

JACKSON ENERGY



WORKING FOR YOU



jacksonenergy.com

Connect to healthy savings

Health care expenses have been rising for decades, and can account for a significant portion of a family’s budget. Members of Jackson Energy can ease the pain of their health care with Co-op Connections.

Co-op members can connect to healthy savings via the free program offered as a membership benefit by Kentucky’s Touchstone Energy Cooperatives, including Jackson Energy.

February is Wise Health Care Consumer Month, the ideal time for those who aren’t already using this members-only benefit to begin taking advantage of it.

Members who use Co-op Connections can save on:

Pharmacy: Pay up to 85% less for prescriptions.

Dental: Enjoy 20–40% savings on services such as cleanings, X-rays, crowns, root canals and fillings. The program also offers savings on orthodontic and periodontic services.

Lab testing: Save 10–80% on typical costs for lab work at participating clinical laboratories. Test categories include allergies, vitamin and cholesterol levels, liver function, fertility, thyroid and more.

Vision: Participating vision providers, including national chains and local retailers, offer 10–60% off on glasses, contacts, laser surgery, exams and even designer eyewear.

Diabetic: Co-op members get 60% off average retail prices for diabetic supplies.

Hearing: Get \$100 off the lowest advertised price per pair of hearing devices at leading retailers or \$50 off a single device.

Chiropractic: Treatment and diagnostic services from participating providers are discounted 30–50%.

Imaging: Save 40–75% on usual charges for MRI and CT scans at credentialed radiology centers.

You can start saving today—and *not just on health and wellness!* Find discounts on travel, entertainment, safety and security—in addition to local and national deals—by downloading the free Co-op Connections app for mobile devices. Search “Co-op Connections” in your favorite app store. You can also visit

Visit the new **Connections.coop** member benefits site and download the **free app** to unlock a world of savings.

TRAVEL & ENTERTAINMENT

SAFETY & SECURITY

HEALTH & WELLNESS

LOCAL DEALS

VISIT WWW.CONNECTIONS.COOP FOR MORE INFORMATION.

connections.coop for a full list of available discounts. If you prefer to use a discount card, please call our office at (800) 262-7480 to request one.

Get connected to healthy savings and keep more money in your pocket. Co-op Connections—it’s just one more benefit of being a member of Jackson Energy.



Lisa Baker, Editor

Published by Jackson Energy

BOARD OF DIRECTORS

Phil Thompson, Chairman
Landis Cornett, Vice Chairman
Teresa Dawes, Sec.-Treasurer
Jim Hays, III, Ted Cundiff,
Gordon Phillips, Tim Bobrowski,
Brian Cooke, William Larkey
Clayton Oswald, Attorney

PRESIDENT & CEO

Carol Wright

MAIN OFFICE ADDRESS

115 Jackson Energy Lane
McKee, Kentucky 40447

VISIT US ONLINE

www.jacksonenergy.com
www.facebook.com/JacksonEnergy
Twitter - @jacksonenergy

REGULAR OFFICE HOURS

Monday-Friday, 7:30 a.m.-4:30 p.m.

OFFICES

KY HWY 290, McKee
KY HWY 229, London
KY HWY 11, Beattyville
Garrard Shopping Center, Manchester

MEMBER SERVICES

Headquarters - (606) 364-1000
or Toll Free 1 (800) 262-7480

PAYMENT KIOSK

Peg's Food Mart, Mt. Vernon
Quickie Market, Manchester
E.C. Porter's IGA, London
Jackson Energy District Office, London
Jack's IGA, Beattyville
Town & Country, Annville
Rite Kwik Market, Burning Springs
Fill-Ups Gas & Grocery, Clover Bottom

WORKING FOR YOU

   jacksonenergy.com

Be prepared for winter storms

Winter is here, along with the brutal storms that sometimes accompany it. Storms passing through our area in recent years have damaged our electric grid and interrupted the flow of power to some members for several days.

Rest assured that Jackson Energy employees are ready to respond as quickly and safely as possible to repair the power grid if we're hit by heavy snow and ice accumulation.

Jackson Energy members can report power outages 24 hours a day, seven days a week through our free SmartHub app—the quickest and easiest way to report an outage—or by calling (800) 262-7480, option 1. You can check power restoration progress by clicking the co-op's outage map link on our website or following us on Facebook.

I encourage you to be ready, too. Take precautions to safeguard yourself and your family in the event of an extended outage.

Visit our storm center page on our website at jacksonenergy.com/storm-center for an emergency kit checklist and other tips to prepare for a prolonged loss of electric service—should the worst-case scenario happen.

If you care for someone who is medically dependent on electricity, be sure to have back-up oxygen tanks and batteries and/or have an emergency generator on hand. Be prepared to go somewhere temporarily if needed. Always stay alert to the weather and make plans to keep yourself and your family safe.

Don't forget that when an outage occurs, it usually means power lines are down. Always assume any downed lines you see are live and therefore dangerous. Stay as far away from them as possible and report the situation to Jackson Energy dispatchers by calling (800) 262-7480 or a local law enforcement agency at 911 immediately.

None of us can control the weather, but we can all be prepared to handle a storm-related outage as quickly and safely as possible. Jackson Energy is ready, and I hope you will be, too.

By President & CEO
Carol Wright



Tap the app for energy savings

Want instant information that can lower your electric bill? Jackson Energy's SmartHub app helps you stay on top of your energy habits before you get your bill.

SmartHub includes robust energy use analytics tools, which allow you to compare energy use over time and against weather data. Tracking your energy use like this lets you see if you're using more energy than usual and empowers you to make adjustments if necessary.

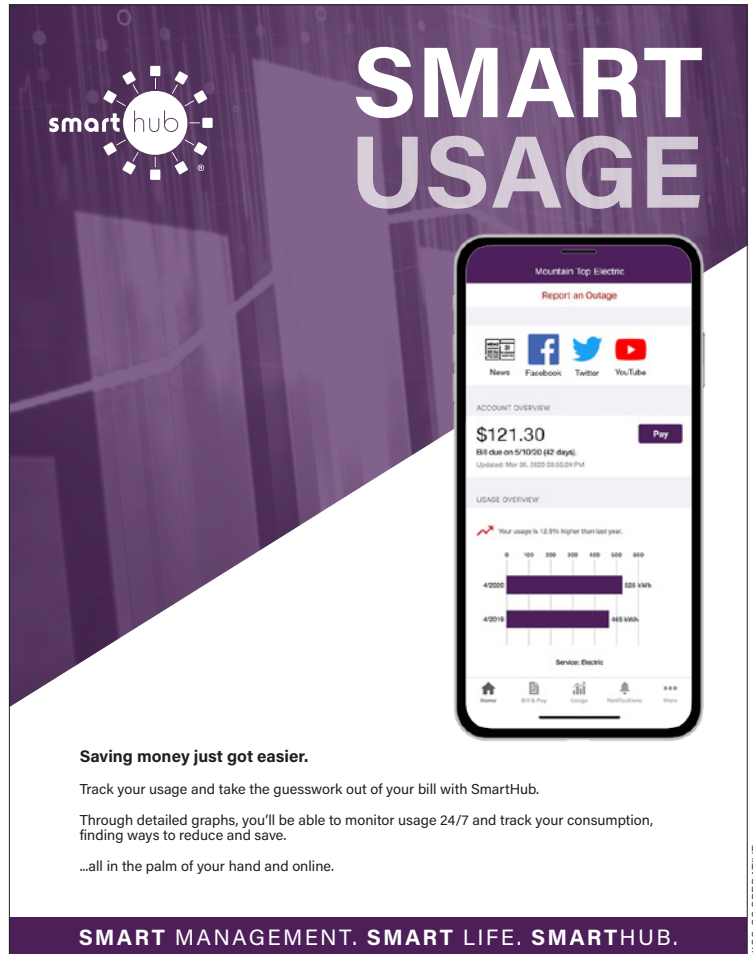
Some ways you can use SmartHub for energy use monitoring:

- Analyze and understand usage trends to find ways to cut back.
- Create and track a monthly budget to avoid unexpected high utility bills.
- Set a point or range in time to compare differences in usage.

In addition to usage tracking, this online and mobile app is also a powerful communication tool. You can manage your account, view and pay your bill, report service issues and outages and receive important notices from the cooperative.

Access SmartHub online at jacksonenergy.com or download the app through the Apple App or Google Play stores.

Need help getting started? Jackson Energy member services representatives are available to help. Just call us at (800) 262-7480.



The image shows a smartphone displaying the SmartHub app interface. At the top, it says "Mountain Top Electric" and "Report an Outage". Below that are social media icons for News, Facebook, Twitter, and YouTube. The "ACCOUNT OVERVIEW" section shows a balance of "\$121.30" with a "Pay" button and a due date of "5/10/20 (42 days)". The "USAGE OVERVIEW" section features a bar chart comparing current usage (4200 kWh) to last year's usage (4400 kWh), noting a 12.5% increase. The bottom navigation bar includes icons for Home, Bill Pay, Usage, Notifications, and More.

SMART USAGE

smart hub

Saving money just got easier.

Track your usage and take the guesswork out of your bill with SmartHub.

Through detailed graphs, you'll be able to monitor usage 24/7 and track your consumption, finding ways to reduce and save.

...all in the palm of your hand and online.

SMART MANAGEMENT. SMART LIFE. SMARTHUB.

NISC COOPERATIVE

Heat your space safely

Portable electric space heaters can be a temporary source of supplemental heat for your home on the coldest winter days. Unfortunately, they can pose significant fire and electric shock hazards if not used properly.



Jackson Energy urges our members to follow these safety guidelines when using a space heater.

- Don't use a unit that has cracked or broken plugs or loose connections.
- Place heater on level, flat surface. Never place it on furniture or carpet, which can overheat and start a fire.
- Position heater at least 3 feet away from anything that can burn, including papers, clothing and curtains.
- Plug heater directly into a wall outlet. Do not use an extension cord or power strip, which could overheat and result in a fire.
- Never leave a space heater unattended. Turn it off when you leave a room or go to sleep.

- Don't allow pets or children to play near a space heater.
- Don't use heater in wet areas or bathrooms, unless it is specially labeled for this purpose.
- Never use a portable heater to warm bedding, cook food, dry clothing or thaw pipes.
- If the plug gets hot, it could be a sign of a home wiring issue. Contact a qualified electrician for replacement.

Portable space heaters are energy hogs that can contribute to an unusually high power bill. Remember to use a portable heater only to warm a small space for a short period of time.

Get insights into your home's energy use with our online tool

Ever wonder where your energy dollars are going? With Jackson Energy's virtual energy assessment online application, you can analyze your home's energy use and find ways to save.

We want to encourage you to take this assessment yourself. Once you know where your energy dollars are going, you can take steps to make sure your home heating and cooling are as energy efficient as possible.

The free virtual energy assessment tool allows you to view energy usage and costs by using your billing history, actual temperature information and some information about your home. Once you enter your account ID number, as it appears on your bill, you will begin the analysis.

The virtual energy assessment is free, available at any time and only takes about 10 minutes to complete. By answering some simple questions



Virtual Energy Assessment
from the comfort of your home!

Helping you find ways to save!

APOGEE

about your home's square footage, age, number of occupants and a few other variables (including types of appliances, windows and televisions), you will find out where your energy dollars are being spent. There's also a section to help explain why your energy costs

may be different from last month or last year.

The best part of the online assessment is that you can learn about ways to save energy and money by making a few free or low-cost changes to your home. Some of these changes are really simple, and the savings can add up over time. Plus, your home will work more efficiently as we enter the time of year when a long cold snap can really drive up your monthly energy costs.

Your home's profile will be saved for whenever you want to make adjustments or review recommendations for energy savings. It's a simple process, and we hope you'll find the investment of your time worth it.

Go to jacksonenergy.com and click on the Virtual Energy Assessment icon to begin your home analysis and start learning where your energy dollars are spent and how you can save some money by making small changes around your home.

Don't spend more than necessary

Everyone's wallet is feeling the pinch these days. That's why we urge members to make sure you don't spend more on your energy bill than is necessary. You can help yourself by lowering your wintertime energy use with some simple do-it-yourself projects and changes in habit.

Visit togetherwesaveky.com to find how-to guides for quick and easy energy efficiency projects for these areas of the home:

- Attic—Homeowners can lose an

estimated 25–30% of a home's conditioned warm air via attic air leaks. Sealing around an attic hatch and pull-down stairs can stop the leaks.

- Ductwork—Many homes are wasting energy and valuable dollars because of leaks in the duct system. Learn simple steps to fix leaks and improve efficiency by as much as 30%.
- Doors—Weatherstripping to seal gaps around doors keeps heat inside your home and can save up to 15% on monthly power bills.

- Ceiling—Traditional lighting can amount to 11% of your monthly energy use. Energy-saving lightbulbs can slice lighting costs by 75%.
- Thermostat—One simple trick can help you save up to 10% on home energy costs. Set your thermostat at 68 degrees and leave it for the winter.

You can find details for these easy fixes and more energy-saving tips in the Energy Tip library at togetherwesaveky.com.