

DISCOVERING SOUTH KENTUCKY

www.skrecc.com • SEPTEMBER 2021

SKRECC outage reporting: Convenient and easy

Story by Joy Bullock

We never know when something might happen to disrupt power to our members—it can be in the form of Mother Nature, such as ice or wind, or it can be human error, such as a car wreck.

South Kentucky RECC is equipped to handle all outages, whether they involve just a few members or thousands of members. The first step, in restoring outages, is for the co-op to be made aware of them by our members. Reporting your outage helps SKRECC provide prompt, professional service.

There are a number of ways South Kentucky RECC members can report outages, but it is extremely important that the co-op has the most up-to-date information regarding your account. It doesn't take long to check with your local office to see that your account information includes your current mailing address, telephone number(s) and an updated email address.

You can also visit the SKRECC member portal and add or correct your mobile number. Click on the My Account tab, and then edit your account profile. Access to the online member portal is gained through the South Kentucky RECC Web site: www.skrecc.com.

Once your account information is updated, you can call in your outage. You can call your local office number or call our toll-free number, (800) 264-5112.

South Kentucky RECC has a cutting-edge system, called Porche Interactive Voice Response, or IVR, that allows members to report outages even during the busiest of times. With IVR, you can call your local South Kentucky RECC office, follow prompts to access the automated customer service system and report an outage.

The IVR has the ability to automatically match an incoming member call by their phone number with a power outage, which will be reported to SKRECC's outage management system. When the call is recognized by the system, our dispatchers can more efficiently send crews to respond to the outage.

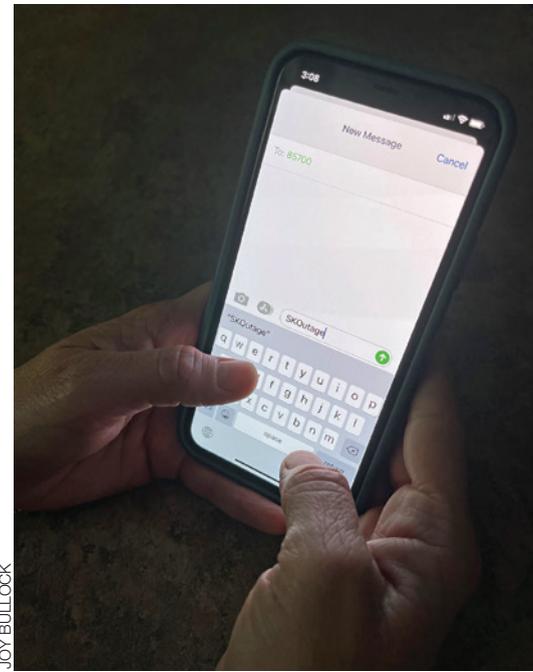
SKRECC has 72 incoming lines to accommodate calls.

Another way to report an outage is right at your fingertips: texting an outage.

In order to text outages, South Kentucky RECC members need to:

- Make sure your service on file with the co-op includes an up-to-date mobile phone number.
- Once your mobile phone number is added or updated, text "skoutage" to 85700.
- When you have registered, you will receive a text message confirming that you are now active, and you will be able to begin using the service.

Do not rely on posting your outage on social media or messaging it via social media. It is not monitored 24-hours-per-day.



JOY BULLOCK

SKRECC members can text outages to the co-op after a few simple steps to set up their account.

Finally, to track your outage, you can visit our outage center on our website. You will find outages listed by county and size, and you can see if a crew has been assigned to your outage.

South Kentucky RECC is always looking for ways to provide the best possible service for our members. Outages are an unwanted reality; but be assured that South Kentucky RECC does all it can to provide the best possible service to its members and is prepared for all types of weather and the situations that come with it. **DSK**

Proper use of generators keeps everyone safe

When properly installed and operated, generators offer a safe and convenient means of powering equipment when electricity is unavailable during a storm outage.

But an improperly installed generator can create dangerous "back feeding" onto the grid. When this occurs, the power lines become energized by the generator, placing nearby utility line workers who are trying to restore power at risk of electrocution.

There are two typical types of generators: permanent and portable. To operate either type safely, you must keep the generators' power and the electric grid isolated from each other.

A properly installed permanent generator with a transfer switch will automatically isolate itself from the grid. The transfer switch allows power to be fed from only one source at a time. South Kentucky RECC is happy to advise how to install it properly.

A portable generator is isolated by switching the main breaker off in your home's service panel prior to starting the generator.

Always read and follow your operator manual and never modify the generator in anyway. It's also important to know



TIM WEBB

how to shut a portable generator off quickly in case of an emergency.

Keep your generator in a well-ventilated, dry area away from air intakes and protected from direct exposure to rain and snow. A generator should not be used inside a home or an attached garage because improper ventilation can result in carbon monoxide poisoning.

Never plug the generator directly into an interior outlet. This can cause back feeding on nearby lines and threaten the safety to nearby line crews. Be sure to ground the generator according to the

manufacturer's instructions.

Always turn off the power at the main circuit breaker before connecting appliances to the generator. Use heavy-duty electric cords designed for outdoor use to connect appliances and don't overload the system.

Follow proper re-fueling practices by first turning a generator off, and always allow the machine to cool before adding gasoline or diesel.

Following guidelines helps to keep South Kentucky RECC lineworkers, your family and everyone safe.



GABE DICK

The offices of South Kentucky RECC will be CLOSED on Monday, September 6, in observance of Labor Day.

Our offices may be closed, but our service never stops.

Our members don't have to worry. If you have an outage or an issue, South Kentucky RECC employees will be at work as soon as possible! Call your local office or (800) 264-5112 if you have an emergency or outage.

If you need to make a payment, you can pay by phone, online at skrecc.com, at the Somerset kiosk, at a participating CheckOut location (visit skrecc.com to learn more), or by mobile phone app—SKRECC.

Honoring and remembering Dallas Hopkins

Dallas Hopkins was described as “an employee who could be counted on for good ideas on how to handle tough situations” by South Kentucky RECC Chief Operations Officer Kevin Newton at a recent co-op reception with Hopkins’ family.

Dallas Hopkins was an integral part of South Kentucky RECC since 1998. Hopkins, who began his career at SKRECC as mapping technician, had worked his way up to dispatch and technical services manager when he passed in March.

In April, shortly after Hopkins’ passing, the SKRECC board of directors passed a resolution in his honor naming SKRECC’s dispatch center, “The Dallas Hopkins Dispatch Center.” At the reception, the co-op unveiled a bronze plaque, which will be mounted outside the dispatch center, with the new name. (In addition to the plaque, Hopkins’ family was also given proclamations from State Representative Shane Baker on behalf of the Kentucky House of Representatives.)

South Kentucky RECC’s dispatch center, which is a state-of-the-art facility, was the brainchild of Hopkins, says Newton.

“When we were building the new headquarters, Dallas took on the job of designing dispatch, making it one of the best in the state and ready to take the co-op many years into the future. He wanted SKRECC to be able to respond to



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On hand for the unveiling of the plaque renaming SKRECC’s dispatch center, “The Dallas Hopkins Dispatch Center,” were members of Dallas’ family. From left are Kathy Pittman, Roger Pittman, Dylan Hopkins, Brooke Hopkins, Angel Hopkins, Linda Bishop, Jennifer Hopkins, Dale Bishop and Alex Hopkins.

member outages as quickly and efficiently as possible, and he was proud of what he had accomplished. Our dispatch center is a source of pride for us all.”

Newton adds that Hopkins’ commitment to dispatch, his fellow employees and South Kentucky RECC members make this presentation a fitting memorial for a great employee.

Retired SKRECC employee Steve Conover, who originally hired Dallas, echoed Newton’s thoughts, “You had to love Dallas in every way. He was so smart, he was so talented, he was so easy to get along with. He came up with ideas all the time—ways to save money, ways to get

things done and ways to accomplish what we are here to do.”

South Kentucky RECC CEO Ken Simmons summarized best what Dallas Hopkins meant to the co-op.

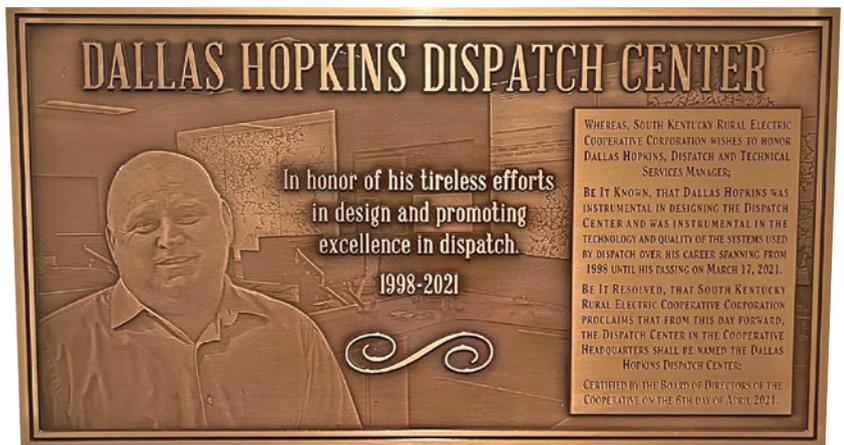
“We would not be where we are at, in large part, without Dallas’ input. He took our dispatch center to a new level. He was passionate about the service we provide our members through that center. I had a tremendous amount of respect for him. It’s a tremendous loss for the whole community—a tremendous loss to this co-op. I’m just grateful to have known him.”

Dallas is truly missed by all of us at South Kentucky RECC.



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South Kentucky RECC Chief Operations Officer Kevin Newton presents Angel Hopkins with the Kentucky House of Representatives proclamation.



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South Kentucky RECC is an equal opportunity employer and provider.

Visit 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:



Honor Flight canceled once again due to virus concerns

Later this month, South Kentucky RECC and other Kentucky Touchstone Energy Cooperatives were preparing to sponsor veterans from across the state on a trip to Washington, D.C., as part of the annual Honor Flight program. However, due to developments and concerns with the Delta variant of COVID-19, the Honor Flight Kentucky board made the decision to cancel this fall's flight.

We still wanted to highlight and announce the two veterans selected to represent South Kentucky RECC.

Ernest Bach of Burnside and Roy Roger Whittenberg of Somerset were selected to join about 70 other Kentucky veterans from World War II, the Korean War and the Vietnam War for the one-

day tour of memorials dedicated to their service and sacrifices.

Bach, a 77-year-old Army veteran, and Whittenberg, a 77-year-old Navy veteran, would have represented South Kentucky RECC, on the trip sponsored by Kentucky's Touchstone Energy Cooperatives.

This was to be the 10th year that the co-ops have sponsored an Honor Flight. The flights for both 2020 and 2021 unfortunately had to be canceled due to safety concerns due to the COVID-19 virus.

Though this year's flight did not occur as we all had hoped, we still salute our veterans and honor their service to this country. Thank you, vets, and we look forward to making the 2022 Honor Flight the best that it can be.

Do you know of a veteran who would like to travel to D.C. as part of future Honor Flight programs? Have them sign up today at HonorFlightKY.org!



South Kentucky RECC employees and their families greeted returning Honor Flight veterans at Lexington airport in 2019. Photo: Linda Perry