

What's Inside:

Catching Up After Quarantine

pg 1

Enroll in Operation Round-Up for a FREE Smart Plug

pg 2

Resources to Help with Energy Costs

pg 3

Energy-Saving Tips

pg 2



Your Touchstone Energy® Partner



News & Views

A MONTHLY PUBLICATION FOR MEMBERS
OF HENDRICKS POWER COOPERATIVE

August 2020
VOL 13 | ISSUE 8

AROUND TOWN

Calendar of Events

AUGUST 8

8-11 Day

Aug. 11 is just one day a year, but Hendricks Power hopes that it will be a natural reminder for residents to call 811 before a digging project any day.

Be sure to allow two full working days' notice after submitting your request online or by calling 811 to ensure locators have time to mark underground utilities.

Before you contact Indiana 811, you will need to know specific details about where you plan to dig:

- The county, township, address, nearest intersecting street, and location on the property.
- The name and phone number of the person who will be doing the digging.

Don't wait, call now to ensure your project can be finished on time!



PAYMENT OPTIONS

Catching Up After Quarantine

If you are behind on bills and overwhelmed, you're not alone

Hendricks Power understands that life hasn't been business as usual throughout the Coronavirus pandemic and that it's left many members financially insecure. The temporary suspension of disconnection due to non-payment will soon be ending, and we want our members to know all of their options. If you're unable to pay your bill on time and in full, we encourage you to contact us as soon as possible to make payment arrangements. Our Member Services Representatives are here to help establish a customized payment plan to avoid disconnect. Some of the options include weekly or bi-weekly payments or switching to a prepaid account. We highly suggest members pay what they can, even if it is only a partial payment, to maintain a manageable bill.

As a reminder, we accept payment in a variety of ways, including:

- 24/7 Automated phone system (IVR)
- Over the phone with a member services representative
- SmartHub app or through the Hendricks Power website
- 24/7 Kiosk located in the drive-thru at our office (accepts card or cash)
- Drive-thru dropbox for after-hours payments
- Drive-thru with a Member Services Representative during business hours
- MoneyGram

We are currently reaching out to our furthest past due accounts by phone and email to offer this information to our members before disconnects resume. Please, reach out to us to create your payment plan, and we will work with you to avoid disconnect.

Call us at (317) 745-5473 or visit us online at
www.hendrickspower.com to take control of your balance

Enroll in Operation Round-Up now for a **FREE SMART PLUG**

What is Operation Round-Up?

Operation Round-Up is a voluntary fundraising program that allows members to "round up" their bill to the nearest dollar amount. The spare change (never more than 99 cents!) is used to benefit the community. Funds collected are donated to local charities and non profits in the Hendricks Power service area.

What is a Smart Plug?

A Smart Plug connects to your wifi and allows you to have better control of your energy usage. You can also use it to:

- > Control your devices with Alexa and Google Home
- > Set schedules and timers remotely
- > Use your smartphone as a remote



* While supplies last!

ENROLL NOW!

www.hendrickspower.com/roundup

or by calling (317) 745-5473

ENERGY-SAVING TIPS



LEARN HOW TO CONTROL YOUR ENERGY COSTS.

Program your thermostat to maximize energy savings.

Setting your thermostat even 1 degree lower when heating or 1 one degree higher when cooling can reduce energy use by up to 5 percent.

Wash only full loads of laundry and use cold water.

Using warm water instead of hot can cut a load's energy use in half, and cold water can save even more.

Substitute LEDs for conventional lightbulbs.

Lighting can amount to up to 12 percent of monthly energy use. LED bulbs can cut lighting costs by 75 percent.

Unplug appliances and electronics when not in use.

Small appliances and electronics use energy even when not in use. When powered on, game consoles, televisions, and similar electronics are responsible for up to 12 percent of energy use.

Air-dry dishes.

This step can cut your dishwasher's energy use by up to 50 percent.

Use a Fan.

Using a ceiling fan can make a room feel 10 degrees cooler, and a fan uses just 10 percent of the energy that a central air conditioner does.

Schedule an energy audit today to learn more ways you could be saving money! Call us at (317) 745-5473.



RESOURCES TO HELP YOU WITH ENERGY COSTS.

Hendricks Power is aware of the financial hardships many families are facing. There are several resources available to help you pay your energy bills.



LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

An existing program, LIHEAP is a federally-funded grant program that helps low-income households meet their immediate home energy needs. The LIHEAP fund received a sizable allocation of new federal funds as part of the coronavirus stimulus program. LIHEAP funds are

distributed through local Community Action Agencies (ACA). All Indiana counties have intake offices. To find your local office, contact the Indiana Housing and Community Development.

INDIANA 211

2-1-1 is a free and confidential service that provides Hoosiers with help and answers from thousands of health and human service agencies and resources in their local communities. Resources for utility bill assistance can be found by dialing 2-1-1.



Get Connected. Get Help.™

ENERGY ADVISOR SERVICES

At Hendricks Power, we offer free energy audits to our members. During an energy audit, our certified energy advisors inspect your home or business to create a customized plan to increase your energy efficiency. Energy advisors will also let you know if you may be eligible for any household rebates.

Schedule your home's audit Monday - Friday, 7:30 am - 4:30 pm or plan a virtual audit by using FaceTime, Google Duo, or WebEx!

Schedule your free audit by calling (317) 745-5473 or by visiting www.hendrickspower.com/energy-advisor



Are you a middle schooler making a difference in your community?

You could be a winner. Tell us your story.

Are you an Indiana fifth through eighth grader making a difference in your community? APPLY NOW!

Five winners will each receive \$500 and be featured in an upcoming issue of *Indiana Connection*.

Interested? Submit an application, examples of how you have been involved in your local community, and a reference letter from a trusted adult.

Parents, please visit indianaconnection.org/?p=230 for an application and to learn about past recipients.

Questions?

info@indianaconnection.org or 317.487.2220

Applications are due Friday, Oct. 2.