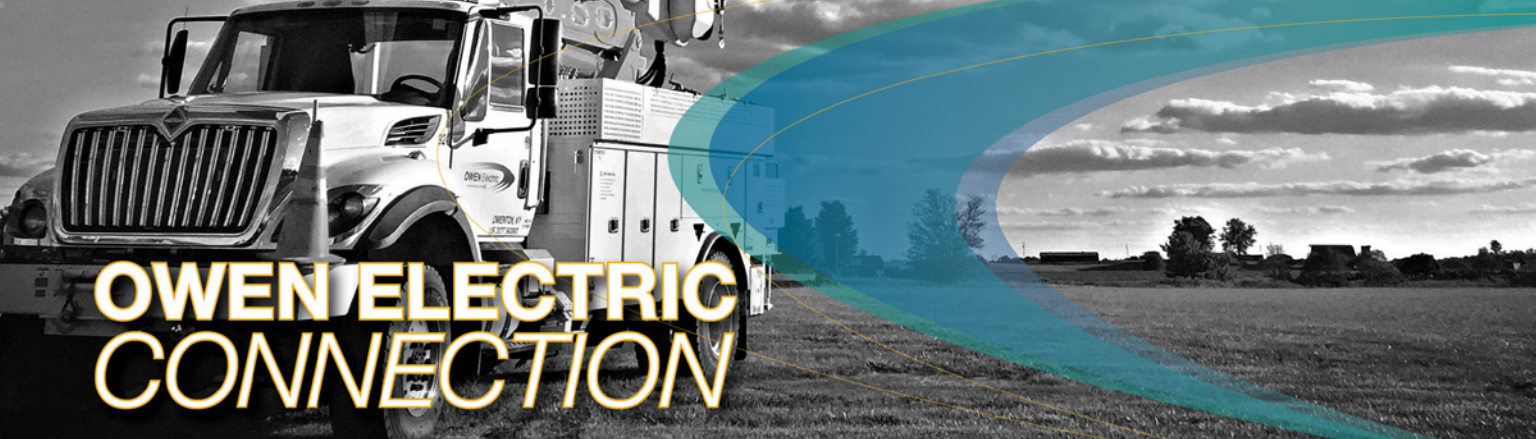




OWEN ELECTRIC CONNECTION

August 2026 • Owen Electric • A Touchstone Energy Cooperative

Our services to members

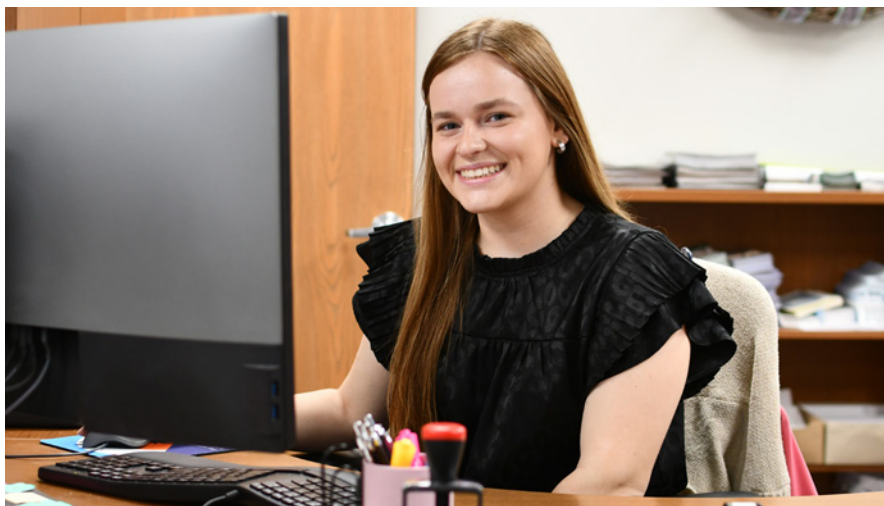
In today's world, member service means more than simply keeping the lights on.

Reliable electricity will always be at the heart of what we do, but Owen Electric is also committed to providing tools, programs and resources that help improve the lives of the members we serve. Technology continues to change how we live and work, and we believe your co-op should evolve alongside those changing needs.

That's why we continue investing in services designed to make doing business with Owen Electric easier, more convenient and more helpful for our members.

Through Owen Electric's website, members can access their accounts 24 hours a day, pay bills online, monitor energy use, report outages, set alerts and reminders and update account information through the member portal. Members can also find energy-saving tools, calculators, weatherization information and home energy resources designed to help families better manage their monthly energy costs.

We also offer programs and services that go beyond the monthly bill. Free home energy audits, energy efficiency calculators, electric vehicle information, rebate opportunities and educational resources are all available to help



Abigail Williams, member service representative, is ready to assist members every day with their electric service needs. Whether answering questions, providing account support or helping members navigate cooperative programs and services, Abigail is committed to delivering the friendly, reliable service Owen Electric members count on. Photo: Whitney Duvall

members make informed energy decisions for their homes and businesses.

Of course, technology and programs only matter if they are backed by people who genuinely care about serving others. Owen Electric's employees are part of the communities we serve, and most of them are also co-op members. They understand the importance of responsive service, clear communication and being available when members need help.

As a member-owned cooperative, our focus is not on shareholders or profits—it's on you. Every decision we make is centered around providing safe and reliable electricity while continuing

to improve the member experience in meaningful ways. Owen Electric's mission emphasizes being an innovative and trusted source of energy solutions for our members, and that commitment guides us every day.

As we head into the busy fall season, I encourage you to explore the many resources Owen Electric offers. Whether you are looking for ways to save energy, manage your account more efficiently or learn more about the programs we offer, we are here to help.

President and CEO
Michael Cobb



A Touchstone Energy® Cooperative 

Keep your cool while keeping energy costs in check

Even as summer begins to wind down, August temperatures can still put a heavy demand on your home's cooling system. Your HVAC unit has likely been working overtime for weeks, and a few simple habits can help it operate more efficiently while keeping your home comfortable and your energy costs under control.

One of the easiest and most important things homeowners can do is regularly replace air filters. Dirty filters restrict airflow, forcing your system to work harder and longer to cool your home. A clean filter not only improves efficiency but can also help improve indoor air quality and reduce unnecessary strain on your equipment.

Thermostat settings can also make a noticeable difference. Raising the temperature just a few degrees while you're away from home can help reduce energy use without sacrificing comfort

when you return. Many homeowners are finding programmable and smart thermostats especially helpful during the hottest months because they automatically adjust temperatures based on schedules and routines.

Airflow throughout the home matters, too. Closing vents or blocking them with furniture can create uneven cooling and make your system less efficient. Ceiling fans can help circulate cool air and make rooms feel more comfortable, allowing you to set the thermostat slightly higher while still staying cool.

Another area that is often overlooked is air leakage. Small gaps around windows and doors allow cool air to escape and hot air to enter, making your HVAC system work harder than necessary. Sealing those leaks with weatherstripping or caulk can improve comfort and reduce wasted energy.

Outdoor maintenance is important as well. Leaves, grass clippings and debris around the outdoor unit can restrict airflow and impact performance. Keeping the area around the unit clean and clear helps ensure your system can operate properly during periods of extreme heat.

Routine HVAC maintenance can also go a long way toward improving efficiency and preventing unexpected breakdowns. A professional inspection can identify issues early, help your system run more effectively and extend the life of your equipment.

Small changes and regular maintenance may seem simple, but together they can have a big impact on comfort, efficiency and monthly energy bills. As summer temperatures continue, now is a great time to make sure your cooling system is prepared to finish the season strong.

Get **more** out of your smart thermostat.



With the SimpleSaver Bring Your Own Thermostat Program, you can receive \$10 in bill credits per qualifying Wi-Fi thermostat you enroll (up to two thermostats). Plus, if you purchased your thermostat on or after March 2, 2019, you could be eligible for an additional \$100 enrollment bonus.

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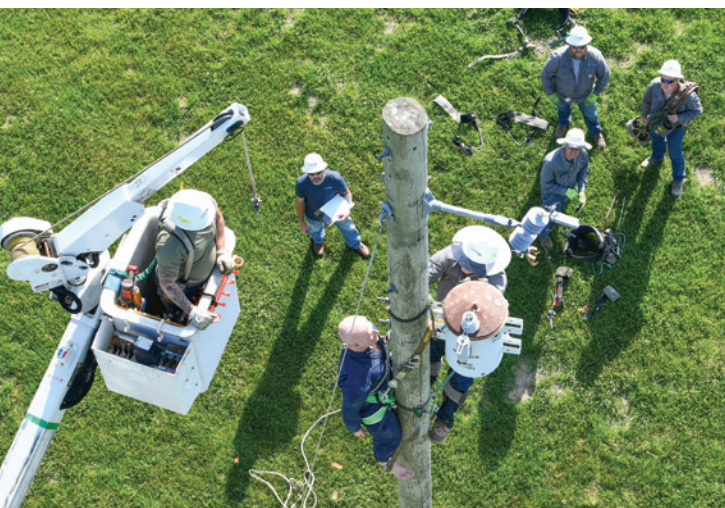


Safety and training

Providing reliable service starts with a well-trained workforce. Owen Electric's field and office employees regularly take part in training exercises focused on safety, teamwork and real-world readiness. From practicing everyday procedures to preparing for unexpected situations, ongoing training helps crews build confidence, sharpen skills and stay prepared to respond safely and effectively on the job. These hands-on learning opportunities reinforce our commitment to protecting employees, serving members reliably and maintaining a strong culture of safety across the cooperative.



We couldn't let former Boone County Service Technician Joe Schmiade retire before he imparted some of his many years of knowledge and experience to our apprentice lineworkers. Above, Schmiade leads training on underground work, including phasing sticks, switchgear and grounding. Photos: Whitney Duvall



Warmer weather is a great time for crews to participate in annual safety trainings, including hurt man rescue and bucket escape training. These are skills that make all the difference when seconds count. Above, Simon Peters and Dylan Schleuter practice the hurt man rescue exercise, while Dylan Howell completes a controlled descent from the bucket. Photos: Whitney Duvall



Recently, crews participated in lockout/tagout training with East Kentucky Power Cooperative, using EKPC's interactive safety trailer. This important training reinforces the proper procedures for de-energizing equipment before maintenance and repairs—helping protect our employees from unexpected energy hazards. Above, EKPC's Anthony Ballard demonstrates properly operating switches and regulators in different scenarios. Photos: Whitney Duvall

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