



## FAQ about Operation Roundup®

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

It is a new Kenergy program — expected to kick off May 1 — to help low-income families pay their electric bills. OR will take 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.

### **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, which has been changed to remove WinterCare and add OR.

Or members can call or visit any office to enroll.

**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 Salvation Army offices in Daviess, Henderson and Hopkins counties. 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 the Salvation Army offices.

**The Member must have a disconnect notice from Kenergy to qualify for assistance. The Salvation Army has 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 the Salvation Army has procedures in place. This is a huge benefit to Kenergy and OR. The Salvation Army is 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.