

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 1 Provide the utility's current number of customers and the date used for that determination:

Response: For the month of June 2020, Shelby Energy billed 16,958 account.

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 2 If applicable, provide the utility's current number of customers per class.

Response: For the month of June 2020, Shelby Energy billed the following accounts per class:

Residential	16,358
Commercial < 1,000 kVA	556
Commercial > 1,000 kVA	11
Street Lighting	33
Total	<u>16,958</u>

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 3 If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customer for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

Response: Shelby Energy provides only electricity services. The data requested is as follows:

Period	Total Billed	Total Bills	Average Bill
2017	\$ 43,547,775	178,096	\$ 244.52
2018	51,816,198	197,252	262.69
2019	50,068,058	200,502	249.71
20-Jan	4,524,650	16,775	269.73
20-Feb	4,674,714	16,770	278.75
20-Mar	3,846,400	16,769	229.38
20-Apr	3,345,868	16,858	198.47
20-May	3,254,110	16,931	192.20
20-Jun	3,891,207	16,958	229.46

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

- Item 4** If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:
- a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

Response: Shelby Energy provides only electricity services. The data requested is as follows:

Residential					
Period		Total Billed	Total Bills		Average Bill
2017	\$	24,380,163	172,064	\$	141.69
2018		30,589,099	190,335		160.71
2019		29,205,628	193,403		151.01
20-Jan		2,782,157	16,180		171.95
20-Feb		2,975,648	16,174		183.98
20-Mar		2,315,923	16,172		143.21
20-Apr		2,035,267	16,260		125.17
20-May		1,948,989	16,334		119.32
20-Jun		2,204,892	16,358		134.79

Commercial < 1,000 kVA					
Period		Total Billed	Total Bills		Average Bill
2017	\$	8,038,721	5,580	\$	1,440.63
2018		8,996,344	6,401		1,405.46
2019		8,781,398	6,582		1,334.15
20-Jan		705,559	551		1,280.51
20-Feb		711,836	552		1,289.56
20-Mar		644,553	553		1,165.56
20-Apr		557,007	554		1,005.43
20-May		558,865	553		1,010.61
20-Jun		686,252	556		1,234.27

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Commercial > 1,000 kVA			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 11,078,168	99	\$ 111,900.69
2018	12,170,703	113	107,705.33
2019	12,021,223	121	99,348.95
20-Jan	1,031,719	11	93,792.61
20-Feb	982,017	11	89,274.32
20-Mar	880,893	11	80,081.23
20-Apr	748,554	11	68,050.34
20-May	741,198	11	67,381.64
20-Jun	994,885	11	90,444.07

Street Lighting			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 50,721	352	\$ 144.09
2018	60,052	403	149.01
2019	59,809	396	151.03
20-Jan	5,215	33	158.04
20-Feb	5,214	33	157.99
20-Mar	5,031	33	152.46
20-Apr	5,040	33	152.73
20-May	5,058	33	153.27
20-Jun	5,178	33	156.91

Total			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 43,547,775	178,095	\$ 244.52
2018	51,816,198	197,252	262.69
2019	50,068,058	200,502	249.71
20-Jan	4,524,650	16,775	269.73
20-Feb	4,674,714	16,770	278.75
20-Mar	3,846,400	16,769	229.38
20-Apr	3,345,868	16,858	198.47
20-May	3,254,110	16,931	192.20
20-Jun	3,891,207	16,958	229.46

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

- item 5** If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers for:
- a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020

Response: Shelby Energy provides only electricity services. The data requested is as follows:

Period	Total Billed	Total Bills	Average Bill
2017	\$ 41,937,762	178,096	\$ 235.48
2018	48,836,446	197,252	247.58
2019	47,800,450	200,502	238.40
20-Jan	4,329,287	16,775	258.08
20-Feb	4,523,843	16,770	269.76
20-Mar	3,614,620	16,769	215.55
20-Apr	3,146,086	16,858	186.62
20-May	3,066,311	16,931	181.11
20-Jun	3,470,439	16,958	204.65

**Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request**

- 6 If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers in each class for:
- a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

Response: Shelby Energy provides only electricity services. The data requested is as follows:

Residential			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 22,887,718	172,064	\$ 133.02
2018	28,095,829	190,335	147.61
2019	27,522,733	193,403	142.31
20-Jan	2,657,991	16,180	164.28
20-Feb	2,829,876	16,174	174.96
20-Mar	2,112,895	16,172	130.65
20-Apr	1,854,648	16,260	114.06
20-May	1,780,976	16,334	109.03
20-Jun	2,062,106	16,358	126.06

Commercial < 1,000 kVA			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 7,921,309	5,580	\$ 1,419.59
2018	8,711,925	6,401	1,361.03
2019	8,547,986	6,582	1,298.69
20-Jan	692,306	551	1,256.45
20-Feb	706,756	552	1,280.35
20-Mar	615,801	553	1,113.56
20-Apr	537,844	554	970.84
20-May	539,079	553	974.83
20-Jun	613,222	556	1,102.92

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Commercial > 1,000 kVA			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 11,078,168	99	\$ 111,900.69
2018	11,968,994	113	105,920.30
2019	11,669,986	121	96,446.17
20-Jan	973,775	11	88,524.99
20-Feb	982,017	11	89,274.32
20-Mar	880,893	11	80,081.23
20-Apr	748,554	11	68,050.34
20-May	741,198	11	67,381.64
20-Jun	790,002	11	71,818.38

Street Lighting			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 50,568	352	\$ 143.66
2018	59,699	403	148.14
2019	59,745	396	150.87
20-Jan	5,215	33	158.04
20-Feb	5,194	33	157.40
20-Mar	5,031	33	152.46
20-Apr	5,040	33	152.73
20-May	5,058	33	153.27
20-Jun	5,109	33	154.81

Total			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 41,937,762	178,095	\$ 235.48
2018	48,836,446	197,252	247.58
2019	47,800,450	200,502	238.40
20-Jan	4,329,287	16,775	258.08
20-Feb	4,523,843	16,770	269.76
20-Mar	3,614,620	16,769	215.55
20-Apr	3,146,086	16,858	186.62
20-May	3,066,311	16,931	181.11
20-Jun	3,470,439	16,958	204.65

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

- Item 7** Explain how the utility calculates bad debt.
- a. Explain the decision criteria governing when the utility writes off bad debt.
 - b. Provide the monthly bad debt write-offs for each month in 2018, 2019, and 2020.
 - c. If the utility has changed its calculation or determination of bad debt in the past two years, explain its previous calculation or determination of bad debt and the reason for the change.

Response: Shelby's unpaid account balances are written off as bad debt if amounts due are not paid within 60 days of when the account becomes inactive. During this period the following collection activity occurs: 1. Final bill is sent. 2. First collection letter is sent 25 to 30 days after final bill. 3. Second collection letter is sent approximately 45 days after final bill. After 60 days, unpaid accounts are written off as uncollectible bad debt. Any uncollectible bad debt is then turned over to our collection agency to attempt to collect.

b. The following table shows gross bad debt write-offs by month:

	2018	2019	2020
January	\$ 2,701	\$ 2,024	\$ 2,682
February	3,130	1,917	3,511
March	2,872	2,491	1,815
April	4,903	2,475	1,881
May	5,430	2,439	2,283
June	4,673	7,804	2,030
July	4,906	4,843	
August	2,377	3,776	
September	3,743	865	
October	1,849	2,647	
November	2,281	2,375	
December	1,671	1,144	
Total	\$ 40,537	\$ 34,800	\$ 14,203

c. Shelby Energy has not changed its calculation or determination of bad debt in the past two years.

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 8 Assuming the Commission's moratorium on disconnections was not in effect, provide the number of customers in each class that would be subject to disconnection and the date used for this determination.

Response: Shelby Energy provides only electricity services. We are unable to break down the disconnects by class, however, the data of total disconnects are as follows:

	Mar-20	Apr-20	May-20	Jun-20
Member Accounts	147	202	265	287
Prepaid Accounts	133	160	134	185
Total	280	362	399	472

**Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request**

- Item 9** Provide the percent of customers, by class, that pay on time for:
- a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020

Response: The following table provides a breakdown of members that pay on time. We are unable to get the breakdown by class, but billed members are available for comparative purposes.

Period	Residential	Small Comm/Ind	Large Comm/Ind	Street Lights	Total	AVG LATE NOTICES	PERCENT PAID ON TIME
2017	15,551	508	9	32	16,100	2,257	86.0%
2018	15,827	532	10	33	16,402	2,277	86.1%
2019	16,086	550	11	33	16,680	2,065	87.6%
Jan-20	16,180	551	11	33	16,775	2,441	85.4%
Feb-20	16,174	552	11	33	16,770	2,217	86.8%
Mar-20	16,172	553	11	33	16,769	2,984	82.2%
Apr-20	16,260	554	11	33	16,858	2,107	87.5%
May-20	16,334	553	11	33	16,931	2,307	86.4%
Jun-20	16,358	556	11	33	16,958	2,170	87.2%

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

- Item 10** Provide the following information for January 1, 2015, until December 31, 2019. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Further, provide the following information by class
- Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
 - Provide monthly totals of service terminations for customers only for nonpayment of bills.
 - Provide the total number of customers per month.

This information should be provided so as not to duplicate customer counts. The information requested in this request should be presented similarly to the residential-only information provided in Case No. 2019-00366. For reference, refer to Louisville Gas and Electric Company and Kentucky Utilities Company's response to Post-Formal Conference Request for Information filed with the Commission on March 6, 2020

Response: We are unable to retrieve this information by class. However, we do not generally disconnect our small commercial/industrial, large commercial/industrial, or street light accounts.

Termination Notices and Terminations For Non-Payment
2015 through 2019

	Year	Annually	January	February	March	April	May	June	July	August	September	October	November	December
a. Total service termination notices issued	2015	28,951	2,572	2,423	2,688	2,390	2,302	2,244	2,486	2,314	2,413	2,425	2,273	2,421
	2016	27,023	2,273	2,267	2,369	2,107	2,265	2,210	2,349	2,273	2,267	2,278	2,166	2,199
	2017	27,079	2,186	2,116	2,358	2,146	2,279	2,112	2,186	2,375	2,297	2,464	2,281	2,279
	2018	27,328	2,441	2,217	2,984	2,107	2,307	2,170	2,234	2,185	2,023	2,382	2,162	2,116
	2019	24,781	2,120	1,934	2,130	2,098	2,093	1,964	2,219	2,060	2,079	2,136	1,950	1,998
b. Total service terminations	2015	811	53	-	157	89	91	64	47	77	71	45	61	56
	2016	641	19	83	70	72	58	63	33	60	37	64	50	32
	2017	642	-	-	55	80	89	34	41	89	67	100	51	36
	2018	934	83	61	112	100	118	45	80	67	77	106	43	42
	2019	725	48	50	67	77	94	44	79	66	69	62	40	29
c. Total number of customers	2015	15,261	15,203	15,205	15,215	15,228	15,295	15,342	15,349	15,839	15,398	15,308	15,301	15,318
	2016	15,385	15,325	15,320	15,301	15,368	15,390	15,451	15,440	15,459	15,469	15,417	15,410	15,445
	2017	15,551	15,450	15,463	15,467	15,507	15,607	15,627	15,653	15,660	15,689	15,650	15,626	15,652
	2018	15,827	15,650	15,684	15,691	15,728	15,896	15,910	15,911	15,981	15,960	15,951	15,969	16,004
	2019	16,086	16,013	16,023	16,020	16,062	16,128	16,161	16,173	16,189	16,199	16,149	16,128	16,158

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

- Item 11** Provide the total income received from late payment fees for:
- a. Each month in 2017;
 - b. Each month in 2018;
 - c. Each month in 2019;
 - d. Each month in 2020;

Response: The following table shows income from late fees and reconnect fees for Shelby Energy:

<u>Penalties</u>	2017		2018		2019		2020	
January	\$	34,907	\$	44,432	\$	32,836	\$	29,831
February		38,110		47,984		35,202		29,745
March		35,132		39,673		38,840		25,456
April		26,943		35,739		33,408		-
May		23,547		34,312		23,492		-
June		20,995		25,073		18,667		-
July		25,554		29,673		25,455		
August		30,448		31,741		30,188		
September		32,246		28,277		31,842		
October		27,028		31,737		29,157		
November		23,714		25,140		22,121		
December		29,149		29,729		25,776		
Total	\$	347,771	\$	403,510	\$	346,985	\$	85,033

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 12 Quantify the amount of the late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.

Response: Shelby Energy quantifies the amount of late fees which were not assessed as follows:

Month	
April, 2020	\$ 36,357
May, 2020	34,007
June, 2020	20,860
Total through June, 2020	<u>\$ 91,223</u>

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 13 Provide copies of all general communication provided to customers regarding arrearages, late payment, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.

Response: Shelby Energy has communicated with its members through the use of our member invoices, office signage, social media account, website, and sections in the monthly magazine, Kentucky Living. Documentation is attached



Shelby Energy Cooperative

A Touchstone Energy® Cooperative 

April 2020

Unsung heroes

Lineman Appreciation Day is April 13

We are proud of every member of our dedicated team here at Shelby Energy and this month we take a moment to honor the dedication and professionalism of our linemen.

On the second Monday in April, electric cooperatives recognize Lineman Appreciation Day. I encourage you to join me on April 13 as Shelby Energy expresses our gratitude to the 15 linemen, the unsung heroes that maintain over 2,100 miles of line and ensure safe and reliable power to our homes and businesses.

We expect a lot of our line technicians. Because of the challenging weather and terrain they often face, it's easy to focus on the physical demands of the job. Indeed, the job requires physical strength and endurance,

especially during the long hours of power restoration in extreme weather.

Yet, for all the physical strength required in this profession, the mental strength and focus of our line technicians is crucial. Working with dangerous high-voltage lines on a daily basis requires extraordinary attention to detail and safety.

That's why Shelby Energy Cooperative insists upon thorough and constant safety training, provided in conjunction with Kentucky Electric Cooperatives, and a careful adherence to safety standards and equipment. Shelby energy has signed the Commitment to Zero Contacts initiative with hundreds of electric co-ops across America. Before our line techs begin any job, we first assess the staffing and equipment needs.



Photo: Line Technician Kelly Michels

A mandatory job briefing is required to discuss the objective, location of the work site, potential hazards, nearest emergency help and if anyone besides Shelby Energy needs to be involved. These practices reflect the professionalism of our line crews.

On April 13, please join me in expressing gratitude to these dedicated members of our community, and to the retired linemen who have helped build the safe and reliable electrical system we enjoy today.

Please drop them a line on April 13 and use #ThankaLineman in your social media posts to show support for our Shelby Energy Cooperative line technicians who power our homes and businesses every day.



Jack Bragg Jr.
President & CEO
Shelby Energy
Cooperative



TIM WEBB

BOARD OF DIRECTORS

Ashley Chilton • Chairman
Pat Hargadon • Vice Chairman
Roger Taylor Jr. • Secretary-Treasurer
R. Wayne Stratton • Diana Arnold
Jeff Joyce

Jack Bragg Jr. • President & CEO
Alan Zaring • Attorney

Shelbyville Office Hours

Monday – Friday:
7:30 a.m. – 4:30 p.m.

Mailing Address: 620 Old Finchville Road
Shelbyville, KY 40065-1714
(502) 633-4420

Remote Payment Centers

Henry County Supply
Monday - Friday: 8 a.m. – 4:30 p.m.
Saturday: 8 a.m. – 12 p.m.

Riverside

Smoker's Friendly
Monday - Saturday: 8 a.m. – 8 p.m.
Sunday: 9:30 a.m. – 6 p.m.

Poppy's General Store
24 Equity Drive, Bedford, KY 40006
(502) 663-6028

Monday - Friday: 6 a.m. – 4 p.m.
Saturday: 8 a.m. – 4 p.m.
Sunday: 8 a.m. – 2 p.m.

For information or to report an outage
1-800-292-6585

Visit our website at:
www.shelbyenergy.com

Email: shelbyenergy@shelbyenergy.com

Online Bill Pay:

Access your Shelby Energy account
through our website at
www.shelbyenergy.com.

Click on "Online Bill Pay" to view your
electric bill and make payments by debit
card, e-check, Visa or MasterCard.

All members signing up for new service
with Shelby Energy receive a short survey.
Members who return the completed survey
to Shelby Energy are automatically eligible
to win a one-time \$20 credit on their elec-
tric bill. Each month, one name is drawn
and a lucky Shelby Energy member receives
a bill credit on their next statement.

The new member survey winner for January is
Carolyn Case.



Find electrical hazards before they find you

You can't see all the electrical hazards
in your home unless you go looking for
them. Here are five invisible hazards
that your family should avoid:

1. Overload: Especially if your home
is older, it might not have the
capacity to handle all of today's energy-
intensive gadgets. When your home
was built, for example, it didn't have to
handle phone chargers, electric tread-
mills or even automatic coffee pots.
Invite an electrician over to evaluate
your home and upgrade
its electrical capacity.

**2. Old circuit break-
ers:** A box that feels
hot is probably faulty and
needs replacing.

**3. Constantly trip-
ping breakers:** It's
annoying when your
hair dryer stops work-
ing when your hair is
halfway dry or you trip
a breaker whenever you
plug two things in at the same time.
But those are warning signs that you're

overloading your circuits.

4. An outdated fire extinguisher:
These life-saving devices don't
come with an expiration date, but that
doesn't mean it will work when you need
it. Extinguishers last between five and 15
years. Check the pressure gauge on yours
every month. It is good to go only if the
needle is in the green area.

5. Hot outlets: Regularly touch
outlets. Warm or hot outlets
could signal an electrical overload

or wiring that's melting.
While you're at it, have an
electrician switch out your
old outlets for those with
GFCIs, which will shut off
in case of hazard.

If you notice any of
these signs of electrical
hazards, don't hesitate.
Call an electrician and
make sure your fire extin-
guisher is always working
properly.

Contact Shelby Energy Cooperative
for more information.



Easy Ways to Pay

Shelby Energy offers a number of ways to pay your bill
remotely to reflect the "social distancing" advocated by
health officials because of COVID-19. Stay home to pay!

- **Online bill pay** at www.shelbyenergy.com or download the
"ShelbyEng" mobile app
- **Automatic Bank Draft** applications are available at www.shelbyenergy.com/bankdraft and can be returned to set up automatic payments.
Receive a one-time \$10 bill credit when you sign up!
- **Enroll in Prepay Program:** pay at your convenience and receive daily
usage alerts. Call (800) 292-6585 for more information.
- **Make credit card or check payments over the phone** by calling (800)
292-6585
- **Mail payments** to Shelby Energy Cooperative at 620 Old Finchville
Road, Shelbyville, KY 40065

Questions? Call (800) 292-6585

Celebrating Earth Day the cooperative way

Since 1970, people around the world have celebrated Earth Day on April 22. Events and acts of conservation occurring on this day to remind us all the need to care for our planet. But what about the rest of the year?

At Shelby Energy Cooperative, every day—all 365 of them—is Earth Day. Caring for the community, which includes conserving and protecting Kentucky's natural treasures, is among the principles we operate by as a cooperative. It's why Shelby Energy supports clean, renewable energy. We've long used hydropower generated from the water in our lakes and rivers to supply some of the electricity you use.

Kentucky's cooperatives were also the first in Kentucky to build renewable power plants fueled by methane from landfills. More recently, we built one of Kentucky's largest solar projects where more than 32,000 photovoltaic panels capture the sun to power local homes.

We also care for the environment by protecting birds and animals native to our area. Through our peregrine falcon program, we provide a home high above one of our power plants to give these rare birds a safe place to nest. We've also established nesting boxes for American kestrels, small falcons native to Kentucky.



Our plant's conservation efforts also protect rare and native plants, such as the blazing star, which grow under Shelby Energy's power lines. Co-op employees build a habitat for pollinators that are essential for plant reproduction.

We're sharing our passion for environmental stewardship. Our instructors host Conservation Clubhouse programs, a free educational program offered at local schools where they learn about electric co-ops, reptiles and amphibians.

You can join Shelby Energy Cooperative in celebrating Earth Day

every day by supporting our renewable energy programs. Sign up for our envirowatts program to invest in solar, wind, biomass and hydro projects. Or, learn how you can license one or more Cooperative Solar panels.

Check out the solar calculator at CooperativeSolar.com to determine how many panels are needed for your home or business.

Have fun celebrating Earth Day on April 22. But don't let the calendar stop you from celebrating it every day just as Shelby Energy does.



Shelby Energy Cooperative
A Touchstone Energy Cooperative

Ready for Renewables?



Cooperative Solar



envirowatts

Congratulations!



Jace Ogburn
Trimble County High School



Jacob Floyd
Martha Layne Collins High School



Isabella Bates
Eminence High School

*Shelby Energy's 2020 Electric Cooperative Youth Tour Delegates
Jace, Jacob and Isabella will be wonderful representatives of Shelby Energy Cooperative
and we wish them a safe, exciting week of learning and fun in Washington, D.C.*

Your Safety Matters

Call 811 before you dig

April is National Safe Digging Month, and Shelby Energy urges members and contractors to call 811 before starting any digging project.

Making this call is vitally important to prevent injuries and avoid hitting utility lines that could disrupt services to your neighbors. The call might also save a life and prevent a

life-altering injury. Calling 811 also avoids potential fines for digging and not calling in a timely manner.

After you call 811, a utility professional will visit and mark where underground lines are buried on your property. The technician will place flags on the surface to show where the utilities

are located so that you can avoid danger. The flag colors used for each utility type include:

- Red—Electrical
- Yellow—Gas
- Blue—Water
- Orange—Fiber optic/Phone/Cable
- Green—Sewer

In many newer subdivisions, electric lines are buried. Also, fiber optic cables are often located close to the surface.

It is especially important to call 811 when using a bulldozer or backhoe for major projects on your property, such as adding a swimming pool or new room. If using a contractor, make sure the company has located lines before digging.

Even when you plant flowers, bushes and trees, or dig holes for a mailbox or fence posts, it's important to call 811 to be safe.

Shelby Energy cares about your safety. Be proactive. Call 811 before you dig.



SHUTTERSTOCK



RESPONSE TO COVID-19

With the uncertainty created by the coronavirus pandemic, we know that the people we serve are facing many concerns. Following our cooperative values, Shelby Energy Cooperative is dedicated to doing what we can to fulfill our civic duty and live up to the trust that our members place in us to bring them safe, reliable and affordable energy services.

As a cooperative, we have a responsibility to do what is in the best interest of all of our members. Our lobby will remain closed to the public. Members are still able to pay bills, start service, and conduct all other necessary business through our free smartphone app, our website, by phone, the night deposit, or the drive-thru. Anyone with questions regarding any of these options can call 800-292-6585 or visit www.shelbyenergy.com. We ask that anyone who can do business by phone or online, to please do so. This will allow us to limit the direct exposure of our members and employees. Our service and field personnel will also be employing "social distancing." Our goal is to decrease the likelihood of illness and resulting work disruptions so that we can continue to provide our members continuity of service.

In addition, we are prepared to forego the disconnecting of service to members for non-payment or low funds for a limited time. While this is not normal procedure, we are sensitive to the well-being of all our members.

Though disconnects may not occur, it will be the responsibility of each member to pay for the services they use in order for us to best serve every member. Bills, late notices, and disconnect notices will continue to be sent as usual. If you find yourself in a situation where you are unable to pay your bill, please contact our office at 800-292-6585 to make a payment arrangement that will avoid a larger balance in the future.

We always stand at the ready to help our members, but even more so during this challenging time. We understand these changes may be inconvenient, so we greatly appreciate your patience and flexibility.

DISCONNECTS FOR NON-PAYMENT TEMPORARILY SUSPENDED

Electric service is essential.

Shelby Energy Cooperative

understands some of our members may be experiencing unexpected circumstances due to COVID-19.



**We're here for you during
uncertain times. Need
assistance with your bill?**



Give us a call at 800-292-6585



Visit our website www.shelbyenergy.com


Please note disconnect suspensions are not bill waivers. We encourage you to continue to pay your balance or whatever portion you can to avoid a large balance in the future.

Energy Tip:

Program your thermostat to maximize energy savings. Set your thermostat at least one degree lower when heating or one degree higher when cooling to reduce energy use.



Shelby Energy Cooperative

A Touchstone Energy Cooperative 

Post Details



Shelby Energy Cooperative

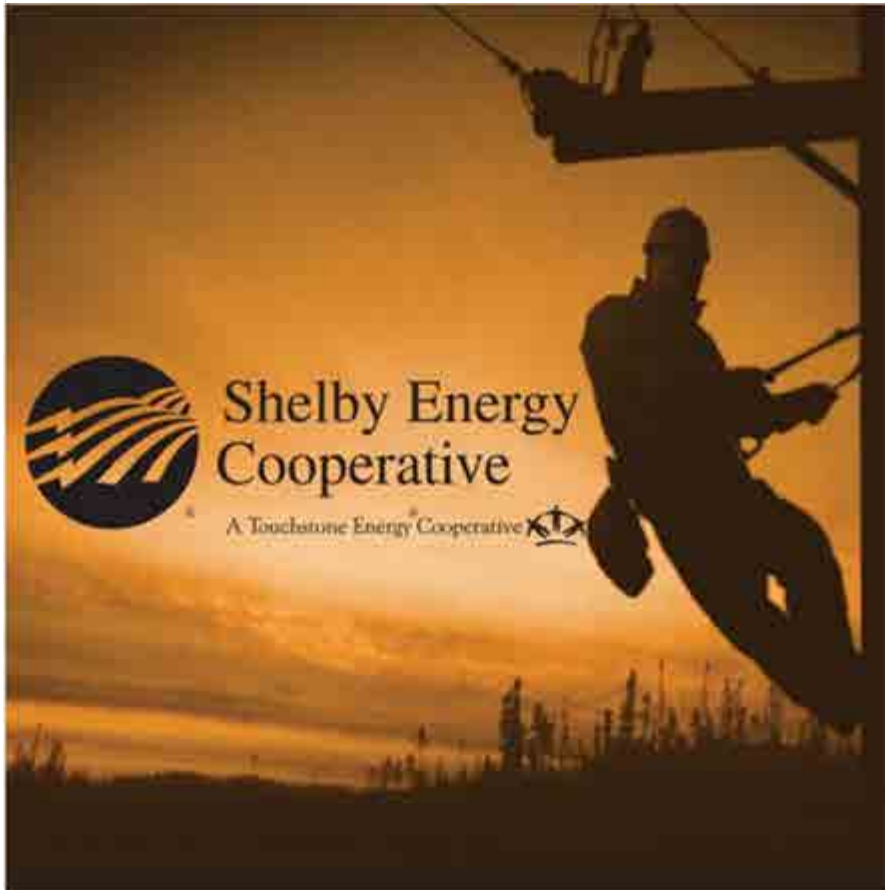
Published by Shelby Energy · March 12 ·

Shelby Energy's priority has always been, and will always be, the health and safety of our employees, members and the communities in which we live and work. As concerns surrounding the spread of Coronavirus (COVID-19) continue to rise, we would like to share with you the steps that we are taking to protect those surrounding our cooperative family.

At this time, our office will continue to operate within normal business hours and we are encouraging employees to maintain proper hygiene by washing hands regularly, using hand sanitizers and to stay home if they are sick. As always, our line crews will continue to respond to outages and service calls and normal operations should not be affected.

However, we would encourage our members to consider conducting business remotely. Online bill pay is available at <https://billing.shelbyenergy.com/oscp/> or you may make payments over the phone by calling 800-292-6585.

We will continue to monitor this situation and take any necessary action as directed by the Centers for Disease Control (CDC), World Health Organization and other local health agencies in the days and weeks to come. We will keep you updated on any changes to normal operations should they arise. If you have any questions, please contact us at 800-292-6585.



Performance for Your Post

367 People Reached

11 Reactions, Comments & Shares

9	9	0
Like	On Post	Of

2	2	0
Love	On Post	Of

0	0	0
Comments	On Post	Of

0	0	0
Shares	On Post	Of

12 Post Clicks


1	0	1
Photo Views	Link Clicks	Of

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post


0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

 **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

367 People Reached	23 Engagements	Boost Post
------------------------------	--------------------------	----------------------------

Sarah Fellows, Jason Ginn and 9 others

[Like](#) [Comment](#) [Share](#) 

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · March 13 ·

As we continue to monitor the situation surrounding Corona Virus (COVID-19), we have made the decision to close our office to the public beginning Monday, March 16 in an effort to limit the potential impact of the illness for our members and employees.

Our drive-thru window will still be available during normal business hours (M-F, 7:30am-4:30pm) to receive payments, start or disconnect service, and any other necessary business. You can also utilize the drop-box to the right of our building at any time.

Line crews will continue to respond to service calls and normal daily operations should not be affected.

We understand this may be an inconvenience and we appreciate your patience and flexibility. We feel this preventative measure will greatly reduce risk for both our employees and members. As we move forward, rest assured that we will work together to resolve any issues that may arise.

Listed below are several payment and service options for those that are unable to venture out:

- Request service at <https://www.shelbyenergy.com/apply-service-0>

- Mail payments to
Shelby Energy Cooperative
620 Old Finchville Road
Shelbyville, KY 40065

- Visit www.shelbyenergy.com/bankdraft, complete the form and return to Shelby Energy along with a voided check to begin automatic bank draft payments.

- Visit <https://billing.shelbyenergy.com/oscp/> to pay bills online or download the "ShelbyEng" mobile app.

-Call 800-292-6585 to make credit card or check payments over the phone, report service issues, connect service, or with any other questions.

Please contact us if you have any questions. We will continue to keep you updated as the situation develops.

Performance for Your Post

2,796 People Reached

52 Reactions, Comments & Shares

29	10	11
Like	On Post	Of

1	1	0
Love	On Post	Of

1	0	1
Wow	On Post	Of

2	1	1
Comments	On Post	Of

19	18	1
Shares	On Post	Of

208 Post Clicks

7	1	21
Photo Views	Link Clicks	Of


NEGATIVE FEEDBACK

1 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear



 **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

2,796
People Reached

260
Engagements

Boost Post

Richard Rick Blackaby, David Holliger and 9 others 1 Comment 18 Shares

Like

Comment

Share



Post Details



Shelby Energy Cooperative

Published by Shelby Energy · March 16 ·

Just a friendly reminder that our lobby is closed. If you visit our office, business can be conducted at the drive-thru window.

However, we do encourage our members to stay home as much as possible and we have a variety of payment options that you can use from the comfort of your home:

-Automatic Bank Draft- You will receive a one-time \$10 bill credit when you sign up. Visit www.shelbyenergy.com/bankdraft to complete the form. You can mail the form to our office ... [See More](#)



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

773

People Reached

46

Engagements

Boost Post

Keith Miller, Ronda Alloway Bentley and 4 others

3 Comments 2 Shares

Like

Comment

Share



Performance for Your Post

773 People Reached

16 Reactions, Comments & Shares

6	5	1
Like	On Post	Of

3	1	2
Love	On Post	Of

5	5	0
Comments	On Post	Of

2	2	0
Shares	On Post	Of

30 Post Clicks

1	1	21
Photo Views	Link Clicks	Of

NEGATIVE FEEDBACK

1 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · March 17 ·

With the uncertainty created by the coronavirus pandemic, we know that the people we serve are facing many concerns. Following our cooperative values, Shelby Energy Cooperative is dedicated to doing what we can to fulfill our civic duty and live up to the trust that our members place in us to bring them safe, reliable and affordable energy services.

As a cooperative, we have a responsibility to do what is in the best interest of all of our members. Our lobby will remain closed to the public. Members are still able to pay bills, start service, and conduct all other necessary business through our free smartphone app, our website, by phone, the night deposit, or the drive-thru. Anyone with questions regarding any of these options can call 800-292-6585. We ask that anyone who can do business by phone, to please do so.

This will allow us to limit the direct exposure of our members and employees. Our service and field personnel will also be employing "social distancing." Our goal is to decrease the likelihood of illness and resulting work disruptions so that we can continue to provide our members continuity of service.

In addition, we are prepared to forego the disconnecting of service to members for non-payment or low funds for a limited time. While this is not normal procedure, we are sensitive to the well-being of all our members. Though disconnects may not occur, it will be the responsibility of each member to pay for the services they use in order for us best serve every member. Bills, late notices, and disconnect notices will continue to be sent as usual. If you find yourself in a situation where you are unable to pay your bill, please contact our office at 800-292-6585 to make a payment arrangement that will avoid a larger balance in the future.

We always stand at the ready to help our members, but even more so during this challenging time. We understand these changes may be inconvenient, so we greatly appreciate your patience and flexibility.

Performance for Your Post

3,764 People Reached

92 Reactions, Comments & Shares

45 Like	27 On Post	11 Of
-------------------	----------------------	-----------------

5 Love	3 On Post	2 Of
------------------	---------------------	----------------

8 Comments	2 On Post	6 Of
----------------------	---------------------	----------------

34 Shares	34 On Post	0 Of
---------------------	----------------------	----------------

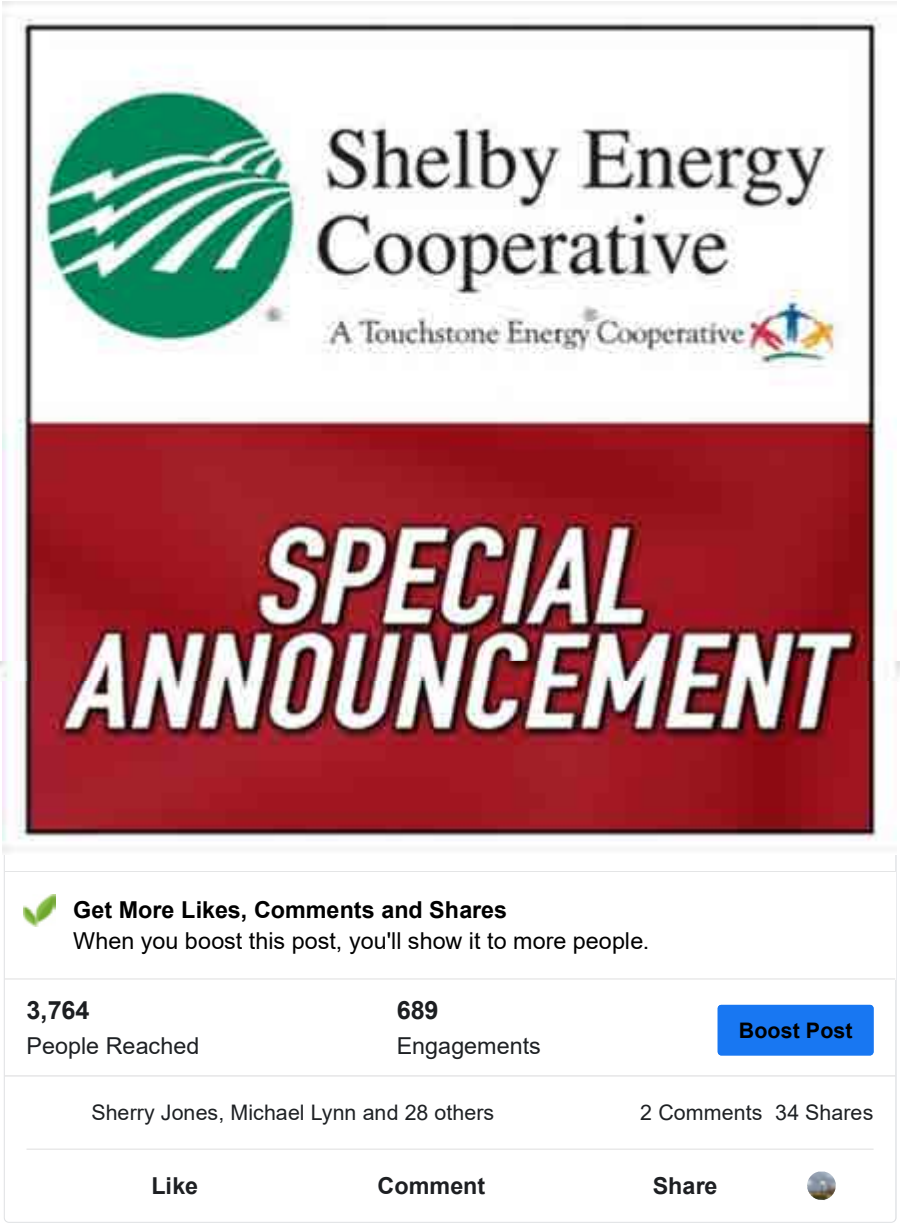
597 Post Clicks

34 Photo Views	0 Link Clicks	51 Of
--------------------------	-------------------------	-----------------

NEGATIVE FEEDBACK


- 0** Hide Post **0** Hide All Post
- 0** Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear




Shelby Energy Cooperative
A Touchstone Energy Cooperative

SPECIAL ANNOUNCEMENT

 **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

3,764 People Reached	689 Engagements	Boost Post
--------------------------------	---------------------------	-------------------

Sherry Jones, Michael Lynn and 28 others 2 Comments 34 Shares

Like **Comment** **Share** 

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · March 18 ·

We're encouraging our members to stay home if they can. One of the easiest ways to pay your bill from home is by signing up for Bankdraft service. There are no processing fees or late fees and you will receive a one-time \$10 bill credit when you sign up.

Visit www.shelbyenergy.com/bankdraft or call 800-292-6585 for more information!



Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

798 People Reached **67** Engagements [Boost Post](#)

David Eubank, Jason Ginn and 4 others 2 Comments 2 Shares

Like **Comment** **Share**

Performance for Your Post

798 People Reached

16 Reactions, Comments & Shares

6 Like **5** On Post **1** Other

1 Love **1** On Post **0** Other

7 Comments **6** On Post **1** Other

2 Shares **2** On Post **0** Other

51 Post Clicks

1 Photo Views **0** Link Clicks **50** Other

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post
0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · March 25 ·

We want to keep you updated on the steps we are taking to ensure the health and safety of both our employees and members. As a reminder, our lobby is closed. The billing & customer service team is still here to answer your calls and conduct other business through our drive-thru window during normal business hours.

Our line crews are working daily to assure you will have the reliable service you have come to expect. We are fortunate to have a group of dedicated and highly skilled professionals who place your well being as their top priority.

You might see them out and about, maybe at your home or on your street, as they have a very important job to do. We understand that you might be curious or even want to show your appreciation, but we ask that you maintain an appropriate distance from their work space to prevent the possibility of any safety issues as well as allowing them the proper distancing to prevent the spread of any sickness to yourself, our employees and their families. We value our members and our employees and we are taking extra precautions to make sure we all get through these trying times soon and safely.

We appreciate your understanding and we will continue to work for you. Please contact us at 800-292-6585 if you have any questions or concerns.



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

1,187
People Reached

182
Engagements

Boost Post

Performance for Your Post

1,187 People Reached

68 Reactions, Comments & Shares

57 Like	35 On Post	2 Of
-------------------	----------------------	----------------

1 Love	1 On Post	0 Of
------------------	---------------------	----------------

6 Comments	5 On Post	1 Of
----------------------	---------------------	----------------

4 Shares	4 On Post	0 Of
--------------------	---------------------	----------------

114 Post Clicks

11 Photo Views	0 Link Clicks	11 Of
--------------------------	-------------------------	-----------------

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Bill Staton, Carolyn Rose Hensley and 33 others

Like

Comment

Share



Post Details



Shelby Energy Cooperative

Published by Shelby Energy · March 26 ·

Reminder: Our lobby is closed to the public. However, our Customer Service team is still here to take care of you when you call or visit our drive-thru window!

If you're able to stay home, we do encourage you to do so as this is the best way to prevent the spread of illness. Many of our remote payment centers have adjusted hours or are only able to provide curbside service and we know that can become a significant inconvenience to our members that live further away from our office and use these locations to pay their bills in person.

Here are 5 easy ways you can pay from the comfort of your home. Please call us if you have any questions regarding your account! We're here to help!

5 Easy Ways to Pay



Pay Online

Visit www.shelbyenergy.com and find the "Pay My Bill" button at the top of the page.

Mobile App

Download the "Shelby Eng" mobile app and manage your account from your phone.



Call us

Make credit card or check payments over the phone by calling 800-292-6585.

Automatic Monthly Bank Draft

Visit www.shelbyenergy.com/bankdraft or call us at 800-292-6585 to sign up and receive a one-time \$10 bill credit!



Enroll in Prepay Service

Call us at 800-292-6585 to start your prepaid service. Load your account, receive daily usage alerts and pay at your convenience or when your account runs low.

Performance for Your Post

811 People Reached

15 Likes, Comments & Shares

11 Likes	9 On Post	2 On
--------------------	---------------------	----------------

0 Comments	0 On Post	0 On
----------------------	---------------------	----------------

4 Shares	4 On Post	0 On
--------------------	---------------------	----------------

13 Post Clicks

2 Photo Views	0 Link Clicks	1 On
-------------------------	-------------------------	----------------

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · March 31 ·

We understand these are difficult times for many of our members. Please remember everyone is responsible for their own energy use and bills. While we are taking measures to help those that are struggling, we encourage both prepaid and regularly billed members to pay as much as you can. By doing so, your future bills will be more manageable and avoid disconnection later on. Please contact us at 800-292-6585 to discuss any concerns regarding your account. We're here to help! [#TeamKentucky](#)



Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

581 People Reached **36** Engagements [Boost Post](#)

Joe Settles, Keith Miller and 9 others 2 Shares

Like **Comment** **Share**

Performance for Your Post

581 People Reached

14 Reactions, Comments & Shares

10 Like **9** On Post **1** Other

1 Love **1** On Post **0** Other

1 Wow **1** On Post **0** Other

0 Comments **0** On Post **0** Other

2 Shares **2** On Post **0** Other

22 Post Clicks

1 Photo Views **0** Link Clicks **2** Other

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details

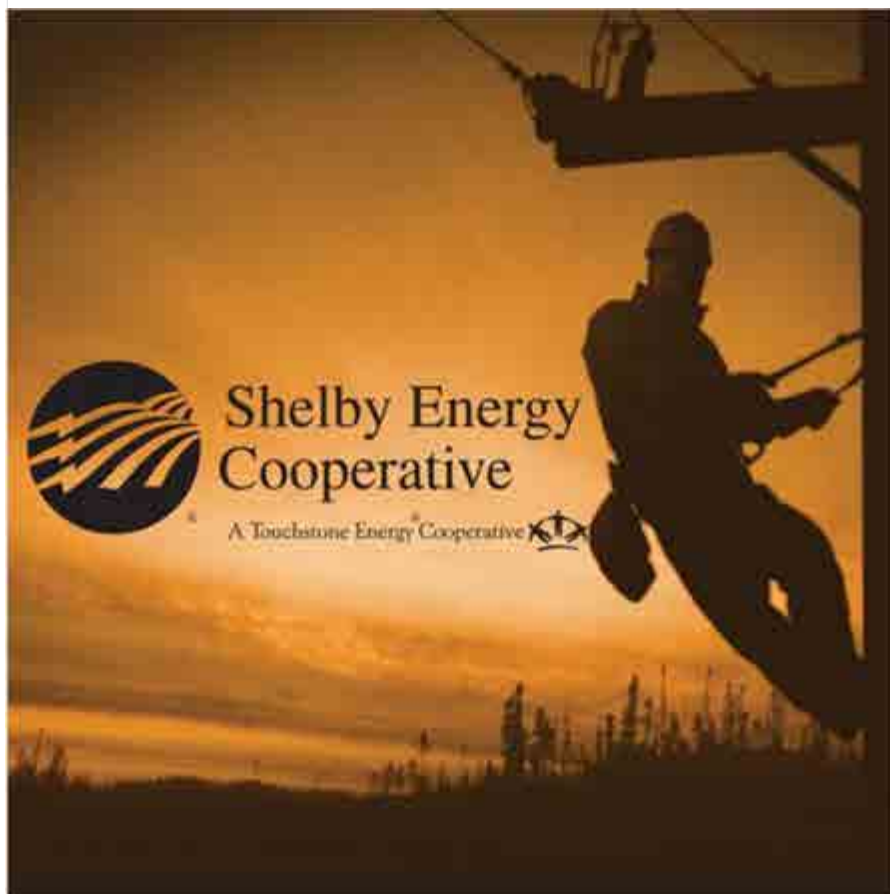


Shelby Energy Cooperative

Published by Shelby Energy · April 3 ·

Learn more about the resources available to help those affected by COVID-19 by visiting

<https://www.shelbyenergy.com/help-members-impacted-covid-19> .



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

631

People Reached

18

Engagements

Boost Post

Kevin Osbourn, Billy Ferguson and 9 others

1 Share

Like

Comment

Share



Performance for Your Post

631 People Reached

12 Reactions, Comments & Shares

10	10	0
Like	On Post	Of

1	1	0
Love	On Post	Of

0	0	0
Comments	On Post	Of

1	1	0
Shares	On Post	Of

6 Post Clicks

0	4	2
Photo Views	Link Clicks	Of

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details

Shelby Energy Cooperative

Published by Shelby Energy · April 7 ·

If all your family members are home during this time, you may be using more energy than usual and this can lead to higher electric bills. Be mindful of unnecessary use and visit www.touchstoneenergy.com/efficiency to learn tips to help you save! #TeamKentucky

Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

526	14	Boost Post
People Reached	Engagements	

Kevin Osbourn, Carolyn Rose Hensley and 6 others
1 Share

Like
Comment
Share

Performance for Your Post

526 People Reached

16 Reactions, Comments & Shares

7	7	0
Like	On Post	Of
8	8	0
Love	On Post	Of
0	0	0
Comments	On Post	Of
1	1	0
Shares	On Post	Of
5 Post Clicks		
0	3	2
Photo Views	Link Clicks	Of

NEGATIVE FEEDBACK

- 0** Hide Post
0 Hide All Post
- 0** Report as Spam
0 Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · April 8 ·

Has your business been hurt? Economic Injury Disaster Loans are available! Apply to the Small Business Administration (SBA) for disaster relief: <https://www.sba.gov> #TeamKentucky



✔ **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

547 People Reached	13 Engagements	Boost Post
------------------------------	--------------------------	--

Kevin Osbourn, Mary Beth Dennis and 4 others
2 Shares

Like
Comment
Share


Performance for Your Post

547 People Reached

13 Reactions, Comments & Shares

5 Like	5 On Post	0 Of
------------------	---------------------	----------------

6 Love	6 On Post	0 Of
------------------	---------------------	----------------

0 Comments	0 On Post	0 Of
----------------------	---------------------	----------------

2 Shares	2 On Post	0 Of
--------------------	---------------------	----------------

5 Post Clicks

0 Photo Views	1 Link Clicks	4 Of
-------------------------	-------------------------	----------------

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

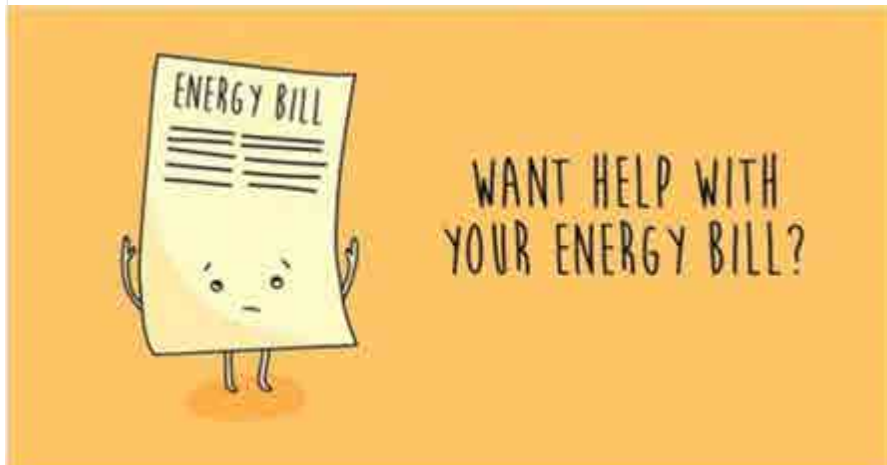
Post Details



Shelby Energy Cooperative

Published by Shelby Energy · April 15 ·

Electric service is essential. While we have suspended disconnections for non-payment, this is not a bill waiver and each member will be responsible to pay for the services rendered. If you are facing financial hardships due to the COVID-19 crisis, please contact us at 800-292-6585 to discuss payment options and arrangements. We're here to help!



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

903

People Reached

60

Engagements

Boost Post

Denise Dennis Myers, Amy Whitis and 6 others

1 Comment 5 Shares

Like

Comment

Share



Performance for Your Post

903 People Reached

15 Reactions, Comments & Shares

7	6	1
Like	On Post	On Post

2	2	0
Love	On Post	On Post

1	1	0
Comments	On Post	On Post

5	5	0
Shares	On Post	On Post

45 Post Clicks

0	0	4
Photo Views	Link Clicks	On Post

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · April 15 ·

Stay up-to-date on the latest government information on economic impact relief for those affected by COVID-19. Visit <https://bit.ly/2Rminkd> #PowerOn #TeamKentucky



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

440

People Reached

9

Engagements

Boost Post

Keith Miller, Pat Hargadon and 3 others

Like

Comment

Share



Performance for Your Post

440 People Reached

5 Reactions, Comments & Shares

4	4	0
Like	On Post	Of

1	1	0
Love	On Post	Of

0	0	0
Comments	On Post	Of

0	0	0
Shares	On Post	Of

4 Post Clicks

0	4	0
Photo Views	Link Clicks	Of

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details

Shelby Energy Cooperative

Published by Shelby Energy · April 18 ·

Spending more time at home? Be mindful of your energy usage. Visit www.touchstoneenergy.com/efficiency to learn ways to make your home more energy efficient.

✔ **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

312
People Reached

9
Engagements

Boost Post

Carolyn Rose Hensley, Mary Beth Dennis and 3 others

1 Share

Like

Comment

Share

Performance for Your Post

312 People Reached

6 Reactions, Comments & Shares

4	4	0
Like	On Post	On Post

1	1	0
Love	On Post	On Post

0	0	0
Comments	On Post	On Post

1	1	0
Shares	On Post	On Post

3 Post Clicks

0	1	2
Photo Views	Link Clicks	On Post

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · April 20 ·

As always, we are here to help! Call us at 800-292-6585 to discuss ways to keep your energy bills manageable.

For further assistance, reach out to one of your local community organizations. There's help for those in need!

#TeamKentucky #PowerOn



HENRY COUNTY

Salvation Army 502-583-5391

Tri-County Community Action Agency 502-845-7808

Family Resource Center 502-845-8622

SHELBY COUNTY

Salvation Army 502-633-7813

Multi-Purpose Community Action Agency 502-633-7162

Metro United Way 502-633-4484

TRIMBLE COUNTY

Salvation Army 502-357-8538

Tri-County Community Action Agency 502-255-7514

Family Resource Center 502-255-5110



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

1,154

People Reached

31

Engagements

Boost Post

Carolyn Rose Hensley, Ronda Alloway Bentley and 7 others

6 Shares

Like

Comment

Share



Performance for Your Post

1,154 People Reached

24 Reactions, Comments & Shares

17	8	9
Like	On Post	Of

1	1	0
Love	On Post	Of

0	0	0
Comments	On Post	Of

6	6	0
Shares	On Post	Of

7 Post Clicks

3	0	4
Photo Views	Link Clicks	Of

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details

Shelby Energy Cooperative

Published by Shelby Energy · April 22 ·

Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

596	14	Boost Post
People Reached	Engagements	

Cindy Dempsey, Pat Hargadon and 3 others
1 Share

Like
Comment
Share

Performance for Your Post

596 People Reached

7 Reactions, Comments & Shares

5	4	1
Like	On Post	On Post
1	1	0
Love	On Post	On Post
0	0	0
Comments	On Post	On Post
1	1	0
Shares	On Post	On Post

7 Post Clicks

5	0	2
Photo Views	Link Clicks	On Post

NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Post
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · April 23 ·

Looking ahead to Phase 2 of Governor Beshear's "Healthy at Work" plan, businesses may begin submitting proposals for how they might safely reopen. Learn how: <https://govstatus.egov.com/ky-healthy-at-work>



GOVSTATUS.EGOV.COM

KY Healthy At Work

KY Healthy At Work



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

392

People Reached

11

Engagements

Boost Post

Carolyn Rose Hensley and Jared Routh

Like

Comment

Share



Performance for Your Post

392 People Reached

2 Reactions, Comments & Shares

1	1	0
Like	On Post	Of

1	1	0
Love	On Post	Of

0	0	0
Comments	On Post	Of

0	0	0
Shares	On Post	Of

9 Post Clicks

0	8	1
Photo Views	Link Clicks	Of


NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear


Post Details



Shelby Energy Cooperative

Published by Shelby Energy · April 23 ·

Call us at 800-292-6585 to discuss flexible payment options and budgeting for energy use. We are here to help! #TeamKentucky #PowerOn




We have programs
to help manage
your bill payments

#TeamKentucky

✔ **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

335 People Reached	6 Engagements	Boost Post
------------------------------	-------------------------	--

Sophia Michelle Brown, Jared Routh and 2 others
1 Share

Like
Comment
Share


Performance for Your Post

335 People Reached

5 Reactions, Comments & Shares

3 Like	3 On Post	0 On Profile
------------------	---------------------	------------------------

1 Love	1 On Post	0 On Profile
------------------	---------------------	------------------------

0 Comments	0 On Post	0 On Profile
----------------------	---------------------	------------------------

1 Shares	1 On Post	0 On Profile
--------------------	---------------------	------------------------

1 Post Clicks

0 Photo Views	0 Link Clicks	1 On Profile
-------------------------	-------------------------	------------------------

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details

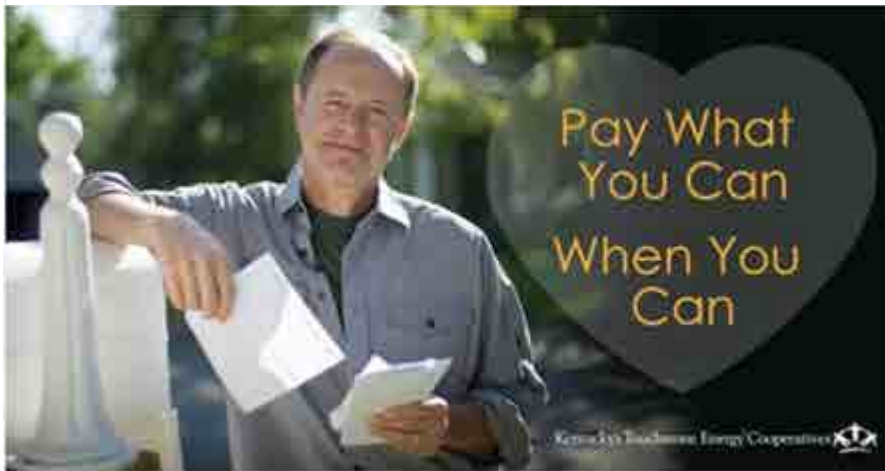


Shelby Energy Cooperative

Published by Shelby Energy · April 24 ·

We understand that many of our members may be experiencing unexpected hardships due to COVID-19. We're here for you during these uncertain times!

As a reminder, disconnections for non-payment have been suspended. However, this is not a bill waiver and members will be responsible to pay for the services they use. We encourage you to use stimulus dollars to keep your housing and utility bills current, or to pay whatever portion you can, to prevent unmanageable bills in the future. Please contact us at 800-292-6585 to discuss flexible payment options and arrangements.



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

1,121

People Reached

42

Engagements

Boost Post

Loretta Kinsella Cox, Michelle Satterly and 15 others

3 Shares

Like

Comment

Share



Performance for Your Post

1,121 People Reached

25 Reactions, Comments & Shares

21	16	5
Like	On Post	On Post

1	1	0
Love	On Post	On Post

0	0	0
Comments	On Post	On Post

3	3	0
Shares	On Post	On Post

17 Post Clicks

8	0	9
Photo Views	Link Clicks	On Post

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · April 28 ·

Our lobby remains closed to the public. However, our Customer Service Specialists are still available to take care of all of your needs by phone at 800-292-6585 or you may visit our drive-thru window Monday-Friday 7:00 a.m. - 4:00 p.m.. We also have several simple payment options that you can use from the comfort of your home.

We are here for you in these uncertain times and we encourage you to call us to discuss flexible payment arrangements if you are facing financial hardships.

#PowerOn

5 Easy Ways to Pay



Pay Online

Visit www.shelbyenergy.com and find the "Pay My Bill" button at the top of the page.

Mobile App

Download the "Shelby Eng" mobile app and manage your account from your phone.



Call us

Make credit card or check payments over the phone by calling 800-292-6585.

Automatic Monthly Bank Draft

Visit www.shelbyenergy.com/bankdraft or call us at 800-292-6585 to sign up and receive a one-time \$10 bill credit!



Enroll in Prepay Service

Call us at 800-292-6585 to start your prepaid service. Load your account, receive daily usage alerts and pay at your convenience or when your account runs low.

Performance for Your Post

737 People Reached

13 Reactions, Comments & Shares

8	6	2
Like	On Post	On Post

1	1	0
Love	On Post	On Post

0	0	0
Comments	On Post	On Post

4	4	0
Shares	On Post	On Post

8 Post Clicks

1	0	7
Photo Views	Link Clicks	On Post

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

Post Details

Shelby Energy Cooperative

Published by Shelby Energy · April 28 ·

Learn to make your own mask.
 Visit <https://www.cdc.gov/.../DIY-cloth-face-covering-instructions...>

Performance for Your Post

526 People Reached

4 Likes, Comments & Shares

2 Likes	2 On Post	0 On Post
-------------------	---------------------	---------------------

0 Comments	0 On Post	0 On Post
----------------------	---------------------	---------------------

2 Shares	2 On Post	0 On Post
--------------------	---------------------	---------------------

14 Post Clicks

4 Photo Views	7 Link Clicks	3 On Post
-------------------------	-------------------------	---------------------

NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Post
--------------------	------------------------

0 Report as Spam	0 Unlike Page
-------------------------	----------------------

Reported stats may be delayed from what appear

CDC

April 25 ·

Wearing a cloth face covering CORRECTLY can help prevent the spread of COVID-19 to others. When you go out on essential trips, follow these "do's".

If you have a child, remember those under age 2 should not wear a face covering.
 See: <https://bit.ly/2R9av5m>

Like Page

526 People Reached	18 Engagements	Boost Unavailable
------------------------------	--------------------------	--------------------------

Janet Clements Goldsberry and Jared Routh

2 Shares

Like
Comment
Share

Case No. 2020-00085
Page 32 of 55

1 of 1

7/21/2020, 8:34 AM

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · April 29 ·

Reminder: We will never call you to demand payment and we are not disconnecting service for non-payment at this time. Please be aware. Report all scams to <https://secure.kentucky.gov/form.../AttorneyGeneral/ScamReport> .



Kentucky Living Magazine

April 23 ·

SCAM ALERT! Scammers are targeting Kentuckians with threats to shut off power if payment not made immediately. Learn more here! <http://ow.ly/EJYg50zmX6r>



KENTUCKYLIVING.COM

Scammers Target Co-op Consumer-Members - Kentucky Living

508

People Reached

16

Engagements

Boost Unavailable

3

1 Comment 1 Share

Like

Comment

Share



Performance for Your Post

508 People Reached

7 Reactions, Comments & Shares

2	2	0
Like	On Post	Of

1	1	0
Sad	On Post	Of

3	3	0
Comments	On Post	Of

1	1	0
Shares	On Post	Of

9 Post Clicks

0	1	8
Photo Views	Link Clicks	Of

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · May 1 ·

Contact your local Community Action Agency for more information.
 Shelby & Spencer Counties - www.mpcaa.org
 Henry, Trimble & Oldham Counties - www.tricountycaaky.org



KENTUCKYLIVING.COM

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



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

369

People Reached

10

Engagements

Boost Post

Stephen Duprey, Carolyn Rose Hensley and 2 others

Like

Comment

Share



Performance for Your Post

369 People Reached

4 Likes, Comments & Shares

4	4	0
Likes	On Post	Of

0	0	0
Comments	On Post	Of

0	0	0
Shares	On Post	Of

6 Post Clicks

0	5	1
Photo Views	Link Clicks	Of

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · May 7 ·

If you're struggling to pay your energy bills, there's help for you! Visit <https://www.mpcaa.org/> or <https://www.tricountycaaky.org/> to learn more about the Low Income Home Energy Assistance Program or call us at 800-292-6585. We're here to help! #PowerOn

NEED HELP WITH YOUR ELECTRIC BILL?



LIHEAP
Low Income Home Energy Assistance Program



Shelby Energy Cooperative
A Southern Home Company

First-come, first-served assistance now available.

Apply now. New spring enrollment deadline is June 30.

✔ **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

647
People Reached

22
Engagements

Boost Post

Pat Hargadon, Jared Routh and Carolyn Rose Hensley 3 Shares

Like

Comment

Share 

Performance for Your Post

647 People Reached

10 Reactions, Comments & Shares

5	3	2
Like	On Post	On Post

1	0	1
Wow	On Post	On Post

1	0	1
Comments	On Post	On Post

3	3	0
Shares	On Post	On Post

12 Post Clicks

1	2	9
Photo Views	Link Clicks	On Post

NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Post
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · May 11 ·

While we understand that many of our members are facing unforeseen hardships, we encourage you to do everything possible to keep your account current. Please keep in mind that the new federal stimulus law is designed to help Americans make ends meet during this pandemic. Using some of those dollars to keep your electric bill up-to-date will keep future bills more manageable.

We are here to help. If you would like to discuss a payment plan or learn about budgeting dollars for energy use, contact us at 800-292-6585. Options like automatic bank draft and budget billing are a great ways to manage your money and prevent prolonged financial hardships brought on by this present crisis.



Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

726 People Reached **16** Engagements [Boost Post](#)

Carolyn Rose Hensley, Patricia Riddell and 6 others 1 Share

Like **Comment** **Share**

Performance for Your Post

726 People Reached

10 Reactions, Comments & Shares

8 Like **8** On Post **0** Other

1 Love **1** On Post **0** Other

0 Comments **0** On Post **0** Other

1 Shares **1** On Post **0** Other

6 Post Clicks

1 Photo Views **0** Link Clicks **5** Other

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post
0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · May 13 ·

We understand these are difficult times for many members. Please remember everyone is responsible for their own energy use. We encourage you to pay as much as you can to avoid an overwhelming balance in the future. If you would like to discuss an arrangement or flexible payment plan, please call us at 800-292-6585. We're here to help!



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

417

People Reached

7

Engagements

Boost Post

Mary Beth Dennis, Joe Settles and 3 others

Like

Comment

Share



Performance for Your Post

417 People Reached

5 Reactions, Comments & Shares

4	4	0
Like	On Post	Of

1	1	0
Love	On Post	Of

0	0	0
Comments	On Post	Of

0	0	0
Shares	On Post	Of

2 Post Clicks

1	0	1
Photo Views	Link Clicks	Of


NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear


Post Details



Shelby Energy Cooperative

Published by Shelby Energy · May 18 ·

We're here to help! Call us at 800-292-6585 to discuss flexible payment options and tips to save on energy bills.



We have programs
to help manage
your bill payments

#TeamKentucky

✔ **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

471
People Reached

5
Engagements


Boost Post

Carolyn Rose Hensley, Patricia Riddell and 3 others

Like

Comment

Share



Performance for Your Post

471 People Reached

5 Reactions, Comments & Shares

4	4	0
Like	On Post	Of

1	1	0
Love	On Post	Of

0	0	0
Comments	On Post	Of

0	0	0
Shares	On Post	Of

0 Post Clicks

0	0	0
Photo Views	Link Clicks	Of

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · May 27 ·

Our lobby remains closed to the public but our Billing & Customer Service team is available to help you at our drive-thru window and to answer your calls. We offer several convenient payment options. If you're struggling to keep up, please call us at 800-292-6585 to discuss flexible payment arrangements. We're here to help!

5 Easy Ways to Pay



Pay Online

Visit www.shelbyenergy.com and find the "Pay My Bill" button at the top of the page.

Mobile App

Download the "Shelby Eng" mobile app and manage your account from your phone.



Call us

Make credit card or check payments over the phone by calling 800-292-6585.

Automatic Monthly Bank Draft

Visit www.shelbyenergy.com/bankdraft or call us at 800-292-6585 to sign up and receive a one-time \$10 bill credit!



Enroll in Prepay Service

Call us at 800-292-6585 to start your prepaid service. Load your account, receive daily usage alerts and pay at your convenience or when your account runs low.



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

628

People Reached

16

Engagements

Boost Post

Performance for Your Post

628 People Reached

10 Reactions, Comments & Shares

5	5	0
Like	On Post	Of

1	1	0
Love	On Post	Of

3	2	1
Comments	On Post	Of

1	1	0
Shares	On Post	Of

6 Post Clicks

1	0	5
Photo Views	Link Clicks	Of


NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details





Shelby Energy Cooperative

Published by Shelby Energy · May 30 ·

There are still funds available! Contact your local Community Action Partner or visit www.capky.org for more information.

NEED HELP WITH YOUR ELECTRIC BILL?

First-come, first-served assistance now available.


Apply now. New spring enrollment deadline is June 30.

✔ **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

557 People Reached	13 Engagements	Boost Post
------------------------------	--------------------------	--

Carolyn Rose Hensley, Mary Beth Dennis and 3 others

1 Share

Like
Comment
Share


Performance for Your Post

557 People Reached

7 Reactions, Comments & Shares

5 Like	4 On Post	1 On Profile
1 Love	1 On Post	0 On Profile
0 Comments	0 On Post	0 On Profile
1 Shares	1 On Post	0 On Profile

6 Post Clicks

3 Photo Views	1 Link Clicks	2 On Profile
-------------------------	-------------------------	------------------------

NEGATIVE FEEDBACK

- 0** Hide Post
0 Hide All Post
- 0** Report as Spam
0 Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · June 10 ·

It seems the "new normal" might be taking shape as businesses reopen and many resume work, travel and hobbies paired with social distancing guidelines. We want to remind you, especially those that have faced financial hardships due to the COVID-19 crisis, that we are here for you!

While our lobby remains closed to protect our employees and our members, our Billing & Customer Service team is available at our drive-thru window or by phone at 800-292-6585.

If you have concerns about your Shelby Energy account, we are happy to work with you on developing a flexible payment plan to get your account up-to-date and prevent prolonged financial strain. Please give us a call at 800-292-6585. #TeamKentucky #PowerOn



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

476

People Reached

14

Engagements

Boost Post

David Eubank, Keith Miller and 6 others

Like

Comment

Share



Performance for Your Post

476 People Reached

8 Reactions, Comments & Shares

7	7	0
Like	On Post	Of

1	1	0
Love	On Post	Of

0	0	0
Comments	On Post	Of

0	0	0
Shares	On Post	Of

6 Post Clicks

1	0	5
Photo Views	Link Clicks	Of


NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear


Post Details



Shelby Energy Cooperative

Published by Shelby Energy · June 18 ·

Kentucky Community Action Agencies received additional funds to help residents that are facing financial hardships due to the COVID-19 crisis. Visit <https://www.capky.org/network/> to find your local office.



CAPKY.ORG

Community Action Agencies Across Kentucky Receive Funding Boost to Support Key Economic Recovery Programs - CAPKY

FRANKFORT, Ky. (June 17, 2020): Community...

Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

449

People Reached

9

Engagements

Boost Post

Carolyn Rose Hensley, Cindy Dempsey and 3 others

Like

Comment

Share

Performance for Your Post

449 People Reached

5 Reactions, Comments & Shares

4	4	0
Like	On Post	On Post
1	1	0
Love	On Post	On Post
0	0	0
Comments	On Post	On Post
0	0	0
Shares	On Post	On Post

4 Post Clicks

0	3	1
Photo Views	Link Clicks	On Post

NEGATIVE FEEDBACK

0	0
Hide Post	Hide All Post
0	0
Report as Spam	Unlike Page

Reported stats may be delayed from what appear

Post Details

Shelby Energy Cooperative

Published by Shelby Energy · June 19 ·

Call 800-292-6585 to speak with a Customer Service Specialist about flexible payment plans to help get you back on track. We're here for you!

✔ **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

298 People Reached	4 Engagements	Boost Post
------------------------------	-------------------------	--

Jared Routh and Carolyn Rose Hensley
2 Shares

Like
Comment
Share

Performance for Your Post

298 People Reached

4 Reactions, Comments & Shares

1 Like	1 On Post	0 Of
1 Love	1 On Post	0 Of
0 Comments	0 On Post	0 Of
2 Shares	2 On Post	0 Of
0 Post Clicks		
0 Photo Views	0 Link Clicks	0 Of

NEGATIVE FEEDBACK

- 1** Hide Post
0 Hide All Post
- 0** Report as Spam
0 Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · June 30 ·

We are continuing to suspend disconnections for non-payment. However, each member is responsible for the services they use and are encouraged to pay what they can to avoid large balances and disconnection in the future. If you're struggling to keep your account current, please let us know. Work with one of our Billing & Customer Service Specialist to develop a flexible payment plan today. Call 800-292-6585.



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

259

People Reached

4

Engagements

Boost Post

Carolyn Rose Hensley, Ronda Alloway Bentley and Susan Buckley Stratton

Like

Comment

Share



Performance for Your Post

259 People Reached

3 Reactions, Comments & Shares

2	2	0
Like	On Post	Of

1	1	0
Love	On Post	Of

0	0	0
Comments	On Post	Of

0	0	0
Shares	On Post	Of

1 Post Clicks

0	0	1
Photo Views	Link Clicks	Of

NEGATIVE FEEDBACK

0 Hide Post **0** Hide All Post

0 Report as Spam **0** Unlike Page

Reported stats may be delayed from what appear

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · July 13 ·

To protect our employees and members, our lobby remains closed to the public. Our Billing & Customer Service Specialists can take care of you at our drive-thru window Monday-Friday (7 a.m. - 4 p.m.) or you can call 800-292-6585.

*If you are paying with a credit card, you will need to pay online at <https://billing.shelbyenergy.com/oscp/> or by phone at 800-292-6585 as we cannot accept cards through the window.

*We have suspended disconnections for non-payment. However, it is important that you contact us if your payments are past due so that we are aware of your situation and can help you with a flexible payment plan to avoid overwhelming balances in the future. Please call 800-292-6585.



Performance for Your Post

724 People Reached

12 Reactions, Comments & Shares

8 Like	8 On Post	0 Of
1 Love	1 On Post	0 Of
1 Comments	1 On Post	0 Of
2 Shares	2 On Post	0 Of

10 Post Clicks

2 Photo Views	0 Link Clicks	8 Of
-------------------------	-------------------------	----------------

NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Post
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appear

Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

724 People Reached **22** Engagements [Boost Post](#)

Ronny Poe, Pat Hargadon and 7 others 1 Comment 2 Shares

Like **Comment** **Share**

Post Details



Shelby Energy Cooperative

Published by Shelby Energy · 5d ·

If you're behind on your utility bills, we will work with you to create a reasonable plan to get you back on track!

Here's some things you can do!

- Call us at 800-292-6585 to work with a Billing & Customer Service Specialist to discuss flexible payment options.

- Contact your local Community Action Agency to see if you qualify for assistance. Funds are available!

Shelby/Spencer: www.mpcaa.org

Henry/Oldham/Trimble: www.tricountycaaky.org

- Visit www.shelbyenergy.com/billing-services to see all of our convenient ways to pay!

Call us at 800-292-6585 to report outages, request service or with any questions regarding your Shelby Energy account.

We're here for you!



Get More Likes, Comments and Shares

When you boost this post, you'll show it to more people.

518

People Reached

8

Engagements

Boost Post

Pat Hargadon, Susan Buckley Stratton and 3 others

1 Share

Like

Comment

Share



Performance for Your Post

518 People Reached

6 Likes, Comments & Shares

5 Likes	5 On Post	0 On Profile
-------------------	---------------------	------------------------

0 Comments	0 On Post	0 On Profile
----------------------	---------------------	------------------------

1 Shares	1 On Post	0 On Profile
--------------------	---------------------	------------------------

2 Post Clicks

0 Photo Views	1 Link Clicks	1 On Profile
-------------------------	-------------------------	------------------------

NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Post
--------------------	------------------------

0 Report as Spam	0 Unlike Page
-------------------------	----------------------

Reported stats may be delayed from what appear

SHELBY ENERGY WORKS FOR YOU

THURSDAY | MARCH 26, 2020



All News

We want to keep you updated on the steps we are taking to ensure the health and safety of both our employees and members. As a reminder, our lobby is closed. Our Billing & Customer Service team is still here to answer your calls, take payments, schedule service requests and much more. While we encourage our members to stay home if possible, our representatives will be here to take care of you at our drive-thru window if you visit.

Our line crews are also continuing to work daily to assure that you will have the reliable service that you have come to expect. We are fortunate to have a group of dedicated and highly skilled professionals who place your well being as their top priority.

You might see them out and about, maybe at your home, on your street, or traveling as they have a very important job to do. We understand that you might be curious, or even wish to show your appreciation, but we ask that you maintain an appropriate distance from their work space to prevent the possibility of any safety issues, as well as allowing them the proper distancing to prevent the spread of any illness to yourself and our employees. We value our members and our employees and we are taking extra precautions to make sure we all get through these trying times soon and safely.

We appreciate your understanding and we will continue to work for you! Please contact us at 800-292-6585 if you have any questions or concerns.

SHELBY ENERGY RESPONSE TO COVID-19

TUESDAY | MARCH 17, 2020

All News



RESPONSE TO COVID-19

With the uncertainty created by the coronavirus pandemic, we know that the people we serve are facing many concerns. Following our cooperative values, Shelby Energy Cooperative is dedicated to doing what we can to fulfill our civic duty and live up to the trust that our members place in us to bring them safe, reliable and affordable energy services.

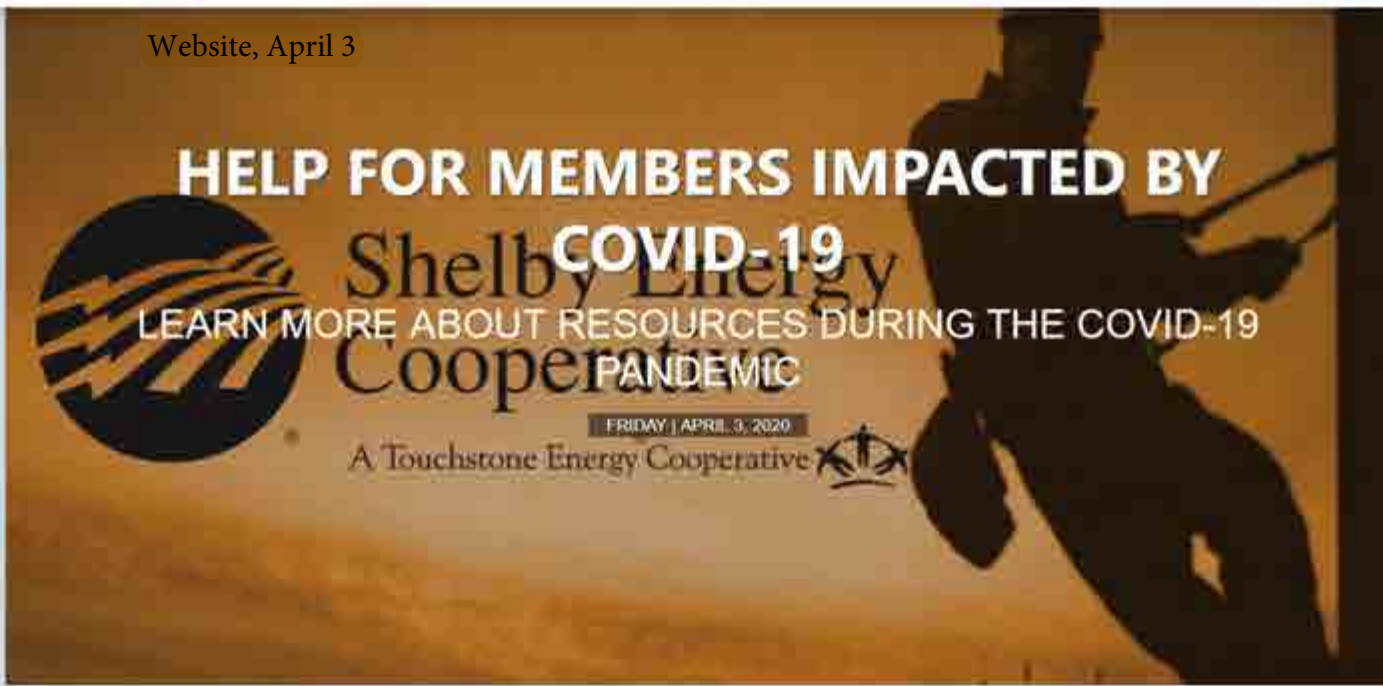
As a cooperative, we have a responsibility to do what is in the best interest of all of our members. Our lobby will remain closed to the public. Members are still able to pay bills, start service, and conduct all other necessary business through our free smartphone app, our website, by phone, the night deposit, or the drive-thru. Anyone with questions regarding any of these options can call 800-292-6585 or visit www.shelbyenergy.com. We ask that anyone who can do business by phone or online, to please do so. This will allow us to limit the direct exposure of our members and employees. Our service and field personnel will also be employing "social distancing." Our goal is to decrease the likelihood of illness and resulting work disruptions so that we can continue to provide our members continuity of service.

In addition, we are prepared to forego the disconnecting of service to members for non-payment of low funds for a limited time. While this is not normal procedure, we are sensitive to the well-being of all our members.

Though disconnects may not occur, it will be the responsibility of each member to pay for the services they use in order for us to best serve every member. Bills, late notices, and disconnect notices will continue to be sent as usual. If you find yourself in a situation where you are unable to pay your bill, please contact our office at 800-292-6585 to make a payment arrangement that will avoid a larger balance in the future.

We always stand at the ready to help our members, but even more so during this challenging time. We understand these changes may be inconvenient, so we greatly appreciate your patience and flexibility.

Website, April 3



All News

Summary of the Coronavirus Aid, Relief and Economic Security Act

On March 27, President Trump signed the \$2 trillion CARES Act to address the devastating impacts of the coronavirus pandemic. CARES is largest relief package in U.S. history and the third major federal legislation signed in March to provide assistance because of the pandemic. Key provisions of CARES include checks for households, unemployment insurance, assistance to states, money for hospitals and nursing care, funds for depressed industries, and loans and grants for businesses. CARES contains the following provisions of interest to cooperatives and their members:

- [Checks for Households](#)
- [Business Paycheck Protection Program](#)
- [Additional Small Business Assistance](#)
- [Low-Income Home Energy Assistance \(LIHEAP\) Funding](#)
- [Other Support](#)
- [CARES](#)

Actions being taken by USDA Aiding Electric Co-ops

DRIVE-THRU



In order to maintain the health and well-being of our employees and members, **access to our office will be closed to the public beginning Monday, March 16. The drive-thru window is available during normal business hours.**

Payment options:

- Call 800-292-6585 to make over-the-phone credit card and check payments
- Visit www.shelbyenergy.com or download the "Shelby Eng" mobile app
- Utilize the drive-thru window or drop box to the right of the building

Please call 800-292-6585 to request service or report service issues.

We apologize for any inconvenience and we appreciate your understanding as we attempt to minimize the impacts of COVID-19.

Lobby Closed

Please use the drive-thru
window during normal
business hours

Monday-Friday 7:00 a.m. - 4:00 p.m.
Call 800-292-6585 for additional information.



DANGER
MAXIMUM HEIGHT
8 FT.

FOR PROMPT SERVICE
PLEASE HAVE ELECTRIC
BILL AND PAYMENT READY
Thank You

**PAY BILL
LOCATED**

**LOBBY CLOSED
USE DRIVE-THRU**



In order to maintain the health and well-being of our employees and members, **access to our office will be closed to the public beginning Monday, March 16. The drive-thru window is available during normal business hours.**

- Payment options:
- Call 800-292-6585 to make over-the-phone credit card and check payments
 - Visit www.shelbyenergy.com or download the "Shelby Eng" mobile app
 - Utilize the drive-thru window or drop box to the right of the building

Please call 800-292-6585 to request service or report service issues. We apologize for any inconvenience and we appreciate your understanding as we attempt to minimize the impacts of COVID-19.

**DELIVERIES ARE AROUND
BACK AT WAREHOUSE.
THANK YOU**

ALL

In order to maintain the health and well-being of our employees and members, our **lobby is closed** to the public.

Please use the drive-thru window during normal business hours: Monday-Friday 7:00AM - 4:00PM

or utilize the **Drop Box** below



Call **800-292-6585** for assistance.

NIGHT DEPOSIT

LIFT FOR DEPOSIT

DIEBOLD



DIEBOLD

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 14 Provide a detailed explanation and breakout of any cost increases and decreased income (by customer class if applicable) the utility has experienced as a result of the COVID-19 State of Emergency.

Response: Although Shelby Energy has not specifically tracked COVID-19 related expenses, we can assume a portion of these expenses could be attributable to COVID-19. Some may have been directly related, while others may have been normal expenses that have been expedited in response to COVID-19.

Specific Costs:

1 DocuSign licensing	\$	300
2 Webcams		351
3 Masks		213
4 Sanitizer, soaps, and cleaning supplies		1,314
5 Zoom Membership		159
6 Badges in case of stay-at-home order		106
7 AT&T FirstNet Phones Monthly Charges		301
8 Verizon Phone Service		231
9 Verizon Hot Spot Service		160
10 Office/Lobby Closed Signage		80
11 Truck "Social Distancing" Signage		647

Decreased Margin:

1 Lost late fee income - thru June (See Item 12)	\$	91,223
2 Increased potential write-offs		unknown
3 Decreased kWh sales thru June **		291,853

* Note: Blended rate based on YTD revenue over YTD kWh usage. Revenue Margin percentage is based off YTD Percentage of Power Cost to Revenue. Differences in residential usage may have multiple factors including weather related changes. Commercial and Industrial usage is less weather dependent and show more of an impact to COVID-19 related loss.

	Large Comm/Ind	Small Comm/Ind	Residential		
**					
2019	82,112,675	42,745,082	120,964,288		
2020	73,721,357	39,820,980	120,007,415		
Diff	8,391,318	2,924,102	956,873		
Blended kWh rate	\$ 0.06323	\$ 0.08505	\$ 0.10679		Revenue Margin %
Revenue Lost	\$ 530,595	\$ 248,684	\$ 102,187	\$ 881,465	0.3311 \$ 291,853

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 15 Provide a detailed explanation and breakout of any cost decreases and increased income the utility has experienced as a result of the COVID-19 State of Emergency.

Response: Travel has been curtailed that has resulted in less expense although the training opportunities provided for in this travel are not being fulfilled. Shelby energy had already tightened down in the budget process to just those training and travel opportunities that were of the highest importance. it is difficult to quantify the lost opportunity cost for the knowledge that may have been gained via the formal presentation and the interactions with other utility professionals.

The annual meeting was held virtually on June 25, 2020 at a total cost of \$14,782.84. this is \$12,596.86 less than the annual meeting held in 2019 in the traditional manner. Shelby has also held all board meetings since March via telephone call in.

Shelby Energy Cooperative has seen no instances of increased income since the beginning of the pandemic.

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 16 Provide any additional information or data the utility believes the Commission should consider in amending or vacating its previous Orders in this matter.

Response: Shelby Energy is concerned with the long-term effects on both its membership and the financial health of the Cooperative itself. The longer the prohibition of disconnections and other collection tools, the more dire the write-offs and bad debt expense both having an untenable effect on the individual members who are delinquent and the balance of the members who will all share in any losses derived. Not knowing the time boundaries for the suspension, it is difficult to estimate the total negative impact on the margins and viability of Shelby Energy. It is unknown but highly likely, there are some members who are aware of the situation and are using it to defer payment with no negative consequences to that member. There is also a concern that those members legitimately seeing financial hardship at this time may be building a delinquent amount they may not be able to effectively manage moving forward. At the same time this situation manifests itself, revenues are down due to the suspension of late fees and the slow down in the economy in general reducing demand from our Commercial and Industrial accounts.

Shelby Energy would prefer to be aware of how long the current suspension of disconnections may last. If we knew this timeline, we could better estimate the number of members involved, the magnitude of the issue, and the potential total effect on Shelby's financial performance. It would also allow us to properly gear up to serve our members in the post suspension period and properly counsel our members on how to move forward effectively.

Shelby Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 17 If applicable, provide any information or concerns regarding the utility's prepay program as it related to the Commission's previous Orders in this docket.

Response: Of the approximately 900 prepaid accounts, there are 203 customers who have an overdue prepayment amount. The total amount overdue as of July 17, 2020 is \$46,226 with the largest single balance of \$1,049 and on average the balance is \$222.

Shelby's major concern is that these members who were on prepaid due to prior struggles to keep up with their utility bill will get in a position they cannot work through and create a delinquency that will have to be absorbed by all members.