



*Published by Jackson Energy Cooperative • McKee, Kentucky*

## Keeping your cooperative updated

**A**t Jackson Energy, we are constantly striving to improve our operational efficiency so we can provide the most reliable electric service possible for our members (that's you!).

We rely on data for nearly every aspect of our operations, which is why we need your help. By making sure we have your most accurate and complete contact information, we can continue to provide the high level of service that you expect and deserve.

Accurate information enables us to improve customer service and enhance communications for reporting and repairing outages.

Up-to-date contact information can potentially speed up the power restoration process during an outage. For example, the phone number you provide is linked to your service address and to our outage management system. This means when you call to report an outage, our system recognizes your phone number and matches it with your account location. Accurate information helps our outage management system predict the location and possible cause of an outage, making it easier for our crews to correct the problem.

While we always do our best to maintain service, we occasionally plan outages to update, repair or



replace equipment. In these instances, we can provide advance notification to affected members through automated phone messages, text messages or email, if we have your updated contact information and communication preferences.

### **Keep your info current**

Keeping the co-op updated with your information also helps us when there's a question about energy use or billing. Emails and text messages are also used to notify registered members of any changes in co-op event details. In addition, discrepancies on your account can be taken care of promptly if Jackson Energy has accurate account information.

Many of you have been members

for years, and it's likely that your account information hasn't been updated for some time. We recognize that many members now use a cell phone as their primary phone service, and we might not have that number in our system.

We want to emphasize that in providing your contact information to the co-op, we will never share this information with any third parties. It is only used by Jackson Energy to send important information to you.

Please take a moment to confirm or update your contact information at [www.jacksonenergy.com/member-info](http://www.jacksonenergy.com/member-info). By doing so, you will be helping us improve service and efficiency so we can better serve you and all members of the co-op.

## SPOTLIGHT

Lisa Baker, Editor

Published by Jackson Energy

A Touchstone Energy™ Cooperative 

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### MAIN OFFICE ADDRESS

115 Jackson Energy Lane  
McKee, Kentucky 40447

### VISIT US ONLINE

[www.jacksonenergy.com](http://www.jacksonenergy.com)  
[www.facebook.com/JacksonEnergy](https://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  
Jackson Energy District Office,  
London  
Jack's IGA, Beattyville  
Town & Country, Annville  
Rite Kwik Market, Burning Springs  
Fill-Ups Gas & Grocery,  
Clover Bottom

Jackson Energy

*Working for You*

# Thank a Lineworker on April 12

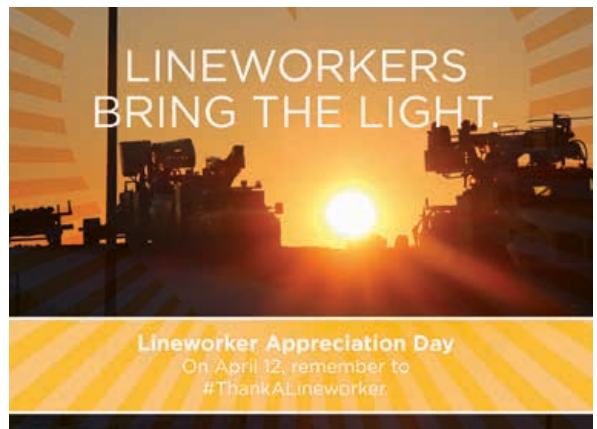
If you were asked to associate an image or a person with Jackson Energy, I bet you would picture a lineworker. One of the most visible employees of the co-op, lineworkers work tirelessly to ensure our community receives uninterrupted power 24/7.

“Lineworker” is listed as one of the top 10 most dangerous jobs in the U.S. This is understandable as they perform detailed tasks near high-voltage power lines. Regardless of the time of day, having to brave stormy weather and other challenging conditions, lineworkers must climb 40 feet in the air, often carrying heaving equipment to get the job done.

Being a lineworker is not a glamorous or easy profession. It takes years of specialized training, ongoing education, dedication, and equally important, a sense of service and commitment. How else can you explain the willingness to leave the comfort of your home to tackle a challenging job in difficult conditions, when most are sheltering comfortably at home? This dedication and sense of service to the community is truly what sets them apart. That's why we set aside the second Monday in April to celebrate and recognize the men and women who work around the clock to keep the lights on.

While lineworkers may be the most visible employees at Jackson Energy, it's important to note that there is a team of highly skilled professionals working behind the scenes. Engineers provide ongoing expertise and guidance on

the operations side of the co-op. Member service representatives are always standing by to take your calls and questions. Our information technology (IT) experts are continuously monitoring our system to help safeguard sensitive data. And these are just a few of the people who work together to ensure we can deliver the service and reliability you expect and deserve. Without them, our lineworkers wouldn't be able to “bring the light” to our community.



Our dedicated lineworkers are proud to represent Jackson Energy, and they deserve all the appreciation and accolades that come their way on Lineworker Appreciation Day.

On April 12, and any time you see a lineworker, I hope you'll join me in saying #ThankALineworker for their exceptional service. Also know that you have a dedicated team of professionals working behind the scenes at the co-op whose commitment to service runs just as deep.



Carol Wright  
President & CEO



# Overcoming an unprecedented ice storm

The crippling ice storm that moved across Kentucky in February 2021 brought with it a multitude of snapped trees and utility poles and knocked out power to more than 30,000 Jackson Energy members. The damage to much of Jackson Energy’s system was so extensive that it was not simply a repair job, but a significant rebuild of the co-op’s infrastructure.

Because of the immense scale of the damage, Jackson Energy increased manpower to record levels. More than 300 personnel worked to restore power, including mutual aid crews from multiple electric cooperatives from Kentucky, Georgia and Alabama—along with multiple distribution contract and right-of-way crews. They achieved a task, in record time, that most would have thought unobtainable.

Despite frigid temperatures, treacherous roads, dangerous terrain and extensive damage, the safety of all the co-op and mutual aid crews, inside personnel, and co-op members remained the top priority.

The exemplary teamwork that was shown throughout the transition of restoring service to our membership was remarkable and second to none.



Jackson Energy Working Foreman Brandon Angel weathering the February ice storm. Photo: Brent Johnson



NATHAN RILEY



BRANDON ANGEL

The February ice storm brought with it multitudes of broken poles throughout Jackson Energy’s service territory while knocking out power to more than 30,000 members.

# LINEMAN TRAINING CENTER Scholarship Application



Jackson Energy Cooperative  
is proud to offer one full  
scholarship for the  
Lineman Training Center  
at Somerset Community College

Scholarship presented by:



**Applications must be received at the  
Jackson Energy Office or postmarked by May 21, 2021**

Applicants must complete this form to be considered for the scholarship. The scholarship amount will not exceed \$4,200.

1. Applicants must be at least a senior in high school.
2. Applicants shall enroll in the Somerset Lineman Training Center and begin the program by October 2021. The applicant chosen for the scholarship shall also acquire their CDL permit before beginning the program.
3. Applicants, their parents or legal guardians must be a Jackson Energy member and their primary residence or business served by the cooperative.
4. Students who apply for the scholarship will be required to interview with a selection committee consisting of Jackson Energy personnel.
5. Scholarships will be paid directly to Somerset Community College—Lineman Training Center.
6. Applicants must not be a member of the immediate family of an employee or director of Jackson Energy. Immediate family is defined as a spouse or a child of an employee or director.
7. Applicants shall not be previous winners of the Jackson Energy Scholarship Essay Contest.
8. Entries must be legible. Any entry that is not legible will be disqualified.

Complete application and return—**or** apply online at [jacksonenergy.com/scholarship-programs](http://jacksonenergy.com/scholarship-programs).

Applicant's Name

Name of Person (and relation if applicable) on the electric bill

Date of Birth

Address

Phone Number

Email Address

Applicant's Signature

Return to:

Jackson Energy Cooperative  
Attn: Lineman Scholarship Program  
115 Jackson Energy Lane, McKee, KY 40447