

JACKSON ENERGY



WORKING FOR YOU



jacksonenergy.com

Remember and prepare

Be ready for strong winds in March

After a long winter, we all hope for green trees, spring blooms and a respite from the cold. While this month gives us hope for warmer days, March always finds ways to remind us that we're not in charge.

We don't have to look back very far for examples of dangerous spring weather. In March 2023, Kentucky saw one of the worst windstorms in our state's history. Extreme gusts up to 75 miles per hour buffeted the state, toppling at least 1,000 utility poles and impacting more than 300,000 cooperative consumer-members across Kentucky.

Jackson Energy worked alongside each of Kentucky's 24 distribution cooperatives to restore power. We didn't work alone—71 co-ops from 12 states sent crews providing mutual aid. And while we look back with pride on Jackson Energy's relentless restoration efforts, the March 2023 windstorm is also a reminder to each of us that when it comes to bad weather, the question is never "if," but "when."

As we look forward to spring, take a moment to be prepared for whatever March might throw our way. The National Weather Service offers these tips to stay safe during high winds.

Before a storm:

- Be sure your property is secure. Remove any dead trees or overhanging branches near structures and secure loose roofing materials.
- Bring in unsecured objects from patios and balconies and secure outdoor objects such as lawn furniture or garbage cans that could blow away and cause damage or injury.

During a storm:

- The safest place to be is inside. Postpone outdoor activities if a wind advisory or high wind warning has been issued.
- If you are caught outside during high winds, take cover next to a building or under a shelter, and stand clear of dangerous areas like roadways or train tracks.
- If driving, keep both hands on the wheel and slow down. Watch for objects blowing across the road and keep a safe distance from cars in adjacent lanes.

Finally, in the event of an outage, don't assume someone else has called it in.



SETH JONES

Let us know right away by reporting your outage through our SmartHub app, which is the quickest and easiest way to report an outage.

While we all hope for mild weather this month, all of us at Jackson Energy are standing by, ready to work around the clock for our community.

Lisa Baker, Editor

Published by Jackson Energy

BOARD OF DIRECTORS

Phil Thompson, Chairman
Landis Cornett, Vice Chairman
Teresa Dawes, Sec.-Treasurer
Jim Hays, III, Ted Cundiff,
Gordon Phillips, Tim Bobrowski,
Brian Cooke, William Larkey
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

MEMBER 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
Jackson Energy District Office, London
Jack's IGA, Beattyville
Town & Country, Annville
Rite Kwik Market, Burning Springs
Fill-Ups Gas & Grocery, Clover Bottom

WORKING FOR YOU

   jacksonenergy.com

Steer clear!

Spring storms can bring down power lines

When spring is in the air, so is storm season. Extreme, unpredictable weather can also cause power outages and downed power lines.

Jackson Energy has an active vegetation management program aimed at minimizing the number of outages caused by trees or limbs interfering with power lines. Despite our best efforts, storm winds sometimes cause vegetation to fall and knock down power lines.

If you see a downed power line:

Stay away. Always assume a downed power line is live and life-threatening. Keep a distance of at least 35 feet, as the ground around downed power lines may be energized. Keep children and pets away, too.

Report it. Immediately report a downed line to Jackson Energy by calling (800) 262-7480. If the line is in a high traffic area, also call 911 for assistance.

Don't touch. Do not attempt to remove a person or animal caught in power lines. Likewise, never attempt to move a downed power line or anything else in contact with it using an object such as a broom or stick. Non-conductive materials like wood or cloth can conduct electricity if slightly wet. Wait for emergency personnel to arrive.

Watch for water. Don't step in water near downed lines.

Stay in the car. Never drive over a downed line or under a low-hanging line. If your vehicle comes in contact with a downed power line while you're in the vehicle, stay inside the car. Call 911 or honk your horn to get help, but tell those rendering aid to stay away from the vehicle.

If you must exit the vehicle for life-threatening reasons—jump out and away from it, making sure to land with your feet together and touching. Then, shuffle away with your feet touching until you reach a safe distance. Never attempt to re-enter a vehicle that is in contact with a power line.

Jackson Energy stresses the importance of staying safe around downed lines. It could save a life.

By President & CEO
Carol Wright



Clearing the path to reliability

Trees are majestic, beautiful and good for the soul. But we also know that our members depend on us to deliver reliable power to their homes and businesses. That's why Jackson Energy strives to balance maintaining the beautiful surroundings we all cherish with ensuring reliable electricity. You might not realize it, but there are several benefits to regular tree clearing.

Reliability

Keeping power lines clear of overgrown vegetation improves service reliability. After all, we've seen the whims of Mother Nature during severe weather events with fallen tree limbs taking down power lines and utility poles. While many factors can impact power disruptions, about half of all outages can be attributed to overgrown vegetation. This is why you sometimes see Jackson Energy crews or contractors out in the community clearing trees near power lines. Our clearing crews have been trained and certified based on the latest industry standards.

In fact, all U.S. electric utilities are required to trim trees that grow too close to power lines. Scheduled clearing throughout the year keeps lines clear

from overgrown or dead limbs that are likely to fall, and we are better able to prepare for severe weather events.

Plus, we all know it's more cost-effective to undertake preventative maintenance than it is to make repairs after the fact. Drone inspections of power lines and vegetation allow us to reduce labor and equipment costs while bolstering reliability. Through the use of small drones, we can accurately monitor the health and growth of trees and identify potential problems.

Safety

Working near power lines can be dangerous, and we care about your safety and that of our lineworkers. For example, if trees are touching power lines in our members' yards, they can pose a grave danger to families. If children can reach those trees, they can potentially climb into a danger zone. Electricity can arc, or jump, from a power line to a nearby conductor such as a tree.

Any tree or branch that falls across a power line creates a potentially dangerous situation. A proactive approach lessens the chances of fallen trees during severe weather events that make it more complicated and dangerous for lineworkers to restore power.

Affordability

Jackson Energy always strives to keep costs down for our members. If trees and other vegetation are left unchecked, they can become overgrown and expensive to correct. A strategic vegetation management program helps keep costs down for everyone.

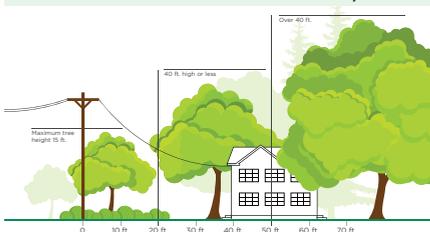
There are ways you can help, too. When planting new trees, make sure they're planted a safe distance from overhead power lines. Medium-height trees (40 feet or smaller) should be planted at least 25 feet from power lines. Taller trees (over 40 feet) should be planted at least 50 feet from power lines. In regard to pad-mounted transformers—plant shrubs at least 10 feet from the transformer door and 4 feet from the sides. If your neighborhood has underground lines, remember to contact 811 before you begin any project that requires digging.

Additionally, if you spot an overgrown tree or branch that's dangerously close to overhead lines, please let us know by contacting us at (800) 262-7480.

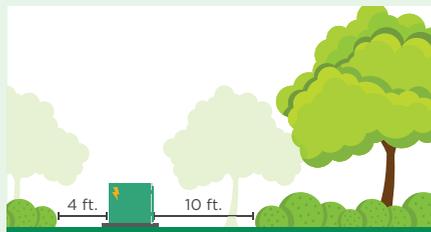
We have deep roots in our communities, and love the beautiful surroundings in our neighborhoods. It takes a balanced approach, and our vegetation management program is a crucial tool in ensuring service reliability.

Ways to help limit tree clearing

Plant trees in the right place. Trees that will be less than 40 feet should be planted at least 25 feet away from power lines. (Greater than 40 feet should be at least 50 feet away.)



Don't block pad-mounted transformers. Plant shrubs at least 10 feet away from transformer doors and 4 feet from transformer sides.



Report dangerous branches. If you spot a tree or branch that is dangerously close to power lines, please let us know.



Did you know electric utilities are required to clear trees and other types of vegetation that grow too close to overhead power lines? We know you love your trees, and we will do everything we can to avoid clearing them. Clearing improves safety for all—so let's work together to enjoy the beauty of trees and reliable electricity.

Spring clean for energy efficiency

With spring arriving this month, it's time to shake off the winter dust and get your home ready for a fresh start. Don't overlook these areas where cleanliness can also improve energy efficiency.

Windows. Clean windows and screens allow more daylighting in the home and reduce the need for using lighting lamps and fixtures. In addition to boosting energy efficiency, natural light may also boost overall health and productivity.

Air ducts and vents. Clearing out accumulated dust and dirt is both good for your lungs and your cooling system. You'll save energy and may even increase the system's lifespan.

Air filters. A dirty filter reduces air flow, which then requires more force to move air through the blower, requiring the furnace to run longer and harder, using more power in the process. Replacing or washing dirty air filters can lower your energy consumption up to 15%.

Refrigerator. Your refrigerator uses up to 14% of your home's electricity, so increasing its efficiency can make a notable

difference in your electric bill. Start by cleaning the seals around the door to keep cold air from escaping. Next, remove old condiments and forgotten food. Keeping your fridge two-thirds full is ideal for improved circulation and energy efficiency. Last, vacuum away the accumulated dust bunnies from fridge coils. Filthy coils force the refrigerator to work harder, driving up your energy bill.

Sliding door track. Dirt and grit in the track can ruin the door's seal and create gaps where conditioned air can escape.

Electronics and lightbulbs. Dust keeps electronics and motors from running efficiently. Dust off your computer, office equipment, electronics and even lightbulbs.

With minimal elbow grease, you can start the season with some energy-saving habits. You'll have a cleaner house and lower electric bill.



Learn new ways to save even more electricity by completing Jackson Energy's Virtual Energy Assessment at jacksonenergy.com. The online energy analysis will show how energy is being used in your home and give recommendations to lower energy consumption. In addition, find a library of simple, DIY energy-saving projects at TogetherWeSaveKY.com.

Springtime brings out scammers

Springtime is coming, and so are the scammers.

Their timing is as reliable as the birds, flowers and buds on the trees in your yard. But that's the only thing that's reliable about the folks who pose as electric cooperative employees who call you or visit you to ask for money.

Impersonators will ask you for everything, from making good on a supposedly overdue bill to paying upfront to replace your electric meter. They might tell you about a fantastic new program designed to save you energy and ask you for your personal information to sign up—including your bank account or credit card number. Don't fall for it. Here's what to look out for:

- Someone who calls on the phone might convince you that you've overpaid your electric bill and ask for your bank account or credit card number for a refund. Just remember that if you usually pay your bill with a card or check, we already have that information and don't need to ask for it.
- Scammers who show up at your home claiming to be from a utility might offer to do a free energy audit and then either ask for your credit card number to pay for additional services or try to convince you to let them come inside your house where they can rip you off.
- If you haven't requested a home visit from your electric cooperative—or if the

utility hasn't notified you in advance that someone is coming—chances are good that the unscheduled visitor who rings your doorbell is a fraud.

- Any contractor who demands immediate payment is not legit. No one from Jackson Energy will visit or call you, threatening to cut off your service unless you pay on the spot.

Never agree to pay by wire transfer, cryptocurrency, a gift card or a cash-reload card. Those are sure signs you're being scammed.

If you believe someone is falsely posing as an employee of Jackson Energy, send them on their way and then give us a call at (800) 262-7480 to let us know.