

Spotlight

Published by Jackson Energy Cooperative • McKee, Kentucky

Working 24/7 to keep the lights on

Members of Jackson Energy will sometimes lose power because Mother Nature has a mind of her own or the unexpected occurs.

The way that we restore power depends on what caused the problem and the protocols we follow to restore service as quickly as possible. Let's take a closer look at the major causes of power outages and how Jackson Energy deals with them. Often the causes involve the following:

Weather—Because electricity seeks the fastest path to the ground, utility poles and trees are easy targets for lightning. Wind can cause power lines to swing together, shorting out circuits, and wind can also blow limbs and trees into our equipment. During winter, the weight from snow and ice can cause lines to break. Even heavy rains can cause floods that damage equipment.

Trees—Overgrown trees that come into contact with Jackson Energy's lines are frequent causes of power outages. That's why we work hard keeping overgrown limbs clear of the right-of-way.

Small animals—Snakes, squirrels and other small animals can climb on equipment and short circuit transformers and fuses.

If the problem involves Jackson Energy's substation or lines, our crews make the repairs. If the



TIM WEBB

problem involves the high-voltage transmission portion of the grid, it's likely crews from East Kentucky Power, our power provider, will fix it.

In the event of a power outage, Jackson Energy prioritizes repairs. Services essential to community safety, health and welfare—police, fire departments, water systems, communications, hospitals, etc.—are first. We also restore service first to circuits with the largest number of members.

Some repairs, like fixing a distribution fuse, can be done quickly. However, widespread damage to high-voltage equipment outside of our system can take much longer.

Please keep in mind that getting service restored to your home often depends on first making repairs to substations and main electric lines that feed power to your community.

Our commitment to you is that the dedicated staff at Jackson Energy will work 24/7 to keep your lights on and restore service when the unexpected happens.

SPOTLIGHT

Lisa Baker, Editor
Published by Jackson Energy

A Touchstone Energy™ Cooperative 

BOARD OF DIRECTORS

Phil Thompson, Chairman
Landis Cornett, Vice Chairman
Keith Binder, Sec.-Treasurer
Jim Hays, III, Ted Cundiff,
Teresa Dawes, Steve Patton, Jr.,
Gordon Phillips, Tim Bobrowski
Clayton Oswald, Attorney

PRESIDENT & CEO

Carol Wright

MAIN OFFICE ADDRESS

115 Jackson Energy Lane
McKee, Kentucky 40447

VISIT US ONLINE

www.jacksonenergy.com
www.facebook.com/JacksonEnergy
Twitter - @jacksonenergy

REGULAR OFFICE HOURS

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

OFFICES

KY HWY 290, McKee
KY HWY 229, London
KY HWY 11, Beattyville
Garrard Shopping Center, Manchester

CONSUMER SERVICES

Headquarters - 606-364-1000
or Toll Free 1-800-262-7480

PAYMENT KIOSK

Peg's Food Mart, Mt. Vernon
Quickie Market, Manchester
E.C. Porter's IGA, London
Price Less Foods, Irvine
Jack's IGA, Beattyville
Town & County, Annville
Town Market, Oneida
Rite Kwik Market, Burning Springs
Fill-Ups Gas & Grocery,
Clover Bottom

Jackson Energy

Working for You

Make an easy to-do list for the new year

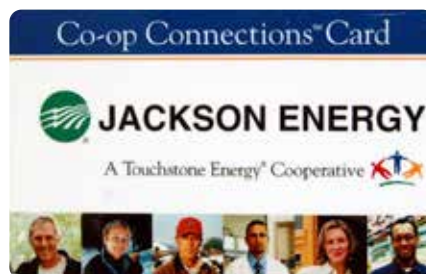
Another New Year's Day has come and gone. Did you make any resolutions? Did you pledge to cut down on that chocolate-a-day habit, lose pounds or get in shape?

If you're like most of us, you may not keep those resolutions. Research shows just 8% of people achieve their resolutions. Tough odds.

Here's a better idea: Ditch resolutions in favor of a to-do list.

I'll help you get started. Here are some programs offered by Jackson Energy that you should check out this year. You can earn money, save energy, protect the environment and help neighbors—no resolution required.

Save money with the Co-op Connections Card. Discounts on everyday expenses, including 10% to 85% off medical prescriptions, are yours when you flash our free Co-op Connections Card. It includes savings on medical expenses for dental, vision, hearing, lab work, imaging and chiropractor visits.



Manage your account with SmartHub. Pay your bill, get payment reminders, view your electricity usage and billing history, report outages and more, all from your computer, phone or tablet.



Make an impact through Operation RoundUP. Join other co-op members in rounding up your monthly electric bill to the next highest dollar, and contribute to helping a variety of worthy community causes.



Monitor your energy use. Getting information about your electricity is fast, easy and convenient with *Billing Insights*, our free home energy analysis tool. Use your mobile device or computer to track electricity use in your home, customize energy-saving solutions and get answers to your billing questions 24/7.



Signing up for one or several of these Jackson Energy programs can do yourself and others a lot of good in 2020—and you don't even have to give up the chocolate.



Carol Wright
President & CEO

Downed power lines are dangerous

Any time you see a downed power line, or if one falls on your vehicle, assume it is energized and think **DANGER**. It could save your life.

Don't drive over downed power lines.

Assume all power lines are energized.

Never touch power lines or anyone touching power lines.

Get far away from downed power lines.

Exit a vehicle under a line by jumping bunny-hop style—if you must get out.

Request help—call 911—and remain in a car under a line if there is no fire or similar emergency.

A downed line can energize the ground, and jumping from a car beneath a downed line could be fatal. If you must exit, jump as far



TIM WEBB

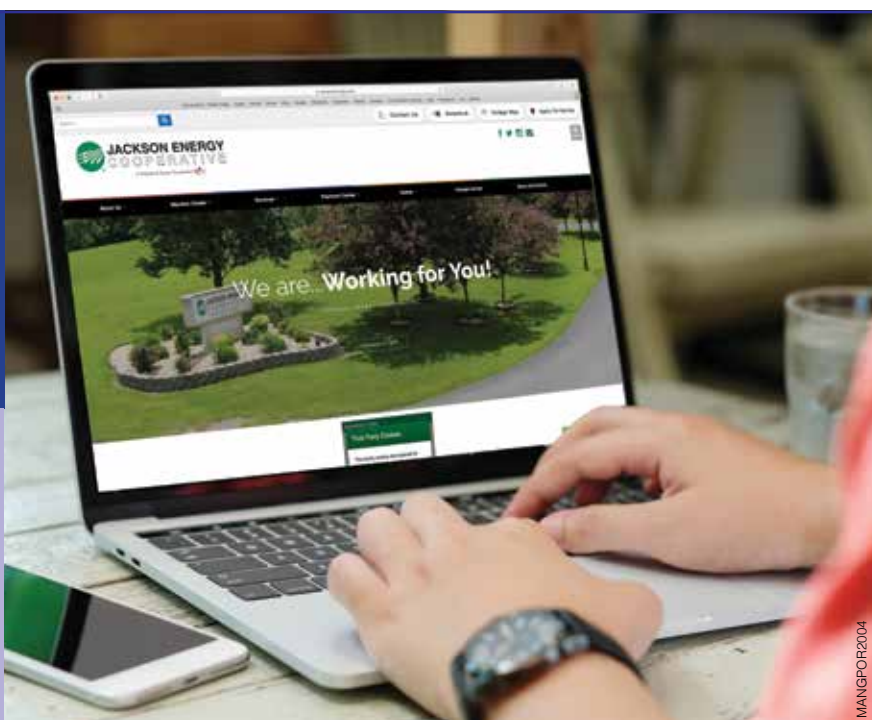
as possible and land with both feet together. Then hop or shuffle away without lifting your feet off the ground to prevent shock.

Jackson Energy wants you to take the right steps if a power line comes down. Think **DANGER** and stay safe.

Don't have time to come by our office?

No problem!

Sign up for service, pay your bill or request a disconnect online at www.jacksonenergy.com



MANOPOR2004

A time to learn and a time to give

On November 11, Jackson Energy closed its doors to the public in observance of Veterans Day and took the opportunity to provide all-day training for the employees. The day was kicked off with the national anthem sung by Beattyville Office Supervisor Renita Fox, and a salute to the co-op's own veterans—Marty York, Joe Garland and Brent Johnson—in appreciation of their sacrifices and time served.

The training included learning about the latest industry trends, financial trends and a safety component. At the end of the day, the employees completed a “Giving Back” community project. They packed 150 Thanksgiving food baskets with items that the employees had purchased. The food baskets were sorted and distributed to the seven counties within Jackson Energy’s service territory.

The organizations that received the baskets were Jackson County Food Bank, Christian Appalachian Project of Rockcastle County, Come-Unity Cooperative Care of Laurel County, Clay County Family Resource Center, Owsley County High Family Resource Center, Lee County Elementary Family Resource Center and the Estill County Food Bank. These organizations delivered the food baskets to families within their communities who could use a helping hand during the holiday season.



Jackson Energy employees Renita Fox and Patrick Head, above, work on the “Giving Back” community project by placing items in Thanksgiving food baskets to be distributed to local communities. Below, employees Tracey Smith, Andy Bales and Aaron Coffey waiting for the finishing touches to be added to their baskets. Photo: Lisa Baker



Jenny Barrett with the Owsley County High School Family Resource Center distributed over 20 baskets to families in need in her community. Photo: Nathan Riley

