

# JACKSON ENERGY



WORKING FOR YOU



jacksonenergy.com

## Let's connect in 2023

When we say that we live in a “connected” world, most of us think about technology, like our smart phones and other devices and gadgets. But when you’re a member of an electric co-op (that’s you!), there’s so much more to being part of our connected co-op community.

As a member of Jackson Energy, you help to power the good in our local communities through initiatives like Operation RoundUP, collecting items for flood relief victims, etc., that help the most vulnerable in our communities.

We depend on you because you power our success, and when Jackson Energy does well, our communities thrive because we’re all connected.

We greatly value our connection to you, the members we serve. And we’d like to help you maximize the value you can get from Jackson Energy through a variety of programs, products and services that we offer our members. For example, we can help you save money on your energy bill through our free online energy audits. In addition, when you download our SmartHub app, you can monitor and manage your home energy use, pay your bill online and access a menu of additional options for potential savings and more.

When you follow Jackson Energy on social media, you can stay up to date

on power restoration efforts, right-of-way tree clearing, energy efficiency tips and more. You’ll also see photos of our line crews in action and our employees helping with community service projects—and who doesn’t enjoy seeing good things happening in our communities?

By connecting with us, you can get real-time updates from your co-op. That’s why we want to make sure we have your most current contact information on hand. If we can’t connect with you on these platforms or in person, you could miss out on potential savings or important information.

Jackson Energy relies on data for nearly every aspect of our operations, and up-to-date contact information from our members helps ensure that we can provide the highest level of service that you expect and deserve.

Updated contact information can even speed up the power restoration process during an outage. That’s because when you call to report an outage, our automated system recognizes your phone number and matches it with your account location. Accurate information helps our outage-management system predict



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the location and the possible cause of an outage, making it easier for Jackson Energy crews to correct the problem.

We hope you will connect with us whenever and wherever you can—whether that means attending our annual meeting, providing feedback on a recent visit or call with our employees, or simply downloading our app.

Jackson Energy exists to serve our members, and when we’re better connected to you and our local communities, we’re better prepared to answer the call.

To update your contact information or to learn more about co-op products and services that can help you save, visit [jacksonenergy.com](http://jacksonenergy.com) or give us a call at (800) 262-7480.

We look forward to connecting with you in the new year!



**Lisa Baker, Editor**

Published by Jackson Energy

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[jacksonenergy.com](http://jacksonenergy.com)

# Be prepared for winter storms

Winter—and the brutal storms that sometimes accompany it—is here. Storms that have passed through here in recent years have damaged our electrical 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. The easiest and most efficient way to report an outage is through our mobile SmartHub app. You also may call (800) 262-7480 and press 1 to report an outage. You can check up-to-date power restoration progress by visiting the co-op's outage map on our website at [jacksonenergy.com](http://jacksonenergy.com) and by following us on social media.

I encourage you to be ready, too. Take precautions to safeguard your family in the event of an extended outage. If you care for someone who is medically dependent on electricity, please review and follow the guidelines in the U.S. Food and Drug Administration's *Home Use Devices* guide for how to prepare and handle power outages for medical devices that require electricity at [www.fda.gov/media/80782/download](http://www.fda.gov/media/80782/download).

Last, don't forget, 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 by calling (800) 262-7480 or a local law enforcement agency 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.

## How we restore power

Restoring power after a major storm involves more than throwing a switch or removing a tree from a line. To safely and efficiently return electrical service to the greatest number of members, Jackson Energy crews repair, in order:

1. Transmission lines and substations.
2. Main circuit lines that stretch for miles along local roads and across fields.
3. Taps that lead off the main lines, giving priority to hospitals and other critical facilities.
4. Individual service lines to homes.

By President & CEO  
Carol Wright



# Where's my power?

Wondering why your neighbor's lights are back on while you're still sitting in the dark?

When a winter storm damages the electrical grid, power is restored in an ordered way to return service to the most people as soon as possible.

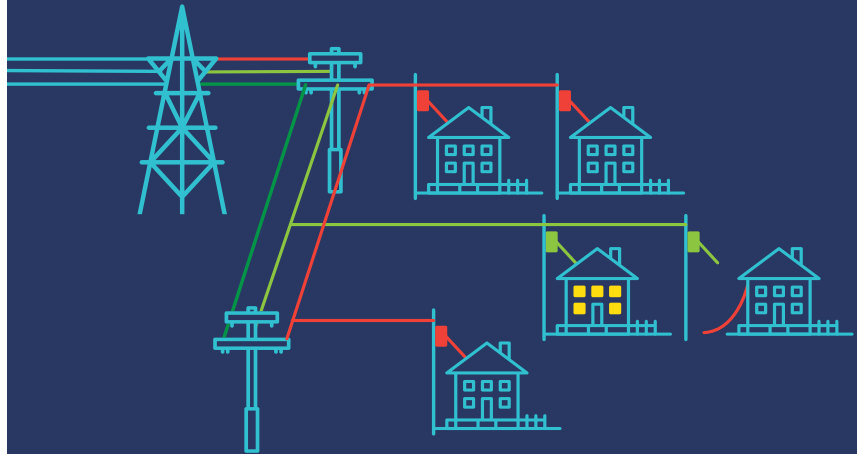
Transmission lines and substations, then main circuit lines, must be repaired first. Next, taps that lead off the main lines are restored, giving priority to hospitals and other critical facilities before individual residences. Individual service lines to homes are repaired last.

If your home doesn't have service restored at the same time as your neighbors, there may be damage to the service wires that connect your home to our grid. Also, even though your neighbor is next door, their power may come from a different substation, transformer or line than yours.

Always report an outage at your home using our mobile SmartHub app or by calling (800) 262-7480 and pressing 1.

We'll work quickly and safely to get your power back on.

## Why my neighbor has power but I don't.



Your home could be served by a different substation, transformer or line than your neighbors. It could also be damaged at its electric service connection point, meter pole, service line or other location. If you are off, please know we work as hard as we can to get your power back on.

RANDY BUCKNAM

# Don't get scorched by high heating bills

Turn down the thermostat, turn up the savings.

January is typically the coldest month of the year here in Kentucky. To avoid getting scorched by heating bills, button up your home with easy, inexpensive fixes.

**Hands off the thermostat.** The easiest way to control your heating bill is to resist the urge to push up the thermostat every time you feel cold. Even an adjustment of a degree or two can significantly drive up your electric bill. Set your thermostat to 68 degrees—and leave it there.

**Stop the leaks.** Warm air can sneak out through small spaces found throughout your home, pushing your heating bill higher. Some common culprits: doors, windows, utility cutouts, electrical

outlets, recessed lights, bathroom fans, vent pipes, chimneys and attic accesses. Use weather-stripping, caulk, spray foam and other sealants to insulate.

**Ditch the space heater.** Space heaters are energy hogs. A typical portable electric space heater consumes anywhere from 1,000 to 1,500 watts per hour. Running one 1,000-watt space heater 12 hours per day (at a cost of 10 cents per hour) will add \$40-\$45 more to your monthly electric bill.

**Doctor the ducts.** Inspect your HVAC system ductwork in attics, basements and crawl spaces while the system is running, looking for telltale signs of leaking air. Efficiency can be improved by as much as 30% by sealing discovered leaks.



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Take measures now, so you won't receive a shock when wintertime electric bills arrive. Find do-it-yourself instructions for energy-saving projects and more at [togetherwesaveky.com](http://togetherwesaveky.com).

# Jackson Energy members give back

Since 2004, Jackson Energy members have donated \$467,000 to community programs and services through the Operation RoundUP Program.

Operation RoundUP allows members to voluntarily round up their monthly bills to an even dollar amount, and that extra money is placed in a trust account that is used to fund community projects.

Average contributions are only 50 cents a month, but when the spare change is added together, it can make a difference.

An independent board reviews grant applications from community groups for funding.

Grants awarded in 2022 consisted of the following:

- \$2,700 to Beattyville Volunteer Fire Department
- \$500 to Lee County Middle/High School YSC
- \$3,075 to Laurel County Shop with a Cop
- \$1,000 to Stay in Clay, Inc.
- \$520 to Cooperative Extension 4-H Clubs in each county
- \$480 to Jackson County Adult Education
- \$2,000 to Owsley County High School senior class
- \$1,000 to Rockcastle County Arts Association
- \$2,500 to Fogertown Fire Department
- \$1,000 to Jackson County Farmers Market
- \$1,000 to Lee County's Resurrection Home, Inc.
- \$1,500 to East Bernstadt Fire Department
- \$1,000 to Emma Quire Mission Center
- \$1,500 to Owsley County Search and Rescue
- \$500 to Clay County Shrine Club
- \$1,500 to Clay County's Panco Youth Center
- \$1,000 to Thompson Scholars Foundation
- \$1,000 to Hospice Care Plus
- \$1,200 to Three Forks Historical Center
- \$1,200 to The Backpack Program of Laurel County
- \$1,200 to Owsley County Youth Foundation
- \$1,200 to Owsley County's Farmers Market
- \$1,200 to Rockcastle County Development Board



Jackson Energy's Laurel County Director Brian Cooke, right, presents a \$1,200 Operation RoundUP check to David Wesley with the Backpack Program of Laurel County.



Left, Jordan Burch, with the Owsley County Youth Foundation, accepts a \$1,200 check from Owsley County Director Tim Bobrowski. Photos: Ryan Henderson

If you'd like to sign-up to participate in Operation RoundUP, apply for an Operation RoundUP grant, or for more information, go to [jacksonenergy.com/operation-roundup](http://jacksonenergy.com/operation-roundup) or give us a call at (800) 262-7480.

Your energy management tools are just an app away

For more information, visit [jacksonenergy.com](http://jacksonenergy.com).

Download the SmartHub app for computers, smartphones and tablets for easy access to fast, secure account information.

- See how much electricity you use each day.
- See how weather impacts your bill.
- Send messages to your co-op.
- Report outages.
- Pay your bill from your phone, tablet or computer.

