

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:	)	
	)	
ANTOINETTE C. TAYLOR	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO.
	)	2024-00117
	)	
SHELBY ENERGY COOPERATIVE, INC.	)	
	)	
DEFENDANT	)	

SHELBY ENERGY COOPERATIVE, INC.’S ANSWER

Comes now Shelby Energy Cooperative, Inc. (Shelby Energy), by counsel, pursuant to the Commission’s June 14, 2024, Order entered herein, and does hereby tender its answer to the amended complaint filed by Ms. Antoinette Taylor (Ms. Taylor) on or about May 31, 2024, respectfully stating as follows:

I. INTRODUCTION

Ms. Taylor has been a member of Shelby Energy since August 2019 and has maintained one account under Shelby Energy’s Residential Rate 12 and one account under Shelby Energy’s General Service Rate 11. On February 6, 2024, Ms. Taylor contacted Shelby Energy by phone to express concern about the high usage on her bill as well as concerns about drones stealing power from the power lines that serve her accounts. Ms. Taylor followed up the phone call with a letter dated February 8, 2024, expressing the same concerns and requesting meter data for her accounts.

Counsel for Shelby Energy responded to Ms. Taylor via letter dated February 21, 2024, explaining that her bills are based on meter readings that measure the amount of electricity used

in the home, and if a drone were hypothetically able to steal power from the lines, it would be a loss for Shelby Energy but would not be reflected on her bills. Counsel explained that Ms. Taylor has the right to request a diagnostic test on the meters for her accounts to ensure they are reading accurately, and the cost of such meter testing is \$32.50 per Shelby Energy's Rules and Regulations effective October 1, 2013. Additionally, counsel provided Ms. Taylor with meter usage data for the month of January which showed that Ms. Taylor's high usage correlated with extremely low temperatures during that time period.

Ms. Taylor contacted Shelby Energy via phone several times during the months following her initial complaint on February 6, 2024, and the notes to those phone calls are included in Exhibit B of Shelby Energy's response. At no point did Ms. Taylor request Shelby Energy to perform testing of the meters associated with her accounts. On February 7, 2024, Ms. Taylor notified Shelby Energy that she was disputing the bill for the January service period. On February 20, 2024, Ms. Taylor called to register a complaint about a disconnect notice she received for an unpaid balance on her account. On February 27, 2024, Ms. Taylor paid the balance on the account less the late fees, and Shelby Energy removed the late fees from her account because she was disputing the bills.

On April 4, 2024, Ms. Taylor's account was disconnected for nonpayment of the February bill. Ms. Taylor paid the balance owed on the account and Shelby Energy removed the reconnect fee because Ms. Taylor informed Shelby Energy that she would be disputing the February bill as well. On May 3, 2024, Ms. Taylor contacted Shelby Energy to have her residential account disconnected until there was a resolution of the disputed bills.

Ms. Taylor filed a complaint with the Kentucky Public Service Commission on April 16, 2024. The Public Service Commission issued an Order dated May 14, 2024, stating that Ms.

Taylor's complaint does not state fully, clearly and with reasonable certainty that an act or omission by Shelby Energy of which failure to comply is alleged, and that Ms. Taylor shall have 20 days from the date of the Order to file an amended complaint. On June 3, 2024, Ms. Taylor filed an amended complaint alleging that Shelby Energy improperly applied unjust and unreasonable rates as evidenced by overcharging electric service to her residence and barn for the months of January through April 2024 outside of the rates filed with the Kentucky Public Service Commission. Additionally, Ms. Taylor's amended complaint alleges that Shelby Energy improperly disrupted electric service to her residence on April 4, 2024, in violation of 807 KAR 5:041 § 5(1).

## II. ANSWER

Shelby Energy has attached as Exhibit A the bills for Ms. Taylor's accounts for the period from January 2024 through the most recent billing cycle. Shelby Energy notes that the rates on the bills agree without exception to the tariff rates filed and approved by the Kentucky Public Service Commission in Case No. 2021-00117 by Order dated September 30, 2021, and Case No. 2023-00213 by Orders dated October 17, 2023 and March 15, 2024.

Shelby Energy has attached Exhibit B which includes the notes of telephonic communications between Ms. Taylor and Shelby Energy, and Exhibit C which includes written communications from Ms. Taylor and Shelby Energy's response through counsel.

## III. AFFIRMATIVE DEFENSES

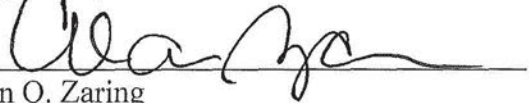
Ms. Taylor's amended complaint provides no factual basis to support that Shelby Energy improperly applied unjust and unreasonable rates. The rates shown on the bills in Exhibit A agree to the rates approved by the Kentucky Public Service Commission in the aforementioned Cases, which the Commission determined to be fair, just and reasonable rates. Ms. Taylor's allegation that Shelby Energy estimated her readings based upon temperature and/or weather are unfounded and

incorrect. The meters for her accounts are automated and provide daily kilowatt hour readings. None of the bills provided in Exhibit A were based on estimated readings and at no point has Ms. Taylor requested to have the meters tested in accordance with Shelby Energy's Rules and Regulations. Shelby Energy respects Ms. Taylor's rights as a consumer and member of Shelby Energy Cooperative, and will provide her with meter testing at her request in the future if she so chooses.

WHEREFORE, on the basis of the foregoing, Shelby Energy respectfully requests the Commission to dismiss the Complaint.

This 21st day of June 2024.

Respectfully submitted



Alan Q. Zaring  
Zaring and Sullivan Law Office, P.S.C.  
P.O. Box 226  
New Castle, KY 40050  
502-845-2222

*Counsel for Shelby Energy Cooperative, Inc.*



A Touchstone Energy Cooperative

Customer Name **ANTOINETTE C TAYLOR**  
Account Number [REDACTED]  
**Report an Outage - (800) 292-6585**

Manage your account with SmartHub!

- Make Payments
- Track Electric Usage
- Report Outages

Sign Up today at [www.shelbyenergy.com](http://www.shelbyenergy.com)

**Total Amount Due**

# \$537.60

Due Date: 02/15/2024

**Office hours**  
7:00 a.m. - 4:00 p.m. EST  
Monday - Friday

**Contact Number**  
(800) 292-6585 - Toll Free

**Website:** [www.shelbyenergy.com](http://www.shelbyenergy.com)  
**Pay By Phone:** (833) 284-5049

**Billing Date:** 01/30/2024

Payments placed in the night deposit at the office after 4:00 pm will post the following business day



Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
4552 kWh	33 Range -2 -62 Temp	\$14.11	152 kWh

Account Summary <small>Current charge detail found on the back of this page</small>	
Total Amount Due From Previous Statement	\$238.63
Payments	-\$238.63
Balance Prior To This Billing	\$0.00
Current Charges	\$537.60
<b>Amount Due By 02/15/2024</b>	<b>\$537.60</b>
<b>Total Amount Due After 02/15/2024</b>	<b>\$589.79</b>

### IMPORTANT MEMBER INFORMATION



**SHELBY ENERGY COOPERATIVE, INC.**  
A Touchstone Energy Cooperative  
P. O. Box 309  
Shelbyville, KY 40066-0309

Account Number	[REDACTED]
<b>Total Due Now</b>	<b>\$537.60</b>
<b>Total Due After 02/15/2024</b>	<b>\$589.79</b>
Wintercare Amount Enclosed	

**PAY YOUR BILL 24/7**  
ONLINE: Check or credit/debit card at [www.shelbyenergy.com](http://www.shelbyenergy.com) or download the mobile app.  
Phone: (833) 284-5049



**SHELBY ENERGY COOPERATIVE**  
PO BOX 309  
SHELBYVILLE KY 40066-0309

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2007 1 AV 0.507  
ANTOINETTE C TAYLOR

5 2007  
C-5



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Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
70254	12/27/23	01/26/24	30	65253	69805	1	4,552	0.0

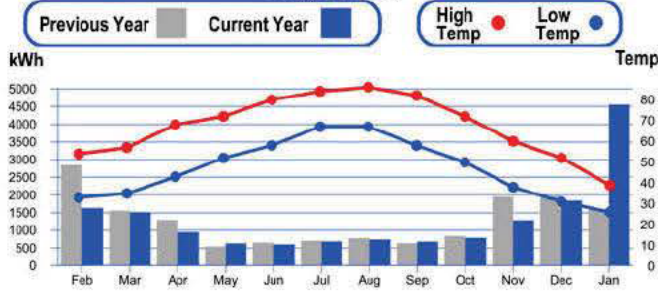
Account Information

Account Number: [REDACTED]  
 Member Name: ANTOINETTE C TAYLOR  
 Billing Date: 01/30/2024  
 Phone Number: [REDACTED]  
 Service Address: VIGO RD 6035 HSE  
 Rate: 12 RESIDENTIAL SERVICE

Current Activity

Balance Forward		\$0.00
Fuel Cost Adjustment	4,552 kWh @ \$.00821	\$37.37
Kwh Charge	4,552 kWh @ \$.0896	\$407.86
Consumer Facility Charge		\$15.48
Environmental Surcharge	13.29%	\$61.23
School Tax	Tax 3.0%	\$15.66
<b>Total Current Charges</b>		<b>\$537.60</b>

Usage History



**TOTAL AMOUNT DUE \$537.60**  
**DUE DATE 02/15/2024**



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 Pay online or enroll in SmartHub at [www.shelbyenergy.com](http://www.shelbyenergy.com)



**Auto Pay**  
 Set it up once and automatically make your payments



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 (833) 284-5049  
 Toll Free: (800) 292-6585

Thank you for being a member!

Now offering cash bill-pay service at participating retail stores. The barcode below can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service. To find a location near you, visit [pay.vanilladirect.com/pages/retailers](http://pay.vanilladirect.com/pages/retailers)



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The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.



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- Make Payments
  - Track Electric Usage
  - Report Outages
- Sign Up today at [www.shelbyenergy.com](http://www.shelbyenergy.com)



ANDROID



IOS

Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

**Total  
Amount Due**

# \$278.66

Due Date:  
03/15/2024

Customer Name **ANTOINETTE C TAYLOR**  
 Account Number [REDACTED]  
**Report an Outage - (800) 292-6585**

**Office hours**  
 7:00 a.m. - 4:00 p.m. EST  
 Monday - Friday

**Contact Number**  
 (800) 292-6585 - Toll Free

**Website:** [www.shelbyenergy.com](http://www.shelbyenergy.com)  
**Pay By Phone:** (833) 284-5049

**Billing Date:** 02/29/2024

Payments placed in the night deposit at the office after 4:00 pm will post the following business day

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
<b>2842 kWh</b>	<b>44</b> Range 17 - 67 Temp	<b>\$8.71</b>	<b>92 kWh</b>

## Account Summary Current charge detail found on the back of this page

Total Amount Due From Previous Statement	\$537.60
Payments	-\$580.71
Balance Prior To This Billing	-\$43.11
Current Charges	\$321.77
<b>Amount Due By 03/15/2024</b>	<b>\$278.66</b>
<b>Total Amount Due After 03/15/2024</b>	<b>\$305.59</b>

### IMPORTANT MEMBER INFORMATION

Don't forget you can download the SmartHub app to keep up with your daily usage during these cold winter months!

Just a reminder, our lobby is currently closed. Please visit our drive thru any time between 7 am and 4 pm.

Graduating seniors can apply for one of six \$1000 college scholarships. Applications due by April 15th go to [www.shelbyenergy.com/youthprograms](http://www.shelbyenergy.com/youthprograms)

KEEP

SEND



## SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy® Cooperative

P. O. Box 309  
Shelbyville, KY 40066-0309

### PAY YOUR BILL 24/7

ONLINE: Check or credit/debit card at [www.shelbyenergy.com](http://www.shelbyenergy.com) or download the mobile app.

Phone: (833) 284-5049



Account Number	[REDACTED]
<b>Total Due Now</b>	<b>\$278.66</b>
<b>Total Due After 03/15/2024</b>	<b>\$305.59</b>
Wintercare Amount Enclosed	

2011 1 AV 0.507  
ANTOINETTE C TAYLOR

5 2011  
C-5

SHELBY ENERGY COOPERATIVE  
PO BOX 309  
SHELBYVILLE KY 40066-0309

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**Shelby Energy Cooperative**

A Touchstone Energy® Cooperative

Customer Service M-F | 7:00 AM - 4:00 PM EST

Toll Free: (800) 292-6585

[www.shelbyenergy.com](http://www.shelbyenergy.com)

Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
70254	01/26/24	02/26/24	31	69805	72647	1	2,842	0.0

### Account Information

**Account Number:** [REDACTED]  
**Member Name:** ANTOINETTE C TAYLOR  
**Billing Date:** 02/29/2024  
**Phone Number:** [REDACTED]  
**Service Address:** VIGO RD 6035 HSE  
**Rate:** 12 RESIDENTIAL SERVICE

### Current Activity

Balance Forward		-\$43.11
Fuel Cost Adjustment	2,842 kWh @ \$.00353	\$10.03
Kwh Charge	2,842 kWh @ \$.0896	\$254.64
Consumer Facility Charge		\$15.48
Environmental Surcharge	11.51%	\$32.25
School Tax	Tax 3.0%	\$9.37
<b>Total Current Charges</b>		<b>\$321.77</b>

### Usage History

Previous Year   Current Year   High Temp ● Low Temp ●

**TOTAL AMOUNT DUE \$278.66**  
**DUE DATE 03/15/2024**



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The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.

## ATTENTION STUDENTS

SHELBY ENERGY AWARDS SIX **\$1,000** SCHOLARSHIPS TO GRADUATING SENIORS\*

**APPLY BY APRIL 15, 2024**

AT [www.shelbyenergy.com/youthprograms](http://www.shelbyenergy.com/youthprograms)

\*Parent / Guardians must be a Shelby Energy Member





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ANDROID



IOS

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Total Amount Due

# \$511.96

Due Date:  
04/15/2024

Customer Name **ANTOINETTE C TAYLOR**  
 Account Number [REDACTED]  
**Report an Outage - (800) 292-6585**

**Office hours**  
 7:00 a.m. - 4:00 p.m. EST  
 Monday - Friday

**Contact Number**  
 (800) 292-6585 - Toll Free

**Website:** [www.shelbyenergy.com](http://www.shelbyenergy.com)  
**Pay By Phone:** (833) 284-5049

**Billing Date:** 03/29/2024

Payments placed in the night deposit at the office after 4:00 pm will post the following business day

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
1646 kWh	50 <small>Range 25 - 76 Temp</small>	\$5.65	55 kWh

## Account Summary Current charge detail found on the back of this page

Total Amount Due From Previous Statement	\$305.59
No Payments Received	\$0.00
<b>Balance Prior To This Billing</b>	<b>\$305.59</b>
Current Charges	\$206.37
<b>Amount Due By 04/15/2024</b>	<b>\$511.96</b>
<b>Total Amount Due After 04/15/2024</b>	<b>\$532.00</b>

### IMPORTANT MEMBER INFORMATION

Did you forget to send in your payment? Please contact us to discuss your options. CALL 502-633-4420 During normal business hours 7AM - 4PM. WE ARE HERE TO HELP  
**THE BALANCE FORWARD IS PAST DUE AND SUBJECT TO IMMEDIATE DISCONNECT.**  
**THE DUE DATE LISTED BELOW IS FOR THE CURRENT BILL ONLY.**

KEEP  
 SEND



## SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy® Cooperative

P. O. Box 309  
 Shelbyville, KY 40066-0309

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**ONLINE:** Check or credit/debit card at [www.shelbyenergy.com](http://www.shelbyenergy.com)  
 or download the mobile app.  
**Phone:** (833) 284-5049



Account Number	[REDACTED]
<b>Total Past Due</b>	<b>\$305.59</b>
<b>Amount Due By 04/15/2024</b>	<b>\$511.96</b>
<b>Total Amount Due After 04/15/2024</b>	<b>\$532.00</b>
Wintercare Amount Enclosed	

SHELBY ENERGY COOPERATIVE  
 PO BOX 309  
 SHELBYVILLE KY 40066-0309

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2008 1 AV 0.507  
 ANTOINETTE C TAYLOR

5 2008  
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Toll Free: (800) 292-6585

[www.shelbyenergy.com](http://www.shelbyenergy.com)

Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
70254	02/26/24	03/27/24	30	72647	74293	1	1,646	0.0

### Account Information

**Account Number:** [REDACTED]  
**Member Name:** ANTOINETTE C TAYLOR  
**Billing Date:** 03/29/2024  
**Phone Number:** [REDACTED]  
**Service Address:** VIGO RD 6035 HSE  
**Rate:** 12 RESIDENTIAL SERVICE

### Current Activity

<b>Balance Forward</b>		<b>\$305.59</b>
Fuel Cost Adjustment	1,646 kWh @ \$.00697	\$11.47
Kwh Charge	1,646 kWh @ \$.0917	\$150.94
Consumer Facility Charge		\$18.70
Environmental Surcharge	10.63%	\$19.25
School Tax	Tax 3.0%	\$6.01
<b>Total Current Charges</b>		<b>\$206.37</b>

### Usage History

Previous Year (Grey) | Current Year (Blue) | High Temp (Red) | Low Temp (Blue)

**TOTAL AMOUNT DUE** \$511.96  
**DUE DATE 04/15/2024**



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The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.

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**APPLY BY APRIL 15, 2024**  
AT [www.shelbyenergy.com/youthprograms](http://www.shelbyenergy.com/youthprograms)

\*Partial awards must be a Shelby Energy Member



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  - Report Outages
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ANDROID



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**Total  
Amount Due**

# \$118.24

Due Date:  
05/15/2024

Customer Name **ANTOINETTE C TAYLOR**  
 Account Number [REDACTED]  
**Report an Outage - (800) 292-6585**

**Office hours**  
 7:00 a.m. - 4:00 p.m. EST  
 Monday - Friday

**Contact Number**  
 (800) 292-6585 - Toll Free

**Website:** [www.shelbyenergy.com](http://www.shelbyenergy.com)  
**Pay By Phone:** (833) 284-5049

**Billing Date:** 04/30/2024

Payments placed in the night deposit at the office after 4:00 pm will post the following business day

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
829 kWh	58 Range 31 - 83 Temp	\$3.06	27 kWh

## Account Summary Current charge detail found on the back of this page

Total Amount Due From Previous Statement	\$511.96
Payments	-\$511.96
Balance Prior To This Billing	\$0.00
Current Charges	\$118.24
<b>Amount Due By 05/15/2024</b>	<b>\$118.24</b>
<b>Total Amount Due After 05/15/2024</b>	<b>\$129.72</b>



### SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy® Cooperative

P. O. Box 309  
Shelbyville, KY 40066-0309

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or download the mobile app.  
Phone: (833) 284-5049



Account Number	[REDACTED]
<b>Total Due Now</b>	<b>\$118.24</b>
<b>Total Due After 05/15/2024</b>	<b>\$129.72</b>
Wintercare Amount Enclosed	

2027 0 AV 0.507  
ANTOINETTE C TAYLOR

5 2027  
C-5

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Toll Free: (800) 292-6585

[www.shelbyenergy.com](http://www.shelbyenergy.com)

Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
70254	03/27/24	04/27/24	31	74293	75122	1	829	0.0

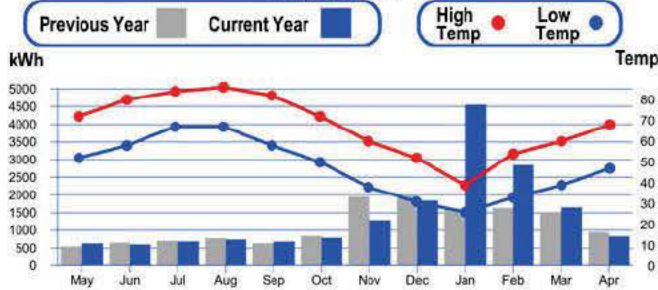
**Account Information**

**Account Number:** [REDACTED]  
**Member Name:** ANTOINETTE C TAYLOR  
**Billing Date:** 04/30/2024  
**Phone Number:** [REDACTED]  
**Service Address:** VIGO RD 6035 HSE  
**Rate:** 12 RESIDENTIAL SERVICE

**Current Activity**

Balance Forward		\$0.00
Fuel Cost Adjustment	829 kWh @ \$.01554	\$12.88
Kwh Charge	829 kWh @ \$.0917	\$76.02
Consumer Facility Charge		\$18.70
Environmental Surcharge	6.69%	\$7.20
School Tax	Tax 3.0%	\$3.44
<b>Total Current Charges</b>		<b>\$118.24</b>

**Usage History**



**TOTAL AMOUNT DUE**

**\$118.24**  
DUE DATE 05/15/2024



**My Account**  
 Pay online or enroll in SmartHub at [www.shelbyenergy.com](http://www.shelbyenergy.com)



**Auto Pay**  
 Set it up once and automatically make your payments



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The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.

**WIRE Scholarships for Kentucky College Students**

From Kentucky's electric cooperatives

**APPLY TODAY.**  
DEADLINE JUNE 5, 2024





# Shelby Energy Cooperative

A Touchstone Energy® Cooperative

Customer Name **ANTOINETTE C TAYLOR**

Account Number [REDACTED]

**Report an Outage - (800) 292-6585**



Manage your account with SmartHub!

- Make Payments
  - Track Electric Usage
  - Report Outages
- Sign Up today at [www.shelbyenergy.com](http://www.shelbyenergy.com)



ANDROID



IOS

Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

**FINAL  
AMOUNT DUE**

# \$38.81

**FINAL  
AMOUNT DUE**

**Office hours**

7:00 a.m. - 4:00 p.m. EST  
Monday - Friday

**Contact Number**

(800) 292-6585 - Toll Free

Website: [www.shelbyenergy.com](http://www.shelbyenergy.com)

Pay By Phone: (833) 284-5049

**Billing Date: 05/10/2024**

Payments placed in the night deposit at the office after 4:00 pm will post the following business day

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
<b>984 kWh</b>	<b>63</b> <small>Range 34 - 85 Temp</small>	<b>\$3.19</b>	<b>25 kWh</b>

## Account Summary Current charge detail found on the back of this page

Total Amount Due From Previous Statement	\$118.24
Payments	-\$118.24
Balance Prior To This Billing	\$0.00
Current Charges	\$38.81
<b>Amount Due By 05/25/2024</b>	<b>\$38.81</b>
<b>Final Amount Due By 05/25/2024</b>	<b>\$38.81</b>

### IMPORTANT MEMBER INFORMATION

**This account has been disconnected. Please keep us informed of address changes for capital credit purpose**

KEEP

SEND



## SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy® Cooperative

P. O. Box 309  
Shelbyville, KY 40066-0309

**PAY YOUR BILL 24/7**

ONLINE: Check or credit/debit card at [www.shelbyenergy.com](http://www.shelbyenergy.com) or download the mobile app.

Phone: (833) 284-5049



Account Number	[REDACTED]
<b>Final Due Now</b>	<b>\$38.81</b>
<b>Final Due After 05/25/2024</b>	<b>\$38.81</b>
Wintercare Amount Enclosed	

2298 0 MB 0.571  
ANTOINETTE C TAYLOR

5 2298  
C-9

SHELBY ENERGY COOPERATIVE  
PO BOX 309  
SHELBYVILLE KY 40066-0309



.....





Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
70254	04/27/24	05/06/24	9	75122	75277	1	155	0.0

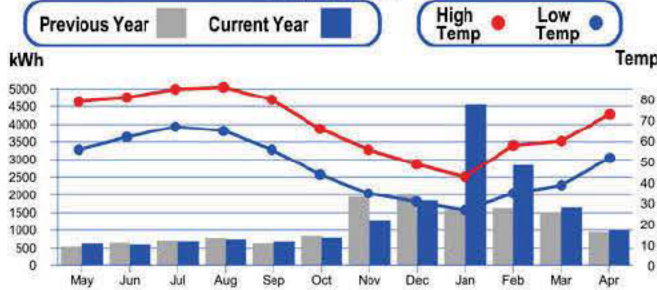
Account Information

Account Number: [REDACTED]  
 Member Name: ANTOINETTE C TAYLOR  
 Billing Date: 05/10/2024  
 Phone Number: [REDACTED]  
 Service Address: VIGO RD 6035 HSE  
 Rate: 12 RESIDENTIAL SERVICE

Current Activity

Balance Forward		\$0.00
Fuel Cost Adjustment	155 kWh @ \$.01554	\$2.41
Kwh Charge	155 kWh @ \$.0917	\$14.21
Consumer Facility Charge		\$18.70
Environmental Surcharge	6.69%	\$2.36
School Tax	Tax 3.0%	\$1.13
<b>Total Current Charges</b>		<b>\$38.81</b>

Usage History



Final AMOUNT DUE

\$38.81 DUE DATE 05/25/2024



**My Account**  
 Pay online or enroll in SmartHub at [www.shelbyenergy.com](http://www.shelbyenergy.com)



**Auto Pay**  
 Set it up once and automatically make your payments



**Phone**  
 (833) 284-5049  
 Toll Free: (800) 292-6585

Thank you for being a member!

Now offering cash bill-pay service at participating retail stores. The barcode below can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service. To find a location near you, visit [pay.vanilladirect.com/pages/retailers](http://pay.vanilladirect.com/pages/retailers)



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By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at [vanilladirect.com/pay/terms](http://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed e-receipt at [vanilladirect.com/pay/ereceipt](http://vanilladirect.com/pay/ereceipt).

The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.

2024

Shelby Energy Cooperative  
 Annual Meeting and Member Appreciation Day

THURSDAY, JUNE 20

Drive-thru Registration: 10 a.m.-1 p.m.  
 Virtual Business Meeting: 2 p.m.  
 Livestreamed on Facebook

Drive-thru registration with buckets and bulbs at three locations:

- Henry County Fairgrounds  
1106 Castle Hwy, Eminence, KY 40019
- Trimble County Fairgrounds  
3114 US-421, Bedford, KY 40006
- Shelby County Fairgrounds  
1513 Midland Trail, Shelbyville, KY 40065

Shelby Energy Cooperative  
 A Touchstone Energy® Cooperative



# Shelby Energy Cooperative

A Touchstone Energy® Cooperative



Manage your account with SmartHub!

- Make Payments
  - Track Electric Usage
  - Report Outages
- Sign Up today at [www.shelbyenergy.com](http://www.shelbyenergy.com)



ANDROID



IOS

Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

**Total  
Amount Due**

# \$98.60

Due Date:  
02/15/2024

Customer Name **ANTOINETTE C TAYLOR**  
 Account Number [REDACTED]  
**Report an Outage - (800) 292-6585**

**Office hours**  
 7:00 a.m. - 4:00 p.m. EST  
 Monday - Friday

**Contact Number**  
 (800) 292-6585 - Toll Free

**Website:** [www.shelbyenergy.com](http://www.shelbyenergy.com)  
**Pay By Phone:** (833) 284-5049

**Billing Date:** 01/30/2024

Payments placed in the night deposit at the office after 4:00 pm will post the following business day

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
611 kWh	33 Range -2 - 62 Temp	\$2.49	20 kWh

## Account Summary Current charge detail found on the back of this page

Total Amount Due From Previous Statement	\$172.59
Payments	-\$172.59
Balance Prior To This Billing	\$0.00
Current Charges	\$98.60
<b>Amount Due By 02/15/2024</b>	<b>\$98.60</b>
<b>Total Amount Due After 02/15/2024</b>	<b>\$107.63</b>

### IMPORTANT MEMBER INFORMATION



#### SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy® Cooperative

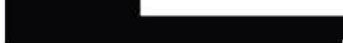
P. O. Box 309  
Shelbyville, KY 40066-0309

#### PAY YOUR BILL 24/7

ONLINE: Check or credit/debit card at [www.shelbyenergy.com](http://www.shelbyenergy.com)  
or download the mobile app.  
Phone: (833) 284-5049



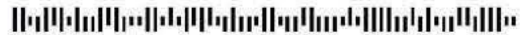
ANTOINETTE C TAYLOR



Account Number	[REDACTED]
<b>Total Due Now</b>	<b>\$98.60</b>
<b>Total Due After 02/15/2024</b>	<b>\$107.63</b>
Wintercare Amount Enclosed	

SHELBY ENERGY COOPERATIVE  
 PO BOX 309  
 SHELBYVILLE KY 40066-0309

4





Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
71906	12/27/23	01/26/24	30	13100	13711	1	611	0.0

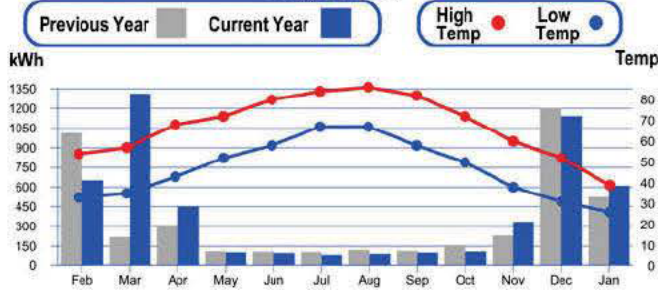
**Account Information**

**Account Number:** [REDACTED]  
**Member Name:** ANTOINETTE C TAYLOR  
**Billing Date:** 01/30/2024  
**Phone Number:** [REDACTED]  
**Service Address:** VIGO RD 6035 BLDG  
**Rate:** 11 GENERAL SERVICE

**Current Activity**

Balance Forward		\$0.00
Fuel Cost Adjustment	611 kWh @ \$.00821	\$5.02
Kwh Charge	611 kWh @ \$.09187	\$56.13
Consumer Facility Charge		\$18.57
Environmental Surcharge	13.29%	\$10.59
State Tax	Tax 6.0%	\$5.58
School Tax	Tax 3.0%	\$2.71
<b>Total Current Charges</b>		<b>\$98.60</b>

**Usage History**



**TOTAL AMOUNT DUE** **\$98.60**  
**DUE DATE 02/15/2024**



**My Account**  
 Pay online or enroll in SmartHub at [www.shelbyenergy.com](http://www.shelbyenergy.com)



**Auto Pay**  
 Set it up once and automatically make your payments



**Phone**  
 (833) 284-5049  
 Toll Free: (800) 292-6585

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The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.





A Touchstone Energy® Cooperative

Customer Name **ANTOINETTE C TAYLOR**  
Account Number [REDACTED]  
**Report an Outage - (800) 292-6585**

Manage your account with SmartHub!

- Make Payments
- Track Electric Usage
- Report Outages

Sign Up today at [www.shelbyenergy.com](http://www.shelbyenergy.com)

**Total Amount Due**

**\$31.88**

Due Date:  
03/15/2024

**Office hours**  
7:00 a.m. - 4:00 p.m. EST  
Monday - Friday

**Contact Number**  
(800) 292-6585 - Toll Free

**Website:** [www.shelbyenergy.com](http://www.shelbyenergy.com)  
**Pay By Phone:** (833) 284-5049

**Billing Date:** 02/29/2024

Payments placed in the night deposit at the office after 4:00 pm will post the following business day



Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
134 kWh	44 Range 17 - 67 Temp	\$1.00	4 kWh

<b>Account Summary</b> <small>Current charge detail found on the back of this page</small>	
Total Amount Due From Previous Statement	\$98.60
Payments	-\$104.89
Balance Prior To This Billing	-\$6.29
Current Charges	\$38.17
<b>Amount Due By 03/15/2024</b>	<b>\$31.88</b>
<b>Total Amount Due After 03/15/2024</b>	<b>\$34.75</b>

**IMPORTANT MEMBER INFORMATION**

Don't forget you can download the SmartHub app to keep up with your daily usage during these cold winter months!

Just a reminder, our lobby is currently closed. Please visit our drive thru any time between 7 am and 4 pm.

Graduating seniors can apply for one of six \$1000 college scholarships. Applications due by April 15th go to [www.shelbyenergy.com/youthprograms](http://www.shelbyenergy.com/youthprograms)



**SHELBY ENERGY COOPERATIVE, INC.**  
A Touchstone Energy® Cooperative  
P. O. Box 309  
Shelbyville, KY 40066-0309

Account Number	[REDACTED]
<b>Total Due Now</b>	<b>\$31.88</b>
<b>Total Due After 03/15/2024</b>	<b>\$34.75</b>
Wintercare Amount Enclosed	

**PAY YOUR BILL 24/7**  
**ONLINE:** Check or credit/debit card at [www.shelbyenergy.com](http://www.shelbyenergy.com) or download the mobile app.  
**Phone:** (833) 284-5049



ANTOINETTE C TAYLOR  
[REDACTED]

**SHELBY ENERGY COOPERATIVE**  
PO BOX 309  
SHELBYVILLE KY 40066-0309





**Shelby Energy Cooperative**

A Touchstone Energy® Cooperative

Customer Service M-F | 7:00 AM - 4:00 PM EST

Toll Free: (800) 292-6585

[www.shelbyenergy.com](http://www.shelbyenergy.com)

Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
71906	01/26/24	02/26/24	31	13711	13845	1	134	0.0

**Account Information**

**Account Number:** [REDACTED]  
**Member Name:** ANTOINETTE C TAYLOR  
**Billing Date:** 02/29/2024  
**Phone Number:** [REDACTED]  
**Service Address:** VIGO RD 6035 BLDG  
**Rate:** 11 GENERAL SERVICE

**Current Activity**

Balance Forward		-	\$6.29
Fuel Cost Adjustment	134 kWh @ \$.00353		\$0.47
Kwh Charge	134 kWh @ \$.09187		\$12.31
Consumer Facility Charge			\$18.57
Environmental Surcharge	11.51%		\$3.61
State Tax	Tax 6.0%		\$2.16
School Tax	Tax 3.0%		\$1.05
<b>Total Current Charges</b>			<b>\$38.17</b>

**Usage History**



**TOTAL AMOUNT DUE** **\$31.88**  
**DUE DATE 03/15/2024**



**My Account**  
 Pay online or enroll in SmartHub at [www.shelbyenergy.com](http://www.shelbyenergy.com)



**Auto Pay**  
 Set it up once and automatically make your payments



**Phone**  
 (833) 284-5049  
 Toll Free: (800) 292-6585

**Thank you for being a member!**

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The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.

**ATTENTION STUDENTS**

SHELBY ENERGY AWARDS SIX **\$1,000** SCHOLARSHIPS TO GRADUATING SENIORS\*

APPLY BY APRIL 15, 2024  
 AT [www.shelbyenergy.com/youthprograms](http://www.shelbyenergy.com/youthprograms)

\*Parent / Guardians must be a Shelby Energy Member



A Touchstone Energy Cooperative

Customer Name ANTOINETTE C TAYLOR  
Account Number [REDACTED]  
Report an Outage - (800) 292-6585

Manage your account with SmartHub!

- Make Payments
- Track Electric Usage
- Report Outages

Sign Up today at [www.shelbyenergy.com](http://www.shelbyenergy.com)

**Total  
Amount Due**

**\$75.52**

Due Date:  
04/15/2024

Office hours  
7:00 a.m. - 4:00 p.m. EST  
Monday - Friday

Contact Number  
(800) 292-6585 - Toll Free

Website: [www.shelbyenergy.com](http://www.shelbyenergy.com)  
Pay By Phone: (833) 284-5049

Billing Date: 03/29/2024



Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

Payments placed in the night deposit at the office after 4:00 pm will post the following business day

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
121 kWh	50 Range 25 - 76 Temp	\$1.10	4 kWh

Account Summary <small>Current charge detail found on the back of this page</small>	
Total Amount Due From Previous Statement	\$34.75
No Payments Received	\$0.00
<b>Balance Prior To This Billing</b>	<b>\$34.75</b>
Current Charges	\$40.77
<b>Amount Due By 04/15/2024</b>	<b>\$75.52</b>
<b>Total Amount Due After 04/15/2024</b>	<b>\$79.25</b>

**IMPORTANT MEMBER INFORMATION**

Did you forget to send in your payment? Please contact us to discuss your options. CALL 502-633-4420 During normal business hours 7AM - 4PM. WE ARE HERE TO HELP

**THE BALANCE FORWARD IS PAST DUE AND SUBJECT TO IMMEDIATE DISCONNECT.**

**THE DUE DATE LISTED BELOW IS FOR THE CURRENT BILL ONLY.**



**SHELBY ENERGY COOPERATIVE, INC.**  
A Touchstone Energy Cooperative  
P. O. Box 309  
Shelbyville, KY 40066-0309

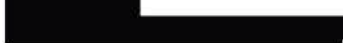
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ONLINE: Check or credit/debit card at [www.shelbyenergy.com](http://www.shelbyenergy.com)  
or download the mobile app.  
Phone: (833) 284-5049



Account Number	[REDACTED]
<b>Total Past Due</b>	<b>\$34.75</b>
<b>Amount Due By 04/15/2024</b>	<b>\$75.52</b>
<b>Total Amount Due After 04/15/2024</b>	<b>\$79.25</b>
Wintercare Amount Enclosed	

SHELBY ENERGY COOPERATIVE  
PO BOX 309  
SHELBYVILLE KY 40066-0309

ANTOINETTE C TAYLOR





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Customer Service M-F | 7:00 AM - 4:00 PM EST

Toll Free: (800) 292-6585

[www.shelbyenergy.com](http://www.shelbyenergy.com)

Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
71906	02/26/24	03/27/24	30	13845	13966	1	121	0.0

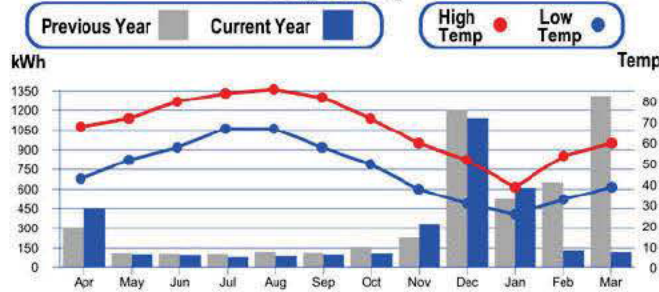
### Account Information

Account Number: [REDACTED]  
 Member Name: ANTOINETTE C TAYLOR  
 Billing Date: 03/29/2024  
 Phone Number: [REDACTED]  
 Service Address: VIGO RD 6035 BLDG  
 Rate: 11 GENERAL SERVICE

### Current Activity

<b>Balance Forward</b>		<b>\$34.75</b>
Fuel Cost Adjustment	121 kWh @ \$.00697	\$0.84
Kwh Charge	121 kWh @ \$.09187	\$11.12
Consumer Facility Charge		\$21.79
Environmental Surcharge	10.63%	\$3.59
State Tax	Tax 6.0%	\$2.31
School Tax	Tax 3.0%	\$1.12
<b>Total Current Charges</b>		<b>\$40.77</b>

### Usage History



**TOTAL AMOUNT DUE \$75.52**  
**DUE DATE 04/15/2024**



**My Account**  
 Pay online or enroll in SmartHub at [www.shelbyenergy.com](http://www.shelbyenergy.com)



**Auto Pay**  
 Set it up once and automatically make your payments



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 (833) 284-5049  
 Toll Free: (800) 292-6585

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APPLY BY APRIL 15, 2024  
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\*Parent / Guardians must be a Shelby Energy Member



# Shelby Energy Cooperative

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Manage your account with SmartHub!

- Make Payments
  - Track Electric Usage
  - Report Outages
- Sign Up today at [www.shelbyenergy.com](http://www.shelbyenergy.com)



ANDROID



IOS

Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

**Total  
Amount Due**

# \$39.90

Due Date:  
05/15/2024

Customer Name **ANTOINETTE C TAYLOR**

Account Number [REDACTED]

**Report an Outage - (800) 292-6585**

**Office hours**

7:00 a.m. - 4:00 p.m. EST  
Monday - Friday

**Contact Number**

(800) 292-6585 - Toll Free

Website: [www.shelbyenergy.com](http://www.shelbyenergy.com)

Pay By Phone: (833) 284-5049

**Billing Date: 04/30/2024**

Payments placed in the night deposit at the office after 4:00 pm will post the following business day

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
116 kWh	58 <small>Range 31 - 83 Temp</small>	\$1.05	4 kWh

## Account Summary Current charge detail found on the back of this page

Total Amount Due From Previous Statement	\$75.52
Payments	-\$75.52
Balance Prior To This Billing	\$0.00
Current Charges	\$39.90
<b>Amount Due By 05/15/2024</b>	<b>\$39.90</b>
<b>Total Amount Due After 05/15/2024</b>	<b>\$43.55</b>



### SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy® Cooperative

P. O. Box 309  
Shelbyville, KY 40066-0309

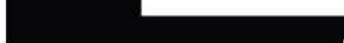
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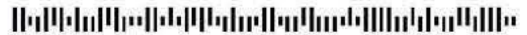
ANTOINETTE C TAYLOR



Account Number	[REDACTED]
<b>Total Due Now</b>	<b>\$39.90</b>
<b>Total Due After 05/15/2024</b>	<b>\$43.55</b>
Wintercare Amount Enclosed	

SHELBY ENERGY COOPERATIVE  
PO BOX 309  
SHELBYVILLE KY 40066-0309

4





**Shelby Energy Cooperative**

A Touchstone Energy® Cooperative

Customer Service M-F | 7:00 AM - 4:00 PM EST

Toll Free: (800) 292-6585

[www.shelbyenergy.com](http://www.shelbyenergy.com)

Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
71906	03/27/24	04/27/24	31	13966	14082	1	116	0.0

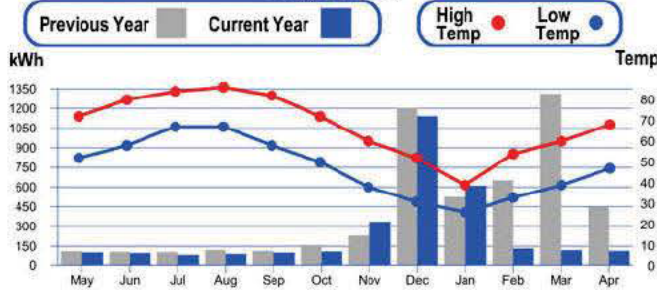
### Account Information

**Account Number:** [REDACTED]  
**Member Name:** ANTOINETTE C TAYLOR  
**Billing Date:** 04/30/2024  
**Phone Number:** [REDACTED]  
**Service Address:** VIGO RD 6035 BLDG  
**Rate:** 11 GENERAL SERVICE

### Current Activity

Balance Forward		\$0.00
Fuel Cost Adjustment	116 kWh @ \$.01554	\$1.80
Kwh Charge	116 kWh @ \$.09187	\$10.66
Consumer Facility Charge		\$21.79
Environmental Surcharge	6.69%	\$2.29
State Tax	Tax 6.0%	\$2.26
School Tax	Tax 3.0%	\$1.10
<b>Total Current Charges</b>		<b>\$39.90</b>

### Usage History



**TOTAL AMOUNT DUE** **\$39.90**  
**DUE DATE 05/15/2024**



**My Account**  
 Pay online or enroll in SmartHub at [www.shelbyenergy.com](http://www.shelbyenergy.com)



**Auto Pay**  
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Now offering cash bill-pay service at participating retail stores. The barcode below can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service. To find a location near you, visit [pay.vanilladirect.com/pages/retailers](http://pay.vanilladirect.com/pages/retailers)



799366433650001903010049130029

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at [vanilladirect.com/pay/terms](http://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed e-receipt at [vanilladirect.com/pay/ereceipt](http://vanilladirect.com/pay/ereceipt).

The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.

## WIRE Scholarships for Kentucky College Students

From Kentucky's electric cooperatives

**APPLY TODAY.**  
 DEADLINE  
 JUNE 5,  
 2024





# Shelby Energy Cooperative

A Touchstone Energy® Cooperative



Manage your account with SmartHub!

- Make Payments
  - Track Electric Usage
  - Report Outages
- Sign Up today at [www.shelbyenergy.com](http://www.shelbyenergy.com)



ANDROID



IOS

Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

**Total  
Amount Due**

# \$54.28

Due Date:  
06/15/2024

Customer Name **ANTOINETTE C TAYLOR**  
 Account Number [REDACTED]  
**Report an Outage - (800) 292-6585**

**Office hours**  
 7:00 a.m. - 4:00 p.m. EST  
 Monday - Friday

**Contact Number**  
 (800) 292-6585 - Toll Free

**Website:** [www.shelbyenergy.com](http://www.shelbyenergy.com)  
**Pay By Phone:** (833) 284-5049

**Billing Date:** 05/30/2024

Payments placed in the night deposit at the office after 4:00 pm will post the following business day

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
200 kWh	70 <small>Range 48 - 87 Temp</small>	\$1.34	7 kWh

## Account Summary Current charge detail found on the back of this page

Total Amount Due From Previous Statement	\$39.90
Payments	-\$39.90
Balance Prior To This Billing	\$0.00
Current Charges	\$54.28
<b>Amount Due By 06/15/2024</b>	<b>\$54.28</b>
<b>Total Amount Due After 06/15/2024</b>	<b>\$59.25</b>



### SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy® Cooperative

P. O. Box 309  
Shelbyville, KY 40066-0309

#### PAY YOUR BILL 24/7

ONLINE: Check or credit/debit card at [www.shelbyenergy.com](http://www.shelbyenergy.com)  
or download the mobile app.  
Phone: (833) 284-5049



Account Number	[REDACTED]
<b>Total Due Now</b>	<b>\$54.28</b>
<b>Total Due After 06/15/2024</b>	<b>\$59.25</b>
Wintercare Amount Enclosed	

2030 0 AV 0.507  
ANTOINETTE C TAYLOR

5 2030  
C-7

SHELBY ENERGY COOPERATIVE  
PO BOX 309  
SHELBYVILLE KY 40066-0309

4



.....





Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
71906	04/27/24	05/27/24	30	14082	14282	1	200	0.0

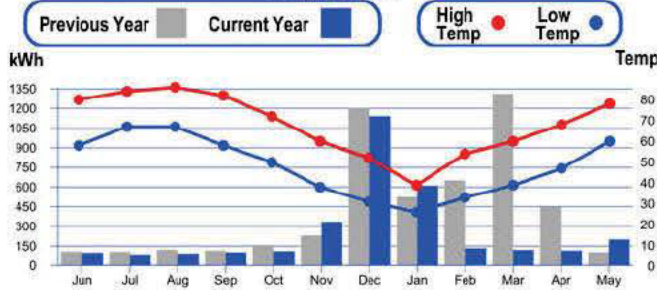
Account Information

Account Number: [REDACTED]  
 Member Name: ANTOINETTE C TAYLOR  
 Billing Date: 05/30/2024  
 Phone Number: [REDACTED]  
 Service Address: VIGO RD 6035 BLDG  
 Rate: 11 GENERAL SERVICE

Current Activity

Balance Forward		\$0.00
Fuel Cost Adjustment	200 kWh @ \$.01406	\$2.81
Kwh Charge	200 kWh @ \$.09187	\$18.37
Consumer Facility Charge		\$21.79
Environmental Surcharge	15.71%	\$6.75
State Tax	Tax 6.0%	\$3.07
School Tax	Tax 3.0%	\$1.49
<b>Total Current Charges</b>		<b>\$54.28</b>

Usage History



TOTAL AMOUNT DUE

\$54.28 DUE DATE 06/15/2024



**My Account**  
 Pay online or enroll in SmartHub at [www.shelbyenergy.com](http://www.shelbyenergy.com)



**Auto Pay**  
 Set it up once and automatically make your payments



**Phone**  
 (833) 284-5049  
 Toll Free: (800) 292-6585

Thank you for being a member!

Now offering cash bill-pay service at participating retail stores. The barcode below can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service. To find a location near you, visit [pay.vanilladirect.com/pages/retailers](http://pay.vanilladirect.com/pages/retailers)



799366433650001903010049130029

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at [vanilladirect.com/pay/terms](http://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed e-receipt at [vanilladirect.com/pay/ereceipt](http://vanilladirect.com/pay/ereceipt).

The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.

2024

Shelby Energy Cooperative  
 Annual Meeting and Member Appreciation Day

THURSDAY, JUNE 20

Drive-thru Registration: 10 a.m.-1 p.m.  
 Virtual Business Meeting: 2 p.m.  
 Livestreamed on Facebook

Drive-thru registration with buckets and bulbs at three locations:

- Henry County Fairgrounds  
1106 Castle Hwy, Eminence, KY 40019
- Trimble County Fairgrounds  
3114 US-421, Bedford, KY 40006
- Shelby County Fairgrounds  
1513 Midland Trail, Shelbyville, KY 40065

Shelby Energy Cooperative  
 A Touchstone Energy® Cooperative



# EXHIBIT B

Created by joste - 06/17/2024 10:44:52 AM EDT

Notes : ANTOINETTE G TAYLOR, Cust#: [REDACTED]

Account Level [Set Aside] Retrieve (0)

Note Level	Note Type	Create...	Expire Dt	Customer	Account	Serv Loc #	Provider	Severity
Account	General Info	05/03/2024		[REDACTED]	[REDACTED]			
Account	General Info	04/04/2024		[REDACTED]	[REDACTED]			
Customer	General Info	02/27/2024		[REDACTED]	[REDACTED]			
Account	General Info	02/20/2024		[REDACTED]	[REDACTED]			
Customer	General Info	02/07/2024		[REDACTED]	[REDACTED]			
Customer	General Info	02/06/2024		[REDACTED]	[REDACTED]			

Note Type: [General Info]

Create Date: 05/03/2024

Never Expire

Expire Date:

Severity:

MEMBER CALLED TO HAVE HOUSE ONLY DISCONNECTED UNTIL HER DISPUTE IS OVER. SHE WANTS TO KEEP THE BUILDING ON. SHE DOES NOT WANT TO BE CHARGED FOR USING HER AIR CONDITIONER WHEN IT GETS HOT OUT, WHEN SHE DOES NOT PLAN ON USING IT. SHE HAS HAD NOTHING TURNED ON IN HER HOME AND CANNOT UNDERSTAND WHY SHE IS GETTING A HIGH BILL... SHE ALSO SAID ON THE CALL THAT SHE IS CLEANSING HER FOOD OUT OF THE REFRIGERATOR TODAY, WHICH HAS BEEN RUNNING IN HER HOME... SHE WILL CALL BACK ONCE THE DISPUTE IS RESOLVED TO HAVE HER ELECTIC RECONNECTED.

User ID	User Name	Update Date
1301	jpate	05/03/2024
1301	jpate	05/03/2024
1301	jpate	05/03/2024
1301	jpate	05/03/2024
1301	jpate	05/03/2024
1301	jpate	05/03/2024
1301	jpate	05/03/2024
1301	jpate	05/03/2024
1301	jpate	05/03/2024
1301	jpate	05/03/2024
1301	jpate	05/03/2024

Save Reset Add Delete Related

Copy Notes Tran History

Notes : ANTOINETTE C TAYLOR, CUST#:

Account Level

Note Level	Note Type	Created	Expire Dt	Customer	Account	Serv Loc #	Provider	Severity
Account	General Info	05/03/2024						
Account	General Info	04/04/2024						
Customer	General Info	02/27/2024						
Account	General Info	02/20/2024						
Customer	General Info	02/07/2024						
Customer	General Info	02/06/2024						

Note Type:

Create Date:

Never Expire

Expire Date:

Severity:

MEMBER WAS DISCONNECTED FOR NON-PAY. CALLED AND SAID THAT SHE MUST HAVE GOT CONFUSED. CAME TO DRIVE-THRU AND PAID. WAIVED THE RECONNECT FEE BECAUSE MEMBER SAID THAT SHE WAS DISPUTING THIS BILL TOO WITH THE FCC.

User ID	User Name	Update Date
109	clanccaster	04/04/2024
189	elancaster	04/04/2024
109	clanccaster	04/04/2024
189	elancaster	04/04/2024

Created by jsto - 06/17/2024 10:44:17 AM EDT

Notes : ANTOINETTE C TAYLOR, Cust#:

Account Level

Note Level	Note Type	Created	Expire Dt	Customer	Account	Serv Loc #	Provider	Severity
Account	General Info	05/03/2024						
Account	General Info	04/04/2024						
Customer	General Info	02/27/2024						
Account	General Info	02/20/2024						
Customer	General Info	02/07/2024						
Customer	General Info	02/06/2024						

Note Type:

Create Date: 02/27/2024

Never Expire

Expire Date:

Severity:

MEMBER PAID REMINDER OF BALANCE IN THE DRIVE THRU MINUS PENALTY. REMOVED LATE SINCE SHE WAS DISPUTING THESE BILLS AND HAD FILED A COMPLAINT WITH THE ISC AND ATTORNEY GENERAL.

User ID	User Name
109	elancester
189	elancester
109	elancester

Update Date
02/27/2024
02/27/2024
02/27/2024

Notes : ANTOINETTE C TAYLOR, CUST#:

ACCOUNT Level

Note Level	Note Type	Creat...	Expire Dt	Customer	Account	Serv Loc #	Provider	Severity
Account	General Info	05/03/2024						
Account	General Info	04/04/2024						
Customer	General Info	02/27/2024						
Account	General Info	02/20/2024						
Customer	General Info	02/07/2024						
Customer	General Info	02/06/2024						

Note Type:

Create Date: 02/20/2024

Never Expire

Expire Date:

Severity:

MEMBER CALLED BECAUSE SHE GOT HER DISCONNECT NOTICE AND WAS UPSET ABOUT THE "THREATENING LETTER". SHE SAID SHE WAS "IN DISPUTE" WITH US ABOUT THE BILL AND SHOULDN'T HAVE RECEIVED THE NOTICE. I TOLD HER NO, IT WAS STILL DUE ON 2/15/24 REGARDLESS OF ANY LETTERS SHE HAD SENT US AND THAT THE DISCONNECT NOTICE IS INFORMING HER THAT IT IS PAST DUE. SHE SAID SHE WOULD BE CONTACTING THE PSC.

User ID	User Name	Update Date
239	erednon	02/20/2024
239	erednon	02/20/2024
239	erednon	02/20/2024
239	erednon	02/20/2024
239	erednon	02/20/2024
239	erednon	02/20/2024
239	erednon	02/20/2024

Notes : ANTOINETTE C TAYLOR, Cust#:

ACCOUNT Level

Note Level	Note Type	Creat...	Expire Dt	Customer	Account	Serv Loc #	Provider	Severity
Account	General Info	02/20/2024						
Customer	General Info	02/07/2024						
Customer	General Info	02/06/2024						
Customer	General Info	12/17/2021						
Customer	General Info	06/23/2021						
Account	Conversion	10/19/2017						Warning

Note Type:

Create Date: 02/07/2024

Never Expire

Expire Date:

Severity:

MS TAYLOR CALLED AGAIN TODAY TO INFORM US THAT SHE HAS MAILED HER LETTER OF DISPUTE FOR HER BILL. SHE ALSO WANTS A LINEMAN TO COME AND CHECK THE LINE FOR AN ANTLA OR ANY DEVICES THAT MIGHT BE ON HER LINES. SHE HAS PERSONALLY WITNESSED AT LEAST 10 OR MORE DROUES AT NIGHT TIME. SHE WANTS TO MAKE SURE HER LINES ARE NOT BEING HIJACKED BY DRONES. SHE IS WANTING 3 MONTHS OF DATA OF THE AMPS TO GIVE HER ENGINEERS. I TOLD HER THAT THE DATA SHE IS NEEDING AND THE TASK THAT SHE IS WANTING HOW WILL COME FROM OPERATIONS. I TOLD HER THAT I WOULD GIVE THE VP OF OPERATION HER NUMBER AND LET HIM KNOW HER CONCERNS. I TOLD HER THAT HE WILL GIVE HER A CALL BACK 502-437-5375.

User ID	User Name	Update Date
109	elancester	02/07/2024
189	elancester	02/07/2024
109	elancester	02/07/2024
189	elancester	02/07/2024
109	elancester	02/07/2024
109	elancester	02/07/2024
109	elancester	02/07/2024
109	elancester	02/07/2024
109	elancester	02/07/2024
109	elancester	02/07/2024
109	elancester	02/07/2024
109	elancester	02/07/2024
109	elancester	02/07/2024
109	elancester	02/07/2024



EXHIBIT C

Antoinette C. Taylor

[REDACTED]  
[REDACTED]

February 27, 2024

Alan Q. Zaring, Esquire  
Zaring & Sullivan Law Office  
10 South Main Street  
P.O. Box 226  
New Castle, Kentucky 40050

Re: Shelby Energy Cooperative

Dear Mr. Zaring:

I am in receipt of your letter dated February 21, 2024 and thank you acknowledging receipt of my letter of February 8, 2024 and expressing your personal opinion. Simply, I disagree.

Sincerely,



Antoinette C. Taylor, Tax payer and Consumer

C. File



10 South Main Street  
P O Box 226  
New Castle, KY 40050  
502.845.2222  
Fax 502.845.8006

Alan Q. Zaring  
David S. Sullivan  
Neil S. Hackworth, Of Counsel  
[www.zsfirm.com](http://www.zsfirm.com)

By Appointment Only:  
600 Main Street  
Shelbyville, KY 40065  
502.647.1675  
Fax 502.845.8006

February 21, 2024

Ms. Antoinette C. Taylor

RE: Shelby Energy Cooperative

Dear Ms. Taylor:

I am in receipt of the letter you sent to Shelby Energy Cooperative, Inc. on February 8, 2024. I am the attorney for your Cooperative.

In response, please be advised that there is no evidence to suggest that drones, individuals or any other entities have in any way connected to the electric lines on your property or in the vicinity thereof. Further, even if this were to occur, it would not be reflected in your meter readings. If power were stolen from the lines, which can happen, it would be a loss on the system. Your meter only measures the amount of electricity used in your home. In order for someone to steal electricity from you, they would have to connect into the power system on your side of the meter. Accordingly, if a drone were hypothetically able to "hijack" your power from the sky, or if a "katia" device were attached to your power lines, it would not affect your bill.

If you would like, Shelby Energy is able to run diagnostic tests on your meter. The Policies and Procedures regarding the matter, effective October 1, 2013, indicate that in order to do so, a \$32.50 deposit per meter must be paid. If the meter test shows that the meter is more than 2% fast, the deposit would be returned to you and a credit issued to your bill. Requests for these tests cannot be made more than once every 12 months. If you are interested in this, please contact the Cooperative to get the process started.

Finally, I am enclosing some documents that show your usage as it correlates to the temperatures for the month of January. This information is available to you by utilizing the Smart Hub account management tool offered through the Cooperative. This can be accessed through the web, smart phone, or tablet, and offers bill pay, outage reporting, customer service contacts and other ways to stay involved with the work your Cooperative is doing. You can also will be able to compare your bills for the last several months, which would help you track your usage to detect any abnormalities.



Please rest assured that Shelby Energy will be on the lookout for illegal line connections in your area and throughout our system. We appreciate your concerns. Please let me know if I may be of any further assistance.

Very truly yours,

  
ALAN Q. ZARING

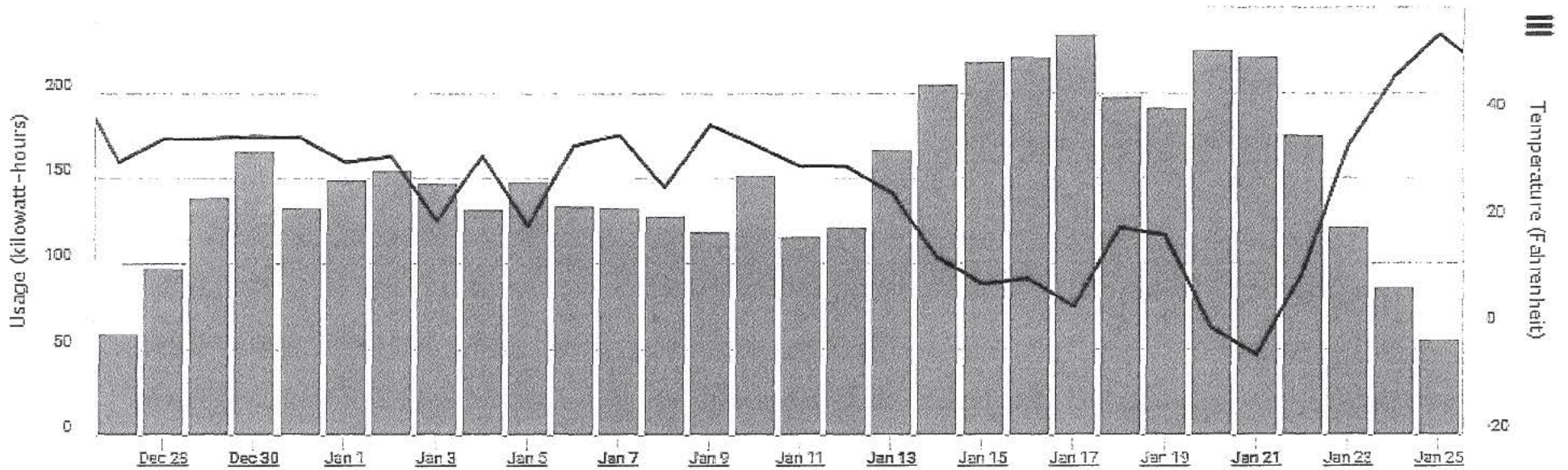
AQZ:cdb

Enc.

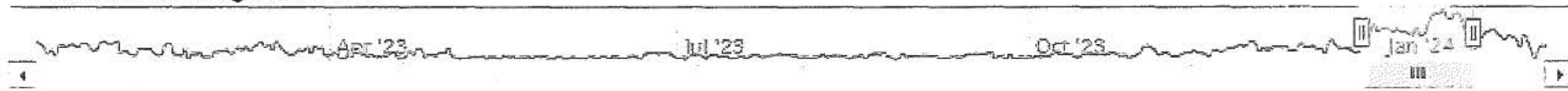
cc: Shelby Energy

DAILY USAGE - 12/27/2023 - 01/25/2024

Customer Since: August 30, 2019



Custom Date Range Selector



Meter: 70254 - kWh

High Temp  Average Temp  Low Temp

Antoinette C. Taylor  
[REDACTED]

February 8, 2024

*Via Certificate of Mailing*

Randy Stevens, Senior Vice President  
Power Delivery Services  
Shelby Energy Cooperative, Inc.  
620 Old Finchville Road  
Shelbyville, Kentucky 40065

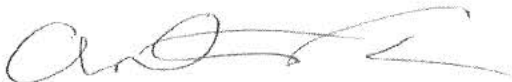
Re: Notice of Request for Data  
Supplemental to Disputed Letter, February 6, 2024  
Account Number: [REDACTED]  
Account Number: [REDACTED]  
Billing Statements: 02/15/2024 and 01/15/2024

Dear Mr. Stevens:

I am writing to request data (amperes), including dates and times associated with the above accounts and billing statements in which is currently in dispute as soon as possible. I am also requesting that you have one of your linesmen and/or lineswomen to check my electric lines surrounding my property in order to determine if someone is hijacking my power from the sky such as drones and/or have fixed a 'katia' and/or any other kind of device onto my power lines (i.e. to charge drones, etc.) during the day time, as well at night and/or during the time when the amperes jump.

Should you have any questions, I can be reached at [REDACTED] and/or at the above address. Thanks in advance for your assistance.

Sincerely,



Antoinette C. Taylor, Shelby County resident and tax payer

C. File