

# Spotlight

Published by Jackson Energy Cooperative • McKee, Kentucky

## Jackson Energy salutes its veterans



Keith Binder, Board Director  
U.S. Army



Landis Cornett, Board Director  
U.S. Navy



Joe Garland, Staking Engineer  
U.S. Army



Jim Hays, Board Director  
U.S. Army Reserve

May is Military Appreciation Month, and in the words of John F. Kennedy, “As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.”

Jackson Energy is grateful to have veterans within our ranks, and we are proud to serve veterans and their families within our local community.

In addition to providing safe, reliable and affordable energy, we care for the veteran community and show our appreciation through our actions and ongoing commitment to them and their families.

Jackson Energy is proud to be a part of a network of more than 900 electric cooperatives across the country that honors and supports veterans of all ages, ranks and branches of the military.

May we pause to reflect on the sacrifices of our country’s veterans and their families. We are especially thankful to those who gave so much so that we can enjoy the freedoms their service affords us in this great country of ours.

And on this Memorial Day, may we humbly remember, with the utmost gratitude, those who gave everything on the battlefields so that their ultimate sacrifice will never be in vain or forgotten.



Brent Johnson, 1st Class Line Tech  
U.S. Army Reserve



Steve Patton, Board Director  
U.S. Navy



Gordon Phillips, Board Director  
U.S. Air Force



Marty York, District Op. Supervisor  
U.S. Marines

## SPOTLIGHT

Lisa Baker, Editor  
Published by Jackson Energy

A Touchstone Energy™ Cooperative 

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Carol Wright

### MAIN OFFICE ADDRESS

115 Jackson Energy Lane  
McKee, Kentucky 40447

### VISIT US ONLINE

[www.jacksonenergy.com](http://www.jacksonenergy.com)  
[www.facebook.com/JacksonEnergy](https://www.facebook.com/JacksonEnergy)  
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### REGULAR OFFICE HOURS

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

### OFFICES

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

### CONSUMER SERVICES

Headquarters - 606-364-1000  
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Fill-Ups Gas & Grocery,  
Clover Bottom

Jackson Energy

*Working for You*

## Cooperative strength during crisis

Someday, some future historian will calculate the long-term damage inflicted by the COVID-19 pandemic on our families, communities and economy.

For today, I am taking account of how this crisis has not only exposed the vulnerabilities of humankind, but our strengths, as well.

For the families, communities and businesses served by Jackson Energy, our most significant strength is our sense of community. The spirit that helped our parents and grandparents build this cooperative is still with us today. And, we will need to rely on that spirit and sense of community as we ultimately reclaim our lives from this terrible disruption.

Jackson Energy is proud to serve you and we are proud of the way our communities have rallied to help each other in times of uncertainty and distress.

Guided by cooperative values, Jackson Energy has taken a number of steps since March related to the outbreak of the COVID-19 coronavirus, in particular doing our part to discourage transmission of the virus. These measures are important not only to protect the public, but to protect our ability to continue to serve you without disruption. We know that you have placed your trust in us to bring you safe, affordable and reliable power.

There are still many challenging days ahead for us, but I do want to take a moment to thank everyone we serve for your patience and goodness during critical times. I also want to publicly thank the entire team here at Jackson Energy for their tireless dedication in service to all of our owner-members.

I often reflect on the Seven Cooperative Principles, the values which guide the operation of any cooperative. Three of those seven principles stand out to me today:



Jackson Energy's Apprentice Jordan Akemon, left, and Working Foreman Jon Tillery replace insulators. Photo: Terry Isaacs

**Education, Training and Information:** Jackson Energy is committed to keeping you informed and serving as a trusted resource upon which you can rely.

**Cooperation among Cooperatives:** Our service to you has been supported by our partnership with the 25 other electric cooperatives in Kentucky and our statewide association, the publisher of *Kentucky Living*.

**Concern for Community:** Jackson Energy is dedicated to the safety and wellbeing of the people we serve, during times of crisis and as we recover together.

Wishing your family continued good health during these extraordinary times.



Carol Wright  
President & CEO

# Jackson Energy's Storm Restoration Process

## 2 WAYS TO REPORT A POWER OUTAGE 24 hours a day, listed in order of preference

1. **MOBILE APP** Search **SmartHub** in the app store on your smartphone or tablet
2. **OUTAGE PHONE LINE\*** (800) 262-7480, press 1

### DO'S & DONT'S



**DO** report an outage only once. If you leave and report the same outage from a second location, it's possible we've already restored your power, causing us to send a truck/crew unnecessarily.



**DO** report your outage again if your neighbor's power has been restored and yours is still off. This may mean there is a separate issue that needs to be addressed.



**DO** be patient if you try to reach us by phone and cannot get through. Remember, you can also report outages by mobile app.



**DON'T** report security light repairs on the outage number.



**DON'T** try to cut trees or limbs off of a fallen power line. If you see a downed line, stay away from it.



**DON'T** report power outages to Facebook. It is not tied to our outage reporting system.

*\*Please Note: During large outages, the mobile app is the quickest and most effective way to reach us.*

HAPPY ART

## Is your power out?

### Check these three things first

- Do you have a blown fuse?
- Has a circuit breaker been tripped?
- Do your neighbors (or the street) have lights on?

### Report your outage

If you answered no to all the above questions, please report your outage. Outages can be reported 24 hours a day, 365 days a year. Be sure to have your account number ready. Jackson Energy offers several ways to report your outage.

The quickest and most convenient way to report an outage is by using our SmartHub mobile app, available from the Apple App Store or Google Play Store.

If you do not have access to the app, you can call our outage

phone line at (800) 262-7480 and then press 1. Our interactive phone system allows you to type in your account information.

The best way to report an outage is by our mobile app; however, if you do call the outage line, please keep in mind that if hundreds of members call at the same time, most will not get through—your patience is greatly appreciated.

### After reporting, check for updates

Check the live Outage Viewer map on our website.

### Safety first

If you see a power line that is down or a broken pole, use extreme caution, stay away and report it to our outage line.

If you have a portable generator, follow all manufacturer's safety guidelines to prevent injury or death to yourself or line crews working to restore power. For portable generator safety tips, go to [www.jacksonenergy.com/safety-tips](http://www.jacksonenergy.com/safety-tips).

### Prepare

Have your account number and our outage phone number posted where you can easily find them. Download our SmartHub mobile app today.

If you depend on oxygen or other life support equipment, have full spare tanks or portable units with extra charged batteries. Identify a location to relocate until power is restored.

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May is National Electrical Safety Month, which is the perfect time to evaluate the safety of your home's electrical system.



## 4 COMMON CULPRITS OF ELECTRICAL FIRES

Outdated wiring and overloaded circuits are the most common causes of electrical fires. Check the following areas of your home to ensure your home's electrical safety is up to par.



**1. Electrical outlets:** Faulty electrical outlets are a leading cause of home fires. As outlets age, so do the wires behind them that you can't see. Any loose, damaged or warm-to-the-touch outlets should be repaired or replaced.



**2. Electrical wiring:** Outdated wiring is another common cause of electrical fires. Frequently tripped breakers, flickering lights and burning smells are clear warning signs. If your home is more than 20 years old, it may not be able to handle today's increased power load. If you suspect your home's wiring is outdated, leave this one to the pros and contact a qualified electrician.



**3. Overloaded cords and outlets:** Extension cords are not permanent solutions. If your big-screen TV, home theater system and other electronics are plugged into one extension cord, it's time to call an electrician and install additional outlets.



**4. Old appliances:** Older appliances are more likely to have loose or damaged wiring, which means they're more likely to catch fire. Check older appliances for damage and determine if it's time to upgrade or replace. Also check to ensure you're using appliance-grade outlets. A qualified electrician can help with installation.

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Stock a severe weather preparedness kit that includes a pair of sturdy shoes or boots, extra batteries for your flashlight and weather radio, and a three-day supply of water. During cold weather have warm blankets and dress in layers. If necessary, go to a safe location if your power is out for an extended length of time.



MIKE TRUETT

### Power restoration is prioritized

Line crews work to restore power to the most people the quickest—they work on the largest outage first, then to smaller outages.

Jackson Energy's line crews are ready to respond to outages 24/7 and will work as safely and efficiently as possible. Our number one priority will always be the safety of our employees and our members. Thank you for your patience and kindness during these outages.



LUKAS GOJDA

Please join us in taking a moment to show appreciation to our veterans—*not just this month, but every month.*

**In honor of Memorial Day  
Jackson Energy's offices will be closed  
Monday, May 25**