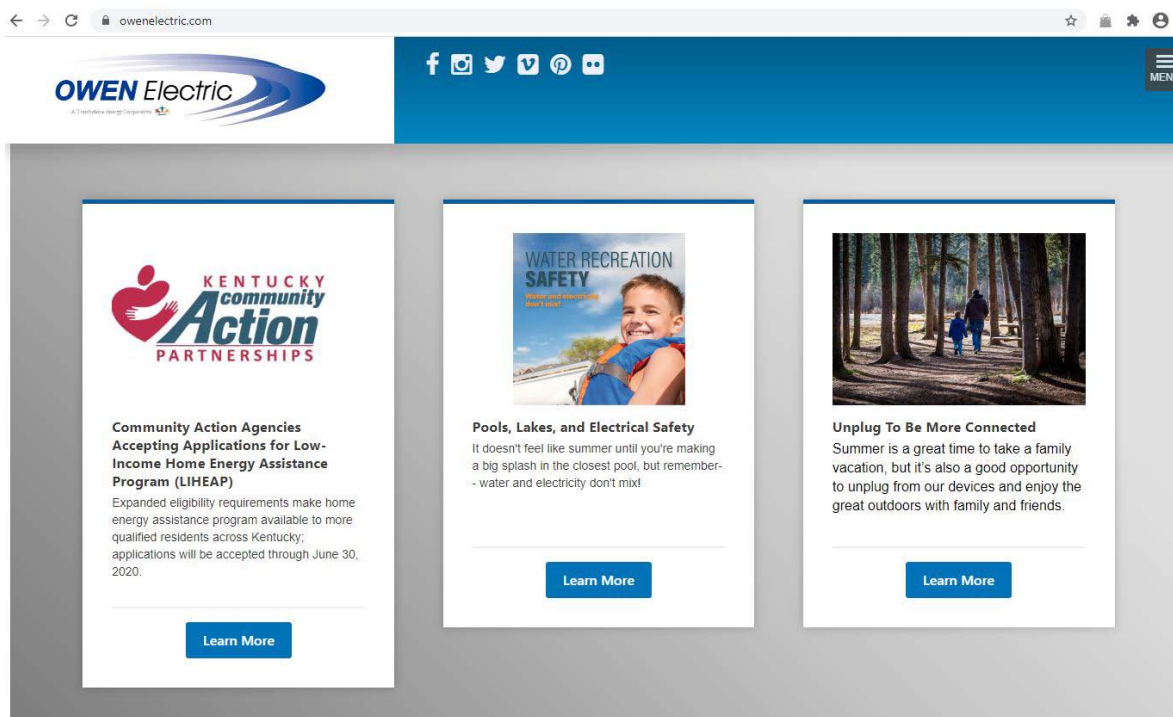


Owen's
Website



Bill Message
April 1 - Present

**IF YOU'RE EXPERIENCING A HARDSHIP OR HAVE A DIFFICULT TIME
PAYING YOUR BILL IN FULL DUE TO THE COVID-19 PANDEMIC,
PLEASE CALL OUR MEMBER SERVICES TEAM AT 1-800-372-7612**

Radio Ad
Script
April 14–April 30

Owen Electric has been faithfully serving their members for over 80 years and are still committed to providing safe, reliable and affordable electricity. While their lobbies are currently closed, Owen Electric is still here for you. You can go online to owenelectric.com or use the app, OEC Mobile, to manage your account. Be vigilant and safeguard yourself from scammers who may try to take advantage of you in uncertain times. Never give personal or payment information over the phone. Hang up and call Owen Electric with any questions about your account status. Please pay what you can when you can on your utility bill to avoid a large deferred bill later. Owen Electric understands members may be experiencing financial hardships during this pandemic. Call Owen Electric to discuss payment arrangements at 800-372-7612, option 4. Take care of yourself and remember: Owen Electric is still here for you.

Facebook
March 16th




Owen Electric Operations Update
Lobbies Closed; Disconnects Suspended, Effective Monday, March 16

Owen Electric is temporarily suspending service disconnections for non-payment. We understand the importance of electrical service, particularly during this pandemic, and we continue to look for ways to support member needs during this time.

Your electric cooperative will continue, as it always has, to work with members experiencing hardships.

Facebook
March 16th



OWEN ELECTRIC OPERATIONS AND CORONAVIRUS (COVID-19)

Monday, March 16: As the Coronavirus (COVID-19) continues to spread across the state, we wanted to share with our membership the steps that Owen Electric is taking to help protect the health and safety of our members and employees.

We will continue to monitor local and national reports on the evolving impact of COVID-19. We will base our safety precautions on factual information from the Centers for Disease Control (CDC), th...

[Continue Reading](#)



Owen Electric Operations Update
Lobbies Closed; Disconnects Suspended, Effective Monday, March 16

Facebook
March 17th

 **Owen Electric Cooperative, Inc.** Published by Whitney Prather Duvall [?] · Mar 17 · 🌐

Beware of fraudulent phone calls, emails, and social media posts related to COVID-19. Scammers take advantage of all opportunities to get your information.


<https://www.us-cert.gov/.../defending-against-covid-19-cyber-...>

US-CERT.GOV 


Defending Against COVID-19 Cyber Scams | CISA

The Cybersecurity and Infrastructure Security Agency (CISA) warns individuals to remain vigilant for scams related to Coronavirus Disease 2019 (COVID-19). Cyber actors may send emails with malicious attachments or...

Facebook
March 19th

 **Owen Electric Cooperative, Inc.** Published by Whitney Prather Duvall [?] · Mar 19 · 🌐

Owen Electric Responds to COVID-19 Outbreak, Adjusts Operations to Ensure Reliable Service: ow.ly/1hVq50yQ5lJ




Facebook
March 19th

 **Owen Electric Cooperative, Inc.** Published by Whitney Prather Duvall [?] · Mar 19 · 🌐

⚠️ Beware of scammers taking advantage of members-- automated calls are going out, saying the recipient has overpaid their electric company, and to press the appropriate option to receive a refund. Whenever you have questions on your account, log on anytime from home using our website or the OEC Mobile app, or call us at 800-372-7612 option 4.

Facebook
March 25th

 **Owen Electric Cooperative, Inc.**
Published by Whitney Prather Duvall [?] · Mar 25 · 🌐



A Touchstone Energy Cooperative 

Owen Electric recognizes the hardships that our members are experiencing during this COVID-19 pandemic. For many members, it is difficult to pay their bills in full.

While we are not currently disconnecting services for non-payment, please know that this is a temporary policy to help our members during this pandemic. It remains the responsibility each account holder to pay as they can. This will help avoid large, deferred balances in the future.

Please contact our Member Services team at (800) 372-7612, option 4, to pay on your bill or make arrangements.

Facebook
March 26th

 **Owen Electric Cooperative, Inc.**
Published by Whitney Prather Duvall [?] · Mar 26 · 🌐



RESILIENT
RELIABLE
RESPONSIVE

We are
HERE
for you.

OWEN Electric
A Touchstone Energy Cooperative 

Facebook
March 31st

 **Owen Electric Cooperative, Inc.**
Published by Whitney Prather Duvall [?] · Mar 31 · 🌐



**Lauren Keith | Community Services County
Manager and Health Benefit Assister**

109 South Madison St. | Owenton, KY 40359
lkeith@nkcac.com | www.nkcac.org
P: (502) 484-2116 | F: (502) 484-1125

**We connect Northern Kentucky: Urban to Rural,
Young to Old, Education to Electricity**

Owen County Judge/Executive Casey Ellis
Mar 31 · 🌐

If you or anyone that needs energy, rental, or food assistance, this is a possible resource. Feel free to contact Lauren at 502-484-2116 or email me at lkeith@...
See More

Facebook
April 2nd

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Apr 2 · 🌐



Caring for Our COMMUNITY

- 337** Families with food and hygiene products
- 1099** Families with energy assistance
- 771** Homework packets
- 530** Families with rental and other emergency assistance

EMPOWERING NORTHERN KENTUCKIANS TO THRIVE

Serving Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, and Pendleton Counties

Northern Kentucky Community Action Commission
Mar 31 · 🌐

Northern Kentucky CAC is here for Northern Kentucky families during this time of crisis. We are helping families every day with emergency assistance, and makin...
See More

Facebook
April 3rd

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Apr 3 · 🌐

For emergency assistance with your energy bill, contact the Northern Kentucky Community Action Commission:
859-439-4004 or go to nkcac.cascheduler.com to schedule a telephone appointment with Neighborhood Center staff.

For a summary of the Coronavirus Aid, Relief and Economic Security (CARES) Act, and resources available for members affected by COVID-19, including: checks for households; the Business Paycheck Protection Program (PPP); additional small business assistance; in... See More



OWEN Electric
A Truist Energy Cooperative

WE'RE HERE FOR YOU

Questions about your account? We're still here.
Call us at 800-372-7612, option 4

Facebook
April 14th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Apr 14 · 🌐

Just a reminder that applications for the LIHEAP Crisis Component will now be accepted through April 30, 2020. For more information, call your local Community Action agency!

Low-Income Home Energy Assistance Program
Enrollment Period Extended
Applications for the LIHEAP Crisis Component will now be accepted through April 30, 2020.

Facebook
April 15th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Apr 15 · 🌐

For those experiencing financial hardships as a result of COVID-19, Owen Electric continues to work to connect members with resources from federal, state, and local agencies, as well as suspending disconnections due to non-payment. However, we encourage members to pay what they can, when they can, to avoid a large deferred bill for which they will ultimately be responsible for.

If you are having difficulty paying your monthly bill, please call us at 800-372-7612 option 4, and we will work with you to come up with a solution that ensures you can fulfill your account obligation.

Facebook
April 20th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · 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.

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

Facebook
April 24th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Apr 24 · 🌐

Just a reminder that applications for the LIHEAP Crisis Component will now be accepted through April 30, 2020. For more information, call your local Community Action agency!

LIHEAP
Low-Income Home Energy Assistance Program
Enrollment Period Extended
Applications for the LIHEAP Crisis Component will now be accepted through April 30, 2020.

Facebook
April 24th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Apr 24 · 🌐

Check it out for assistance in paying your utilities!

If you are in need of emergency assistance, Northern Kentucky CAC is here to help.
Call us today • 859-292-5222

We can provide assistance with:

- Utilities
- Rent
- Food
- Health Insurance
- Emergency Assistance & More

Super Saturday Phone-A-Thon April 25th!!

SAT, APR 25
Super Saturday Liheap Phone-A-Thon
Northern Kentucky Community Action Commission ...

★ Interested

🌐 Rebecca was interested

Facebook
April 27th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Apr 27 · 🌐

As we begin another week #healthyathome, we want to remind our members to try and pay what they can, when they can.

We are here to work with each person who may be struggling during the public health situation. This will help avoid large balances in the future. We want to help you manage your energy, so give us a call at 800-372-7612 option 4



Kentucky's Touchstone Energy Cooperatives

Facebook
April 29th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Apr 29 · 🌐

Tune in now!



Northern Kentucky Community Action Commission
Apr 29 · 🌐

Be sure to join us on the Lincoln Ware Show at 11:30 this morning. Executive Director Catrena Bowman will talk about NKCCAC's COVID 19 Relief efforts for families in Northern Kentucky. Listen at 101.5 FM the Buzz. Or online at www.thebuzzcoion.com.

Facebook
May 3rd

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · May 3 · 🌐

Community Action Agencies Accepting Applications for LIHEAP; New Spring Enrollment Added:
<https://www.owenelectric.com/community-action-agencies-acce...>



Facebook
May 7th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · May 7 · 🌐

Find your neighborhood center here: <https://www.nkcac.org/neighborhood-centers/>



Facebook
May 12th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · May 12 · 🌐

If you are having difficulty paying your utility bill, please give us a call or contact your local Community Action office for assistance 🍀

Even in tough times, it's best to pay what you can, when you can, to avoid a large, deferred balance later. We're committed to working with our members to find the best solution.



773 Views

Northern Kentucky Community Action Commission
May 12 · 🌐

Our Senior Employment Staff share the Community Action Promise!
#CommunityActionWorks #WeR1000Strong

Facebook
May 15th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · May 15 · 🌐

As we wrap up another week #healthyathome, we want to remind our members to try and pay what they can, when they can.

We are here to work with each person who may be struggling during the public health situation. This will help avoid large balances in the future. We want to help you manage your energy, so give us a call at 800-372-7612 option 4



Kentucky's Touchstone Energy Cooperatives

Facebook
May 15th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · May 15 · 🌐

Check it out:



979 Views

Northern Kentucky Community Action Commission
May 15 · 🌐

If you have been impacted financially by COVID-19 and live in Kentucky you may qualify for assistance from the Team Kentucky Fund.

Facebook
May 26th

 **Owen Electric Cooperative, Inc.**
Published by Whitney Prather Duvall [?] · May 26 · 🌐



SCAM ALERT

Owen Electric is receiving a high volume of calls about phone scammers today. If you receive a call demanding immediate payment with the threat of disconnection, please **hang up** and call **(800)-372-7612 option 4** to confirm your account status.

If you have elderly relatives or neighbors, please warn them, as they often fall victim to a phone scammer's tactics.

Facebook
May 26th

 **Owen Electric Cooperative, Inc.**
Published by Whitney Prather Duvall [?] · May 26 · 🌐



Northern Kentucky Community Action Commission
Nonprofit Organization

[Send Message](#)

Northern Kentucky Community Action Commission
May 26 · 🌐

Nearly four-fifths of families in America are living paycheck to paycheck. #CommunityAction Agencies are working to change that by helping families access fina
...
[See More](#)

Facebook
June 2nd


Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Jun 2 · 🌐

Please reach out to your local Community Action location for assistance during this unprecedented time, as they have several programs that can be of great help to families who are struggling.


Members should continue to make payments on their electric bills as they can in order to avoid a large, deferred amount due later. If you have questions about your account, contact us at 800-372-7612, option 4.

Caring for Our
COMMUNITY

4238	Families with food and hygiene products
4851	Families with energy assistance
2783	Homework packets
1731	Families with rental and other emergency assistance



NORTHERN
KENTUCKY
Community
Action
Commission



EMPOWERING
NORTHERN KENTUCKIANS
TO THRIVE

Serving Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, and Pendleton Counties

Northern Kentucky Community Action Commission
Nonprofit Organization

[Send Message](#)

Northern Kentucky Community Action Commission
Jun 1 · 🌐

Northern Kentucky Community Action Commission is still here to help families in need. Call 859-292-5222 for assistance. #CommunityActionResponds

Facebook
June 3rd

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Jun 3 · 🌐

For those experiencing financial hardships as a result of COVID-19, Owen Electric continues to work to connect members with resources from federal, state, and local agencies, as well as suspending disconnections due to non-payment. However, we encourage members to pay what they can, when they can, to avoid a large deferred bill for which they will ultimately be responsible for.

If you are having difficulty paying your monthly bill, please call us at 800-372-7612 option 4, and we will work with you to come up with a solution that ensures you can fulfill your account obligation.

Facebook
June 5th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Jun 5 · 🌐

Unfortunately, scammers take advantage of opportunities such as this when households are otherwise preoccupied. If you get a call from someone claiming to represent Owen Electric, and they make threats or demand immediate payment, hang up and call us at 800-372-7612, option 4.

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 • 1-888-432-9257

OWEN Electric
A TruGreen Energy Cooperative

Facebook
June 9th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Jun 9 · 🌐

Call 859-292-5222 for assistance, or find your neighborhood center here:
<https://www.nkcac.org/neighborhood-centers/>

NEED HELP WITH YOUR ELECTRIC BILL?

KENTUCKY community Action PARTNERSHIPS

OWEN Electric
A TruGreen Energy Cooperative

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

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

Facebook
June 10th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Jun 10 · 🌐

Avoid busy phone lines— download our free app, OEC Mobile. Make payments, view your energy usage, and report outages quickly.

Account List

Account	Name	Account Status	Meter	Due Date	Balance
00000-001	SMITH JOHN N AND	ACTIVE	000000	01/02/20	0.00
00000-002	SMITH JOHN N AND	ACTIVE	000100	01/02/20	0.00

Account Info

Svc. Addr: 1000 HWY 00 NORTH HOUSE
Status: ACTIVE
Balance: \$0.00 **Pay Now**

Services

- Report an Outage
- Meter Reading
- Estimate Bill

Easy Outage Reporting.

OEC Mobile is available in the App Store and on Google Play

Report an Outage

Facebook
June 15th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Jun 15 · 🌐

Beginning June 15th Northern Kentucky Community Action Neighborhood Centers will be seeing clients by appointment only.

If you need to make an appointment, please call 859-439-4004 or 502-991-8390 or go to nkcac.cascheduler.com.

If you are in need of immediate assistance, or have general inquiries please call at 859-292-5222.

NEED HELP WITH YOUR ELECTRIC BILL?

First-come, first-served assistance now available.

Apply now. New spring enrollment deadline is June 30.

LIHEAP
Low-Income Home Energy Assistance Program

OWEN Electric
A Touchstone Energy Cooperative

Facebook
June 17th

Owen Electric Cooperative, Inc. updated their cover photo.
Published by Whitney Prather Duvall [?] · Jun 17 · 🌐

OWEN Electric *Ways to Pay*

- OEC MOBILE APP**
MAKE PAYMENTS, SET ALERTS & RECEIVE NOTIFICATIONS.
- AUTOMATIC DRAFT**
PAY YOUR BILL AUTOMATICALLY EACH MONTH WITH YOUR BANK ACCOUNT OR CREDIT CARD. ENROLL ONLINE OR CALL.
- MAIL**
A CONVENIENT REPLY ENVELOPE IS INCLUDED WITH YOUR MONTHLY BILL.
- OEC WEBSITE**
GO TO OWENELECTRIC.COM & CLICK "MY ACCOUNT LOGIN."
- PHONE**
CALL (800) 372-7612 AND SELECT OPTION 2 TO PAY WITH A CREDIT CARD OR BY CHECK.
- DRIVE THRU**
PAY AT ANY OF OUR FOUR OFFICE LOCATIONS, WHICH INCLUDE AN AFTER-HOURS DROP BOX.

Facebook
June 24th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · 5d · 🌐

Reminder: While disconnections for nonpayment have been postponed due to Coronavirus, members will still be responsible for the full amount of their bill. Prepaid members will still be responsible for the full balance on their account. We are postponing disconnection of service only, not the actual bill. We want to encourage our members to pay as much as they can on their bill, both regular billing and prepaid accounts, to prevent larger bills in the coming months.

If you have questions concerning how much you owe, please call the office at 1-800-372-7612 option 4, and we will be happy to assist you. LIHEAP spring enrollment is open now until June 30th if you need help paying your bill.

Facebook
June 29th

Owen Electric Cooperative, Inc.
Published by Whitney Prather Duvall [?] · Just now · 🌐

Just a reminder that the deadline is tomorrow, Tuesday, June 30 to apply for assistance with your energy bill.

If you need to make an appointment, please call 859-439-4004 or 502-991-8390 or go to nkccac.cascheduler.com.

If you are in need of immediate assistance, or have general inquiries please call at 859-292-5222.

NEED HELP WITH YOUR ELECTRIC BILL?

First-come, first-served assistance now available.

Apply now. New spring enrollment deadline is June 30.

LIHEAP
Low-Income Home Energy Assistance Program

OWEN Electric
A Touchstone Energy Cooperative

Facebook
June 30th

 **Owen Electric Cooperative, Inc.** · 1 min · 

Published by Whitney Prather Duvall [?] · 1 min · 

⚠️ TODAY is the last day to apply for funding from your local Community Action Agency. Find out more about LIHEAP assistance and a list of regional agencies at the link below:



KENTUCKYLIVING.COM 

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

Twitter
June 30th

 **Owen Electric** @OwenElectric · 1m

⚠️ TODAY is the last day to apply for funding from your local Community Action Agency. Find out more about LIHEAP assistance and a list of regional agencies at the link:




Community Action Agencies Accepting Applications for Low-Income Ho...
[...]
kentuckyliving.com

Instagram
June 30th

 **oeapix** · 



KENTUCKYLIVING.COM 

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

oeapix ⚠️ TODAY is the last day to apply for funding from your local Community Action Agency. Find out more about LIHEAP... more

28 SECONDS AGO