

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Antoinette C. Taylor
(Your Full Name)
COMPLAINANT

VS.

Shelby Energy Cooperative, Inc.
(Name of Utility)
DEFENDANT

RECEIVED
APR 16 2024
PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Antoinette C. Taylor respectfully shows:
(Your Full Name)

(a) Antoinette C. Taylor
(Your Full Name)
P.O. Box 793
Shelbyville, KY 40066
(Your Address)

(b) Shelby Energy Cooperative, Inc.
(Name of Utility)
P.O. Box 309, Shelbyville, KY 40066-0309
(Address of Utility)

(c) That: Shelby Energy Cooperative, Inc.
(Describe here, attaching additional sheets if necessary,
("Shelby Energy") estimated my billing
the specific act, fully and clearly, or facts that are the reason
statements too high in the months
and basis for the complaint.)
of January for \$411.22, February

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Formal Complaint

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for \$636.20, March for \$278.66,
April 2024 for \$206.37 that I
believe is inaccurate. For example,
there were no heating used in my
barn. The other example is that
the heating unit has been turned →

Wherefore, complainant asks that my account ^{continue} _{Next page}
(Specifically state the relief desired.)

be credited for \$1,120.45. To direct
Shelby Energy to check my electric
lines surrounding my property while
I am present, to read my meters
on my property, to provide — continue —
_{next page}

Dated at Bagdad, Kentucky, this 8th day
(Your City)

of April, 2024.
(Month)


(Your Signature)

N/A
(Name and address of attorney, if any)

April 8, 2024
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Formal complaint — continue
Antoinette C. Taylor vs. Shelby Energy Coop, Inc.

(c) That off in my house after I received the first high billing statement for January 2024. I strongly believe that Shelby Energy booked me for extra kilowatts-electric ("kWe") than I actually used both in my barn and house in order to create higher rates in which is very shady behavior. Shelby Energy refused to provide me with amperes (kWe) data associated with the high bills as evidenced by refusing to allow me to inspect and review the utility's rates during business hours. They lock customers outside of their building as well. Shelby Energy also refused to read my meters on my property after I reported my service condition and disputes. Shelby Energy further refused to have a linesman and/or lineswoman to check my electric lines surrounding my property for a routine utility inspection. Shelby Energy made threats of disconnection in acts of retaliation after I reported them to Kentucky's attorney general consumer and then to the public service commission hotline. Shelby Energy

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Formal Complaint — continue
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(c) That, violated my rights to negotiate a partial payment, to maintain a medical certificate, and to present a certificate of need prior to them disconnecting my electrical service on April 4, 2024 at approximately 10:00 a.m. in which was an improper termination of my utility service and a poor quality of service. Shelby Energy is not treating all customers within the same rate class fairly and without discrimination.

Antoinette C. Taylor
April 8, 2024

Formal complaint — continue
Antoinette C. Taylor vs. Shelby Energy Coop, Inc.

Wherefore, complainant asks! me with
the ampere (kWe) data on the
higher rates, to remove all
late charges and reconnects, and
to stop estimating my monthly
bills during cold and/or hot
weathers at higher rates!

Antoinette Taylor
April 8, 2024

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