

# welcome to Blue Grass Energy

Blue Grass Energy is an electric cooperative — that means that you and all our members own a piece of your cooperative. And because we are owned by those we serve, our goal is simple: to give you the best service at the lowest possible cost.

## Value

Kentucky's electric rates are among the lowest in the nation. And because Blue Grass Energy is a not-for-profit cooperative, we don't add charges to your bill to provide profits to shareholders. We simply supply you with the best service at the lowest possible cost. Any profits we make are given back to you in the form of capital credits — a return on your investment in the cooperative.

## Convenience

Contacting Blue Grass Energy is always easy. We're here to serve you through:

- our Customer Service team, available from 7:30 a.m. to 4:30 p.m. weekdays, and our Operations Center is available 24 hours a day. Call us toll-free at **888-546-4243**.
- walk-in lobby hours, from 7:30 a.m. to 4:30 p.m., at any of our four offices.
- **www.bgenergy.com**, which features information about bill payment, energy-saving tips and community involvement.

## Our locations

Blue Grass Energy is headquartered in Nicholasville and has district offices in Cynthiana, Lawrenceburg and Richmond.

### Headquarters

P.O. Box 990  
1201 Lexington Road  
Nicholasville, KY 40340-0990  
Phone: (859) 885-4191

### District Offices

P. O. Box 730  
327 Sea Biscuit Way  
Cynthiana, KY 41031-0730  
Phone: (859) 234-3131

P. O. Box 150  
1200 Versailles Road  
Lawrenceburg, KY 40342-0150  
Phone: (502) 839-3442

P. O. Box 276  
2099 Berea Road  
Richmond, KY 40476-0276  
Phone: (859) 623-1582

## Reliability

Sometimes a power outage is unavoidable, and when outages occur, we use state-of-the-art technology to get your power back on as quickly as possible. Our **automated meter reading** system helps us pinpoint outages immediately. AMR also helps us diagnose problems and track outages.

To report an outage or check the status of an outage already reported, call (888) 655-4243. For more information, visit **www.bgenergy.com**.

**Kentucky's electric rates are among the lowest in the country.**

(888) 546-4243 • [www.bgenergy.com](http://www.bgenergy.com)



# PAYMENT OPTIONS

## Mail, phone, in-lobby

Mail your payment in the convenient reply envelope sent with your bill, pay over the phone with a credit card, or visit any of the four Blue Grass Energy offices. Pay in the lobby or use the drive-through from 7:30 a.m. to 4:30 p.m., Monday through Friday. If you come by after hours, drop your payment in the night deposit box.

## Online

You can request a password from Blue Grass Energy to view or pay your bill on [www.bgenergy.com](http://www.bgenergy.com), and you can also choose to receive your monthly bill at our Web site, too. With our **E-Bill** program, you'll receive an e-mail on your billing date that links you directly to your Blue Grass Energy bill. To enroll in E-Bill or to request a password for online bill payment, call us toll free at (888) 546-4243.

## Levelized budget billing

Take the surprise out of opening your monthly bill with levelized budget billing. Your payment will be averaged into 12 monthly installments throughout the year, eliminating large jumps in your energy costs. To qualify for levelized budget billing, you must be at least a one-year co-op member and have a good payment record.

## Payment locations

Several local banks accept current monthly bill payments — overdue bills are **not** payable at local banks.

Pay your bill at these banks in your area:

Anderson County: Anderson National  
Lawrenceburg National  
Fayette County: Central Bank  
Jessamine County: Citizens Bank  
Farmers Bank  
Bracken County: First National Bank  
Franklin County: Farmers Bank  
United Bank  
Madison County: Peoples Bank

**All districts: Kentucky Bank**

## Automatic bill payment

Have your monthly bill payment deducted from your bank account or charged to your credit card — saving you time and money. It's the same convenient process you may already be using for a car loan, insurance premium or other monthly payment. To sign up for a bank draft, complete an authorization form at any office.

# DEPOSITS, FEES AND CHARGES

## Deposits

A deposit is required before electric service will be supplied:

Residential: \$175

Commercial: 1/6 annual bill

Large power: contract

Accounts disconnected for nonpayment are subject to a deposit before service can be restored.

Residential deposits may be refunded after one year. Interest will be paid on all sums held on deposit at the rate of 6 percent annually. The interest will be applied as a credit to the customer's bill or will be paid to the customer on an annual basis.

## Fees

The Kentucky Public Service Commission has approved the following fees, deposits and charges as costs incurred for services rendered:

### Membership fee:

Only one fee per membership (refundable): \$25

### Meter fees:

Meter test fee (refundable if more than 2 percent fast — paid in advance): \$35

Fraudulent or illegal use (tampering, broken meter seal, etc.) expense: Amount due includes meter test, repair, material, disconnect/reconnect charges and unregistered usage.

## Other charges

### Service call charges:

Trip to collect or disconnect delinquent account: \$25

Trip to reconnect for nonpayment: \$50

Trip to reconnect transformer for nonpayment: \$72

Trip to reconnect delinquent account after office hours \$75

### Returned check charge: \$20

## Collection procedure

No one benefits when a member is disconnected for nonpayment of electric bills. If you receive a disconnect notice, please take immediate steps to arrange for payment.

If service is disconnected, a disconnect and reconnect fee must be paid, plus a security deposit if not previously paid. Overtime charges apply to reconnects after 4:30 p.m.

If service is disconnected for nonpayment, members may be subject to disconnect and reconnect charges.

# ABOUT BLUE GRASS ENERGY

## Profile

- Blue Grass Energy is a distribution cooperative that serves about 54,000 member-owners in 23 northern and central Kentucky counties. Our service lines stretch southward from Grant, Pendleton and Bracken counties, on the Ohio River, to Madison, Estill and Jackson counties, the southernmost areas of our territory.

- Blue Grass Energy, a **Touchstone Energy Cooperative**, is headquartered in Nicholasville and has offices in Cynthiana, Lawrenceburg and Richmond.

- Touchstone Energy is an alliance of more than 600 electric cooperatives in 45 states.

- East Kentucky Power Cooperative, based in Winchester, supplies electricity to Blue Grass Energy and 15 other Kentucky cooperatives.

## Annual Meeting

Blue Grass Energy members are invited to the cooperative Annual Meeting, where members vote in elections for their board of directors and hear reports from co-op officials. Because cooperative members are also owners, the Annual Meeting is a opportunity for members to have their voices heard and participate in the operation of their cooperative.

The Annual Meeting is in late spring, and the location rotates through each of our four district areas. For more information, visit [www.bgenergy.com](http://www.bgenergy.com), or look for details in Kentucky Living magazine.

## Annual report

The annual report is your Blue Grass Energy year-in-review. It provides the year's financial results, a corporate profile, and news on co-op programs and services. It also has an official notice of the Annual Meeting date and more information on the event. The report is published in Kentucky Living magazine one month before the Annual Meeting.

## Kentucky Living magazine

As a Blue Grass Energy member, you receive a free copy of Kentucky Living magazine, which features co-op members, important information about the electric industry, recipes and an activity section for kids.

**Blue Grass Living** is our monthly member newsletter, and it's in the middle section of Kentucky Living. Blue Grass Living highlights our programs services and activities.

## Co-op Connections Card

Being a member of Blue Grass Energy, a Touchstone Energy Cooperative, has its benefits.

With your Co-op Connections Card, you can get discounts from restaurants and businesses right in your area. And because Touchstone Energy is a nationwide alliance of more than 600 not-for-profit electric cooperative, you can use your card at businesses across the country.

All you have to do is present your card to a participating business, and the saving begins!

Visit [www.bgenergy.com](http://www.bgenergy.com) for a list of participating businesses.

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# COMMITMENT TO COMMUNITY

## Community involvement

Our employees take the time to make a difference in the places they live and work. They participate in volunteer activities and work with national organizations, including Habitat for Humanity, Relay for Life and the United Way.

We also present \$10,000 in scholarships annually to students in our 23-county service area, and send 10 high school juniors to the nation's capital for the annual Kentucky Rural Electric Washington Youth Tour.

For more information on our scholarship and youth tour programs, call or visit [www.bgenergy.com](http://www.bgenergy.com).

## Business development

Blue Grass Energy takes an active role in supporting the economic development activities of the towns and cities we serve, large and small, suburban and rural.

## Funding opportunities

Every year, Blue Grass Energy sets aside money for charitable contributions and donations.

All requests for donations must be submitted in writing on the organization's letterhead and sent to:

Blue Grass Energy  
ATTN: Cathryn Gibson  
Vice President of Member Services and Economic Development  
P.O. Box 990  
Nicholasville, KY 40340-0990

## Key accounts

Blue Grass Energy continually works with industrial and commercial members to provide value-added services, including rate evaluation, power quality and surge protection assistance.

Blue Grass Energy wants to use its resources to make a real difference in our local communities.

# PRODUCTS

## Marathon water heaters

A Marathon water heater comes with an impressive guarantee — its tank will never rust or leak. Made from polybutylene with an outer fiberglass tank for maximum strength, the tank is warranted as long as you own your home. Not only that, but it's one of the most energy-efficient water heaters on the market, with a 92 to 94 percent energy rating, depending on size.

Marathon water heaters are stocked at all Blue Grass Energy locations for sale to the public. Two sizes are available — 50 and 85 gallons.

Blue Grass Energy members receive a \$100 discount off the final price of a Marathon water heater with their Co-op Connections Card.

## Surge protection

In less than one second, a lightning strike or power surge can destroy your home's sophisticated electronic equipment. Power surges are caused by anything from an animal on a power line to your appliances' electric cycles.

Blue Grass Energy carries a complete line of surge protection equipment to keep your home's electronics and appliances safe by stopping surges before they enter the home. We also offer uninterruptible power supplies to provide backups to computers during outages.

## Electric grills

They never run out of gas. They heat up in a matter of seconds. Flare-ups are virtually non-existent. And, best of all, your food has the same great taste you'd get on any other grill. Blue Grass Energy offers four types of grill to suit your needs — and because you're a member, you get a special discount off the retail price.

### Stainless Double-Grid Electric Water Smoker

Member price: **\$154.99**

### Deluxe Electric Combo Water Smoker and Grill

Retail price: \$158.39

Member price: **\$94.99**

### Deluxe Cart Grill:

Retail price: \$363.07

Member Price: **\$209.99**

### Lock-n-Go portable grill:

Retail price: \$117.21

Member price: **\$69.99**

For more information on any of Blue Grass Energy's products or services, call us toll free:  
**888 546-4243.**

# ENERGY EFFICIENCY

**Blue Grass Energy offers a variety of programs that can help make your home more energy efficient — saving money and energy.**

## Touchstone Energy Home

Combine the efficiency of electric heating and cooling with high insulation standards when building a new home, and you have the basis for the Touchstone Energy Home. The home meets Energy Star® standards and exceeds the 2004 International Energy Conservation Code by more than 15 percent. Blue Grass Energy provides home testing and computer analysis at no charge to you — a \$600 value.

## Home energy audits

Whether your house is always too cold or too hot, your bills are a little too high, or you just want to learn how you can become more energy efficient, Blue Grass Energy can help.

Our energy advisors will come to your home to perform an energy audit. They inspect the likely suspects — your insulation, windows, ductwork, water heater or any other place you think might be troublesome — and tell you how just a few changes will make your home more comfortable and your energy bill lower.

Most of the time, these home improvements are as simple as caulking around windows and light fixtures or adding an extra layer of insulation — inexpensive solutions that you can do yourself and will save you money in the long run.

And the best part is energy audits are free to all Blue Grass Energy members.

Whatever your energy-efficiency goal may be, Blue Grass Energy can help.

## Button-Up (insulation upgrade)

Blue Grass Energy will pay \$20 for every 1,000 Btu (British thermal units) you save by adding insulation or new windows to your home, up to \$400. Once your new insulation or windows are installed, an energy advisor will inspect your home to see how much energy you've saved. Qualifying homes must be electrically heated and at least 2 years old.

## Dual-fuel heat pump

A dual-fuel heat pump is an electric heat pump and a gas furnace in one. It's the most efficient way to heat your home because gas heat is more economical than electric when the temperature drops below freezing. By combining the two, you have the benefits of both systems. You can get a \$300 rebate for installing a dual-fuel heat pump in your home, and your HVAC contractor will get a \$100 rebate.

## Heating system Tune-Up

Our Tune-Up program is designed for members who are interested in improving the efficiency of their home's HVAC ductwork system. If your home qualifies, we'll send a certified contractor to your home to inspect your heat pump or electric furnace and seal all accessible ductwork. Normally, a tune-up like this would cost about \$400 a unit, but Blue Grass Energy members pay only \$50, plus \$100 for each additional unit.

## Low-interest loans

We offer low-interest financing for energy-efficiency efforts and for geothermal and heat pump installations. All equipment must meet our performance and guideline standards. Loans are available to qualified borrowers at 7.5 percent interest for up to \$15,000, for a maximum term of 7 years.