

DISCOVERING SOUTH KENTUCKY

www.skrecc.com • OCTOBER 2021

South Kentucky RECC recognized for service

By Joe Arnold, Kentucky Electric Cooperatives

In recognition of outstanding service to members, South Kentucky RECC has been named a Community Cornerstone Cooperative by Kentucky Electric Cooperatives. The statewide association spotlighted the co-op's performance throughout the pandemic to keep members informed and connected.

Earlier this year, the statewide association developed the Community Cornerstone Cooperative designation to applaud individual cooperatives, their employees and boards for continued efforts that advance and sustain the "Reliable, Resilient, Responsive" core values of Kentucky's electric cooperatives.

"South Kentucky RECC has a tradition of service to its members that is worthy of special recognition," says Chris Perry, president and CEO of Kentucky Electric Cooperatives. "With innovative programming to promote safety, protect members from scams and to help families make ends meet during the pandemic, South Kentucky RECC has done an incredible job responding to unique challenges and member concerns."

In addition to ongoing member services and civic activities, South Kentucky RECC adjusted to the COVID-19 pandemic to help members. The co-op made special efforts to assist members having difficulties with their bill, encouraging all members to contact them for options and assistance. The

cooperative even developed COVID-19 protocols to allow its community rooms to be used as voting centers.

"As a cooperative, the reason we exist is for the benefit of our members," says Ken Simmons, South Kentucky RECC president and CEO. "We listen to their concerns and encourage them to reach out with any questions."

"We appreciate the trust that our fellow co-op members place in us when they elect us to the board," says Cathy Epperson, South Kentucky RECC board chair. "We are accountable to the membership and are so proud of the co-op's staff for never forgetting that commitment, especially during challenging times."

Kentucky Electric Cooperatives adopted the "Reliable, Resilient, Responsive" theme in 2019, emphasizing core values that have served cooperatives and their communities for generations. The association highlighted specific actions by South Kentucky RECC consistent with the campaign:

Reliable

As members faced uncertainty due to the COVID-19 pandemic, South Kentucky RECC is a constant source of trustworthy information, launching a new website with easy-to-find guidance, and sharing key information on account access, scam warnings and other issues. SKRECC employed social media channels to stay in near-constant contact with members and worked daily to be their trusted energy adviser.



South Kentucky RECC Call Center Representative Nancy Duncan checks in members at the 2020 drive-thru Member Appreciation Day in Wayne County. Photo: Joy Bullock

Resilient

South Kentucky RECC adapted to the restrictions of the pandemic to ensure that members could stay engaged.

With the traditional annual meeting sidelined by health restrictions, the co-op launched drive-thru Member Appreciation Days with buckets, LED lights, and door prizes. To strengthen lines of communication, South Kentucky RECC launched a campaign to encourage members to update their contact information.

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Responsive

In response to a series of harsh winter storms, South Kentucky RECC crews braved difficult conditions to restore electricity in both their own territory and to help other co-ops. The co-op

is responsive to members who have questions about their energy use, providing energy efficiency support and Cooperative Solar options.

“The board and staff of South Kentucky RECC demonstrate an

outstanding commitment to reliability, resiliency and responsiveness,” Perry says. “We commend the co-op’s support of its members, and its trustworthy and transparent stewardship.”

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SKRECC updates member portal

South Kentucky RECC is excited to announce the launch of its newly updated member portal at www.skrecc.com. The streamlined member portal can be found at the My Account tab on the co-op website’s home page.

The member portal connects SKRECC members to their accounts with ease and convenience, says Michelle Herrman, vice president of finance and member services.

“Our updated member portal centralizes each South Kentucky RECC member’s account information for an extremely efficient, uncomplicated digital experience. Through the portal, SKRECC members can access any number of services, available at their fingertips, as well as monitor their electric usage. This can be a great aid in helping members

understand their usage—when they are using electricity and how it relates to the temperatures. It puts control in the members’ hands as they can monitor usage in an effort to decrease the amount of electricity used.”

South Kentucky RECC members will have access to the following on the updated member portal:

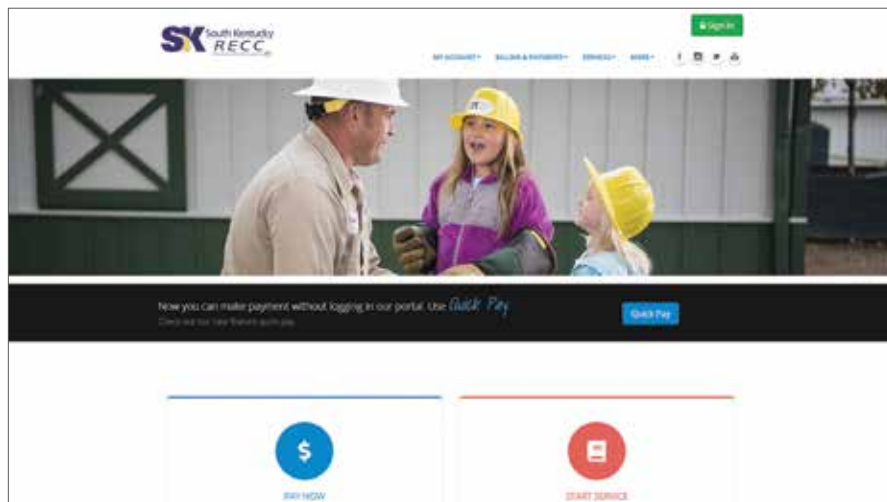
- Pay a bill
- Update account information—billing/physical address, phone numbers and email addresses
- View account history—billing history and payment history
- View Capital Credit margins
- Manage or sign up for notifications/alerts—payment alerts, balance/usage alerts, outage alerts and account profile notifications

Visit www.skrecc.com to view or use the newly updated member portal.

- Enroll in bill payment options—auto payments, leveled billing and draft payments
- Review up to two years of usage history
- Apply for service
- Disconnect service
- Request/report a variety of other services—report a broken or damaged meter, change a service entrance, change a temporary service to a permanent one, disconnect at the weatherhead, request an energy audit, install a lightning arrester, locate underground service, move an electric pole, report a broken security light, report a hazard, request underground service, request the removal of an electric line or security light and report right-of-way issues.
- Sign up for the People Fund program
- Sign up for e-bills

To sign up for the member portal, visit My Account at skrecc.com; click sign in; then create an account.

In addition, South Kentucky RECC’s website also has a new quick pay feature that does not require logging into the member portal. Members just need their account number found on their statement and the last four digits of the telephone number associated with that account.



South Kentucky RECC Construction Crew Foreman Greg Hammond and his daughters are featured on the updated member portal home page. Photo: Tim Webb

Nominate an outstanding person to win South Kentucky RECC's #WhoPowersYou contest

Kentucky's Touchstone Energy Cooperatives, including South Kentucky RECC, are proud to bring the exciting #WhoPowersYou contest locally. In the past, the national contest has recognized people across the country who make a difference. Now, the contest is open to Kentucky's Touchstone Energy Cooperatives' members only!

If you're a South Kentucky RECC member, you can nominate an unsung hero in our community. Someone in Kentucky will win \$1,000 for first place, \$750 for second and \$250 for third place. That's dollars awarded to co-op members who are showing the power of human connections.

Past winners include a teen who worked to donate bags to kids in foster care, a man who supported local law enforcement with counseling services and a woman who created a nonprofit organization dedicated to rescuing displaced animals.

"It's easy to enter. Just share a brief description of how that person has made a difference in the community," says Alan Coffey, SKRECC energy services/member engagement manager. "We know there are so many wonderful people doing great things in our area,



Know someone who's making a difference in your community? Show them you notice by nominating them for the Who Powers You contest from your Kentucky's Touchstone Energy Cooperatives. Winners will receive \$1,000, \$750 and \$250. It's quick, easy and powerful!

THE #WHOPOWERSYOU CONTEST

Visit www.whopowersyouky.com for details.

Nominations accepted between Oct. 1-31, 2021.

Kentucky's Touchstone Energy Cooperatives

and we want to recognize their dedication to improving our area."

Visit www.whopowersyouKY.com to nominate someone special in your community. Be sure the website URL includes "KY."

The contest is open from October 1 to October 31, 2021. Winners will be announced in mid-November.

The nominee must be an active

member of a participating Kentucky's Touchstone Energy Cooperative to be eligible. Nominators do not have to be a co-op member to submit a nominee.

Help us share word of the contest by using the hashtag #WhoPowersYou on social media and let others know you recognize those making a difference. It's one of the ways South Kentucky RECC is making life better.

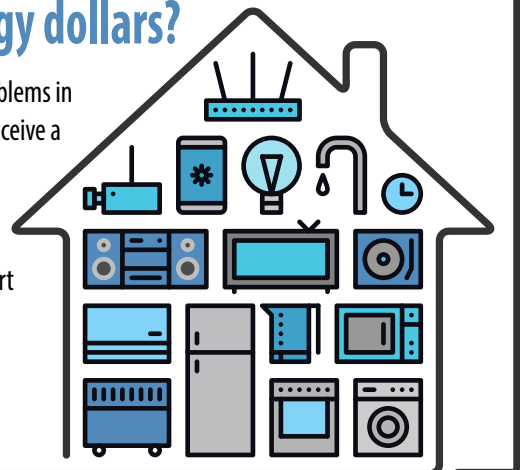


www.skrecc.com

Want to understand your energy dollars?

BillingInsights™ is an easy way to discover energy-use problems in your home, get customized tips on improvements and receive a free LED bulb* just for providing some information.

Visit our website, click on the BillingInsights™ icon, complete the free online tool and enjoy the comfort of home. *Limit one bulb per account number



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Boris Haynes

Rick Halloran

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SKRECC Offices:

Clinton County

715 Snow Rd., Albany, KY 42602
(606) 387-6476

McCreary County

51 Center Ave., Whitley City, KY 42653
(606) 376-5997

Pulaski County

200 Electric Ave., Somerset, KY 42501
(606) 678-4121

Russell County

2405 N. Main St., Jamestown, KY 42629
(270) 343-7500

Wayne County

780 N. Main St., Monticello, KY 42633
(606) 348-6771

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South Kentucky RECC is an equal opportunity employer and provider.

Visit 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:



Stay safe around substations

Substations are a very important part of the South Kentucky RECC electrical system. They contain equipment to regulate the voltage of electricity so it can be safely delivered to your home or business. As important as they are, they also pose a real danger to those who are not trained or authorized to enter them.

The 40 substations that provide electricity to the South Kentucky RECC distribution system and its members are owned by East Kentucky Power Cooperative (EKPC). These substations consist of power lines, transformers, circuit breakers and other equipment that carry extremely high voltages of electricity—anywhere from 69,000 volts to 161,000 volts. To put that into perspective, the South Kentucky RECC lines that carry electricity throughout the service territory to our members' homes typically carry from 7,200 volts to 14,400 volts.

It is illegal to enter substations, and typically, they are surrounded by chain-link fencing and barbed wire, and are marked with signs that clearly warn of danger.

It is also important to teach children the dangers of substations. Children should be warned never to enter an electric substation for any reason—even on a dare or to attempt to retrieve a pet, ball or any toy from these areas. Call South Kentucky RECC for assistance.



Substations, like the Asahi substation, can be found across South Kentucky RECC's service territory. Photo: East Kentucky Power Cooperative

Finally, SKRECC asks for your help to keep our members and substations safe. If you notice anything unusual with electric facilities, such as an open substation gate, open equipment, hanging wire, etc., contact 911 or your local co-op office immediately.

If you see anyone loitering around electric substations or electric facilities, other than South Kentucky RECC or EKPC personnel or contractors who are servicing the area in marked vehicles, call 911. NEVER attempt to confront or apprehend the person yourself.

Substations are necessary parts of the electrical power system, but unless you're a professional technician trained to build, operate or service them and authorized to enter them, they are extremely dangerous. South Kentucky RECC urges everyone to be cautious and safe around substations.

If you see anyone loitering around electric substations or electric facilities, other than South Kentucky RECC or EKPC personnel or contractors who are servicing the area in marked vehicles, call 911. NEVER attempt to confront or apprehend the person yourself.