

\$2 million invested to improve service

The January ice storm — the largest natural disaster to hit Kentucky — changed all of us, including Kenergy. We want our valued members to know how the cooperative has worked to improve service since the ice storm.

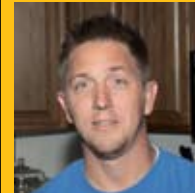
- After service was restored to all our members, Kenergy completed nearly 6,000 job orders that resulted from damage caused by the ice storm. (Estimated \$1.5 million)
- Your cooperative invested in a new telephone system that will be installed this month. The system will handle more calls during a severe outage.

During the ice storm, nearly 50,000 Kenergy members lost power. At times, thousands of calls per hour flooded our offices, causing some members to hear busy signals. The new phone system can accept more calls and allow you to report an outage more quickly. (\$510,000 initial investment)

- Kenergy conducted a post-storm audit to eliminate public-safety hazards. (\$200,000 initial investment)
- Kenergy invested in satellite phones to improve internal communications. During the ice storm, the co-op lost telephone service, too, which hampered operations. Satellite phones should provide a reliable source of communication even when cell and traditional phones don't operate. (\$13,500 initial investment)
- The co-op developed an Emergency Communication Plan, which will provide more information in a more timely fashion during an outage. The plan includes new Web-site technology, such as outage maps and videotaped updates. Through Twitter, you can receive updated information every two hours on your cell telephone during an outage.

Since the ice storm, not one day has passed that your co-op employees have not discussed ways we can improve our operations and communications if another disaster hits. We've not only discussed plans; we've implemented steps to ensure our valued members will receive better service — on a fair-weather day or during a crisis.

ENERGY EFFICIENCY



On the back, read about Ralph Mitchell Jr's energy-efficient home.



Twitter, Tweets

To improve communications, Kenergy has activated Twitter on its Web site's home page. If you would like Tweets — messages sent to your cell phone — when the co-op experiences an outage or posts other valuable information, go to www.kenergycorp.com and sign up as a co-op Twitter follower.

Only outages that number 500 customers or more will appear on Twitter, so you won't be inundated with Tweets.

During severe outages, Kenergy will update Twitter every two hours.

For more information, call 1-800-844-4832 and ask for Renee Beasley Jones, communications manager.

New state-of-the-art phone system

Kenergy has invested \$510,000 in a new telephone system that will serve its member-owners better on a fair-weather day or during a crisis, such as the January ice storm.

The cooperative expects the new system to be installed on Nov. 10. The new system is one way in which the co-op is living up to its promise to improve communications after the ice storm.

The system will be equipped with nearly twice as many lines for incoming calls, which will reduce or end the number of busy signals during a severe outage. On a regular day, those additional lines will help member-owners connect more quickly with a customer service representative.

Even during business hours, all calls will be answered by an automated attendant.



However, members can choose to connect with a Kenergy employee or dial 0 for the co-op's operator.

1-800-844-4832 ANY OFFICE, ANY TIME

Along with Kenergy's new telephone system, the co-op is going with a single 800-number.

No matter where you live — even in Owensboro, Henderson or Marion areas — Kenergy wants you to call 1-800-844-4832 for regular business or to report an outage. The toll-free line will enhance communications and provide faster service.

The cooperative has refrigerator magnets with the 1-800-number for your convenience. The magnets also have a space for members to write their Kenergy account numbers. Come into any office and pick up your magnet today.

UPDATE YOUR PHONE NUMBER

For faster service, call 1-800-844-4832 and update your phone number today. It only takes a minute and can improve your Kenergy service!

Henderson homebuilder touts geothermal heating, cooling

HENDERSON COUNTY— Energy efficiency proved a simple choice when Ralph Mitchell Jr. built his 2,000-square-foot home in 2002.



Ralph Mitchell Jr. visits with his daughters, Lauren, 7 (left); Madilynn, 4; and Alexandria, 13.

The Henderson homebuilder installed a geothermal unit and used other energy-saving building techniques, such as a metal roof to deflect the sun's heat, Styrofoam insulation inside the foundation walls and 16 inches of cellulose insulation in the attic, to name a few.

"In the hottest part of the summer, my bills are \$80 to \$100 a month," Mitchell says of his all-electric home that sits near the Henderson County line on U.S. Highway 60 E. "In winter, it might get to \$130. You can't beat that."

Mitchell, who operates Mitchell Custom Homes, and his wife Amy have three

daughters: Alexandria, 13; Lauren, 7; and Madilynn, 4. These Kenergy members still marvel at their ability to maintain such low heating and cooling costs for a family of five.

The initial investment for geothermal costs more, Ralph Mitchell says, but the system pays for itself through savings over time. He says one in five customers now request geothermal systems when they build new homes. Homeowners are far more knowledgeable about geothermal heating and cooling now than they were when he started building homes 12 years ago.

Michael Cook of Robards is another Kenergy customer who

installed geothermal. Cook's utility bills decreased considerably after he moved into a new home in December 2003.

It costs him between \$140 and \$160 a month to heat and cool his 1,052-square-foot home. At one time, he owned a house next door with the same amount of square footage. He keeps his thermostat on a comfortable 73 to 75 degrees year-round.

"During winter months, the utility bills were about \$200 every month," Cook says of his former home. "It was a blessing to come (to this house) and install geothermal."

Other advantages of Cook's highly efficient heating and cooling system include its quiet operation and no outdoor unit that can deteriorate.

Fall harvest safety tips

During the harvest season, Kenergy reminds farmers to exercise caution when they operate large farm equipment near lines and poles.

Elevated truck beds, raised conveyors and other large folding farm implements must be operated with care. Farmers should take time to survey the area, even if they are familiar with it.

Follow these safety tips:

- Know the clearance your equipment needs when truck beds are elevated or harvester arms are fully extended or raised.
- Keep all equipment at least 20 feet away from overhead power lines, guy wires and utility poles.
- Report any activity that might have damaged or undermined the stability of a utility pole, including damaged guy wires or severe erosion.
- If your equipment snags an overhead power line, remain inside the equipment. If possible, try to drive the equipment from the hazard. If you can't drive away, stay where you are and wait for rescue. Call or signal for someone to call 911 and your local electric company. Warn others to stay away.
- If you must get off the equipment because of fire or other danger, remember that your body should NEVER contact the ground and the metal equipment at the same time. Jump clear, then hop with feet together or shuffle away. Voltage is highest near the equipment and decreases with distance. Hopping with

feet together or shuffling prevents your body from becoming a conductor of electricity from a high- to low-voltage area.

- Tires are not insulators. Although rubber is not a good conductor of electricity, the metal belt found in tires is a conductor of electricity. If a power line is in contact with your vehicle, electricity will travel through the metal skin and tires into the ground. If you touch the vehicle and ground at the same time, electricity will take the path of least resistance and travel through your body to the ground.



- Never touch a downed power line or anything it is in contact with – even if no sparks exist. A live wire may whip or sweep through a wide area. A live wire also may lie still on the ground.
- To report equipment entangled in a power line, potential damage to a utility pole or any downed wire, Kenergy customers should call 1-800-844-4832.



Vegetation Management

Where to Plant Trees

- No trees should be planted closer than 20 feet from power lines
- Consider carefully the type of tree to be planted. Small trees planted today can become problems in a few short years.

In 2008, trees caused 432 outages for Kenergy.