

JACKSON ENERGY



WORKING FOR YOU



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Fall pause

Now's the time to prepare

Welcome to October—a season of contrasts.

On the one hand, this month often brings mild temperatures, brilliant foliage, fall festivals and warm traditions. On the other hand, October ushers out the hurricane season and marks the first signs of cold weather and winter storms on the horizon.

For many people, this brief pause between summer and winter is a beloved season—and it goes deeper than cool mornings, pumpkin lattes and cinnamon candles. The true magic of the season is a sense of preparation.

Think about it. Many of our favorite fall festivals have their roots in agriculture. Fall festivals traditionally celebrate the bounty laid up to last through the winter. Before modern refrigeration, fresh produce was canned, pickled or preserved. Apples and pears were stored in the cellar. Hay was in the loft and corn was in the corn crib.

Here at Jackson Energy, we share the same sense of preparation when it comes to uncertain weather ahead. From wind to ice, weather events can cause major disruptions to electrical service. But our dedicated crews are always ready to brave the elements, troubleshooting outages and restoring power as quickly and as safely as possible.



JAMES HARRIS

There are steps you can take to prepare for unpredictable weather, too. Weatherizing your home with caulk and weather stripping can increase energy efficiency and lower costs as days grow colder. Reviewing safe practices for space heaters—such as turning them off when you leave the room and never running cords under rugs—can decrease the risk of fire.

You can also prepare now for the possibility of power outages caused by severe weather. If you plan to use a backup generator, hire a licensed electrician to make sure it's installed correctly. Never connect directly to your home's electrical system by plugging into a wall outlet as

this can cause backfeed and endanger the lives of our linemen.

Stock up now on nonperishable food and household items. If you or a loved one depend on electricity for medical equipment, it's especially important to create an outage plan. You can review more outage safety information on our website at jacksonenergy.com.

Jackson Energy isn't just another power company. We are owned by you, our members, and we are proud to work every day on your behalf. Here's to a gorgeous autumn season—and a well-earned confidence that we are fully prepared for the long winter to come.

Lisa Baker, Editor

Published by Jackson Energy

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Grateful for the journey

After 35 years in the electric utility industry—many of them proudly spent here at Jackson Energy—I find myself both humbled and deeply grateful as I prepare to retire. This cooperative has been more than a career. It has been a calling, a privilege and above all, a shared mission with some of the most remarkable people I've ever known.

When I began my career, I could never have imagined the changes I would witness. From the evolution of technology to the increasing complexity of energy delivery, the landscape of electric cooperatives has transformed—but our mission has stayed the same: to serve our members with safe, reliable and affordable energy.

While much has changed in our industry over the decades, one thing has remained constant: the dedication of our employees. Jackson Energy is built on the commitment, skill and heart of the men and women who show up every day ready to serve. Their work is demanding, and often dangerous. That's why one of the responsibilities I've taken most seriously as CEO is advocating for and investing in employee safety. Every decision we've made—every training, every policy, every piece of equipment—has been with the goal of sending our people home safely at the end of the day. They deserve nothing less.

But our team brings more than skill and safety to the job—they bring a deep sense of purpose. Whether it's helping a member set up new service, responding to an outage at midnight or volunteering at a community event, our employees reflect the best of what Jackson Energy stands for. Their pride in this cooperative and their care for our members have been the driving force behind everything we've achieved.

Together, we've also worked to bring new life to the communities we serve. Through partnerships in economic development, infrastructure expansion and local engagement, we've helped create jobs and opportunities across the region. It's our people putting in the time, effort and care not only to make sure the lights stay on, but also to ensure our communities grow stronger.

As I step away from this role, I do so with a full heart and deep confidence in the future of Jackson Energy. The leadership, the vision and above all, the people are strong. I will always be proud of what we've accomplished together and forever grateful for the team that made it all possible.

To every employee, past and present: thank you. Your dedication has been the foundation of my career, and it's been the honor of a lifetime to serve alongside you. To our members, it has been a privilege to serve you and our communities. Your trust, support and partnership over the years have meant the world to me. Thank you for allowing me to be a part of this incredible journey.

By President & CEO
Carol Wright



Henderson named new CEO

Jackson Energy Cooperative's board of directors has named Vice President of Engineering and Operations Ryan Henderson to succeed Carol Wright as president and CEO.

After serving 35 years in the utility industry, Wright, who has served as head of Jackson Energy since 2013, announced her retirement earlier this year. Henderson takes over as CEO in October 2025.

Henderson brings 17 years of dedicated service to the cooperative, having held a variety of roles including student worker, member service representative, manager of district offices, vice president of corporate services and most recently, vice president of engineering and operations.

A native of Jackson County, Henderson graduated from Jackson County High School in 2004 and earned a bachelor's degree from the University of Kentucky



in 2008. After several years in the golf industry, he returned to Jackson Energy in 2011, where he had previously worked as a student. He later earned a Master of Business Administration from the University of the Cumberlands in 2019

and is a 2017 graduate of the National Rural Electric Cooperative Association's prestigious Management Internship Program.

Henderson has been actively involved in numerous community organizations throughout the Jackson Energy service area, contributing to efforts in leadership and community development, performing arts, education and natural resource conservation.

He and his wife, Laura, reside in London, Kentucky, with their two children, Jack and Ellie. The family is actively involved in their local church, First Baptist Church East Bernstadt.

"It is truly an honor to be entrusted with the leadership of the electric cooperative in my hometown," says Henderson. "The members and employees of Jackson Energy hold a special place for me, and I am deeply humbled by the opportunity to serve them."

Energy vampires

The little vampires who ring your doorbell on Halloween night aren't the only ones with tricks up their sleeves. Your home could be full of vampires all year round—energy vampires.

Even when they're turned off, many of your home's electronics are still quietly using electricity.

These energy vampires include TVs, cable boxes, coffee makers, computers and phone chargers, along with

anything else with a display or standby light. Over time, that wasted electricity adds up.

You can stop this silent drain by unplugging devices when you're not using them. If that's not practical, plug them into a smart power strip that cuts off power automatically when the electronics are not in use.

In the kitchen, unplug the toaster, coffee maker and microwave if you only use them occasionally.

In your home office, shut down your computer completely—don't just let it sleep—and unplug your printer.

Phone chargers are another offender. They continue to draw power even when your phone isn't connected.

The U.S. Department of Energy estimates that standby power use accounts for up to 10% of household electricity use and could waste \$100 or more every year.



Scholarships

\$2,000 NO ESSAY

High school seniors who plan to attend an accredited college or trade school in the fall of 2026 are invited to apply—NO ESSAY REQUIRED!

Applications will be accepted until November 28, 2025

For a complete set of rules and to APPLY ONLINE—visit our website at www.jacksonenergy.com/jackson-energy-essay-scholarship

Making a difference for families

Cooperatives collect nearly \$17,000 worth of donations for Kentucky's Ronald McDonald Houses

Kentucky's Touchstone Energy Cooperatives, including Jackson Energy, raised nearly \$17,000 worth of much-needed items for Ronald McDonald Houses in Lexington and Louisville. Since 2017, co-ops have collected items from employees and the public.

Throughout July, co-ops gathered the donations in a Wish List Drive campaign to support both Ronald McDonald Houses, not-for-profit homes that enable families to be near their hospitalized children. During the summer months, donations tend to be low.

"At RMHC of the Bluegrass, we know that a family with a sick child is a sick family," says CEO Nate Graham. "That is why we are honored to get to try and make life a little less hard for these families during some of the most difficult times of their lives. But there is no way we could do it without our community partners.

"Kentucky's Touchstone Energy Cooperatives never cease to amaze us with their incredible generosity and ability to make a huge impact for our families. We are thankful to have such purpose-driven partners that are committed to making Kentucky a better place for its people."

Co-op employees dropped off donations that included snacks, personal care items and other products to help families feel at home while staying at the Ronald McDonald House facilities. Over the last seven years, co-ops have raised more than \$79,000 worth of wish list items for the two houses.

Since Kentucky's Touchstone Energy Cooperatives serve 89 Kentucky counties, they support both Kentucky houses (Lexington and Louisville). They share a common service territory.

"At Ronald McDonald House Charities of Kentuckiana, we are so grateful for the unwavering support from Kentucky's Touchstone



At left, Jackson Energy employees Justin Spencer, left, Brooke Bengel, Lindsay Russell, Lisa Baker, Marlon Coffey and Cole Burns deliver over \$7,500 in donated items to the Ronald McDonald House of the Bluegrass. Photos: Tim Webb



LISA BAKER



Energy Cooperatives," says CEO Hal Hedley. "The contributions from their Wish List Drive have a profound impact, providing much-needed comfort and resources for our families. We are proud to have such committed partners who help us create a home away from home that families rely on while their children receive medical care in Louisville."

Commitment to community is one of the cooperatives' core values, and helping families of sick children fits the bill perfectly.

"Our cooperatives are proud to support this organization and the priceless service they provide to families during their times of greatest need," says Jackson Energy CEO Carol Wright.