

JACKSON ENERGY



WORKING FOR YOU



jacksonenergy.com

Prepare for spring storm season

The first week of March is designated Severe Weather Awareness Week in Kentucky. Jackson Energy urges our members to take this opportunity to renew emergency plans and emergency supply kits before the spring storm season arrives.

“Here in Jackson Energy’s service area, we’ve witnessed firsthand the damage and disruption extreme weather can cause, but being weather aware and prepared can help us fare better and recover quicker,” says Carol Wright, president and CEO.

Hazardous weather events sometimes lead to extended power outages. We urge our members to be proactive in preparing for power interruptions, especially for those who depend on electric medical equipment.

Use this checklist to update protections for your family in the event of an extended outage.

Replenish emergency supplies

Restock your emergency supply kit and store it in an easy-to-find place. Find a supply list at Jackson Energy’s Storm Center at jacksonenergy.com/storm-center.

Update plans for medically fragile family members

Those reliant on in-home medical equipment that requires electricity should



have a backup power option. Refill prescriptions and have medicine on hand. Have an available cooler and additional ice for refrigerated medicines.

Review your emergency plan

Every household member should know the plan.

Check connections

Follow Jackson Energy on Facebook to stay informed about outages and power restoration. Update contacts for family and friends (via text, social media or messaging app). Ensure contact information is updated for microchipped pets. In addition, be sure your information listed on your Jackson Energy account is current.

Store important documents

Add newly acquired documents (birth certificates, property deeds) to those already stored in a fireproof safe box at

home or away from home in a bank safe deposit box.

Prepare the generator

Stock up on fuel for a portable generator. Use the owner’s manual to test a standby generator’s functions and always follow the instructions carefully. Never connect directly to your home’s electrical system by plugging into a wall outlet as this can cause backfeed and endanger the lives of our lineworkers.

Stash some cash

Electronic card readers and cash machines may not work during a power outage.

Visit Jackson Energy’s Storm Center at jacksonenergy.com/storm-center for more information on preparing for and coping with power outages, including tips for medically fragile patients, generators, storm safety and power restoration.

Lisa Baker, Editor

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

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WORKING FOR YOU

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Winning traditions

*Jackson Energy and Wildcats
basketball share common bonds*

When the calendar flips to the year's third month, University of Kentucky basketball fans know it's time to get serious. Big Blue Nation, as the UK fanbase is known, revs up for another March Madness experience. Here at Jackson Energy, we're focused on another form of madness that begins this month: spring storm season.

At first glance, UK basketball and the co-op seem to have little in common. But take a closer look. Each has a well-deserved reputation for winning.

Adolph Rupp began his 41 seasons of coaching University of Kentucky men's basketball in 1930. By 1933 the Wildcats were ranked the nation's best.

Around the same time, rural electric co-ops were created thanks to Franklin Roosevelt's New Deal federal legislation. Formed in 1938, Jackson Energy served farmers in Jackson County and later expanded into neighboring communities. Our early victories were setting poles and stringing power lines that energized rural homes and farms.

Those early successes would have been forgotten, though, if not for the "winning seasons" each has recorded in the decades since. Rupp preached that excellence is achieved through precision, dedication and innovation. This philosophy established a performance standard that has stood the test of time, earning the Wildcats more all-time victories than any other college men's program in the nation.

We operate with a similar mindset at Jackson Energy. The electrical grid reliability and resilience our members have come to know and expect—our winning traditions—are achieved through employees' unyielding commitment to hard work and dogged attention to even the smallest details. The result: reliability for our members.

As you click the remote to watch this year's edition of March Madness, I hope you'll take a moment to think about your co-op team. We'll never hoist a championship banner, but our winning attitude can't be matched. You can always count on us to keep the power flowing, even when storms roll through. Go, team!

By President & CEO
Carol Wright



Stay informed during an outage

When the power goes out, Jackson Energy wants to keep our members informed while providing user-friendly ways of getting in touch with us at any time.

Jackson Energy's website, jacksonenergy.com, features an interactive outage viewer map. Members can find information on current outages, including what time the outage started, how many members are impacted, what areas are affected and the estimated restoration time.

Members looking for helpful resources about power outages can find those on the co-op's website as well. Under the Safety tab, videos and articles are available on topics like assembling an emergency supply kit, avoiding misuse of portable generators and how power is restored.

While the website has access to our outage map, Jackson Energy's SmartHub app provides this same information—along with several other enhanced features—right at your fingertips.

Even though Jackson Energy serves more than 53,000 members, this app provides a personalized experience, connecting members to their individual account information. The app settings can be customized with alerts regarding power outages, billing and payments and contact methods.

You can view our outage map anytime you want to see what we are facing and how widespread the outage(s) might be. Even though this information is available online, the app puts it right in front of you in an instant.

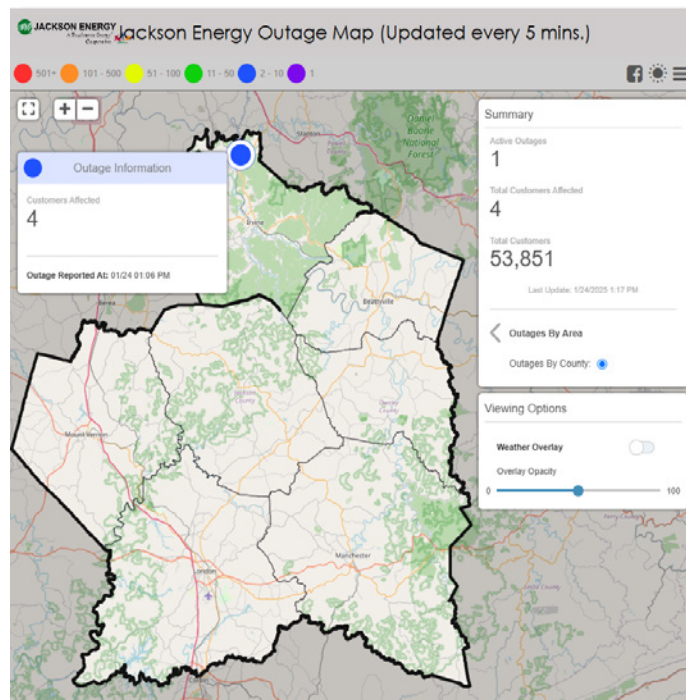
The app is a game-changer, as it has an outage reporting feature, too. The SmartHub app is one way Jackson Energy makes service and communications more convenient and manageable for our members. It allows our members access daily usage, as well as billing and usage history that can be directly compared to weather data. The app also offers several reporting options.

Even though we offer several different ways to report outages, we encourage our members to use the SmartHub app. It's the easiest and quickest method.

Jackson Energy's SmartHub app

allows you to take control of all aspects of your utility account at your convenience, in addition to staying informed during an outage.

Members can access SmartHub online at jacksonenergy.com or download the app on their mobile device through app stores for Apple (iPhone or iPad) or Google (Android devices). Just call us at (800) 262-7480 if you need help getting started.



SMART COMMUNICATION

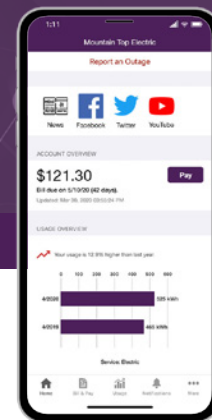
SMART MANAGEMENT. SMART LIFE. SMARTHUB.

Do you have something to share? We are all ears.

SmartHub goes beyond bill payments and usage tracking. This online and mobile app is also a powerful communication tool.

Report service interruptions and route account inquiries on the go. Be in the know with alerts for service work, news, promotions, and events.

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



Don't be fooled

Protect yourself from scammers

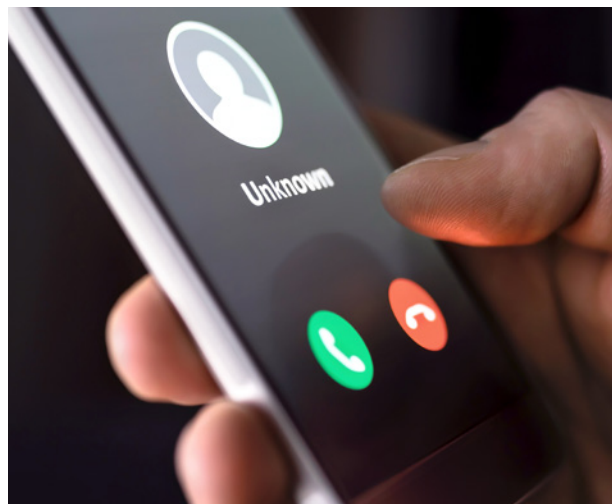
Thieves are stepping up efforts to pick your pockets by pretending to represent our cooperative. Safeguard your money and personal identity by knowing how to spot a scam.

In the most common con, scammers attempt to trick you into providing your bank account information to receive a refund for an overpaid bill. To further convince you to give up your bank account information, they promise a discount on future electric bills. Beware, because as a result of falling for this “refund” scam, members can have their bank account drained and their identity stolen.

Never give your personal information, including date of birth, Social Security number or banking account information, to anyone over the phone unless you initiate the conversation. We've listed

some additional tips for defending against utility scams:

- Most utility scams are now initiated via email, phone or text.
- Be suspicious of anyone claiming to be a Jackson Energy employee who requests banking or other personal information.
- Do not assume the name and number on your caller ID are legitimate. Caller IDs can be falsified.
- Do not click links or call numbers in unexpected emails or texts—especially those asking for your account information.



WEEBART/003/ADOBE STOCK

If you believe you have been called by a scammer, hang up. If the scam is by email or text, delete it before taking any action. Then call Jackson Energy at (800) 262-7480 to report it—and we will be happy to answer any questions you may have regarding your account.

POWERING UP

How electric service is restored

After a widespread outage, co-ops follow a basic principle: restoring service to the greatest number of people in the shortest time possible.

HERE'S A BASIC ORDER OF REPAIR:

1. **Transmission lines.** Tens of thousands of people could be served by one transmission line, so damage here needs to be taken care of first.
2. **Substations.** These electrical facilities contain equipment that switch or regulate the voltage of electricity. Problems here can affect thousands of consumers.
3. **Main distribution lines.** These lines carry electricity from the substations to groups of consumers, like towns or housing developments.
4. **Tap lines.** These lines run from the main distribution lines to utility poles and underground transformers outside houses or buildings.
5. **Individual service.** These lines run from the transformer to the consumer's electric meter on the side of the home or business.

WADE HARRIS