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PUBLIC SERVICE COMMISSION

VANESSA B. CANTLEY vanessa@bccjlaw.com

August 19, 2008

Via Fed-Ex Overnight Mail

Rick Bertelson Kentucky Public Service Commission 211 Sower Boulevard Frankfort, KY 40602-0615

RE: In the Matter of Bruce Stansbury v. Shelby Energy Case No. 2008-00277
Amended Complaint

Dear Mr. Bertelson:

Please accept for filing the enclosed Amended Complaint of Bruce Stansbury in the above case. Also enclosed are ten (10) copies of the Amended Complaint as well as a file copy and return envelope. If you could see that the file copy is stamped and returned to me, I would appreciate it.

If you have any questions or need additional information, please do not hesitate to contact me. Thank you for your assistance.

Very truly yours,

BAHE COOK CANTLEY & JONES PLC

Vanessa B. Cantley

☆: 502-587-2002
♣: 502-587-2006

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AUG 20 2008

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BRUCE WILLIAM STANSBURY

COMPLAINTANT

V.

CASE NO. 2008-00277

SHELBY ENERGY COOPERATIVE, INC.
620 Old Finchville Rd.
Shelbyville, Kentucky 40065

DEFENDANT

DEFENDANT

AMENDED COMPLAINT

Comes now Complainant Bruce William Stansbury ("Stansbury"), by counsel, for his Complaint against Shelby Energy Cooperative, Inc. ("Shelby Energy"), states as follows:

- 1 Stansbury is a resident of Shelby County, Kentucky, and is a member and customer of Shelby Energy
- 2. Shelby Energy is a non-profit corporation licensed to do business in the state of Kentucky and doing business primarily in Shelby, Henry and Trimble County, Kentucky as an electric utility.
- 3. The Public Service Commission ("PSC") has jurisdiction over Shelby Energy.

- 4. Stansbury makes this Amended Complaint pursuant to an Order of the PSC dated July 29, 2008 and served upon Stansbury on July 31, 2008.
- 5. Stansbury re-alleges the charges in his original Complaint, attached as Exhibit A.
- 6. Additionally, Stansbury alleges the following facts, acts, omissions and violations of law, regulations and procedures that harm consumers and justify and compel a complete management audit of Shelby Energy by the PSC.
- This improper calculated fuel adjustment costs in July 2007. See Exhibit B. This improper calculation led to a fuel adjustment cost greatly exceeding the allowable rate as defined and approved by PSC Case No. 2006-00524 and KRS 278.455(2). The fuel adjustment cost for July 2007 was much higher than any other month and resulted in extremely large and unexpected bills for Shelby Energy customers.
- 8. Upon information and belief, the improper fuel adjustment cost pass-through was done in a manner to benefit Shelby Energy and improperly inflate Shelby Energy profits.
- 9. Upon information and belief, Shelby Energy passed through a higher fuel-adjustment cost than it actually paid, in violation of Kentucky law.
- 10. Shelby Energy failed to pass through the Fuel Adjustment Cost and Basic Rate increase for the months of August 2007 through December 2007, resulting in a potential harm to the consumer by losing preferred tier profitability status from the United States Department of Agriculture's Rural Utilities Service loan program, among other benefits of a profitable energy company.

- 11. Shelby Energy, pursuant to permission by the PSC, adjusted customers bills for the February 2008 June 2008 billing cycles.
- 12. Shelby Energy improperly and retroactively accounted for the under-billed adjustment in its November and December 2007 accounting period, See Exhibit C.
- 13. Upon information and belief, Shelby Energy counted under-billed proceeds as they accrued, effectively double-counting income and overstating profits.
- 14. Upon information and belief, Shelby Energy collected more from under-billed fuel adjustment costs from February 2008 through June 2008 than Shelby Energy lost from August 2007 to December 2007.
- 15. Shelby Energy refused to communicate with its customers to clearly explain the purpose and legality of the under-billed adjustment and took affirmative steps to prevent customers from exercising their legal rights under KRS 278.260 to communicate with or complain to the PSC regarding rates. See Exhibit D.
- The mismanagement demonstrated by Shelby Energy has financially damaged consumers through higher utility costs than legally allowed, eliminating predictability and increasing variance in monthly energy bills through numerous adjustments, impairing Shelby Energy's credit rating and ability to borrow money through improper filings with and misrepresentations to the Rural Utilities Service, and other financial damages that can only be discovered through a management audit.

- 17. A large turn-over in Shelby Energy employees has created billing errors and improperly read meters that have put a tremendous burden on businesses to pay upon discovery of those errors, including higher costs for all members for overlooked billing errors.
- 18. A large turn-over in employees has increased the cost in training, operation and restoration of service of the utility, increasing potential harm to employees and members due to lack of training and experience.
- 19. Stansbury reserves the right to supplement or amend this Complaint as additional information is gathered.

Wherefore Stansbury requests a management audit of Shelby Energy's practices, policies, billing and payments and a review of all hiring and termination of Shelby Energy employees for the last 7 years to determine if hiring practices have irrevocably impaired the ability of Shelby Energy to remain a profitable company benefiting Kentucky consumers.

Respectfully submitted,

Bruce Stansbury 660 Duvall Lane

Finchville, Kentucky 40022

Prepared by:

BAHE COOK CANTLEY & JONES, PLC Vanessa Cantley Jasper Ward 239 S. Fifth Street Suite 700 Louisville, Kentucky 40202

EXHIBIT A

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

| DELOIVE FILE FOREIC SERVICE COMMUNISSION |
|---|
| In the matter of: |
| Bruce William STANSBURY) (Your Full Name) COMPLAINANT |
| SHELBY ENERLY COOP. (Name of Utility) DEFENDANT |
| COMPLAINT |
| The complaint of Bruce WILLIAM STANSBURY respectfully shows: (Your Full Name) |
| (a) BRUCE WILLIAM STANSBURY (Your Full Name) |
| (Your Address) |
| (b) SHELBY ENERBY COOP (Name of Utility) |
| (Address of Utility) |
| (c) That: <u>(JR655 MISMANA/SEMENT OF BASE</u> (Describe here, attaching additional sheets if necessary, |
| RATE CORFETION CHARBES AND OF THE the specific act, fully and clearly, or facts that are the reason |
| FUEL ADJUSTMENT CHARLES. FORMER |
| CED DUDLEY BOTTOM CONTINUES TO |
| BE PAID - WHY? |

Continued on Next Page

| Formal Complaint |
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| BRUCE W STANSBURY VS. SHELBY ENERGY |
| Page 2 of 2 |
| DINCOMPENT PEOPLE IN MANAGEMENT |
| POSITIONS. |
| EREQUEST AN AUDIT OF ALL PRACTICES |
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| Wherefore, complainant asks AUDIT OF AUL PEAUTICES, (Specifically state the relief desired.) |
| (Specifically state the relief desired.) |
| POLICIES, BILLING AND PAYMENTS |
| POLICIES, BILLING AND PHYMENTS EHIRING : TERMINATION OF PERSONAL |
| OVER THE LAST 7 YEARS |
| |
| Dated at <u>FINCHVILE</u> , Kentucky, this <u>JTH</u> day (Your City) |
| of LIULY , DODS (Month) Show It Harshum |
| (Your Signature) |
| (Name and address of attorney, if any) |