



## FAQ about Operation Roundup®

### **What is Operation Roundup (OR)?**

Operation Roundup is a program to help low-income families pay their electric bills. OR took the place of WinterCare, which is a statewide program that helps those who struggle to pay their utility bills.

OR has a separate board made up of Member Advisory Council members.

OR is a 501(c)3, which means all contributions are tax deductible.

Kenergy matches all “rounded up” member gifts to OR – up to \$3,000 a year.

### **Operation Roundup® seems like an odd name. What does it mean?**

Members who enroll in OR allow Kenergy to “round up” their monthly bills to the next dollar. For example, if a bill is \$92.73, we will round it to \$93. The difference between the two becomes a donation to OR.

Using the “round up” system, members give less than \$12 a year. The average nationwide is \$6 per year, but Kenergy members can donate more than that. On the bill statement, they can mark another box and give a larger amount each month. Or they can give a one-time/annual gift.

### **How do members enroll in OR?**

It’s simple. They check a box on the front of the bill statement for Operation Roundup or signup on our website.

Or members can call or visit any office to enroll.

### **Will we fund OR through other methods?**

Yes. Kenergy will solicit donations from vendors, corporate partners, OR board members and co-op directors through letter-writing campaigns.

Employees can give to OR through Kenergy Cares. It has been added to the list of nonprofits. Kenergy will match any OR gift made through the Kenergy Cares program.

We may post donation boxes in various places during Annual Meeting and Member Appreciation Day. We are considering several fundraising options.

### **How will we promote OR?**

We will add an OR page to our website. We will post a press release about OR.

We hope the media will publish stories about OR.

Kenergy will publish stories in Member Matters, and the co-op will use social media to get the word out.

### **What if a member enrolls but wants to quit OR after a few months?**

They have that option. All they have to do is let us know.

### **Does the OR board administer the nonprofit's funds?**

No. Money raised through OR will go to Community Action Agencies: Audubon Area and Pennyrile Community Services located in each of the communities we serve. Those offices, in turn, will make payments to the cooperative on behalf of members who qualify through an application process. Kenergy will receive regular reports from these agencies.

**The Member must have a disconnect notice from Kenergy to qualify for assistance. Audubon Area and Pennyrile Community Services have been authorized to pay up to \$100 per request. Members can only receive assistance 2x per year.**

For years, those offices have assisted Kenergy members with their utility bills in a fair and equitable manner, so these agencies have procedures in place. This is a huge benefit to

Kenergy and OR. Audubon Area and Pennyriple Community Services are performing many tasks that co-op employees would have to do otherwise.

**Can any western Kentucky resident use OR funds to pay their utility bills?**

No. OR funds can only be used to help low-income Kenergy members. Those funds will not be used to help any other residents.