171,265
Small Commercial	6,883,126	7,653,856	(770,730)	(19,183)
Large Power	10,526,838	10,303,956	222,882	4,083
Industrial	27,114,807	24,094,430	3,020,377	62,159

**Total Decreased Income \$494,128**

\*Estimate based on 5-month period 2019 & 2020. Data is not weather normalized. Power costs were removed from the calculation.

**Item 15:**

Provide a detailed explanation and breakout of any cost decreases and increased income the utility has experienced as a result of the COVID-19 State of Emergency.

**Response:**

Responses are based on month ending 5/31/2020:

**Cost Decreases:**

Fuel	\$ 6,779	*See explanation below
Travel & Training	\$15,362	

\*Inter-County Energy drove 3,576 more miles in the first 5-month of 2020 compared to January – May 2019. Because of COVID 19 and Inter-County’s efforts to enforce social distancing, crew members who usually ride to the job site in one vehicle were split-up and each crew member drove to the job site in a separate vehicle resulting in more miles driven. Inter-County’s fuel costs in 2020 were less compared to 2019 because the actual cost of fuel at the pump was less in the first 5-months of 2020.

**Mileage Comparison Jan - May**

2020 – 193,834

2019 – 190,258

**Item 16:**

Provide any additional information or data the utility believes the Commission should consider in amending or vacating its previous Orders in the this matter.

**Response:**

Inter-County Energy as a member-owned Cooperative, has a long-established history of working closely with our members in need of assistance with their electric bills. However, with each additional month the suspension of late fees and the disconnect moratorium is in effect, many of our most economically vulnerable and budget challenged members will fall further behind in their past due balances. The concern is that even with extended partial payment plans, these arrearage balances may grow to an insurmountable mountain that budgeting for and catching up these balances may prove to be extremely difficult for our members. This is especially concerning for those members currently on our prepay program who have a current debt management balance whose debt load would increase. To that end, we encourage the Commission to expedite the lifting of the moratorium so that we can begin to work with our members to bring them current in their bills in as practical and sensible manner possible.



**Item 17:**

If applicable, provide any information or concerns regarding the utility's prepay program as it relates to the Commission's previous Orders in this docket.

**Response:**

We currently have 213 members on prepay electric, 83 or 40% of those accounts have negative balances and would be disconnected under normal circumstances. In regards to the 83 accounts that are past due, 58 or 70% of those accounts have debt management.

<b>BALANCES</b>	<b># ACCOUNTS</b>
\$.01 - \$249	46
\$250 - \$499	25
\$500 - \$749	9
\$750 - \$999	2
\$1000 +	1