Since Kenergy’s Member Tracking Survey began, data collection has been conducted entirely using telephone surveys. For years, telephone surveys represented a cost-effective and efficient way to collect our members’ opinions.

Times are changing, however, as the growth in cellphone usage, and the rise in unwanted calls has resulted in consumers understandably using more sophisticated technology for screening calls. The combination of declining response rates, advances in call-screening technology and regulations (such as the Telephone Consumer Protection Act) have reduced call center productivity and dramatically increased the cost of conducting telephone surveys.

In order to mitigate future cost increases and ensure Kenergy has the best possible survey coverage across our membership, our survey provider—TSE Services—will begin mixed-mode data collection starting in January 2018.

Mixed-mode data collection means your surveys will now be collected by both phone and through online surveys.

Mixed-mode data collection offers cooperatives several advantages:

1. Online surveys are a fraction of the cost of telephone surveys, allowing us to mitigate increases in the cost of fielding surveys by telephone.
2. Mixed-mode surveys ensure we give all members a voice. Our younger members are increasingly hard to reach by phone. Providing those members an online option gives them an equal chance to be heard. Telephone surveys will continue to allow those with no internet access to also share their opinions.
3. Online surveys provide members the ability to complete the survey according to their schedule and on a device of their choosing. Surveys can be completed any time of day or night on any device connected to the internet.

Member satisfaction surveys are very important to Kenergy, as your insight provides valuable feedback. We hope members will embrace these changes in order to help us serve you better.

Providing and/or updating an email address on your account is quick and easy, even on weekends and holidays.

There are several ways to do it:
• Visit any Kenergy office, Monday through Friday.
• Go online at www.kenergycorp.com and go to My Account.
• Download and use the Kenergy app on your smartphone.
• Call 1.800.844.4832.
• Fill out the Account Information Change Request form on the back of your bill and mail it in with your payment.

We need your email address!
Changes coming in 2018...

Over the last few years we have seen a decline in attendance in the evening event—the Annual Meeting. Equally, since its inception in 2009, we’ve continued to experience growth in member attendance on Member Appreciation Day. As a result, we will continue to make it more convenient for the members and try to meet you where you reside (at all six office locations), rather than one central location, such as the Annual Meeting format. Please read over the formatting changes, below.

Annual Meeting

We will continue to have an annual business meeting that will be held immediately following the regular board meeting on June 12, 2018. The meeting will be held in Owensboro in 2018. More information about the time and location of the business meeting will be published in the Member Matters newsletter and on the Kenergy website. Kenergy members will be invited to attend, but this will be a business meeting only. There will be no buckets, no bulbs, no meal, no entertainment and no door prizes. The buckets and bulbs will be given at Member Appreciation Day in October.

Scholarships

The scholarship application process will change to an online application process for the entire month of June. During the first week of July, a random computerized drawing will be held for 3 - $1,000 scholarships and 24 - $500 scholarships. The winners will be contacted and the results published in your monthly newsletter, Member Matters. The online method will be more convenient, will require no travel for members, and it will provide more opportunity for members to apply.

The member applicant will simply go online, watch a 3.5-minute video, answer multiple-choice questions from the video, and complete the short application form.

Member Appreciation Day

October is national cooperative month. As a result, Member Appreciation Day will continue to be held that month—on October 4, 2018, from 10 a.m. to 2 p.m., at each office (Henderson, Owensboro, Hanson, Hawesville, Hartford and Marion). We will offer a light meal and hand out buckets and bulbs to each member. A nice door prize will also be awarded at each of the six locations.

New Billing Option... Prepay

Traditionally, Members receive a monthly bill for the electricity they’ve used. Prepaid Billing works just the opposite. This new program is strictly voluntary and allows Members to choose how much and how often you want to pay before you use the electricity.

Think of Prepaid Billing the same as you do when putting gas in your car. You pay for it before you use it. You can purchase small amounts every few days or “fill up” the tank and not worry about it for an extended period of time. When your supply is low, you simply purchase more.

In this new program, because participants will pay for electricity in advance, you do not have to pay a deposit, there are no monthly bills, and there are no late fees. For more information regarding this new program, visit www.kenergycorp.com/prepaid-billing.

- NO DEPOSIT
- NO LATE FEES
- NO MONTHLY BILLS

PAY AS YOU GO

monitor. pay. alert. reload.
Three Directors to be elected in 2018

Prior to Kenergy’s Annual Membership meeting to be held on June 12, 2018, individuals will be elected to represent Districts 2, 7 and 10.

A ballot listing the qualified candidates in a contested district election will be mailed in May to each Kenergy member residing within the district. Members will also have the option to vote online.

District 2, which currently is represented by Bob White, includes Union County and a portion of Crittenden County north of Highway 70.

District 7, which currently is represented by John Warren, includes that area of Daviess County bounded on the west by U.S. 431, on the north and east by Kentucky 54 and on the south by the Daviess County line.

District 10, which currently is represented by Jonathan Ayer, includes McLean and Ohio counties.

Any 15 or more members may make nominations of eligible persons for district director. Such nominations shall be by signed written petition and shall be submitted to the Corporation not less than 110 days prior to the annual meeting. Only members eligible to vote in a district are authorized to sign a petition nominating a member from that district. Directors shall be elected only from nominations by petition.

It is not a requirement to use a petition form prepared by Kenergy; however, anyone wishing to do so may request one by contacting Debbie Hayden at 270.689.6101 or email at dhayden@kenergycorp.com.

The petition must be submitted to the cooperative by 4:00 p.m., February 22, 2018. Thereafter, if the petition is valid, the name of the nominee will be posted at each corporate office.

10 Quick Tips to Avoid High Winter Bills

Looking to lower your bills this winter? Use the 10 tips below to conserve energy.

1. Seal air leaks and insulate well to prevent heat from escaping and cold air from entering your home.

2. Reduce waste heat by installing a programmable thermostat.

3. Turn off lights when not in use.

4. Lower your water heater temperature. The Dept. of Energy recommends using the warm setting (120 degrees) during fall and winter months.

5. Unplug electronics like kitchen appliances and TVs when you’re away.

6. Open blinds and curtains during the day to allow sunlight in to warm your home.

7. Close blinds and curtains at night to keep cold, drafty air out.

8. Use power strips for multiple appliances, and turn off the main switch when you’re away from home.

9. Wash clothes in cold water, and use cold-water detergent whenever possible.

10. Replace incandescent light bulbs with LEDs, which use at least 75 percent less energy.

Source: U.S. Dept. of Energy

Featured Businesses Offering Discounts

Kuntry Kutter Gallery - Owensboro
20% Off Clothing - Some Exclusions

Ebony Xclusives - Owensboro
$5 Off First Visit

Poplar Culture - Owensboro
15% Discount on one regular priced item

Shelby’s Wheel & Tire - Owensboro
$5 Off Oil Change and $10 Off Alignments

For more details and offerings, visit online Co-op Deals at connections.coop or pick up a list of participating businesses or a free discount card at any Kenergy office. Become a discount provider - Call 270.689.6157 for Jeanette.
Severe winter storms often bring heavy accumulation of ice and snow, which can lead to downed power lines and extended outages. Kenergy crews will work hard to restore power, but having a winter survival kit on hand is a smart idea.

- Food: Store food that does not require cooking, such as canned goods, crackers, dehydrated meats and dried fruit. Keep a large supply of water on hand. Ready.gov recommends five gallons per person.

- Medication: Be sure to refill all prescriptions in the event of a major power outage.

- Identification: Keep all forms of identification handy, such as driver’s licenses, photo IDs and social security cards. Bank account information and insurance policies are also good to have on hand.

- Other items: First Aid Kit, blankets, flashlight, battery-powered radio and extra batteries.

Stay warm and safe

If an outage occurs, you should plan for an alternate heating source. A fireplace, propane space heater or wood-burning stove would be sufficient. Fuel and wood-burning heating sources should always be vented, and make sure carbon monoxide and smoke detectors are working properly. Always practice extreme caution when using alternate heating sources.

If you decide to use a portable generator during an outage, make sure it is placed outside the home for proper ventilation. Be careful not to overload the generator. Use appropriate extension cords that can handle the electric load.

Follow these tips, and your family will stay warm in the event of a power outage. For more information on preparing for winter storms, visit kenergycorp.com or Ready.gov.

Sideline Chicken Chili

**Ingredients**
- 3 skinless chicken breast halves, bone intact
- 6 cups water
- 1 large onion, sliced lengthwise
- 2 tbsp cilantro
- 2 cups fat-free chicken broth
- 4 corn tortillas, cut into 1-inch strips
- 1 4½-ounce can diced green chilies
- 1 15-ounce can corn, drained
- 2 15-ounce cans Great Northern beans (or other white bean)
- 1 cup green tomatoes or tomatillos, chopped into 1-inch pieces
- 1 tbsp fajita seasoning
- ¼ tsp garlic salt
- 1 tbsp lime juice

**Directions**

Bring chicken, water, onion, and cilantro to a boil in a large stockpot. Reduce heat and simmer 20 minutes. Remove chicken and cool. Meanwhile, in a small saucepan, bring chicken broth to a boil, stir in tortillas and turn off heat. Pull chicken off the bone and cut into bite-sized pieces. Return to stockpot. Add chilies, corn, beans, tomatoes, fajita seasoning and garlic salt. Add tortilla/broth mixture to stockpot and simmer 15 minutes. Add lime juice to chili and serve. Serves 8 (10 cups).