



Published by Jackson Energy Cooperative • McKee, Kentucky

Five reasons we love serving our members

Valentine's Day may seem like an observance originally created by a greeting card company, but over time, it's become a widely celebrated day generating millions of dollars spent on flowers, candy and of course, greeting cards professing our love. But Valentine's Day isn't just for the lovebirds. It's also the perfect time to let our friends, family, coworkers and other special people in our lives know we care about them—with or without a store-bought greeting card.

So, in that vein, we've created our list of top five reasons why we love serving you, the members of Jackson Energy.

We love serving our members because without you, the co-op wouldn't exist. Our purpose is to provide you with safe and reliable electricity. Simply put, Jackson Energy exists to serve you. That's why we were formed in 1938—to bring power to our local area when for-profit utilities would not.

You enable us to complete our mission by supporting our efforts to give back. A major part of our mission is to serve our community and look after the greater good. With your assistance, we're able to help the most vulnerable members of our community through food and toy drives and programs like Operation Round-Up.

Members of our co-op also serve on the board of directors. They provide leadership and guidance in setting co-op priorities. Because our board members live in the area, they're able to serve as the pulse of the larger community and identify immediate and long-term needs. The broader co-op membership provides helpful input through their vote on director elections and by weighing in on co-op and community issues.

You help us get it right. Jackson Energy members are great about keeping us in the know. We do our best to avoid power outages, but Mother Nature can occasionally throw us a curveball; our members are quick to report any power disruptions and are patient as our crews work to safely restore power. We know outages are frustrating, but your support as we work through storms means so much to our employees.

You and other Jackson Energy members make up the community we serve—and for us, it's all about community. Our employees live and work here, too, and care about our



LISA BAKER

community the same way you do. We're invested and work to help it thrive. That's why Jackson Energy donates to local charities, schools, food banks and scholarship funds. It's also why we invest in economic development, and why you'll see our employees volunteering at local schools and other charitable and community endeavors.

As a co-op, our mission is to enhance the quality of life in our community and look after its long-term interests. We love serving our members and our local community, and just like you, want to see it continue to thrive.

SPOTLIGHT

Lisa Baker, Editor

Published by Jackson Energy

A Touchstone EnergySM Cooperative 

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MAIN OFFICE ADDRESS

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McKee, Kentucky 40447

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REGULAR OFFICE HOURS

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

OFFICES

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KY HWY 229, London
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CONSUMER SERVICES

Headquarters - 606-364-1000
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PAYMENT KIOSK

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Clover Bottom

Jackson Energy

Working for You

It's not over yet!

Few of us can forget the brutal storm that passed through here a year ago, damaging our electrical grid and interrupting the flow of power to the majority of our members for several days. That memory reminds us that—even though winter will be winding down—it's not over yet. For safety's sake, please join your co-op in remaining vigilant and prepared for the consequences of severe weather.

Rest assured that Jackson Energy employees are ready to respond as quickly and safely as possible to repair the power grid if we're hit by heavy snow and ice accumulation.

Jackson Energy members can report power outages 24 hours a day, seven days a week by utilizing the co-op's SmartHub App or by calling (800) 262-7480. You can check power restoration progress by visiting the co-op's Outage Map located on our website at www.jacksonenergy.com or by following us on social media. We'll also send outage restoration updates to local media.

I encourage you to be ready, too. Take precautions to safeguard you and your family in the event of an extended outage. Visit our Storm Center at www.jacksonenergy.com/storm-center for an emergency kit checklist and other tips to prepare for a prolonged loss of electric service.

If you care for someone who is medically dependent on electricity, be sure to follow the FDA's guidelines in preparing and handling power outages for electrical medical devices. You can



Downed power lines in Lee County during the 2021 February Ice Storm. Photo: Nathan Riley

locate it online at www.fda.gov/media/80782/download.

Last, don't forget that when an outage occurs, it usually means power lines are down. Always assume any downed lines you see are live and therefore dangerous. Stay as far away from them as possible and report the situation to Jackson Energy dispatchers by calling (800) 262-7480.

None of us can control the weather, but we can all be prepared to handle a storm-related outage as quickly and safely as possible. Jackson Energy is ready, and I hope you will be, too.



Carol Wright
President & CEO

Keep your family safe when using a space heater

Always take precautions to prevent house fires and other issues that might endanger your loved ones if you use a space heater to warm your home.

Aim for a space heater that provides 10 watts per square foot of the room—if the room is 150 square feet, look for a space heater that produces up to 1,500 watts.

Avoid using extension cords and power strips not rated for high amperage. Space heaters require a lot of energy and can be dangerous if used with extension cords. If possible, plug your space heater directly into the wall.

Never use a heater you suspect may be damaged. Inspect your heater before you use it to ensure the cord is not frayed or cracked. Never run a space heater cord beneath a carpet or rug. This can damage the cord and create a fire hazard.

During use, frequently check to determine if the heater plug or cord, wall outlet, or faceplate is hot. If so, discontinue use immediately and contact an electrician.

When using a space heater, establish a 3-foot, kid-free zone, and never put a space heater in a child's room or leave it untended. Be sure to keep the heater at least 3 feet away from furniture, bedding and curtains.

Ensure the heater is on a level, stable surface where it cannot be knocked over. To prevent the risk of electric shock, never touch a heater with wet hands.



TIM WEBB



WHAT IS SMARTHUB?

SmartHub is a web and mobile app that allows you to take control of all aspects of your utility account. Pay your bill, manage your use and contact us with service issues quickly and easily online or on your mobile device.



Manage Your Account



View and Pay Your Bill



Monitor Usage 24/7



Report Service Issues



Receive Important Updates

SMART COMMUNICATION

SmartHub goes beyond bill payments and usage tracking. This online and mobile app is also a powerful communication tool. Report service interruptions and route account inquiries on the go. Be in the know with alerts for service work, news promotions and events...all in the palm of your hand and online.

SMART ENVIRONMENT

Going paperless with SmartHub is easy. With convenient access to your bill anytime, anywhere, doing your part to save the environment is easy too.

SMART PAYMENTS

With SmartHub, you'll be notified when your bill is due and can pay securely online or in the app, anytime, anywhere. Sign up for auto payments, set up your secure preferred payment method and let account management go into auto pilot.

SMART USAGE

Saving money just got easier. Track your usage and take the guesswork out of your bill. Through detailed graphs, you'll be able to monitor usage 24/7 and track your consumption, finding ways to reduce and save.

OUR FUTURE YOUR FUTURE

2022 Youth Tour Washington, D.C.

- Make friends for life
- Leadership lessons in action
- Tour the state capitol
- All-expense-paid, weeklong trip to D.C.



HIGH SCHOOL JUNIORS APPLY TODAY!

2022 Washington Youth Tour Entry Form

Deadline: Friday, February 25, 2022

Name _____ Jackson Energy Account Number* _____

Mailing Address _____

Physical Address (if different from Mailing Address) _____

School _____ Parents/Guardian _____

Phone _____ Email Address _____

School and/or Extracurricular Activities:

Community Volunteer Work:

Mail your entry form to Jackson Energy, ATTN: Youth Tour, 115 Jackson Energy Lane, McKee, KY 40447
-or- email the form to YOUTHTOUR@JACKSONENERGY.COM -or- register online at JACKSONENERGY.COM

Deadline is Friday, February 25, 2022

High school juniors from across the country will get to spend a week in the nation's capital as part of the National Rural Electric Cooperative Youth Tour. Students are sponsored by their local electric cooperative.

**Parents/guardians must be Jackson Energy members to be eligible for the 2022 Youth Tour program.*

Questions? Call 1-800-262-7480 or email youthtour@jacksonenergy.com.
Students will be notified if selected for a personal interview.