

We're listening

Making life better, the cooperative way is such a privilege for us as we provide energy to the communities and members we serve.

That is because we aren't just an electric company. We are a group of men and women who work hard each day to understand and meet the

needs of our members. To make sure we continue providing the excellent service our members deserve, we have a robust program that actively seeks feedback from our members. The easiest way to share your thoughts is through the survey on our homepage at bgenergy.com. Or you can reach out

to us via social media. And we would be happy to see you when you stop by one of our four local offices.

Thanks to those who have already shared your thoughts. We always appreciate hearing from you.

CONTINUED ON 26C

“The staking technician has been phenomenal to work with. He answered every single call and text anytime we had a question and was supremely knowledgeable about the process.”

—Jessa and Nathan Turner



ERICA CHAMBERS PHOTOGRAPHY

CONTACT INFORMATION

24-Hour Service: (888) 546-4243
Automated payment: (877) 934-9491
Report an outage: (888) 655-4243
bgeneracy.com

HEADQUARTERS

P.O. Box 990
1201 Lexington Road
Nicholasville, KY 40340-0990

LOCAL OFFICES

327 Sea Biscuit Way
Cynthiana, KY 41031-0730
1200 Versailles Road
Lawrenceburg, KY 40342-0150
2099 Berea Road
Richmond, KY 40476-0276

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AS A SERVICE TO OUR MEMBERS.**

Rachel Settles, Editor



This institution is an equal opportunity
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MESSAGE FROM THE PRESIDENT

Making life better, the cooperative way

One of the ways Merriam-Webster defines the word better is “to make more complete.” This word is key in our purpose of making life better, the cooperative way, and that is exactly what it means. At Blue Grass Energy, we work daily in making your life better or “more complete.”

Electricity plays such a crucial role in our daily lives, and we often take it for granted. We expect the lights to come on when we flip the switch. On the rare occasion when we experience a service interruption, our comforts of everyday life come to a stop. No air conditioning, refrigeration, lighting, televisions, washing machines, cell phones or other electronics. For most of us, it is a major inconvenience to be without power. Then, we are instantly relieved when it is restored. Our life immediately becomes easier and better than it was when we didn't have power.

These are just a few examples of how electricity literally powers our world. We understand the part we play in providing an essential service to our communities. We know it makes life better for every single person, family and business. Our lineworkers know that we don't just build power lines, they are providing the infrastructure to allow hospitals to treat sick people. Our service personnel don't just hang a light, they are providing security at night. Our member service representatives aren't just answering the phone each day, they are assisting members with a task.

Making life better, the cooperative way—these six words are the cornerstone of everything we do. We are in the “making life better” business, but we are also in the business of making your life complete.

We appreciate the opportunity to serve you in making your life better each day.

*By President/CEO
Michael I. Williams*



We're listening... and we love hearing from you.



ELEEN KOTH

“From your customer service over the phone, to your staking technician, to your pole and wire install crew, all of these folks were great to work with. A whole bunch of good folks focused on their members. This is a huge difference from my last utility. ”

—Mike and Pattie Koth

“Service from all involved could not have been any better. GREAT bunch of people that truly care about the job and services they provide. ”

—Christopher Dillon

“Your service was exceptional, not only for this day and age, but in any of my experiences with a customer service department. ”

—Kimberly Eichmann



KIMBERLY EICHMANN

“There is no way to improve in my opinion. I am not just saying this, but every company should be run exactly like Blue Grass Energy. When there is a storm and if the electric gets knocked out, you are on it quickly and I do not believe any company could come close to the way that you all do business. Thank you. ”

—Terry Hardin



LAUREN SCHOLL

“The service was amazing. I was so shocked. I sent an email ONE time and came home the next day to find they had been here and gotten ‘tree limbs off lines’ and the electric hasn’t flickered anymore since. Fabulous customer service! ”

—Lauren Scholl

“Blue Grass Energy is the best!!! ”

—Nola Newman

Make someone's Christmas brighter

Make the season brighter by giving a Blue Grass Energy gift certificate.

It's easy. Call or come into your local BGEnergy office. Make a payment on the account which will be credited immediately. Then, you will be given the BGEnergy gift certificate to give to the recipient.

This is a great gift for all ages. From the young adult just starting out to the grandparent that has everything. These certificates are available for purchase any time of the year.



OUR 2021 CHARITY PARTNER

PARKINSON'S FOUNDATION

Help us help others this holiday season with our 12 Days of Giving.

From December 1–16—the first 12 business days in December—help us support our neighbors who have been diagnosed with Parkinson's disease.

Any donation you make will have an impact right here in Kentucky. Here's an idea of how your gift can help:

- \$35 can provide 6 people with free educational materials about Parkinson's.
- \$75 can provide 4 free life-saving Aware in Care kits.
- \$150 can provide 2 exercise classes for 30 people with Parkinson's.
- \$1,000 can provide grants and funding to researchers.
- \$2,000 can provide a PDGene test for 1 person with Parkinson's.

To donate, visit https://bit.ly/Parkinsons_BGEnergy to help our friends and neighbors who have been diagnosed with Parkinson's.



*Wishing you and yours a
safe and magical Christmas*



STORYBLOCKS

Help make this time memorable and safe with these holiday cooking tips.

1. Be sure electric cords are not dangling off the counter within easy reach of a child.
2. Don't leave stoves, ovens and ranges unattended—stay in the kitchen.
3. Match your cookware to your burner size. Don't use a large pot on a small burner.
4. When deep-frying a turkey, set your deep fryer on level ground far away from the house, garage and shed. Do not put it on a wooden deck, near a woodpile or under a tree. The middle of a flat driveway away from cars is a good location.
5. After your guests leave, make sure all cooking appliances are off and all candles are out.

Our offices will be closed Dec. 23–24 for Christmas and Dec. 31, 2021 for New Year's.