

Jackson Energy
March 17 · 🌐

As announced on Monday morning, March 16th, 2020, Jackson Energy will not be disconnecting service or charging late fees for a limited time. While this is not normal procedure, we are sensitive to the well-being of our members and want to ensure you have essential electric service during these challenging times. This applies to prepay or standard billed members.

Though disconnects will not occur, it remains the responsibility of each account holder to pay as they can, which will help avoid a larger balance in the future. We will give our members ample notice before our procedure goes back to normal.

Members will still be responsible for all electric usage, but Jackson Energy will work with you on a case by case basis to find a payment solution. We suggest you monitor your account and do not let your balance fall too far behind so you can pay the amount owed when we go back to normal business operations and disconnections for non-payment resumes.

We also ask all of our members to ensure Jackson Energy has the correct contact information (i.e. telephone numbers, email address, and mailing address). This will help to us maintain communication with our members throughout this process and once we return to normal operations. This will also help us serve you more efficiently, especially when reporting outages by phone or using SmartHub and making payments to your account.

We also continue to encourage any member who is facing financial difficulty to contact us to make payment arrangements.

As we move through this challenging time together, Jackson Energy is dedicated to finding the best solutions for our membership and our communities.

#jecworkingforyou #COVID19



The image is a screenshot of a Facebook post. At the top left, there is a profile picture of Jackson Energy and the name "Jackson Energy" with the date "April 9" and a globe icon. The main content of the post is a graphic with a blue background. On the left side of the graphic is a photograph of an elderly couple smiling and holding coffee mugs. In the top left corner of the graphic is the logo for "Kentucky Community Action Partnerships". In the top right corner is the "LIHEAP" logo, which features the word "LIHEAP" in a stylized font with a house icon above it. The main text of the graphic reads "Low-Income Home Energy Assistance Program" in large white letters, followed by "Enrollment Period Extended" in a white box. Below that, it says "Applications for the LIHEAP Crisis Component will now be accepted through April 30, 2020." At the bottom of the graphic, there is a dark blue bar with the text "Daniel Boone Community Action Agency, Inc." and the date "March 30" with a globe icon.

Jackson Energy
April 9 · 🌐

Kentucky Community Action Partnerships

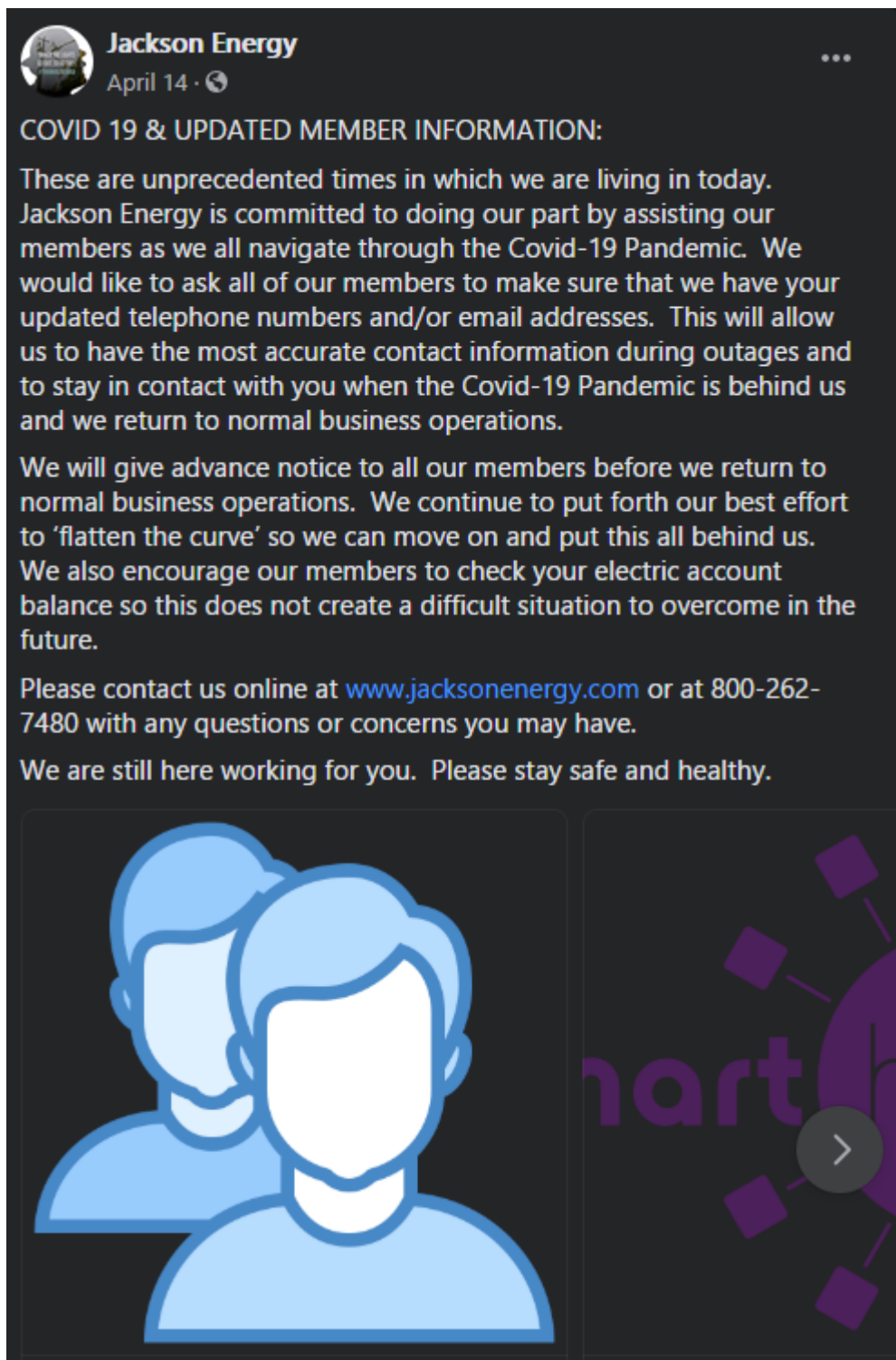
LIHEAP

Low-Income Home Energy Assistance Program

Enrollment Period Extended

Applications for the LIHEAP Crisis Component will now be accepted through April 30, 2020.

Daniel Boone Community Action Agency, Inc.
March 30 · 🌐



Jackson Energy
April 14 · 🌐



COVID 19 & UPDATED MEMBER INFORMATION:

These are unprecedented times in which we are living in today. Jackson Energy is committed to doing our part by assisting our members as we all navigate through the Covid-19 Pandemic. We would like to ask all of our members to make sure that we have your updated telephone numbers and/or email addresses. This will allow us to have the most accurate contact information during outages and to stay in contact with you when the Covid-19 Pandemic is behind us and we return to normal business operations.

We will give advance notice to all our members before we return to normal business operations. We continue to put forth our best effort to 'flatten the curve' so we can move on and put this all behind us. We also encourage our members to check your electric account balance so this does not create a difficult situation to overcome in the future.

Please contact us online at www.jacksonenergy.com or at 800-262-7480 with any questions or concerns you may have.

We are still here working for you. Please stay safe and healthy.





Jackson Energy
April 16 · 🌐

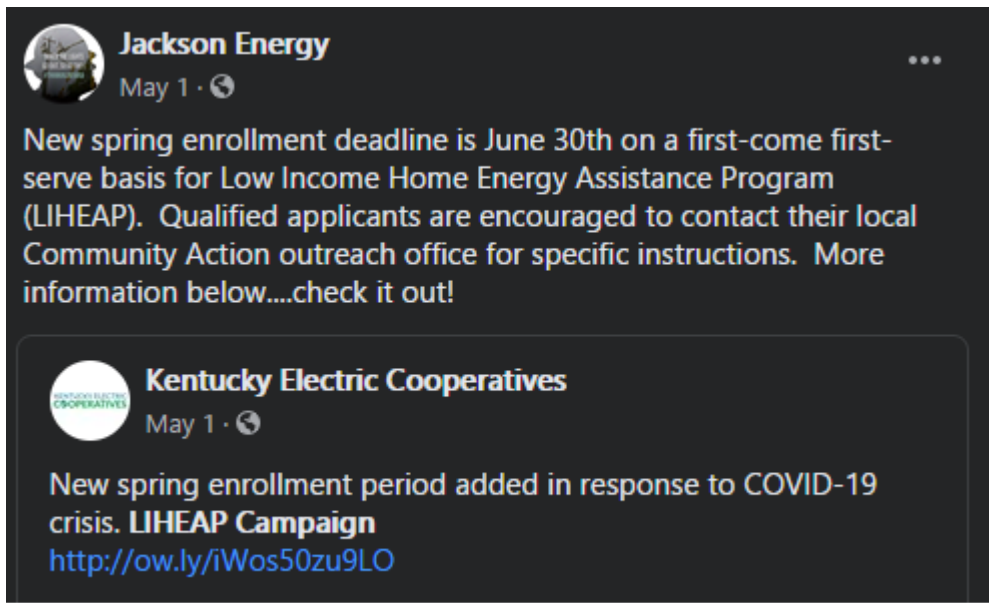
Jackson Energy is committed to doing our part to assist our members during this difficult time. Even though we are still temporarily suspending disconnects for non-payment and late fees - we are encouraging our members to check your account balance and pay what you can, when you can, so that this suspension does not create a difficult situation in the future. We will give advance notice before returning to normal business operations - but if we can assist you now to avoid a future hardship, please contact us online at www.jacksonenergy.com or at 800-262-7480 with any questions or concerns you may have. We are here for you! Stay safe!
#jecworkingforyou #weareinthistogether



We are asking our members to CHECK YOUR BALANCE

If we can help you **NOW** to avoid a future hardship when business returns to normal—give us a call at **800-262-7480**

We are here for you!



Jackson Energy
May 1 · 🌐

New spring enrollment deadline is June 30th on a first-come first-serve basis for Low Income Home Energy Assistance Program (LIHEAP). Qualified applicants are encouraged to contact their local Community Action outreach office for specific instructions. More information below....check it out!

Kentucky Electric Cooperatives
May 1 · 🌐

New spring enrollment period added in response to COVID-19 crisis. **LIHEAP Campaign**
<http://ow.ly/iWos50zu9LO>



KYELECTRIC.COOP

Community Action Agencies Accepting Applications for Low-Income Home Energy Assistance Program (LIHEAP)

The image shows a Facebook post from Jackson Energy, dated May 1. The post features a photograph of an elderly woman with short grey hair and glasses, wearing a black and white striped shirt, looking at a white smart meter on a wall. To the right of the photo is a blue box with a white downward-pointing chevron icon and text stating: "Applications for home energy relief program will be accepted through June 30, 2020, or until funds are depleted." Below this text is a small red logo. The bottom of the post has a dark blue banner with the text: "LIHEAP SPRING NOW AVAILABLE! CONTACT YOUR COMMUNITY ACTION AGENCY TODAY TO APPLY!" and "Information about LIHEAP and other COVID-19 relief programs can be found at www.CAPKY.org." At the very bottom, there is a dark grey section with the text: "Community Action Kentucky May 1 · [location icon] In response to the COVID-19 emergency, Community Action Agencies across Kentucky are now taking applications for Low-Income Home Energy Assistance Program (LIHE... See More".

Jackson Energy
May 1 · 🌐

KENTUCKY
community
Action
PARTNERSHIPS

Applications for home energy relief program will be accepted through June 30, 2020, or until funds are depleted

LIHEAP SPRING NOW AVAILABLE!
CONTACT YOUR COMMUNITY ACTION AGENCY TODAY TO APPLY!

Information about LIHEAP and other COVID-19 relief programs can be found at www.CAPKY.org.

Community Action Kentucky
May 1 · 🌐

In response to the COVID-19 emergency, Community Action Agencies across Kentucky are now taking applications for Low-Income Home Energy Assistance Program (LIHE... **See More**



Jackson Energy
May 7 · 🌐


LIHEAP Spring Now Available! Contact your local community action agency today to apply:
Daniel Boone Community Action Agency - 606-598-5127
Kentucky River Foothills Development Council - 859-624-2046
LKLP Community Action Council - 606-436-8853
Middle KY Community Action Partnership - 606-666-2452... [See More](#)

NEED HELP WITH YOUR ELECTRIC BILL?


First-come, first-served assistance now available.

Apply now. New spring enrollment deadline is June 30.



 **Jackson Energy**
May 20 · 🌐

We are continuing to suspend disconnects and late fees to help those that may be experiencing difficult times. There is a Jackson Electric Cooperative in Wisconsin that has lifted this ban starting today -- and we want to make sure our members know that this is NOT Jackson Energy. We will give ample notice before going back to normal operating procedures. With businesses opening back up and State guidelines being lifted, we encourage our members to pay what you can - when you can - to avoid a large balance moving forward. Please contact us online at www.jacksonenergy.com or directly at 800-262-7480 for any questions or assistance. We are here for you and we are here to help when you need us! **#jecworkingforyou**

 **Jackson Energy**
May 21 · 🌐

We want to remind our members that we are here for you! We encourage you to check your balance and pay what you can, when you can, to avoid a large balance in the future. If we can assist you now to avoid a future hardship, please contact us online at www.jacksonenergy.com or directly at 800-262-7480. We are here for you when you need us! **#jecworkingforyou**



**BILL PAST DUE?
CALL US TODAY.**

WE'RE HERE FOR YOU.

 **JACKSON ENERGY**
A Touchstone Energy[®]
Cooperative 

 **Jackson Energy**
June 1 · 🌐

We know times are tough - and we are here for you when you need us. If you have any questions about your account or are having trouble making a payment, give us a call at 800-262-7480 (7:30 am - 4:30 pm; Monday - Friday).



Pay What
You Can
When You
Can

 **Jackson Energy**
June 12 at 10:59 AM · 🌐

We appreciate our members working with us to keep their accounts as current as possible. For our members who are experiencing hardships - we are here to help you! Give us a call at 1-800-262-7480 if you need assistance or need to check your balance. **#wearehereforyou**



**PAY WHAT YOU CAN
WHEN YOU CAN.**

WE'RE HERE FOR YOU.

 **JACKSON ENERGY**
A Touchstone Energy
Cooperative 



Jackson Energy
June 18 at 9:32 AM · 🌐

Low income assistance is still available if you are needing help with your electric bill. Contact your local community action agency today to apply:
Daniel Boone Community Action Agency - 606-598-5127
KY River Foothills Development Council - 859-624-2046
LKLP Community Action Council - 606-436-8853
Middle KY Community Action Partnership - 606-666-2452... [See More](#)

NEED HELP WITH YOUR ELECTRIC BILL?



**KENTUCKY
community
Action
PARTNERSHIPS**



JACKSON ENERGY
A Touchstone Energy[®]
Cooperative

First-come, first-served low-income assistance now available.

Apply now. New LIHEAP spring enrollment deadline is June 30.



Jackson Energy
June 29 at 7:30 AM · 🌐

LIHEAP's Spring Enrollment Program DEADLINE is TOMORROW - June 30th! Contact your local community action agency today to apply:
Daniel Boone Community Action Agency - 606-598-5127
KY River Foothills Development Council - 859-624-2046
LKLP Community Action Agency - 606-436-8853
Middle KY Community Action Partnership - 606-666-2452... [See More](#)

NEED HELP WITH YOUR ELECTRIC BILL?



KENTUCKY
community
Action
PARTNERSHIPS

JACKSON ENERGY
A Touchstone Energy®
Cooperative

First-come, first-served
low-income assistance
now available.

Apply now. New LIHEAP
spring enrollment deadline
is June 30.