our co-op operates more than 50 substations and 7,000 miles of power lines in rural western Kentucky. Much of that infrastructure cuts across remote bogs, woods and grain fields, where it is often difficult to reach and vulnerable to all types of conditions that can cause failure. Yet, Kenergy set two important records in 2015 — one for restoring power quickly after an outage and another for its comparatively low number of outages.

And, when Kenergy compared last year’s statistics in both categories with its peers nationwide, your co-op achieved best-in-class rankings.

“I am truly thankful to each and every employee for their dedication and contribution in maintaining one of the most reliable systems in the country,” said Vice President of Operations Ken Stock.

When it comes to outages, weather is Kenergy’s No. 1 enemy. Strong winds snap limbs and trees, causing them to fall on power lines. Lightning damages transformers and other equipment. And ice wreaks havoc on the system — as you remember from the Ice Storm of 2009.

Now, let’s talk about critters. Last year, buzzards, tree frogs, squirrels and snakes crawled or landed where they shouldn’t, temporarily disrupting power to some of you.

Sometimes, the public caused problems. For example, vehicle accidents brought down power poles, and farmers’ oversized equipment got tangled in power lines and guy wires. Backhoe operators cut underground lines, and dump truck drivers raised their loads in the wrong places.

Last year, one Kenergy line crew arrived at the scene of an outage and found a child’s balloons wrapped around the power line.

Finally, equipment failure, such as the December explosion and fire at the Horse Fork Substation in Owensboro, caused your lights to go out. But imagine trying to guess the hour and day your furnace or refrigerator may quit working. It’s impossible.

Your co-op deals with those issues as they arise — and as quickly as possible. In the case of the Horse Fork Substation, which happened on a Saturday afternoon when no line crews were on duty, power was restored within an hour.

That’s impressive by anyone’s standard.

“I am extremely proud of our system and mostly of our employees for their dedication to providing a level of service that ranks in the highest levels within our industry,” Stock said.

2015 general outage information

<table>
<thead>
<tr>
<th>Reason for outages</th>
<th>Number of outages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animals</td>
<td>533</td>
</tr>
<tr>
<td>Weather</td>
<td>507</td>
</tr>
<tr>
<td>Vegetation issues (tree limbs, etc.)</td>
<td>288</td>
</tr>
<tr>
<td>Public (auto crashes, farm accidents, etc.)</td>
<td>217</td>
</tr>
</tbody>
</table>

Weather often causes days-long outages. Such events can happen any time of year, so be prepared. Here are some things to remember:

- As a result of prolonged outages, members may not be able to turn in meter readings. Under those circumstances, bills will be estimated.
- Never call 911 to report an outage or to inquire about power restoration.
- Do not call Kenergy more than once to report an outage. Multiple calls tie up phone lines for other member-owners trying to contact the cooperative.
- For outage information, like Kenergy’s Facebook page, sign up to follow the co-op on Twitter and look at Kenergy’s outage map at kenergycorp.com.
- A medical card on file at Kenergy does not mean your power will be restored first. If you need electricity for a medical device, such as an oxygen tank, install a generator or have an alternative place to stay.

Three generations of Coghills have served as volunteer firefighters — and a fourth is coming up in the ranks. Page 2
At 6 years old, Mayson Coghill is quick to tell you he is a firefighter. There’s nothing make-believe about his declaration. After all, it’s a Coghill family tradition.

Mayson’s great-grandpa was a charter member of a southern Indiana fire hall.

Mayson’s grandpa, Mike Coghill of Corydon, has been a volunteer firefighter his entire adult life. For decades, he has served at Corydon Fire and Rescue.

And Mayson’s dad and mom, Bryan and Amanda Coghill, serve on that squad as well.

“Like Mayson, I always followed my dad around (the fire hall),” Bryan said. “I wanted to help.”

For 19 years, Bryan has been a firefighter for Corydon Fire and Rescue. He has served as the department’s chief for eight years.

Besides its generations of Coghills, the Corydon Fire and Rescue squad has a volunteer who has served the department 45 years. Phil Brewster, 72, is the squad’s resident historian.

To give Brewster’s years of service a little perspective, the average age of Kentucky’s volunteer firefighter is 39.

Fellow squad members revere Brewster. In fact, the department’s newest pumper is dedicated to him, including a logo and his name on the back panel.

Volunteer firefighting can be very rewarding, Brewster said, but haunting. “The things I remember more than anything is going to a wreck and seeing a person who has been killed.”

Mike Coghill shook his head in agreement. One image sticks with him. He once helped pull five dead children from a burning house in southern Indiana. “I still remember it to this day,” he said.

Decades-old memories like those still bring tears, they said. Volunteer firefighters survive the hardships and haunting images by believing in the service they provide.

Sitting in the fire hall, they recall stories that are a hallmark of their dedication. One call, for example, took 33 hours. Another lasted 24.

But time isn’t all they give. These volunteers estimate they

Corydon Fire and Rescue was formed in 1954. The squad now averages about 230 medical and fire calls a year. The department has about 25 members, but relies on about 15 who faithfully answer calls.
spend at least $1,000 of their own money each year to provide life-saving services to their communities.

Still, accolades are few and far between. “It’s hard to be a (volunteer) firefighter,” Mike Coghill said, “You are only appreciated when you are needed.”

Members of Corydon Fire and Rescue are Larry Martin, back row, left; Michael Holaday; Bryan Coghill, fire chief; Dwight Crooks, assistant chief; Bruce Crawford; Mike Coghill, second row, left; Jimmy Griffin; Rusty Walters; Phil Brewster; Justin Webb; Amanda Coghill, front row, left; Josh Hurt; and junior firefighters Mayson Coghill, 6, and Skyler Duncan, 5.

Nothing about firefighting is cheap.
A set of fire gear costs $2,400. One nozzle can run $750.
To make matters worse, funding is down this year. Henderson County generally gives $20,000 annually to Corydon Fire and Rescue. Because of budget woes, the county cut its 2016 donation to $4,000.

Corydon Fire Chief Bryan Coghill hopes residents and businesses in the area will make up the difference. “They’re going to have to support us through donations.”

Each year, the fire department sends 850 letters to those served by the department. The letter asks each household and business for a $50 donation.
Typically, the campaign nets a total of about $9,000, which is only enough to cover the squad’s annual liability insurance costs.
Ronnie Day, executive director of the Kentucky Fire Commission, said a lack of funding and manpower remains the biggest issue facing the state’s volunteer fire departments.

### IN THE KITCHEN

**Cashew Brittle**

*By Teresa Hamilton*

½ c white sugar
1 Tbsp clear corn syrup
½ c butter
1 c salted, toasted cashews (or other nuts)

**Directions:** In a 10-inch skillet, bring all ingredients to a boil. Boil for six minutes, stirring constantly until golden brown. Pour on lightly buttered foil and spread out. Allow to cool and break into pieces. Makes about 2 cups.
At Kenergy, we mean business when it comes to energy efficiency. The co-op offers rebates to members who choose Energy Star appliances and systems. Find out more at kenergycorp.com.

When you turn on the lights, take a hot shower or pull a gallon of milk out of the refrigerator, remember the value of electricity.

Reading your new meter

Crews have installed new meters throughout the service area. Thank you for your patience while we continue work on this important project, which will improve your service and reliability.

As with any new device or program, members ask questions. The most common has been: How do I read my new meter?

Your new meter displays two screens (see examples below). There’s a six-second time lapse between screens.

Wait for the KWH screen. KWH stands for kilowatt-hour. Kenergy figures your bill by how many kilowatt-hours you use each month.

When KWH appears, the numbers to the right represent your meter reading. Please disregard the other screen — that starts with a G55. It’s part of the meter manufacturer’s display settings and does not pertain to your meter reading.

TOGETHER WE SAVE

Reading your new meter

KWH

Heat rises. And when it slips past your ceiling, it melts snow on the rooftop. It’s an easy way to tell if you need new insulation. Find out what you can do at TogetherWeSave.com.

GUESS WHICH HOUSE HAS BETTER INSULATION IN THE ATTIC.

- Place your space heater on a level, non-flammable surface.
- Make sure your space heater has an auto shutoff function and never leave it unattended.
- Never use an extension cord with your heater.