

# Spotlight

Published by Jackson Energy Cooperative • McKee, Kentucky

## Don't wait...be prepared before the storm

It's your worst-case scenario. A major winter storm was predicted and this time, the predictions were right. Many power lines are down, and your electricity may be out for several days. You are low on everything—food, pet supplies, toilet paper, batteries, diapers and your medication.

Imagine how you would feel in this situation. While you can't predict which weather forecast will come true, you can plan ahead so when a severe weather event strikes, you have the tools and resources to effectively weather the storm. The Department of Homeland Security offers several resources to help you prepare for major weather events and natural disasters. Visit [www.ready.gov/make-a-plan](http://www.ready.gov/make-a-plan).

### Preparedness actions and items

Stock your pantry with a three-day supply of nonperishable food, such as canned goods, energy bars, peanut butter, powdered milk, instant coffee, water and other essentials (i.e., diapers and toiletries).

Confirm that you have adequate sanitation and hygiene supplies including towelettes, soap and hand sanitizer.

Ensure your first-aid kit is stocked with pain relievers, bandages and other medical essentials, and make sure your prescriptions are current.



Set aside basic household items you will need, including flashlights, batteries, a manual can opener and portable, battery-powered radio or TV.

Fully charge all cell phones, laptops and devices so you have maximum power in the event of a power outage. If you plan to use a small generator, make sure it's rated to handle the amount of power you will need, and always review the manufacturer's instructions to operate it safely. Also, ensure that it is installed properly to prevent dangerous backfeed on power lines.

### During a prolonged outage

In the event of an outage, turn off appliances, TVs, computers and other sensitive electronics. This will help prevent overloading the circuits during power restoration. That said, do leave one light

on so you will know when power is restored.

After the storm, avoid downed power lines and walking through flooded areas where power lines could be submerged. Allow ample room for utility crews to safely perform their jobs—including on your property.

### Power in planning

Advance planning for severe storms or other emergencies can reduce stress and anxiety caused by the weather event and can lessen the impact of the storm's effects. Sign up for NOAA emergency alerts and warnings and install Jackson Energy's SmartHub app to your phone to stay abreast of restoration efforts and other important co-op news and information. Act today, because there is power in planning.

## SPOTLIGHT

Lisa Baker, Editor  
Published by Jackson Energy

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Jackson Energy

*Working for You*

# The power of gratitude

**T**he most unusual year I—and probably most of you—have ever lived through is drawing to a close. With so many still hurting from this difficult year, it should be easy to say good riddance to 2020.

But a funny thing happened on the way to 2021. While formulating next year's plans for Jackson Energy, I found myself looking back at 2020 and realized there is much for which to be thankful. Mental health experts say that expressing gratitude is particularly powerful because it creates joy—something we could all use more of, especially during the holiday season. With that in mind, here are a few things that happened in and around the co-op for which I'm giving thanks.

I'm grateful for...

... Jackson Energy's continued smooth operations, providing the safe, affordable and reliable electricity our members need and expect.

... members and employees who demonstrated true cooperative spirit as they adapted quickly to a new reality—all while juggling childcare, school and work at home for months.

... for the vital role electricity plays in connecting us all electronically, enabling distance learning opportunities, providing entertainment and cooking more memorable family meals.

... Jackson Energy's safety program that positioned us to respond quickly at the onset of the pandemic crisis.

... co-op programs like the Virtual Energy Assessment, which



help members save money on their electric bills when budgets are strained.

... our partnership with the Kentucky Community & Technical College System, which continues training new cooperative lineworkers and many other needed workers.

... green lights and American flags I've seen throughout Jackson Energy's service area, reminding of our unity in the fight.

... for members who check in on one another and make sure their friends are safe.

And, finally, I'm grateful today and every day for the people, businesses and industries Jackson Energy serves. You are keeping our communities strong even in difficult times.

I urge you to think about 2020 and make your own gratitude list. Then, let's all enter the new year with more joy in our hearts and renewed hope for a better tomorrow.

Wishing you and your family a Merry Christmas and a happy, healthy New Year!



Carol Wright  
President & CEO

# I Heard the Bells on Christmas Day

Each year, the Christmas season offers a reminder of our common humanity. And in 2020, do we ever need it.

Throughout this tumultuous year, all of us at Jackson Energy have not only worked to provide safe and reliable electricity, but also to recognize our responsibilities as a member-owned cooperative. We are here for you. We are working with consumer-members who are struggling because of COVID-19, and we continue to support community initiatives to help those in crisis.

Jackson Energy has made a conscious effort to connect members with resources and useful information. When bad weather hits, our team is dedicated to powering local homes and businesses and responding quickly when Mother Nature damages our lines.

Yes, our state and nation face challenging times, but in this season of hope, a Christmas carol from an even darker era echoes resilience.

In December 1863, poet Henry Wadsworth Longfellow was still reeling from the death of his wife in a fire two years earlier. He then learned their eldest son, Charley, had been critically injured in the Civil War. As he set about nursing Charley back to health, the bloody war persisted.



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Longfellow's melancholy was deepening. What did he have to celebrate during that awful time?

The poem Longfellow wrote on Christmas Day reveals his despair, then his renewed hope.

*I heard the bells on Christmas Day*

*Their old, familiar carols play,  
And wild and sweet  
The words repeat  
Of peace on earth, good-will to men!*

Longfellow writes how the thundering cannons of war drowned out the carols which sing “of peace on earth, good-will to men.”

*And in despair I bowed my head;  
“There is no peace on earth,” I said:*

*“For hate is strong,  
And mocks the song  
Of peace on earth, good-will to men!”*

*Then pealed the bells more loud and deep:*

*“God is not dead; nor doth he sleep!  
The Wrong shall fail  
The Right prevail,  
With peace on earth, good-will to men!”*

In 1872, John Baptiste Calkin set Longfellow's poem to music, a Christmas carol that still resounds.

In that spirit of resilience and hope, all of us at Jackson Energy wish you a peaceful and happy holiday season.



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*In celebration of  
Christmas and  
the New Year,  
Jackson Energy  
will be closed on the  
following dates:  
December 24–25,  
and January 1.*

# Prevent home electrical fires

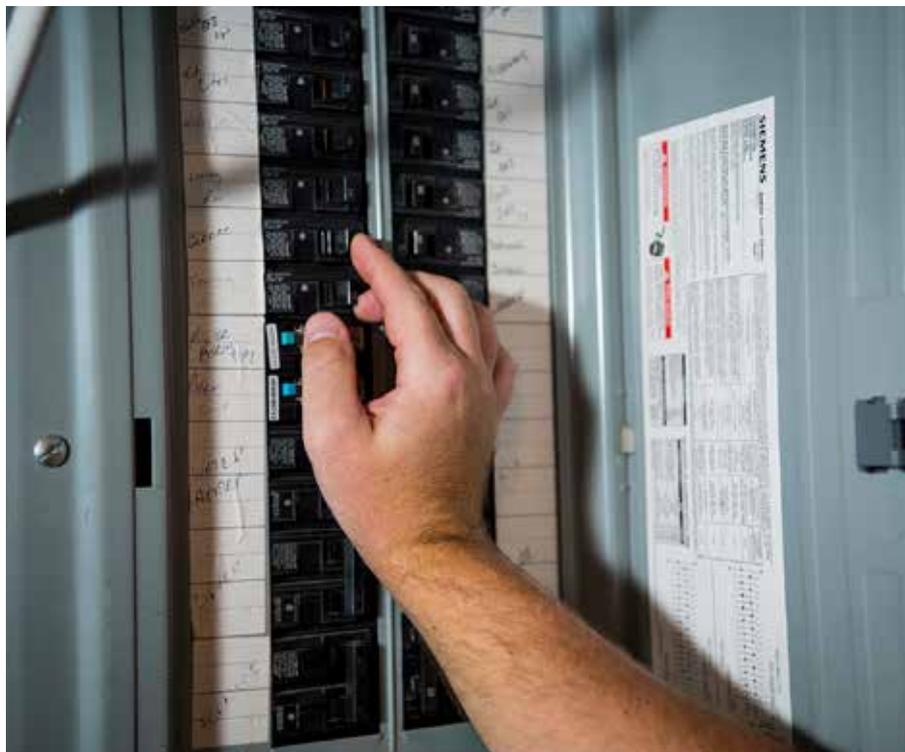
**E**ight out of 10 fire-related deaths occur at home—the place that embodies comfort and security. That’s why it’s important to take steps to keep everyone safe.

Faulty or deteriorating electrical cords are a top cause of fires at home. Cords that become frayed or cracked can send sparks to flammable surfaces. Check your cords to ensure that they are in good shape, and replace any that are worn.

In addition, make sure you are not overloading circuits. If you’ve been in your home for more than 10 years, have your circuit breaker box inspected by a licensed electrician to tighten loose connections and check for overloaded circuits.

Check all ground fault circuit interrupter (GFCI) outlets several times each year by pushing the test/reset button to be sure they are working properly.

If breakers are continually tripping or if fuses are blowing frequently, that’s a sign of potential trouble. The cause could be old wiring unable to



TIM WEBB

handle the load demand of today’s modern appliances. If needed, ask a licensed electrician to install additional circuits for safety.

Use surge protectors and power bars to help prevent overloading

an electrical outlet, plugging no more than three cords into the strip.

Jackson Energy urges you to lower the risks of electrical fires and keep your family safe.

Want to pay your bill  
*with cash*  
closer to home?



ZHU DIFENG

Jackson Energy members can now pay their electric bill—with cash—at any of these locations:



**DOLLAR GENERAL**



*Walgreens*

## How does it work?

- Download SmartHub from the app store
- Go to the Bill & Pay Screen
- Click on Pay by Cash
- Click on View Barcode (*that is unique to your Jackson Energy account*)
- Ask the cashier to scan the barcode and pay by cash.
- Your account will update within minutes.
- There is a \$1.50 fee associated with this service.