



Clark Energy Coop

March 16 · 🌐

...

With the uncertainty created by the coronavirus pandemic, we know that the people we serve are facing many concerns. Following our cooperative values, Clark Energy is dedicated to doing what we can to fulfill our civic duty and live up to the trust that our members place in us to bring them safe, reliable and affordable energy services.

As a cooperative, we have a responsibility to do what is in the best interest of all of our members. As of 4:30 p.m., Monday, March 16, we will be closing our lobbies to the public. Members are still able to pay bills, start service, and conduct all other necessary business through our free smartphone app, our website, by phone, the night deposit, or the drive-thru. Anyone with questions regarding any of these options can call [1-800-992-3269](tel:1-800-992-3269). We ask that anyone who can do business by phone, to please do so.

This will allow us to limit the direct exposure of our members and employees. Our service and field personnel will also be employing "social distancing." Our goal is to decrease the likelihood of illness and resulting work disruptions so that we can continue to provide our members continuity of service.

In addition, we are prepared to forgo the disconnecting of service to members for non-payment for a limited time. While this is not normal procedure, we are sensitive to the well-being of all our members. Though disconnects may not occur, it remains the responsibility of each member to pay as they can, which will help avoid a larger balance in the future. Bills, late notices, and disconnect notices will continue to be sent as usual. We encourage any member who is facing financial difficulty during this time to call us.

We always stand at the ready to help our members, but even more so during this challenging time. We understand these changes may be inconvenient, so we greatly appreciate your patience and flexibility. We believe this preventative measure will reduce the risk for both our members and employees.

If you are looking for other payment options, you can . . .

1. Pay by phone. Dial the toll-free number [1-877-562-5469](tel:1-877-562-5469); once answered press 2. Enter your Clark Energy account number followed by # then follow the prompts. You can pay with your debit or credit card.
2. Log in at www.clarkenergy.com. At the top right corner of the home

Facebook March 16, 2020



Clark Energy Coop

March 17 · 🌐



As a cooperative, we have a responsibility to do what is in the best interest of all of our members. All Clark Energy lobbies are now closed to the public. Our members are still able to pay bills, start service and conduct all other necessary business through our free smartphone app, our website, by phone, the night deposit or the drive-thru. Anyone with questions regarding any of these options can call [1-800-992-3269](tel:1-800-992-3269). We ask that anyone who can do business by phone, to please do so.

This will allow us to limit the direct exposure of our members and employees. Our service and field personnel will also be employing "physical distancing." Our goal is to decrease the likelihood of illness and resulting work disruptions so that we can continue to provide our members with continuity of service.

In addition, we are temporarily suspending disconnection of service for non-payment. While this is not normal procedure, we are sensitive to the well-being of all of our members. It remains the responsibility of each member to pay as they can, which will help avoid a larger balance once the disconnects resume. We encourage any member who is facing financial difficulty during this time to call us.

2,950

People Reached

187

Engagements

Boost Post

Facebook March 17, 2020



Clark Energy Coop



March 30 · 🌐



KENTUCKYLIVING.COM

Senator McConnell Unveils Coronavirus Response Portal to Assist Kentuckians - Kentucky Living

627
People Reached

81
Engagements

Boost Post

Facebook March 30, 2020



Clark Energy Coop

April 7 · 🌐



We understand these are difficult times for many members. Please remember everyone is responsible for their own energy use and bills. While we've taken measures to help members, we encourage you to pay as much as you can. By doing so, your future bills will be more manageable. Call us at

at [1-800-992-3269](tel:1-800-992-3269) and let us help you. #TeamKentucky

Keeping your
energy bills
manageable



#TeamKentucky

969

People Reached

70

Engagements

Boost Post

Facebook April 7, 2020



Clark Energy Coop

April 16 · 🌐



Even though our lobbies are temporarily closed, we are still here to assist you. Our drive-thru windows are open at each office location in Winchester, Frenchburg and Stanton to accept payments or sign-up for service.

For those experiencing financial hardships as a result of COVID-19, we encourage members to pay what they can, when they can, to avoid a large bill for which they will be responsible for.

If you are having difficulty paying your monthly bill, please call us at [1-800-992-3269](tel:1-800-992-3269), option 3, and we will work with you to come up with a solution that ensures you can fulfill your account obligation.



513

People Reached

15

Engagements

[Boost Post](#)

Facebook April 16, 2020

 **Clark Energy Coop**
 April 20 · 🌐



**SPEND YOUR
STIMULUS CHECK
WISELY**

Are you out of work or have reduced hours?

- Cover your **essential bills** and any **debt**.
- **Essentials** include things like **food, housing, utilities** and **insurance**.
- As for **debt**, such as **credit card** balance or **car payment**, pay at least the **minimum** on your balance to avoid fees, additional interest, or a negative impact to your credit score.

 **CLARK ENERGY**
A New Jersey Energy Cooperative

Source: <https://www.cbec.com>

551 People Reached **12** Engagements [Boost Post](#)

Facebook April 20, 2020

 **Clark Energy** @clarkenergy · Apr 20



**SPEND YOUR
STIMULUS CHECK
WISELY**

Are you out of work or have reduced hours?

- Cover your **essential bills** and any **debt**.
- **Essentials** include things like **food, housing, utilities** and **insurance**.
- As for **debt**, such as **credit card** balance or **car payment**, pay at least the **minimum** on your balance to avoid fees, additional interest, or a negative impact to your credit score.

 **CLARK ENERGY**
A New Jersey Energy Cooperative

Source: <https://www.cbec.com>

🗨️ ↻️ ❤️ 1 📤 📊

Twitter April 20, 2020

 **Clark Energy Coop**
April 28 · 🌐



658
People Reached

33
Engagements

[Boost Post](#)

Facebook April 28, 2020

 **Clark Energy** @clarkenergy · Apr 28



  1  2  

Twitter April 28, 2020



Clark Energy Coop



May 1 · 🌐

New spring enrollment period added in response to COVID-19 crisis.

LIHEAP Campaign

<http://ow.ly/iWos50zu9LO>



KYELECTRIC.COOP

Community Action Agencies Accepting Applications for Low-Income Home Energy Assistance Program (LIHEAP)

415

People Reached

18

Engagements

Boost Post

Facebook May 1, 2020

Clark Energy Coop
May 6 · 🌐

NEED HELP WITH YOUR ELECTRIC BILL?

KENTUCKY community Action PARTNERSHIPS

First-come, first-served low-income assistance now available.

Apply now. New LIHEAP spring enrollment deadline is June 30.

638 People Reached 31 Engagements Boost Post

Facebook May 6, 2020

Clark Energy @clarkenergy · May 6

NEED HELP WITH YOUR ELECTRIC BILL?

KENTUCKY community Action PARTNERSHIPS

First-come, first-served low-income assistance now available.

Apply now. New LIHEAP spring enrollment deadline is June 30.

🗨 ↻ 2 ❤ 1 ↗ 📊

Twitter May 6 2020



Clark Energy Coop

June 18 at 11:49 AM · 🌐

Need help with your energy bill? Contact the agency in your county listed below.

NEED HELP WITH YOUR ELECTRIC BILL?

KENTUCKY community Action PARTNERSHIPS

Community Action 859-233-4600 - Bourbon

Gateway Community Action 606-743-3133 - Bath, Menifee, Montgomery, Morgan, Rowan

Kentucky River Foothills 859-624-2046 - Clark, Estill, Madison, Powell

First-come, first-served low-income assistance now available.

Apply now. New LIHEAP spring enrollment deadline is June 30.

1,309
People Reached

32
Engagements

[Boost Post](#)

Facebook June 18 2020



Clark Energy Coop

Published by Lois Puckett Hatton [?] · June 29 at 9:27 AM · 🌐



Tomorrow is the Deadline for the additional round of LIHEAP! Contact your local community action agency today to apply. Check out <http://CAPKY.org> for more information about LIHEAP and other other COVID-19 relief programs.

NEED HELP WITH YOUR ELECTRIC BILL?

 **KENTUCKY community Action PARTNERSHIPS**

Community Action 859-233-4600 - Bourbon

Gateway Community Action 606-743-3133 - Bath, Menifee, Montgomery, Morgan, Rowan

Kentucky River Foothills 859-624-2046 - Clark, Estill, Madison, Powell

First-come, first-served low-income assistance now available.

Apply now. New LIHEAP spring enrollment deadline is June 30.

Facebook June 29, 2020



Clark Energy Coop

Published by Lois Puckett Hatton [?] · June 30 at 8:43 AM · 🌐



TODAY IS THE DEADLINE FOR ASSISTANCE.

NEED HELP WITH YOUR ELECTRIC BILL?

First-come, first-served assistance now available.

Apply now. New spring enrollment deadline is June 30.

Community Action 859-233-4600 - Bourbon

Gateway Community Action 606-743-3133 - Bath, Menifee, Montgomery, Morgan, Rowan

Kentucky River Foothills 859-624-2046 - Clark, Estill, Madison, Powell

Facebook June 30, 2020



Clark Energy Coop



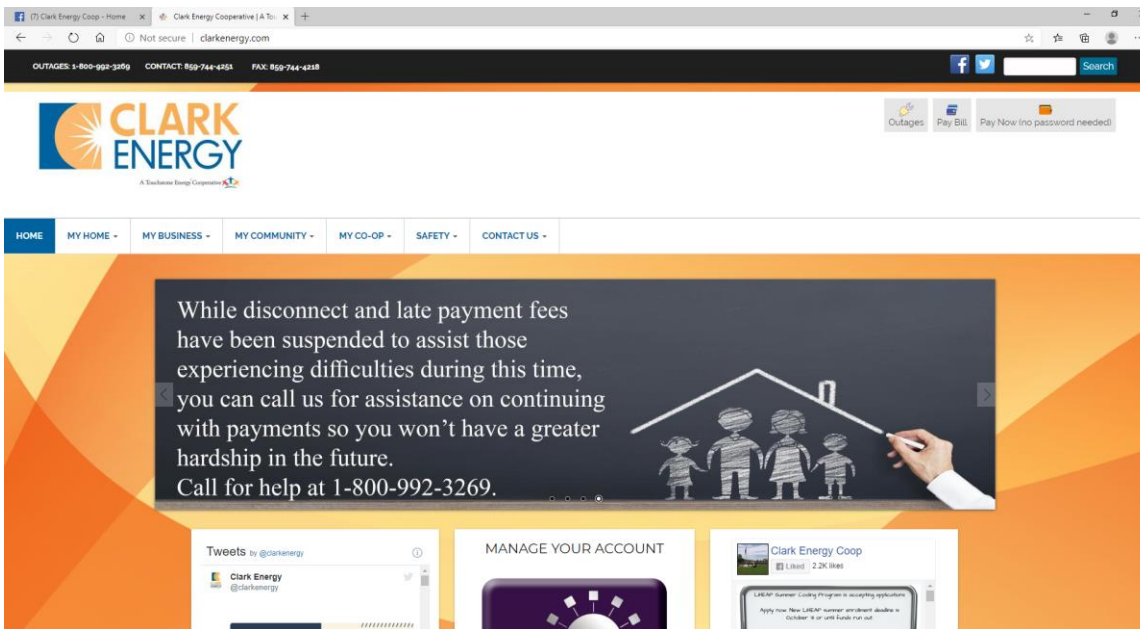
Published by Canva [?] · 56 mins · 🌐



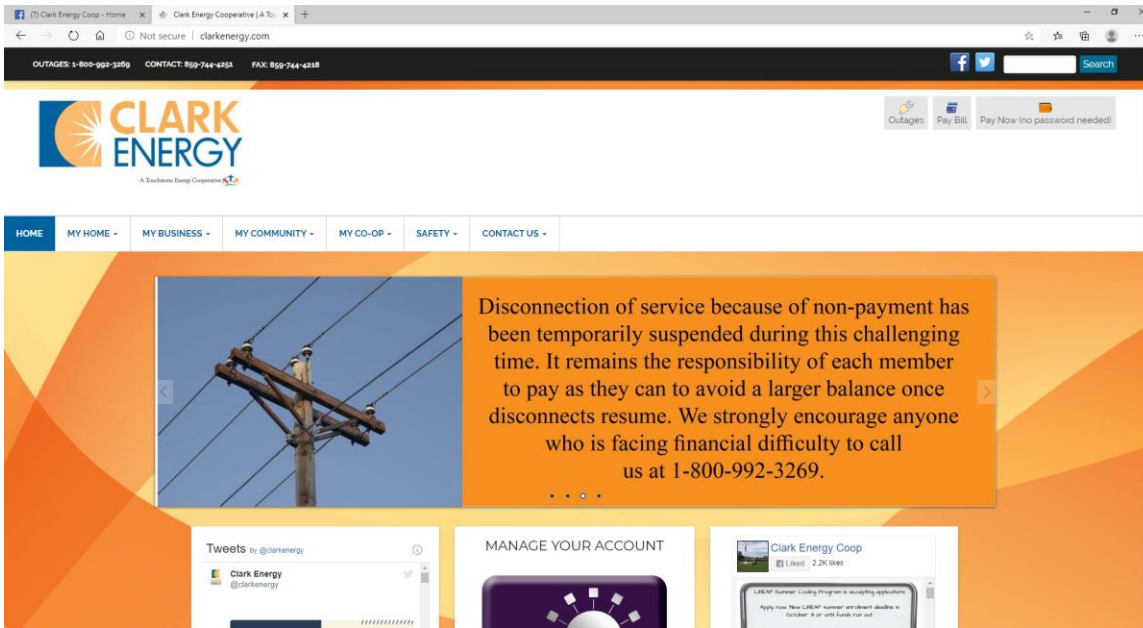
Facebook July 6, 2020



Twitter July 6, 2020



Website banner



Website banner