



JOE IMEL

Safety Matters

Power restoration

10 things you might not know about power restoration

Have you ever watched a video or TV show where a person is cooking a meal, then suddenly, they snap their fingers, and the meal is plated and ready to eat? That's called a jump cut.

While we wish we could "jump cut" from a power outage to power restoration, it can often take a lot more effort and people to make it happen.

At Kenergy, we're accustomed to members' questions about power outages and why it can take time to get the lights back on. Given our reliance on electricity, there's simply never a good time to be without it.

We want to highlight our restoration process to help our members understand what may be happening behind the scenes. Here are 10 things you might not know about restoration:

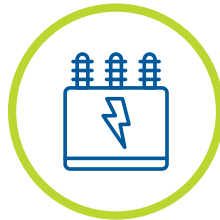
1. **We need you.** When your power goes out, it might be just at your home or small section of a neighborhood.

The Steps to Restoring Power

When a major outage occurs, our crews restore service to the greatest number of people in the shortest time possible – until everyone has power.



1. High-Voltage Transmission Lines
These lines carry large amounts of electricity. They rarely fail but must be repaired first.



2. Distribution Substations
Crews inspect substations, which can serve hundreds or thousands of people.



3. Main Distribution Lines
Main lines serve essential facilities like hospitals and larger communities.



4. Individual Homes and Businesses
After main line repairs are complete, we repair lines that serve individual homes and businesses.

We rely on you to let us know if your power is out. You can call (800) 844-4832 to report an outage any time. You can also sign up for text alerts from Kenergy by texting 'OUT' to 85700.

2. **Our employees might be affected, too.** Because Kenergy is a local electric cooperative owned by the members we serve, our employees are local, too. They are your neighbors, friends and familiar community faces. When you're without power, our people might be, too.

3. **It's a team effort.** Every one of Kenergy's employees is working to get your power restored as soon as possible. Our member services representatives are taking your calls, engineers and field staff are surveying damage, our vegetation management team is clearing hazards, dispatchers are organizing crews and communicators are keeping everyone informed of progress or potential dangers. When your power goes out, we all work together

Continued on 26D



NRECA



Operations Manager Casey Baker, Marion district office.



Operations Manager Mike Church, Henderson district office.



Operations Manager Randy Crabtree, Owensboro district office. Photos: Kenergy staff

Message from the President

Fiber broadband update

As we enter the summer season and reach the halfway mark of 2024, I'd like to take a moment to reflect on how swiftly the year is progressing and the exciting prospects that lie ahead for us.

By now, you may be aware of the numerous ways fiber technology will revolutionize our daily lives, offering opportunities for online learning, efficient remote work, convenient telemedicine and endless streaming and gaming options, as well as real-time, face-to-face connections with loved ones.

I'm pleased to let you know that throughout 2024, Conexon Connect and Kenergy have made great progress in bringing fiber broadband service to our communities and will continue that progress throughout our territory. Connect, powered by Kenergy has connected more than 5,000 homes and businesses throughout our service territory encompassing portions of Daviess, Union, Henderson, McLean and Ohio counties.

Thus far in 2024, we have built 2,100 miles of fiber line; we have connected over 5,000 customers; and we have built 16 fiber huts that will light the fiber for our communities.

Our sole reason for offering high-speed internet services through Connect, powered by Kenergy, is to meet the needs of members like you. We are working as quickly as possible to reach all our members with world-class fiber to provide faster, more reliable and more affordable options to stay connected online. All Kenergy members will have the access to the Connect network by the project's end.

Fiber-fast internet packages start as low as \$49.95 a month for speeds of up to 100 Mbps—symmetrical uploading and downloading—with no data caps or throttling back on speed. Multi-Gigabit speed is also available for our power users for \$79.95 per month for 1 Gig or \$99.95 for 2 Gig service. HD-quality voice service is also available starting at \$29.95 per month when packaged with internet, and Conexon Connect has partnered with DirecTV Stream to offer more options to cut the cord on cable with streaming service packages to fit any budget.

If you have not already, we encourage you to let us know you are interested in service from Connect, powered by Kenergy. Check your availability and sign-up at www.ConnectSignup.com.

Call the Conexon Connect Customer Care team at (844) 542-6663 Monday through Sunday from 7 a.m. to 7 p.m. CST or email Customer Care any time at info@conexonconnect.com.

Kenergy and Conexon Connect are committed to providing Kenergy members with access to world-class, high-speed internet service. We appreciate everyone's patience as we continue our broadband journey and look forward to connecting more customers in 2024. Thank you as always for your support.

Wishing you and your loved ones a fun and safe summer!

By *Tim Lindahl*
President & CEO



5 WAYS TO SAVE THIS SUMMER

When summer temperatures rise, so do our energy bills. Here are a few ways you can reduce energy use and grow your summer savings.

1. Raise your thermostat.

The smaller the difference between the indoor and outdoor temp, the more you'll save.

2. Install window coverings

like blinds or light-blocking curtains to prevent indoor heat gain during the day.

3. Seal leaks with caulk and weather stripping

around windows and exterior doors. Air leaks force your air conditioner to work harder and run longer than necessary.

4. Run ceiling fans

for additional cooling but turn them off when you leave the room.

5. Lower your water heater thermostat

to 120 degrees to reduce standby heat loss.



Source: Dept. of Energy

NRECA

FAST. RELIABLE. HIGH-SPEED INTERNET.

Fiber internet is at your fingertips. Get started today!

WE'RE HERE. LET'S CONNECT!

Check your availability at
ConexonConnect.com,
call 1-844-542-6663,
or scan our QR code!



SCAN ME





CONTACT INFORMATION

Toll Free: For information or to report an outage
(800) 844-4832

Henderson: 7:30 a.m. – 4:30 p.m.
6402 Old Corydon Road

Owensboro: 7:30 a.m. – 4:30 p.m.
3111 Fairview Drive

Hanson: 9 a.m. – Noon, 1 p.m. – 4 p.m.
2620 Brown Badgett Loop

Hawesville: 9 a.m. – Noon, 1 p.m. – 4 p.m.
315 Hawes Blvd

Marion: 9 a.m. – Noon, 1 p.m. – 4 p.m.
3000 Mott City Road

BOARD OF DIRECTORS

William H. Reid | Chairman

Jonathan Ayer | Vice Chairman

Craig Roberts | Secretary-Treasurer

Richard Basham

Susan Blanford

Larry Elder

Ryan Hammack

Mike Hazelwood

Eddie Leach

Robert White

Brent Wigginton

Tim Lindahl | President & CEO

Leslie Barr | Editor

**SIGN UP FOR FIBER-FAST INTERNET
AT WWW.CONEXONCONNECT.COM**



Continued from 26A

as quickly and safely as possible to get you back to normal.

4. **We assess the situation first.**

Every outage is different, and we don't know how dangerous it is or what equipment might need to be replaced. When responding to outages, we first need to see what happened, then figure out what materials we need and a plan for how to fix the problem without compromising electric flow for the rest of our members.

5. **Restoration is normally prioritized by the largest number of members we can get back on in the shortest amount of time.**

Our crews focus on responding first to public safety issues and critical services like hospitals. Then we complete work that impacts the largest of number of people first.

6. **Our employees face many dangers.**

Besides working around high voltage electricity, our crews are on alert for wild animals, weather elements, falling trees and fast-moving cars. (If you ever drive past one of our vehicles, please do so slowly.)

7. **Flickering lights are a good thing.**

Some folks mistake flickering lights for outages, but these "blinks" are important because they indicate our equipment worked and prevented a possible outage likely caused by wayward animals or stray tree limbs on the lines.

8. **You need a backup plan.**

We do our best to help those who need it,

but if you depend on electricity for medical device purposes, you must have a backup plan—remember, we don't always know how long restoration efforts will take. Having an emergency kit ready and a backup plan for extended outages can relieve some of the worry.

9. **Our employees have to plan and eat.**

If you see our trucks in a restaurant parking lot while your power is out, know that sometimes our employees huddle in a safe, common area to map out their plan for getting power back on. Also, our crews work long, hard hours during outages and need to take time for meals just like everyone else.

10. **Sometimes it's a waiting game.**

Our portion of the power grid is connected to other electric utilities, and we maintain positive relationships with power providers interconnected to our system. If our outage is due to an issue from their feed into our system, we must let them do their repairs and be mindful of what they're going through to fix it.

We do our best to avoid power disruptions, but they are inevitable from time to time. If the lights go out, know that your co-op team is working as quickly and safely as possible to restore power. If you experience an outage, let us know by calling (800) 844-4832 or texting 'OUT' to 85700. You can always view our live system status map at www.kenergycorp.com/outagecenter.

All Kenergy offices will be closed Thursday, July 4, in observance of Independence Day.

