

# DISCOVERING SOUTH KENTUCKY

www.skrecc.com • FEBRUARY 2024

## Restoring power after winter storms

**W**e do our best to avoid them, but there's no way around it: Power outages occasionally happen.

For most South Kentucky RECC members, outages are rare and only last a few hours. But Kentucky weather can be unpredictable, especially during winter months. When heavy snowfall and ice storms impact our area, extended outages can occur.

So, when the power goes out, how do South Kentucky RECC crews know where to start working? It all starts with our 24-hour dispatch center and a safe, efficient plan for power restoration.

When the lights go out and crews can be safely dispatched to begin the restoration process, they start by repairing power lines and equipment that will restore power to the greatest number of people in the shortest time possible.

This process typically begins with repairs to the main distribution lines that service a large number of homes and businesses. After those repairs are made, crews work on tap lines, which deliver power to transformers, either mounted on utility poles (for above-ground service) or placed on pads (for



PHOTOS: SKRECC ARCHIVE

underground service). Finally, individual service lines that run between the transformer and the home are repaired.

We can't control the weather, but we can prepare for it. Snow and ice often accumulate on power lines. The added weight may cause lines to snap off the poles or cause poles to break. South Kentucky RECC keeps a supply of extra utility poles, transformers and other equipment on hand so we can quickly get to work in the event of an outage. When widespread outages occur, our crews will be out in the field simultaneously working to repair damage at multiple locations. We also coordinate with nearby co-ops to bring in additional crews when necessary.



A proactive approach to maintenance helps minimize the chance of prolonged outages. This is why you see South Kentucky RECC crews trimming trees and clearing vegetation near rights-of-way throughout the year. One overgrown limb can knock out power for an entire neighborhood. Tree trimming improves power reliability for all of our members. In addition to managing vegetation, we regularly inspect utility poles, power lines and other critical equipment to maintain a more reliable system. By staying ahead of potential issues, we stand ready to face whatever challenges the winter season brings.

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If you experience a power outage, don't assume a neighbor reported it. It's best to report the outage yourself, and we make it easy to do so. The quickest way to report an outage is through our SmartHub app. You can also call our outage reporting number at (800) 264-5112.

If you have a medical condition that

requires electrical equipment, please let us know, and always have a backup plan in place. This plan could include a portable generator, extra medical supplies or moving to an alternate location until power is restored. If you plan to use a generator for backup power, read all safety information and

instructions before use.

Mother Nature can be unpredictable, but as a member of South Kentucky RECC, you can feel confident knowing we're standing by, ready to restore power as quickly and safely as possible. Thank you for your continued trust in South Kentucky RECC.

## Don't spend more than necessary

# 5 quick fixes to control wintertime energy use

Everyone's wallet is feeling the pinch these days. That's why South Kentucky RECC urges members to make sure you don't spend more on your energy bill than is necessary. You can help yourself by lowering your wintertime energy use with some simple do-it-yourself projects and changes in habit.

Visit [togetherwesaveky.com](https://togetherwesaveky.com) to find how-to guides for quick, easy energy efficiency projects for these areas of the home:

**1. Attic**—Homeowners can lose an estimated 25–30% of a home's conditioned warm air via attic air leaks. Sealing around an attic hatch and

pull-down stairs can stop the leaks.

**2. Ductwork**—Many Kentucky homes are wasting energy and valuable dollars because of leaks in the duct system. Learn simple steps to fix leaks and improve efficiency by as much as 30%.

**3. Doors**—Weatherstripping to seal gaps around doors keeps heat inside your home and can save up to 15% on monthly power bills.

**4. Thermostat**—One simple trick can help you save up to 10% on home energy costs. Set your thermostat at 68 degrees and leave it for the winter.

**5. Ceiling**—Look up to identify and fix common energy-wasting problems.



TIM WEBB

Find details for these easy fixes and more in the Energy Tip library at [togetherwesaveky.com](https://togetherwesaveky.com).

## SKRECC achieves excellent customer satisfaction score

South Kentucky Rural Electric Cooperative Corporation completed its annual membership-wide customer satisfaction survey, which asked more than 2,500 members to participate. The member responses were sent to the American Customer Satisfaction Index, a company that measures customer satisfaction across multiple industries throughout the entire United States. For 2023, SKRECC received the ACSI score of 87 out of a maximum score of 100.\*

SKRECC's score is higher than all publicly measured investor-owned utility scores and places SKRECC 13 points higher than the average cooperative utility score of 74, as well as 16 points higher than the municipal utilities score of 71, per the industry ratings in the 2023 ACSI Utility Sector Report. For more information, please visit [www.theacsi.org](https://www.theacsi.org).

This achievement wouldn't be possible without the collective efforts of the SKRECC team, both in the office and out in the field. It demonstrates commitment to co-op members, as well as determination to continuously improve services.

\*Results based on data provided by South Kentucky Rural Electric Cooperative Corporation, collected between November 1–30, 2023. ACSI did not regulate the survey administration or sample size. ACSI is a registered trademark of the American Customer Satisfaction Index LLC.



# Get insights into your home's energy use with our online tool

Ever wonder where your energy dollars are going? With South Kentucky RECC's virtual energy assessment online application, you can analyze your home's energy use and find ways to save.

SKRECC members are encouraged to take the assessment. Once you know where your energy dollars are going, you can take steps to make sure your home heating and cooling are as energy efficient as possible.

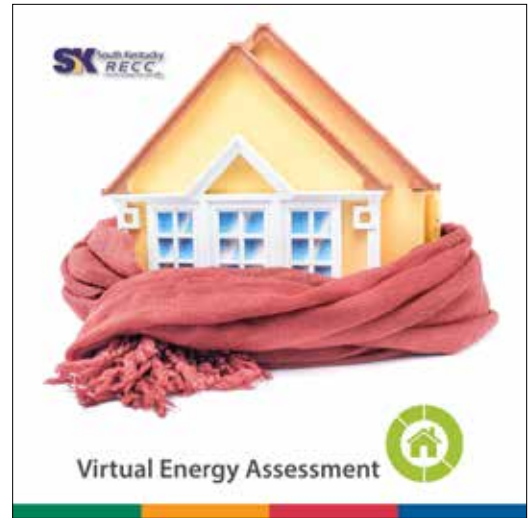
The free virtual energy assessment tool allows you to view energy usage and costs by using your billing history, actual temperature information and some information about your home. Once you enter your account ID number, as it appears on your bill, you will begin the analysis.

The virtual energy assessment is free, available at any time and only takes about 10 minutes to complete. By answering some simple questions about your home's square footage, age,

number of occupants and a few other variables (including types of appliances, windows and televisions), you will find out where your energy dollars are being spent. There's also a section to help explain why your energy costs may be different from last month or last year.

The best part of the online assessment is you can learn about ways to save energy and money by making a few no-cost to low-cost changes to the home. Some of these changes are really simple, and the savings can add up over time. Plus, your home will work more efficiently as we enter the time of year when a long cold snap can really drive up your monthly energy costs.

Your home's profile will be saved for whenever you want to return and make adjustments or review recommendations for energy savings. It's a simple



process, and we hope you'll find the investment of your time worth it.

Go to [www.skrecc.com](http://www.skrecc.com) and click on the Virtual Energy Assessment icon to begin your home analysis. Start learning where your energy dollars are spent, and how you can save some money by making small changes around your home.

weather.gov/winter

**NOAA**

## Staying **warm** when the power is out

- Close blinds or curtains to keep in some heat.
- Close off rooms to avoid wasting heat.
- Wear layers of loose-fitting, lightweight, warm clothing.
- Eat and drink. Food provides energy to warm the body. Avoid caffeine and alcohol.
- Stuff towels or rags in cracks under doors.

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**Discovering South Kentucky** is a newsletter insert to *Kentucky Living* magazine and is published by the Kentucky Electric Cooperatives, Louisville, KY, and by South Kentucky Rural Electric Cooperative Corporation, P.O. Box 910, Somerset, KY 42502, (606) 678-4121.

**Address all correspondence to:** Discovering South Kentucky, P.O. Box 910, Somerset, KY 42502.

**Visit [www.skrecc.applicantpro.com/jobs/](http://www.skrecc.applicantpro.com/jobs/)** to explore exciting career opportunities with the South Kentucky RECC Team.

South Kentucky RECC is an equal opportunity employer and provider.

**Visit [www.skrecc.com](http://www.skrecc.com)** to pay your bill online, to visit our outage center, or for more information about the Co-op Connections Program.

**To report an outage 24/7/365**, please call your local office, (800) 264-5112, or set up your account to be able to text outages. Please do not report outages via social media.

**Plug into South Kentucky RECC. Follow us on social media:**



# ELECTRICAL OVERLOADS

## UNLOADING THE CIRCUIT

**Overloaded circuits can cause fires and death. Make sure your home's electrical system is up to snuff.**

To prevent problems:

- **Never plug more than two appliances into an outlet at any one time.** Don't piggyback extra appliances on extension cords or wall outlets. Use only outlets designed to handle multiple plugs.
- **Know the amount of power you're placing on an outlet or circuit.** Some recommend that each outlet or circuit should not exceed 1,500 watts.
- **Major appliances should be plugged directly into their own wall outlet** since they are heavy power users.

