

# DISCOVERING SOUTH KENTUCKY

[www.skrecc.com](http://www.skrecc.com) • JANUARY 2026

## Get the most from your co-op in 2026

**W**hether you're new to South Kentucky RECC or a long-time member, it's easy to overlook the many benefits your co-op delivers beyond safe, reliable electricity.

We have many programs to give you greater control over your energy use and costs—a welcome perk as we all experience price increases on necessities these days. There are also programs that help you save time, earn money, protect the environment and help your neighbors.

Make the most of your South Kentucky RECC membership by taking advantage of some of these opportunities:

- **Manage your account.** Use the SmartHub web portal and mobile app to take control of your account with ease and efficiency. Pay your bill, get payment reminders, view your billing history, report outages and more, all from your computer, phone or tablet.
- **Track energy use.** Getting information about your electricity use is fast, easy and convenient with the SmartHub monitoring feature. Use your computer or mobile device to track your electricity consumption and identify energy-saving solutions.
- **Avoid bill surprises.** Never be surprised with a high bill again. Sign up for SmartHub usage alerts to know when your energy use has reached the threshold you choose.
- **Put money in your pocket.** If you have a smart thermostat, it could be earning you money. Enroll in South Kentucky RECC's SimpleSaver Thermostat Program to earn up to \$20 in bill credits annually. You may also be eligible for an additional \$100 incentive.
- **Button-Up your home.** Sealing the envelope of your home can save up to 20% on heating costs. Visit [www.skrecc.com](http://www.skrecc.com) for more information on Button-Up audits and how to identify and fix air-loss problems.
- **Reap rebates.** Whether you're building a new home or upgrading an existing one, selecting energy efficient residential equipment can earn hundreds of dollars in rebates from South Kentucky RECC. For instance, replacing an outdated heating unit with a qualifying high-efficiency heat pump can earn a rebate of up to \$500.
- **Dive into DIY.** Visit [TogetherWeSaveKY.com](http://TogetherWeSaveKY.com) to browse our library of information and how-to guides for curbing your energy use.
- **Discover discounts.** Discounts on everyday expenses, including 10% to 85% off medical prescriptions, are



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yours when you flash our free Co-op Connections app or card at participating businesses.

- **Get some sun.** If you're interested in renewable energy, Cooperative Solar is an easy and cost-effective way to enjoy the benefits of solar power. For a one-time payment of \$460, you can receive a 25-year license to one solar panel. Your monthly power bill will be credited for the energy generated by your panel, as well as the market value of its capacity.

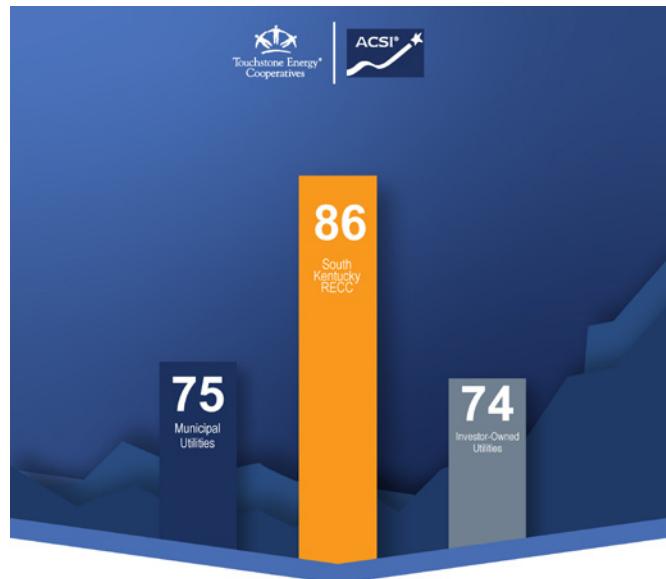
Don't miss out on a single benefit of your co-op membership. Sign up for one or several of these South Kentucky RECC programs to do yourself and others a lot of good in 2026. Call us at (800) 264-5112 or visit [www.skrecc.com](http://www.skrecc.com) for more details.

# South Kentucky RECC's member satisfaction is strong

**S**outh Kentucky RECC completed its annual member-wide customer satisfaction survey, where more than 2,500 members were asked to participate. The member responses were sent to the American Customer Satisfaction Index, a company that measures customer satisfaction across multiple industries throughout the entire United States. For 2025, South Kentucky RECC received an ACSI score of 86, on a 100-point scale.

South Kentucky RECC's score\* is higher when compared to publicly measured investor-owned utility scores reported in the syndicated 2025 ACSI Energy Utility Study and places South Kentucky RECC 12 points higher than the average investor-owned utility score of 74, as well as 11 points higher than the municipal utilities score of 75, per the industry ratings. For more information, please visit <https://theacsi.org/industries/energy-utilities/>.

\*Compared to publicly measured energy utilities in the ACSI



ANGELIKA HOELIGER/TOUCHSTONE ENERGY COOPERATIVES

*survey of customers rating their own energy utility. Results based on data provided by South Kentucky RECC, collected between September 1 through 30, 2025. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit [www.theacsi.org](http://www.theacsi.org).*

## Bring SKRECC to your classroom or event

**S**outh Kentucky RECC is excited to make it even easier for schools and community groups to connect with us through our new School/Community Event Request form on [skrecc.com](http://skrecc.com). If you're planning an activity and would like SKRECC to be part of it, just go to [www.skrecc.com](http://www.skrecc.com), fill out the request in the ABOUT US section, and let us know how we can support your event. It's a quick, simple way to bring our team into your classroom or community program, and we're always glad for the opportunity to support local education.

Maybe your students would enjoy our Conservation Clubhouse activities, or perhaps you're planning a Career Day and want to highlight opportunities in the electric cooperative industry. You can also invite Buzz the Robot for an engaging safety lesson, or schedule a Safety Trailer Demonstration to give students a hands-on look at electrical safety.



Line Technicians William Kilby, left, and Chris Hughes visit McCreary Central High School to talk with students about the career opportunities available at South Kentucky RECC. Photo: SKRECC staff

We review each request and schedule events based on our team's availability. We're excited to connect with you and help bring fun, meaningful

learning experiences to your school or community. Thank you for inviting us to be part of the great things happening in our area!

# Air-source heat pumps offer energy-efficient warmth

Is your old heating system having repeated problems or using too much energy? Worse, has it stopped working altogether, leaving you in the cold?

If your heating system is on its last legs, consider investing in an electric air-source heat pump. Thanks to recent advancements in technology newer model heat pumps offer greater comfort, quiet operation and enhanced performance.

Electric ASHPs use the difference between outdoor air temperatures and indoor air temperatures to cool and heat your home. They move heat rather than converting it from fuel like combustion heating systems do, allowing an ASHP to deliver up to three times more heat energy to a home than the electrical energy it consumes. ASHPs are also a smart investment year-round

since heat pumps also provide cool air in the summer.

## Things to consider before investing in an ASHP:

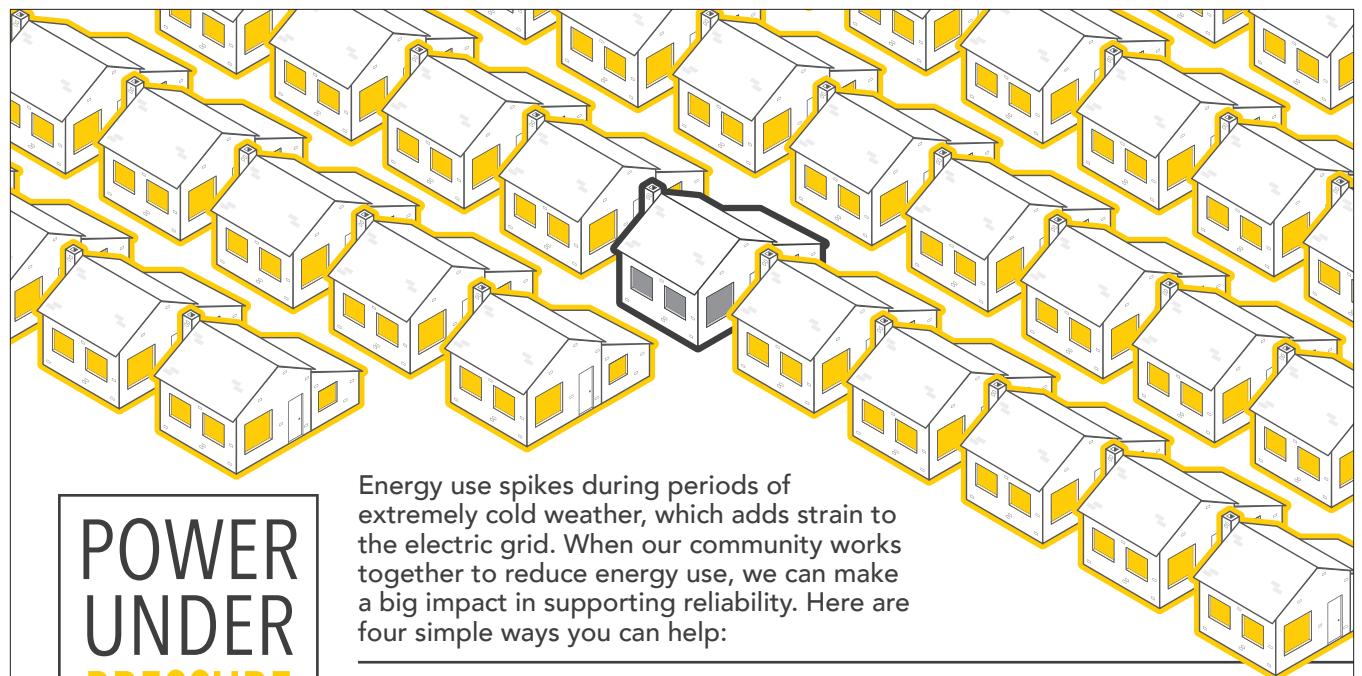
**Variable speed:** Compressors modulate their speed for precise heating and cooling control, leading to greater energy savings. These systems minimize wear and tear compared to older, on/off cycling units.

**Cold-climate models:** Unlike older models, cold-climate ASHP models are specially designed to operate efficiently in very cold temperatures.

**Improved components:** Enhancements in coil design, motors and thermostatic expansion valves are leading to better performance and a longer life span for the equipment.



Upgrading a climate control system can be a major investment. Take advantage of our High Efficiency Heat Pump Program rebate to help reduce the upfront cost. Contact us for help in navigating the purchase of energy-efficient equipment and taking advantage of incentives.



## POWER UNDER PRESSURE

Four Ways to Ease Grid Strain This Winter

Energy use spikes during periods of extremely cold weather, which adds strain to the electric grid. When our community works together to reduce energy use, we can make a big impact in supporting reliability. Here are four simple ways you can help:

1. Lower your thermostat. Even a difference of a few degrees can help.
2. Delay using large appliances. Run them in the evenings or midday when demand is lower.
3. Lower your water heater to 120 degrees and avoid back-to-back showers.
4. Unplug unnecessary devices. Electronics and lighting add up. Unplug any unused items.

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Visit [www.skrecc.applicantpro.com/jobs/](http://www.skrecc.applicantpro.com/jobs/) to explore exciting career opportunities with the South Kentucky RECC Team.

South Kentucky RECC is an equal opportunity employer and provider.

Visit [www.skrecc.com](http://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 alert for downed power lines after winter storms

January typically brings winter storms to Kentucky. As temperatures drop and frigid winds blow through, make sure you are aware of your surroundings whenever venturing outside.

Any time Kentucky has severe winter weather, it's possible that power lines and even power poles can be blown down or knocked down in the harshest conditions.

Co-op members should know all downed lines should be considered live and dangerous. The lines don't have to be arcing or sparking to be live. Any utility wire, including telephone or cable lines sagging or down could be in contact with an energized power line, making them dangerous, too.

## What you should do

Everyone should keep these safety rules in mind when encountering a downed line:

- **Stay away.** Move at least 50 feet away. If others are around, warn them to stay away, too.
- **Don't touch.** Watch where you step or put your hands to avoid contact with a fallen power line or anything in contact with it. Be alert to the possibility that tree limbs or debris may hide an electrical hazard. Remember: A downed power line can energize things around it, such as chain link fences and metal culverts.
- **Call for help.** Contact your co-op or call 911 to summon emergency assistance. We will immediately respond to de-energize the line until repairs can be made and power restored.
- **Stay in your vehicle.** If your car contacts a downed line, don't attempt to exit the vehicle or drive over the line, unless it's a fire or drowning emergency. Warn others not to approach the car. Wait for emergency assistance. If you must leave the vehicle, jump free from the car and hop away from it with both feet together. Do not touch the car and the ground at the same time.



TIM WEBB