



How extreme winter weather impacts reliability

When outdoor temperatures drop, our electricity use increases. That's because we're doing more activities inside, and our heating systems are running longer and more often to counteract colder outdoor temperatures. Factor in that we all tend to use electricity at the same times—in the morning and early evenings—and that equals a lot of strain on our electric grid.

Here at Kenergy, we work closely with our local generation and transmission cooperative, Big Rivers Electric Corporation, in resource and infrastructure planning to ensure you have the power you need whenever you flip a switch—but the electric grid is much larger than your local co-op and G&T.

In winter months, when even more electricity is being used simultaneously across the country, it is possible for electricity demand to exceed supply, especially if an unexpected event like a sudden snow or ice storm or equipment malfunction occurs. If this happens, which is rare, the grid operator for our region of the country may call for rolling power outages to relieve pressure on the grid, and Kenergy will

Tips for saving energy

To help keep the heat on for you, your family and neighbors, here are a few things you can do to relieve pressure on the grid (and save a little money along the way):

1. Select the lowest comfortable thermostat setting and turn it down several degrees whenever possible. Your heating system must run longer to make up the difference between the thermostat temp and the outdoor temp. (If you have a heat pump, only change the setting one degree to avoid kicking on the more expensive auxiliary heat.) **PRO TIP:** Seal air leaks around windows and exterior doors with caulk and weatherstripping. Air leaks and drafts force your heating system to work harder than necessary.
2. Stagger your use of major appliances such as dishwashers and dryers. **PRO TIP:** Start the dishwasher before bed and use countertop appliances like slow cookers and air fryers to save energy.
3. Ensure your heating system is optimized for efficiency with regular maintenance and proper insulation. **PRO TIP:** Make sure your furnace filter isn't clogged and dirty. Replace it as needed.
4. When possible, use cold water to reduce water heating costs. **PRO TIP:** Setting your water heater thermostat to 120 degrees can help you save energy and reduce mineral buildup and corrosion in your water heater and pipes.
5. Unplug devices when not in use to eliminate unnecessary energy use. Even when turned off, electronics in standby mode consume energy. **PRO TIP:** Plug devices into a power strip so you can turn them all off at once with the push of a button.

inform you about the situation.

Kenergy and Big Rivers take proactive steps to create a resilient portion of the grid and ensure electric reliability in extreme weather, including regular system maintenance, grid modernization efforts and disaster response planning; but it takes everyone to keep the grid reliable.

As we face the challenges posed

by winter weather, understanding its impact on energy demand is crucial for maintaining a reliable power supply. By adopting energy conservation practices during periods of extreme cold, not only can you save money on your electric bills, but you can also each contribute to the resilience of the power grid, keeping our local community warm and connected.





Computer Network Specialist Fred Crooks—10 years of service. Photos: Kenergy staff



Human Resources Coordinator Mary Beth Ward—15 years of service.



Construction and Maintenance Crew Leader Dennis Phelps—45 years of service.

Message from the President

Making connections

As we dive into the new year, we are thrilled to share the progress in transforming our community through high-speed internet accessibility. Kenergy continues to advance our commitment to enhance members' quality of life by entering a new era of connectivity with fiber broadband in partnership with Conexon Connect.

Fiber internet, a necessity in today's digital age, has been a game changer. The decision to invest in a state-of-the-art fiber-optic network aimed toward bridging the digital divide has truly empowered members and elevated overall quality of life. With a reliable internet connection, the possibilities are boundless—from facilitating online learning, enabling efficient remote work and providing convenient telemedicine to offering endless streaming and gaming options. Moreover, it fosters real-time face-to-face connections with loved ones.

We have hit many milestones during this community-transforming project, including:

- Connection of more than 3,200 homes in Union, Daviess, Henderson, Ohio, McLean and Hancock counties.
- Construction of more than 1,300 miles of fiber line and eight fiber huts.
- Ongoing new construction in Daviess and Henderson counties in the first quarter of 2024.

The journey to provide fiber internet continues, with a commitment to expanding our network and ensuring all members have access to this vital service. We remain committed to innovation and sustainability and to delivering the very best service to our community.

Looking ahead, we anticipate exciting possibilities with fiber internet as our foundation. To explore all package offerings, visit www.ConexonConnect.com or contact the Conexon Connect Customer Care team at (844) 542-6663. We wish you and your families all the best in 2024. Know that we truly appreciate your patience as we continue our broadband journey, and we look forward to connecting more members this year.

Thank you for your continued support on this exciting project.


By *Tim Lindahl*
President & CEO



Beware of third-party payment services

-paying your bill directly through Kenergy locations or services like our SmartHub mobile app or online account at KenergyCorp.com is the best way to ensure that your payment is safely and promptly delivered and applied to your account. By doing this, you eliminate the risk of late fees, possible interruption in your service, or fees that third-party payment providers can charge.

Please be aware when using any company outside of Kenergy that offers bill payment services. These payment services may have websites that feature the Kenergy logo, phone number and office information, but they are not affiliated with Kenergy in any way. In addition to service fees that these third-party payment services charge, timely payment is not guaranteed. This puts our members who utilize this service at risk of late charges or interruption in service



Kenergy offers several options to pay your electric bill. You pick which one works best for you.

PHVECTOR/ADBE STOCK

depending on the status of the account at the time of payment.

Our dedicated member service representatives are available to answer any questions you may have when

you call (800) 844-4832. You can also view your payment options and log in to your account by visiting KenergyCorp.com.

Don't Let Your Internet Break Your Heart!

With fiber internet from Connect, powered by Kenergy, your connection will be unbreakable.

Connect fiber internet will allow you to:

- Video chat with loved ones near and far.
- Stream your favorite movies seamlessly.
- Experience buffer-free online gaming.
- Online shop with no lag.
- *And more!*



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



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

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



Three directors to be elected in 2024

Prior to Kenergy's annual membership meeting to be held on June 11, 2024, individuals will be elected to represent Districts 2, 7 and 10.

A ballot listing the qualified candidates in a contested district election will be mailed/mailed in May to each Kenergy member residing within the district. Members will also have the option to vote online.

District 2, which currently is represented by Bob White, includes Union County and a portion of Crittenden County north of Highway 70.

District 7, which currently is represented by Eddie Leach, includes that area of Daviess County bounded on the west by U.S. 431, on the north and east by Kentucky 54 and on the south by the Daviess County line.

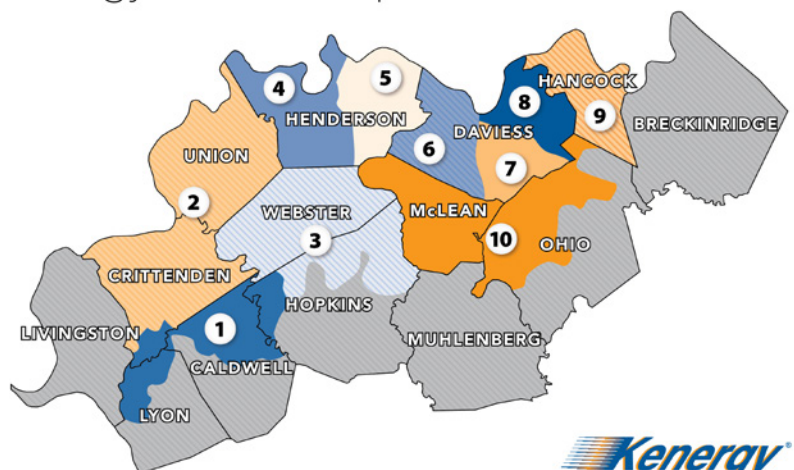
District 10, which currently is represented by Jonathan Ayer, includes McLean and Ohio counties.

Any 15 or more members may make nominations of eligible persons for district director. Such nominations shall be by signed written petition and shall be submitted to the cooperative not less than 110 days prior to the annual meeting. Only members eligible to vote in a district are authorized to sign a petition nominating a member from that district. Directors shall be elected only from nominations by petition.

It is not a requirement to use a petition form prepared by Kenergy; however, anyone wishing to do so may request one by contacting Debbie Hayden at (270) 689-6101 or dhayden@kenergycorp.com.

The petition must be submitted to the cooperative by 4 p.m. on February 21, 2024. Thereafter, if the petition is valid, the name of the nominee will be posted.

Kenergy District Map



JESS HAWKINS