

# Spotlight

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## Keeping the lights on—no matter what

This year is unprecedented, and we've all spent months at home. We are grateful that businesses have reopened and that school is starting back up.

During the time spent at home, perhaps more than ever, we realize how vital electricity is to our lives. In fact, many of us believe that electricity is as much of a necessity as food.

What you may not know is that every time you flip a switch, turn on your TV, or reach into the refrigerator, there are literally hundreds of hard-working Kentuckians making sure that the power is produced, transmitted and delivered to you around the clock.

Even in the middle of the coronavirus shutdown, when a powerful storm swept through Kentucky on the evening of April 12, we were working for you. The storm left behind 103 power outages across Jackson Energy's service area affecting 6,093 members. The recovery effort consisted of replacing 11 broken poles, three transformer changeouts and removing numerous out-of-right-of-way trees that fell on the lines. All available Jackson Energy personnel, along with 10 contractor crews, worked nearly 25 hours to restore service.

After the pandemic hit, the employees of Jackson Energy worked for several weeks on staggered shifts



Jackson Energy's 1st Class Line Technician Brandon Keyton, Service Technician Mike Truett and Service Technician Kris Cunagin prepare to restore service after a thunderstorm ripped through Jackson County. Photo: Lisa Baker

from many locations. Our member services representatives answered calls from their homes, often while taking care of their children who were out of school. Dispatchers coordinated operations, while lineworkers worked in hot, cold and rainy weather.

Even though the employees were working under different conditions, their dedication to providing the highest quality service never wavered.

Our focus has never changed: to keep the lights on, to keep people safe and to work with members to get through hard times. We know there are major hardships now and that many people have lost jobs or wages.

By working together, we will overcome the challenges from the coronavirus. Our lives have changed, and may be different in the months ahead. We've seen months where people have not been able to hold weddings, attend funerals or go to church. The changes and restrictions have taken a toll on us in one way or another.

The good news is that we at Jackson Energy are going to adapt and deal with whatever comes. We will continue to do everything possible to keep you safe and to keep the lights on. We will get through these times by standing together, on rock-solid ground.

## SPOTLIGHT

Lisa Baker, Editor  
Published by Jackson Energy

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# Learning new lessons, then and now

When the coronavirus pandemic upended our lives in March, we all had to adjust and make sacrifices. One consequence of dealing with this crisis is how it revealed our community's creativity to still get things done while caring for each other.

These last few months remind me of the Jackson Energy story. Begun in 1938, we are grateful for the foresight and example of those who first brought electricity to the communities we serve.

That dedication, commitment and creativity did not end in that first generation. Jackson Energy has continued to meet new challenges and persistent threats so we can serve you with safe and reliable electricity at a competitive rate. We learned new lessons along the way to make our service more efficient, more resilient and safer for all involved.

For instance, the headgear worn by Jackson Energy lineworkers up to about 1950 were soft, Stetson-style hats. Thermoplastic hard hats gained widespread use in the 1970s and '80s, and today they are insulated with a special polyethylene to protect against blows to the head.

The expectations for the people who wear those hats have also evolved over the years. To serve as a Jackson Energy lineworker, an apprentice goes through a multi-year, multi-tiered training regimen. Throughout every year of a lineworker's career, that training is continuous and essential to meet new standards and adapt to new challenges.

Another example is the technology we use. The electric meters at your home, the equipment on the

lines and the infrastructure of the substations have all changed over the years to make your electric service more reliable and to help us respond to problems more quickly and more safely.



Jackson Energy 1st Class Line Technician, Sean Evans, programs a voltage regulator. Photo: Terry Isaacs

Every year, Jackson Energy must meet new and evolving regulations that can be costly and difficult. Just as the people who built our cooperative had to overcome challenges, we work creatively to meet these regulations in a cost-effective way to limit the effect on your bill as much as possible.

I also know that no matter what curveballs are thrown at us, the people served by Jackson Energy demonstrate the values we strive to achieve. You are reliable, resilient and responsive, and we will all do what it takes to still get things done while caring for each other.



Carol Wright  
President & CEO

# Anticipating Honor Flight 2021

Our everyday mission at Jackson Energy is to improve the quality of life of the members we serve. In addition to providing safe, affordable and reliable electricity, one of the ways we demonstrate this commitment is through an Honor Flight for our veterans.

This event flies veterans from World War II, the Korean War or the Vietnam War to Washington, D.C., to see the monuments dedicated to their service, but the August flight had to be canceled due to health concerns related to COVID-19.

Jackson Energy will continue its support next year when the cooperative-sponsored tour resumes. The mission will again be coordinated by Honor Flight Kentucky.

Our veterans represent the American character at its best, and Jackson Energy is proud to celebrate their immeasurable contributions to our nation.

For 10 years now, your co-op and Kentucky's Touchstone Energy Cooperatives have sponsored the all-expenses-paid trip to Washington, D.C.

Participants fly from Lexington's Blue Grass Airport to Washington, D.C., for a full day of honors and sightseeing. They visit the World War II, Korean War and Vietnam War memorials on the National Mall. The group also tours memorials dedicated to those who served in the Air Force and Marine Corps in Arlington, Virginia.



Clay County resident and World War II veteran, Henry Ledford, was one of the veterans on the 2019 Kentucky Touchstone Energy Honor Flight. Photo: Tim Webb

One of the biggest highlights of the day is viewing the changing of the guard ceremony at the Tomb of the Unknown Soldier in Arlington National Cemetery.

Any veteran interested in participating can learn more about the opportunity and submit an application at <https://honorflightky.org>.

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# Electricity brings everyday value

How much do you think about the electricity you use? Do you expect the lights to turn on when you flip the switch and the coffee maker to work each morning? Because electricity is so abundant, we don't think much about it.

Since many of us have been spending more time at home over the past few months, we have likely been using more energy. And yet, we still expect an endless supply of power with uninterrupted service 24/7. The only time we really think about electricity is when the power goes out or perhaps when the monthly bill arrives.

Given how electricity powers our modern lifestyle every day, it's a great value, especially when compared to other common services and expenses. For example, think back to the cost of a gallon of gasoline 20 years ago. Consider

the cost of groceries or a cup of your favorite specialty coffee from a few years back. In comparison, the cost of electricity has remained largely flat, unlike most other consumer goods.

Many of us have a cellphone to stay connected, and subscribe to cable channels so that we can enjoy more viewing options. We may consider these necessities for modern day life. We can see what we're getting for our money, and we pay the price for those services. In contrast, when we use electricity, we don't necessarily "see" all that we're getting for our money.

But considering what electricity does for us, it's a tremendous value for our quality of life as well as our budgets. For comparison, consider that the average rent increase was nearly 4% (from 2014-2019) according to the Bureau of

Labor Statistics Consumer Price Index (CPI). The cost of medical care was increased 3% during this time, and education was not too far behind at 2.6%. So, where did electricity rank? According to the CPI, electricity increased by less than half a percentage point, 0.4%.

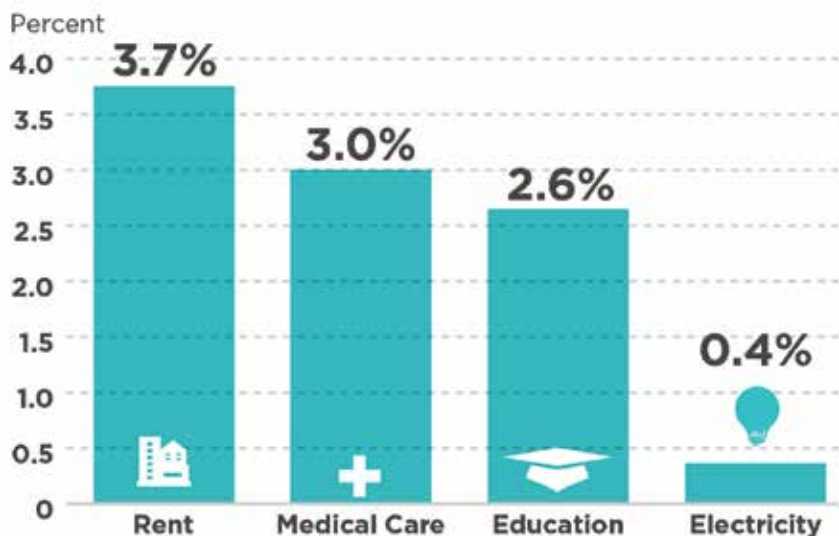
The bottom line: electricity brings everyday value. In fact, Jackson Energy continues to strive to increase our service reliability, reduce brief interruptions and reduce costs. We are continually working to improve our operations to ensure a smarter grid and exploring more renewable energy options where possible.

Jackson Energy provides the reliable service you expect and deserve as valued members of the co-op. And as your trusted energy advisor, we want to help you save energy and money.

## ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home rises slowly when compared to other common expenses. Looking at price increases over the last five years, it's easy to see electricity remains a good value!

Average Annual Price Increase 2014-2019



Sources: U.S. Bureau of Labor Statistics Consumer Price Index

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