

## **PSC and Data Request – July 7, 2020**

Our methodology was based around LIHEAP and Energy Savings Posts.

- Media releases/FB posts concerning communication of the moratorium to our members
- Each media release was posted on our Facebook page, our website and sent to News Channel Six, the Marshall County Tribune Courier, KPI Publishing, the Mayfield Messenger, the Paducah Sun WCBL and WKYX.

### **Media Release sent on March 17th**

(March 17, 2020) With the uncertainty created by the coronavirus pandemic, we know that the people we serve are facing many concerns. Following our cooperative values, Jackson Purchase Energy (JPEC) is dedicated to doing what we can to fulfill our civic duty and live up to the trust that our consumer-members place in us to bring them safe and reliable electric service.

As a cooperative, we have a responsibility to do what is in the best interest of all consumer-members. Beginning Monday, March 16th, 2020, we closed our lobbies to the public. Members are still able to pay bills through: automatic bank draft, automatic credit/debit card drafting, the SmartHub App, 24hr-kiosk - accepts cash, checks and credit/debit cards, debit/credit card payments by phone, drive-through, night deposit or you may pay by the U.S. Postal Service. In addition, new services can be established by calling our business office. Outages can be handled as normal using the SmartHub App or by phone. Visit the JPEC website for more information on these services.

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

“JPEC has a deep concern for community and we want to work with family’s who are struggling. We are committed to working with our consumer-members who may have trouble paying their electric bills” says President and CEO Greg Grissom. “We encourage any member who is facing financial difficulty during this time to call us.” You can reach a member-service representative at: 1-800-633-4044.

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 preventive measure will reduce the risk for both our members and employees.

### **Facebook Post March 24<sup>th</sup>**



## Jackson Purchase Energy Cooperative

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Published by Ashley Nelson Turner [?] · March 24 · 🌐

Our lobby and drive-thru have closed, but we are staffed in order to help our membership during this trying time. We are here to answer questions, repair any outages as they arise, and continue maintaining your service.

We are here for you and will get through this. #TeamKentucky



Proud to  
power our  
**COMMUNITY**  
when it  
matters most.

### Media Release Sent on March 24<sup>th</sup>

Consumer-Members,

During these unprecedented times, we want our consumer-members to know that Jackson Purchase Energy (JPEC) is here serving you. Though the look of how we do business has temporarily changed, the feelings toward our consumer-members remain the same. Big Rivers Electric expects no interruptions in electric generation or transmission service, and you should expect the same reliability that you are used to from JPEC; however, if an outage does occur, respond as you normally would by calling: 1.800.633.4044 or report an outage through the Smarthub App.

Since March 16, 2020, JPEC has been functioning at Level 3, of our Pandemic Action Plan, due to the continuation of the Coronavirus. At Level 3, all transactions and services are handled electronically or through the U.S. Postal Service, the lobby and drive-thru are closed, and visitors are asked to call 1.800.633.4044 for assistance. Electronic forms of payment include - automatic bank draft, automatic credit/debit card drafting, the SmartHub App or debit/credit card payments by phone. The kiosk, located at 2900 Irvin Cobb Dr., is also available 24hrs per day.

Because we are operating at Level 3, the following day-to-day business functions have been implemented to reduce the risk to our employees and consumer-members:

- We have begun staggering employee arrival and departure times, to enhance social distancing.
- Some employees will telecommute by working from home.
- Outage restoration equipment has been staged throughout the service area, but response times could be delayed.
- Right of Way crews will continue to work in our service area.

We understand the challenges and overwhelming circumstances that many of you are facing, therefore JPEC will not disconnect consumer-members or charge late fees for a limited time. While this is not our normal procedure, we are sensitive to the unforeseen circumstances and financial burden being placed on many of our consumer-members.

We ask all consumer-members to ensure JPEC has the correct contact information (i.e. telephone numbers, email address, and mailing address). This will help to us maintain communication with our consumer-members throughout this crisis.

As we move through this challenging time together, Jackson Purchase Energy is dedicated to finding the best solutions for our consumer-members and our communities. Like us on Facebook and view our website at [www.jpenergy.com](http://www.jpenergy.com) for up-to-date information.

### **Facebook Post March 26<sup>th</sup>**



**Jackson Purchase Energy Cooperative**



Published by Ashley Nelson Turner [?] March 26

We are committed to working with our consumer-members who may have trouble paying their electric bills. We encourage any member who is facing difficulty during this time to call us and make payment arrangements and extensions on their current electric bill. #PowerOn

### **April KY Living Magazine**

#### **WE OFFER A VARIETY OF PAYMENT OPTIONS:**

- Automatic bank draft
- Automatic credit and debit card
- SmartHub App
- 24-hour kiosk—accepts cash and checks, debit/credit card payments
- Phone (270) 442-7321, press “option 2”
- Mail: PO Box 4030, Paducah, KY 42002

In addition, new services can be established by calling our business office. Outages can be handled as normal using the SmartHub App or by phone. Visit the Jackson Purchase Energy website at [www.jpenergy.com](http://www.jpenergy.com), for more information on these services.

We encourage any member who is facing financial difficulty during this time to call us. You can reach a member service representative at (270) 442-7321 or (800) 633-4044.

**April 2<sup>nd</sup> and 3<sup>rd</sup>, 2020** - We participated in an Energy Saving Tips story that was featured on Channel six. We also shared the story on our website.

**Facebook Post April 3<sup>rd</sup>**

**Jackson Purchase Energy Cooperative** Published by Scott Adair · April 3

JPEC Provides Tips on How to Save Money and Stay Safe at Home.

#PowerOn  
#TeamKentucky



WPSDLOCAL6.COM

**How to save money on utilities while staying safe at home**

You would typically see electricity bills going down during the spring. With...

**Jackson Purchase Energy Cooperative** Published by Ashley Nelson Turner · April 3

Q and A for our members who are applying for unemployment. Courtesy of McCracken County Public Library's facebook.

**Day 1**  
You complete the online application through the KY Gov website at 502-878-6442 Monday - Friday 7 A.M. - 5:30 p.m. ET

**Day 2**  
The Office of Unemployment Assistance will interview you and issue a claim.

**Day 3-12**  
You will receive a letter that states the amount of your payment.

**Day 13**  
If there are no disqualifying factors, we will generate the payment by either direct deposit or a debit card within 2 to 5 days.

**Day 28**  
If you continue to be unemployed you can request your Annual benefit payment online at KY Gov or calling 877-369-5994.

**Q: When will I get my benefits?**  
Benefits are paid weekly. You must file your claim first.

**Q: What does it mean that the job search requirement is waived?**  
Normally, you must be actively searching for work to receive benefits. This requirement is waived for those who are unemployed due to COVID-19.

**Q: What do I need to request my first payment?**  
You must file your claim first. Once approved, you will receive a letter with instructions on how to request your first payment.

**Q: Why is filing my claim in COVID-19 considered a business closure?**  
Business closures due to COVID-19 are considered a business closure for unemployment purposes.

**Q: What happens if I don't return to work because of COVID-19?**  
If you are unable to return to work because of COVID-19, you may be eligible for extended benefits.

**Q: How much can I receive for my weekly benefit amount?**  
The weekly benefit amount is based on your previous earnings. It can range from \$100 to \$275.

**Q: I need to create an account but it says my information already exists?**  
This is a common issue. You may need to verify your identity or contact the unemployment office for assistance.

**Q: Why does my unemployment amount change? Can I change it myself?**  
Your unemployment amount can change based on your previous earnings and the state's unemployment rate. You cannot change it yourself.

**Q: What is available for the self-employed/unemployed?**  
Self-employed individuals may be eligible for unemployment benefits if they have lost their business or income due to COVID-19.

**Q: I have worked part time over the past year and typically would not qualify, can I apply?**  
Part-time workers may be eligible for unemployment benefits if they have lost their income due to COVID-19.

McCracken County Public Library April 3 Like Page

For those applying for unemployment, here are some graphics that can help provide some answers Kentucky Career Center

**Facebook post April 6<sup>th</sup>**



**Jackson Purchase Energy Cooperative**

Published by Ashley Nelson Turner 17 April 6



We're in this together. #PowerOn



**Facebook post April 7<sup>th</sup>**

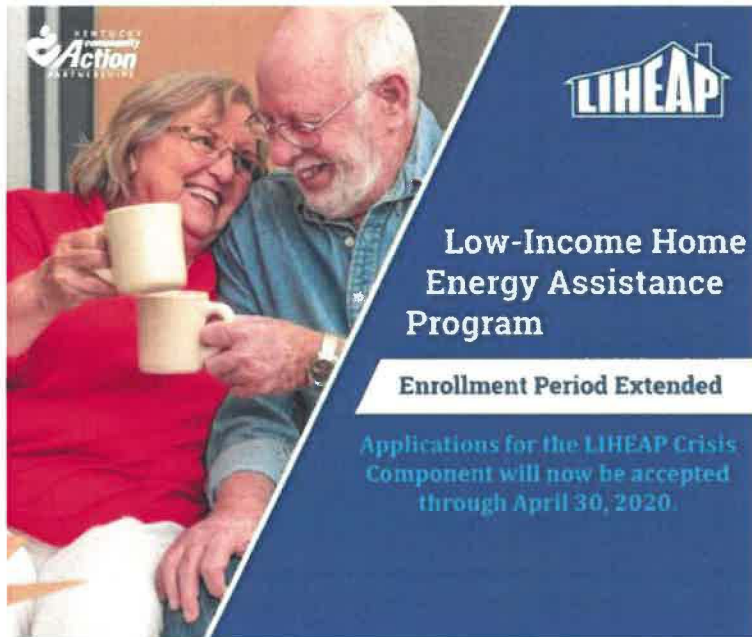


**Jackson Purchase Energy Cooperative**

Published by Scott Adair 17 April 7



Kentucky LIHEAP helps thousands of families pay their energy bills each year. Reach out to West Kentucky Allied Services for more details if you are struggling at this time - 270.444.7380.



West Kentucky Allied Services, Inc.  
March 30

Like Page

**Facebook post April 15<sup>th</sup>**



**Jackson Purchase Energy Cooperative**



Published by Ashley Nelson Turner | April 15

Just a reminder, our drive-thru and lobby have closed but we are staffed and ready to handle issues as they arise. If you are having trouble making your payment, please call our office to make arrangements. #PowerOn #TeamKY



**Jackson Purchase Energy Cooperative**



Published by Scott Adair | April 15

#PowerOn #TeamKY



## Facebook Post April 24<sup>th</sup>



Jackson Purchase Energy Cooperative  
Published by Scott Adair | April 24



**RELIEF FOR WORKERS AFFECTED BY CORONAVIRUS ACT**  
WHAT YOU NEED TO KNOW AND DO ABOUT THE CARES ACT

Pandemic Unemployment Assistance (PUA) provides payment to workers not traditionally eligible for unemployment benefits (self-employed, independent contractors, workers with limited work history and others) who are unable to work as a direct result of the coronavirus public health emergency.

COVID-19 SCENARIOS	COVERED	NOT COVERED
Diagnosed with COVID-19 or with COVID-19 symptoms and testing diagnosis	✓	
Member of household has been diagnosed with COVID-19	✓	
Providing care for family or household member diagnosed with COVID-19	✓	
Primary caregiver for child unable to attend school or another facility closed due to COVID-19	✓	
Unable to reach place of employment due to an imposed quarantine or because advised by medical provider to self-quarantine due to COVID-19	✓	
Scheduled to commence new employment and cannot reach workplace as direct result of COVID-19	✓	
Became major breadwinner because head of household died from COVID-19	✓	
Place of employment closed as a direct result of COVID-19	✓	
Self-employed/Independent Contractors/1099 Recs./limited Wages – and affected by COVID-19	✓	
Seeking part-time employment but affected by COVID-19	✓	
With insufficient work history and affected by COVID-19 with most recent employer	✓	
Otherwise not qualified for regular or extended UI benefits and affected by COVID-19	✓	
Individuals that can telework with pay		X
Individual receiving paid sick leave or other paid leave benefits regardless of meeting a category listed above		X
Quit job despite employer social-distancing accommodations		X
Fired from current employer		X
Committed UI Fraud in the last 10 years		X

Kentucky Career Center  
April 24

Like Page

During this crisis, Kentucky is providing help through Pandemic Unemployment Assistance. To find out if you are eligible to receive benefits, see the chart below. #TeamKentucky #TogetherKY

## Facebook post on April 25



Jackson Purchase Energy Cooperative  
Published by Scott Adair | April 25



KYELECTRIC.COOP

**Scammers Target Co-op Consumer-Members**

LOUISVILLE, Ky. (April 23, 2020) – Electric cooperatives across Kentuck...

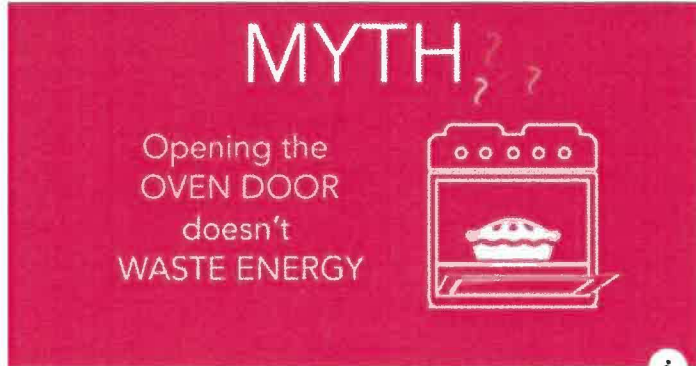
## **Facebook Post April 28<sup>th</sup>**



Jackson Purchase Energy Cooperative  
Published by YouTube · April 28



#FocusSmallToSaveBig #EnergyEfficiency #PowerOn



YOUTUBE.COM

### **Common Energy Myths**

There are many misconceptions about home energy use. Don't be fooled...

## **Media Release Sent on April 30<sup>th</sup>**

Consumer-Members,

We want to remind our consumer-members that Jackson Purchase Energy Cooperative (JPEC) is here serving you through any situation. The look of how we do business may have temporarily changed, but our commitment to the communities we serve remains the same. You should expect the same reliability that you are used to from JPEC, but if an outage does occur, respond as you normally would by calling: 1.800.633.4044 or report an outage through the Smarthub App.

Since March 16, 2020, JPEC has been functioning at Level 3, of our Pandemic Action Plan due to the continuation of the Coronavirus. At Level 3, all transactions and services are handled electronically or through the U.S. Postal Service, the lobby and drive-thru are closed, and visitors are asked to call 1.800.633.4044 for assistance. Electronic forms of payment include - automatic bank draft, automatic credit/debit card drafting, the SmartHub App or debit/credit card payments by phone. For your convenience, we also have a kiosk, located at 2900 Irvin Cobb Dr. While we continue to function at Level 3 **the drive thru will reopen effective May 4<sup>th</sup>.**

Because we are operating at Level 3, the following day-to-day business functions have been implemented to reduce the risk to our employees and consumer-members:

- We are staggering employee arrival and departure times, to enhance social distancing.
- Telework will continue for employees where possible.
- Outage restoration equipment has been staged throughout the service area, but response times could be delayed.
- Right of way and contract construction crews will continue to work in our service area.

JPEC has taken steps to be prepared in the event there is a significant impact from the coronavirus in our communities. We are focused on maintaining a healthy workforce and keeping key personnel, such as line workers and member service representatives, available so that we can continue to provide the excellent service you expect from us. Due to social distancing guidelines, we ask that if you see JPEC personnel at



your home or business, you maintain a distance of 6 feet between yourself and others. In this way, you are helping us protect our employees and your families.

JPEC consumer-members should also be on the lookout for suspicious emails, phone calls or persons impersonating business employees or charitable organizations. Unfortunately, scammers take advantage of opportunities such as this when households are otherwise preoccupied. If you get a call from someone claiming to represent JPEC, and they make threats or demand immediate payment, hang up and call JPEC at 1.800.633.4044.

As we move through this challenging time together, Jackson Purchase Energy Cooperative is dedicated to finding the best solutions for our consumer-members and our communities. Like us on Facebook and view our website at [www.jpenergy.com](http://www.jpenergy.com) for up-to-date information.

### **Facebook post on May 1<sup>st</sup>**



**Jackson Purchase Energy Cooperative**

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Published by Scott Adair · May 1

Contact West Kentucky Allied Services for assistance today!

<http://www.wkas.info/>

(270) 247-4046

#PowerOn #TeamKY



**Jackson Purchase Energy Cooperative**

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Published by Ashley Nelson Turner · May 1

Community Action Agencies are accepting applications for spring enrollment. Contact your local agency for more details.



KYELECTRIC.COOP

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

### **Scott Adair spoke on 94.3 on 5/4/2020**

Another unique challenge during times of emergency is an increase in scammers trying to take advantage of the unique situation. Adair said one sure way to identify a phone scam is if the person on the other end of the line asks for any type of payment information. "Scammers are going to prey on times like this. They're gonna be calling and sending those suspicious emails. Just be aware of that, and just know that even though we might call and talk to you about your bill, we will never require any kind of payment information over the phone." Adair said. Due to economic hardships brought about by the pandemic, Adair said the utility is offering several

options to residents who might be having trouble paying their bills. He says anyone who is struggling should contact JPEC customer service at 270-442-7321 to make special payment arrangements. "We have a deep concern for our community. We want to work with families who are struggling," Adair said. "Please call us if you're having difficulty with your bill. Let us help you set up any kind of arrangement and discuss payment options."

### **Facebook post May 6<sup>th</sup>**



**Jackson Purchase Energy Cooperative**

Published by Ashley Nelson Turner · May 6

Need assistance on your utility bill?

Contact West Ky Allied at 270.444.7380 or Pennyrile Allied Services at 270.928.2827 for qualifications. Their funding has been extended. This is a first come, first served basis. Call today!



### **Facebook Post May 12<sup>th</sup>**



**Jackson Purchase Energy Cooperative**

Published by Ashley Nelson Turner · May 12

Remember to contact your local assistance agencies if you need additional help to pay your utilities. Additional funds have been provided.



KYELECTRIC COOP

**McConnell's CARES Act Sends \$13.7 Million to Kentucky for Energy Assistance**

**Facebook post May 15<sup>th</sup>**



Jackson Purchase Energy Cooperative  
Published by Scott Adair 12: May 15



**Low-Income Home Energy Assistance Program**

MAYFIELD-MESSENGER.COM

**Community Action Agencies across Kentucky accepting applications for Low-Income Home Energy Assistance...**

**5/15/2020**

JPEC was featured in a Paducah Sun article that discussed local utilities companies waiving disconnects for non-payments and related late fees.

**Facebook post May 17<sup>th</sup>**



Jackson Purchase Energy Cooperative  
Published by Scott Adair 12: May 17



About this website

WPSDLOCAL6.COM

**Need financial aid? Team Kentucky Fund and local nonprofits accepting applications**

## Facebook post May 22<sup>nd</sup>



Jackson Purchase Energy Cooperative

Published by Ashley Nelson Turner [?] May 22



Assistance is available on a first come, first serve basis. Call your local agencies if you are having trouble paying your utility bill.



**Low-Income Home Energy Assistance Program**

MAYFIELD-MESSENGER.COM

**Community Action Agencies across Kentucky accepting applications for Low-Income Home Energy Assistance...**

## Facebook post June 2<sup>nd</sup>



Jackson Purchase Energy Cooperative

Published by Ashley Nelson Turner [?] June 2 at 9 14 AM



Assistance is still available if you are having financial difficulty and need help paying your utility bills. Contact your local assistance agencies.



Jackson Purchase Energy Cooperative

Published by Ashley Nelson Turner [?] May 6

Need assistance on your utility bill?

Contact West Ky Allied at 270.444.7380 or Pennyrite Allied Services at 270.928.2827 for qualifications. Their funding has been extended. This is a first come, first served basis. Call today!

## Facebook post June 11<sup>th</sup>



Jackson Purchase Energy Cooperative  
Published by Scott Adair [?] June 11 at 7:32 AM



The deadline to apply is June 30th.



Low-Income Home Energy Assistance Program

MAYFIELD-MESSENGER.COM

Community Action Agencies across Kentucky accepting applications for Low-Income Home Energy Assistance...

## Facebook post June 16<sup>th</sup>



Jackson Purchase Energy Cooperative  
Published by Ashley Nelson Turner [?] June 16 at 3:43 PM



Scammers continue to be on the rise. No co-op—or any other utility, for that matter—would ever make such a demand as asking for your personal information over the phone to process a payment. Also, we would never ask you to purchase a prepaid debit card. The only people who do that are scammers. If in doubt, call us at 270.442.7321.

### Stop Scams— Know the Signs

Utilities will never ask or require a customer with a delinquent account to purchase a prepaid debit card to avoid service disruption.



Know the signs to #StopScams

UTILITIES UNITED  
AGAINST SCAMS

### Facebook post June 18<sup>th</sup>



**Jackson Purchase Energy Cooperative**

Published by Ashley Nelson Turner · June 18 at 7:57 PM



There is still time to apply for financial assistance to help pay your past due utility bill. Reach out to our local agencies for requirements.



**Low-Income Home Energy Assistance Program**

MAYFIELD-MESSENGER.COM

**Community Action Agencies across Kentucky accepting applications for Low-Income Home Energy Assistance...**

### Facebook Post June 22<sup>nd</sup>



**Jackson Purchase Energy Cooperative**

Published by Scott Adair · June 22 at 9:24 AM



LIHEAP update: Funding still available at all Community Action Kentucky agencies.

Contact West KY Allied Services at: <https://www.wktas.info/>

Community Action Kentucky has advised Kentucky Electric Cooperatives that all 23 CAK offices have funding remaining for the special Spring 2020 LIHEAP program. Designed to help low-income households offset home energy costs, this special period has increased income eligibility requirements to 150 percent of the Federal Poverty Guidelin... [See More](#)



### Facebook post June 29<sup>th</sup>



**Jackson Purchase Energy Cooperative**

Published by Ashley Nelson Turner · 18 hrs



Financial assistance is still available for help paying your utility bill. Reach out to your local agencies including West Ky Allied and Pennyrlle Allied Services for further information.

West Ky Allied Services 270.444.7380 or 270.247.4046

Pennyrlle Allied Services 270.928.2827

**Facebook post June 30<sup>th</sup>**



**Jackson Purchase Energy Cooperative**



Published by Scott Adair [?] 1 hr

The new spring enrollment deadline is today. Contact West KY Allied Services for information on how to apply. (270) 247-4046

**NEED HELP WITH YOUR ELECTRIC BILL?**

First-come, first-served assistance now available.

Apply now. New spring enrollment deadline is June 30.

The advertisement banner has a red top section with the headline 'NEED HELP WITH YOUR ELECTRIC BILL?'. Below this is a white section on the left containing the LIHEAP logo, which consists of a house outline with the word 'LIHEAP' in red inside, and the full name 'Low-income Home Energy Assistance Program' in small black text below. The right side of the banner is a dark purple section with white text that reads 'First-come, first-served assistance now available.' and 'Apply now. New spring enrollment deadline is June 30.'