

JACKSON ENERGY



WORKING FOR YOU



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How extreme winter weather impacts reliability

When outdoor temperatures drop, our electricity use increases. That's because we're doing more activities inside, and our heating systems are running longer and more often to counteract colder outdoor temperatures. Factor in that we all tend to use electricity at the same times—in the morning and early evenings—and that equals a lot of strain on our electric grid.

At Jackson Energy, we work closely with our local generation and transmission cooperative to ensure you have the power you need whenever you flip a switch, but the electric grid is much larger than your local co-op and power provider.

In winter months, when even more electricity is being used simultaneously across the country, it is possible for electricity demand to exceed supply, especially if an unexpected event like a sudden snow or ice storm or equipment malfunction occurs. If this happens, which is rare, the grid operator for our region of the country may call for rolling power outages to relieve pressure on the grid.

Jackson Energy and our power provider take proactive steps to create a resilient portion of the grid and ensure electric reliability in extreme weather, including regular system maintenance, grid modernization efforts and disaster

response planning, but it takes everyone to keep the grid reliable.

To help keep the heat on for you, your family and neighbors, here are a few things you can do to relieve pressure on the grid (and save a little money along the way):

- Select the lowest comfortable thermostat setting. Your heating system must run longer to make up the difference between the thermostat temp and the outdoor temp. **Pro tip:** Seal air leaks around windows and exterior doors with caulk and weather stripping. Air leaks and drafts force your heating system to work harder than necessary.
- Stagger your use of major appliances such as dishwashers, ovens and dryers. **Pro tip:** Start the dishwasher before you go to bed and use smaller countertop appliances like slow cookers and air fryers to save energy.
- Ensure that your heating system is optimized for efficiency with regular maintenance and proper insulation. **Pro tip:** Make sure your furnace filter isn't clogged and dirty. Replace it as needed.
- When possible, use cold water to reduce water heating costs. **Pro tip:** Setting your water heater



TOMAS RAJINA/ADOBE STOCK

thermostat to 120 degrees can help you save energy and reduce mineral buildup and corrosion in your water heater and pipes.

- Unplug devices when not in use to eliminate unnecessary energy use. Even when turned off, electronics in standby mode consume energy. **Pro tip:** Plug devices into a power strip so you can turn them all off at once with the push of a button.

As we face the challenges posed by winter weather, understanding its impact on energy demand is crucial for maintaining a reliable power supply. By adopting energy conservation practices during periods of extreme cold, not only can you save money on your electric bills, but you can also each contribute to the resilience of the power grid, keeping our local community warm and connected.

Lisa Baker, Editor

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WORKING FOR YOU

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We love our communities

With Valentine's Day approaching, we can't think of a better time to express how much we love our communities and serving you, the members of the co-op.

We know when we helped to bring electricity to rural Kentucky many years ago, the quality of life improved for all. Through the years, other issues needed to be tackled, and we have been at the forefront of helping to address some of those issues. We want to help meet the long-term needs of our community to ensure it continues to thrive—because just like you, we live here, too.

While our top priority is to provide safe, reliable and affordable energy to you, equally important is our mission to enrich the lives of the members that we serve. This focus on benefiting the larger community is central to the way we operate as a cooperative. Jackson Energy knows that electricity is a critical need for modern-day life, but it takes more than poles and power lines to make a community.

Over time, our co-op has evolved to meet the changing needs of our communities. And that can mean many different things. It can mean programs for Kentucky's youth, such as education scholarships or the electric cooperative youth your, where we take our community's brightest young people to Washington, D.C., for a weeklong immersion to experience democracy in action. It means collecting food and necessities for the Ronald McDonald House of the Bluegrass and giving back more than \$525,000 to our communities through our Operation Round-Up Program. It means supporting organizations such as Honor Flight Kentucky, Special Olympics Kentucky Summer Games and other worthy programs—and we couldn't do any of this without you, our members.

We all benefit from these programs because of you and your neighbors. You empower Jackson Energy through your membership and through your participation in and support of these programs.

As a local business, we are proud to power your life and bring good things to our communities. We hope you will continue to guide our efforts by sharing your perspective as we plan for the future. The energy landscape is undergoing dramatic change fueled by evolving technology and consumer desires for more options. While the larger environment in which we operate is constantly changing, one thing remains the same. By working together, I'm certain that we can continue to do good things for our communities.

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.

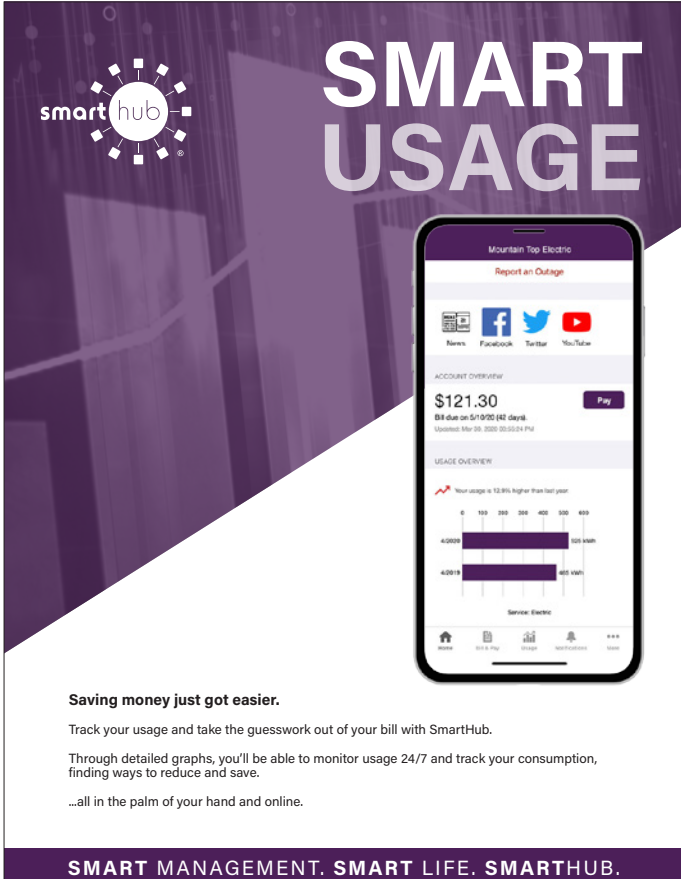
SmartHub is a web and mobile app that allows you to take control of all aspects of your utility account, such as paying your bill and contacting us with service issues quickly and easily online or on your mobile device. The app also allows you to manage your usage.

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.

Access SmartHub online at jacksonenergy.com or download the app on your mobile device through the App Store (iPhone or iPad) or Google Play (Android devices). Just call us at (800) 262-7480 if you need help getting started.



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" due on 01/19/2018 for 482 kWh, updated on 03/09 05:55:04 PM. The "USAGE OVERVIEW" section features a bar chart comparing usage in kWh for 4/2018 (105 kWh) and 4/2019 (465 kWh), with a note that "Your usage is 12.8% higher than last year". The bottom navigation bar includes icons for Home, Bill & Pay, Usage, Notifications, and More.

SMART HUB

SMART USAGE

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.

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A heartfelt thank you

Local lawmakers support Jackson Energy

In this month's issue of *Kentucky Living*, Jackson Energy is pleased to provide you with the 2025 Kentucky Electric Cooperatives Legislative Guide.

We work with our fellow co-ops across Kentucky on this public service. It's part of our continuous effort to ensure the interests of our local communities and members of Jackson Energy are understood by the policymakers in Frankfort and Washington, D.C.

This year's legislative guide includes an update on the Rural Electric Cooperative Caucus, the bipartisan group of Kentucky lawmakers who share a common goal to learn about how electric co-ops work so they can

advocate for local co-op priorities.

Jackson Energy is so fortunate that several lawmakers who represent the areas we serve have chosen to participate in the caucus. Thank you to senators Jared Carpenter, Rick Girdler, Brandon Smith, Robert Stivers and Brandon Jackson Storm, and to representatives Shane Baker, Josh Bray, Chris Fugate, Derek Lewis, David Meade, Timmy Truett, Bill Wesley and Nick Wilson.

Would you take a moment to send these lawmakers a message to let them know you appreciate their membership in the caucus and their support of our priorities? So often, our elected officials get an earful about what's going wrong.

We think they need to hear from us when something is going right.

The easiest way to send the message is by scanning the QR code. You can also visit RuralPowerKy.com to show your appreciation to your legislator for being a caucus member and supporting Jackson Energy.

This effort is not about a political party or any election. It's simply our way of saying thank you.



Insights into your home's energy use

Ever wonder where your energy dollars are going? With Jackson Energy's virtual energy assessment online tool, 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 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 you can learn about ways to save energy and money by making a few no-cost to low-cost changes to the 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 return, make adjustments or need to review recommendations for energy savings. It's a simple process, and we hope you'll find



Virtual Energy Assessment
from the comfort of your home!

Helping you find ways to save!

RANDY BUCKNAM

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 to start learning where your energy dollars are spent, and how you can save some money by making small changes around your home.

Wrapped in savings

Ensuring your home is properly insulated can improve energy efficiency and make your home more comfortable. Insulation acts like a cozy coat that reduces heat loss during winter months and a protective layer that reduces heat gain during summer months.

Many older homes have less insulation than newer homes, but even newer homes can benefit from additional insulation. While it's not the least expensive efficiency improvement, adding insulation and air sealing your home can provide the biggest bang for your buck in energy savings and overall comfort.

The most common areas to insulate are attics, ceilings, crawlspaces or unconditioned basements, exterior and interior walls, floors, and ductwork located in unconditioned spaces.

The amount and effectiveness rating

of insulation required for each area varies by climate, but many websites like the Department of Energy or Home Depot provide easy-to-follow recommendations. Visit energy.gov/insulation to learn about recommended R-values for specific areas of the home.

It's important to understand how insulation effectiveness is measured. Insulation is rated in R-value, which measures the material's resistance to conductive heat flow. The higher the R-value, the greater the insulating effectiveness. The R-value you'll need depends on factors like climate, type of heating and cooling system and which area of the home you plan to insulate.

Insulation is offered in a wide range of materials from bulky fiberglass rolls to



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cellulose materials made from recycled paper products. If you're considering installing additional insulation, talk to an expert who can offer guidance on the right materials for your budget, climate and comfort needs.

Investing in proper insulation for your home not only enhances comfort but also reduces energy consumption.