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COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:)
ANTOINETTE C. TAYLOR	
COMPLAINA	
V.) CASE NO.) 2024-00117
SHELBY ENERGY COOPERATIVE, INC.)
DEFENDAN	γ Γ)

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.

YNNN EXHIBI Shelby Energy Cooperative	TA Customer Name ANTOINETTE C TAYLOR Account Number 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	60 Contact Number (800) 292-6585 - Toll Free Website: www.shelbyenergy.com Pay By Phone: (833) 284-5049
ANDROID IOS	
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	Monthly Use Average Temperature AVERAGE DAILY COST		Average Daily Use	
4552 kWh	33 Range -2 - 62 Temp	\$14.11	152 kWh	

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

SEND	SHELBY ENERGY COOPERATIVE, INC.	Account Number	
NA	A Touchstone Energy Cooperative 📈	Total Due Now	\$537.60
211	P. O. Box 309	Total Due After 02/15/2024	\$589.79
R	Shelbyville, KY 40066-0309	Wintercare Amount Enclosed	
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NLINE: Check of download the r hone: (833) 284	or credit/debit card at www.shelbyenergy.com nobile app.	SHELBY ENERGY COOPERATIVI PO BOX 309	E _4
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Customer Service M-F | 7:00 AM - 4:00 PM EST Toll Free: (800) 292-6585 www.shelbyenergy.com

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Meter #	Billing P From	Period To	Days	Read Previous	ings Present	Meter Multiplier	kWh Use	kW Use
70254	12/27/23	01/26/24	30	65253	69805	1	4,552	0.0
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Iling Date: 01 none Number:	/30/2024			Kwh Char		4,552	kWh @ \$.0896	\$407
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	www.shelbyenergy.			your payments	nemberl	(600) 292	-0365	
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barcode below can be monthly payment. The To find a location near	ere is a \$1.50 conven	ience fee to us	se this serv	/ice.				
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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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smart hub	Manage your account with SmartHub! Make Payments Track Electric Usage Report Outages Sign Up today at www.shelbyenergy.com	Total Amount Due \$278.66	Offic 7:00 Mon (800
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Customer Name ANTOINETTE C TAYLOR Account Number 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 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	e Temperature	AVERAGE DAILY COST	Average Daily Use
2842 kWh	44	Range 17 - 67 Temp	\$8.71	92 kWh

Account Summary Current charge detail found on the back of this page	
Total Amount Due From Previous Statement Payments	\$537.60 -\$580.71
Balance Prior To This Billing Current Charges	-\$43.11 \$321.77
Amount Due By 03/15/2024	\$278.66
Total Amount Due After 03/15/2024	\$305.59

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





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SHELBY ENERGY COOPERATIVE, INC. A Touchstone Energy" Cooperative K

P. O. Box 309

Shelbyville, KY 40066-0309

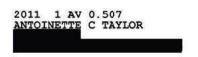
PAY YOUR BILL 24/7

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



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Account Number	
Total Due Now	\$278.66
Total Due After 03/15/2024	\$305.59
Wintercare Amount Enclosed	

 SHELBY ENERGY COOPERATIVE

 PO BOX 309
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 SHELBYVILLE KY 40066-0309
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Meter #	Billing From	Period To	Days	Read Previous	ings Present	Meter Multiplier	kWh Use	kW Use
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Customer Name ANTOINETTE C TAYLOR Account Number 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 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		Use Average Temperature AVERAGE DAILY COST		Average Daily Use	
1646 kWh	50	Range 25 - 76 Temp	\$5.65	55 kWh		

Account Summary Current charge detail found on the back of this page	
Total Amount Due From Previous Statement No Payments Received	\$305.59 \$0.00
Balance Prior To This Billing Current Charges	\$305.59 \$206.37
Amount Due By 04/15/2024	\$511.96
Total Amount Due After 04/15/2024	\$532.00



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.



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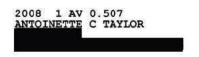
SHELBY ENERGY COOPERATIVE, INC. A Touchstone Energy" Cooperative K

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

PAY YOUR BILL 24/7

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





5 2008 C-5

Account Number	
Total Past Due	\$305.59
Amount Due By 04/15/2024	\$511.96
Total Amount Due After 04/15/2024	\$532.00
Wintercare Amount Enclosed	



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smart hub	Manage your account with SmartHub! Make Payments Track Electric Usage Report Outages Sign Up today at www.shelbyenergy.com	Total Amount Due \$118.24	(
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Customer Name ANTOINETTE C TAYLOR Account Number 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

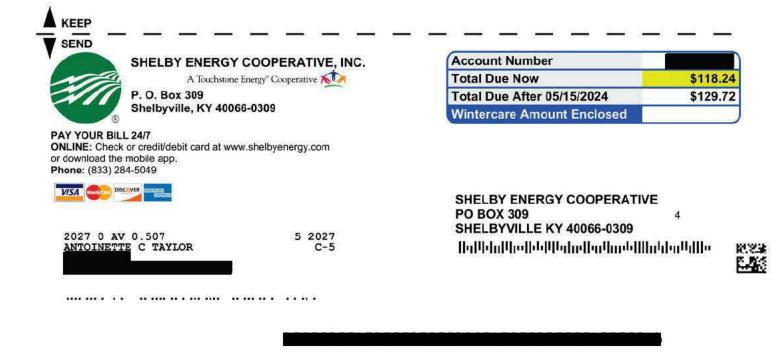
Website: www.shelbyenergy.com Pay By Phone: (833) 284-5049

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	Averag	e 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 Payments	\$511.96 -\$511.96
Balance Prior To This Billing Current Charges	\$0.00 \$118.24
Amount Due By 05/15/2024	\$118.24
Total Amount Due After 05/15/2024	\$129.72



Meter #	Billing From	Period To	Days	Rea Previous	dings Present	Meter Multiplier	kWh Use	kW Use
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	Customer Name ANTOINETTE C TAYLOR Account Number (1997) Report an Outage - (800) 292-6585
Manage your account with SmortHub! Make Payments Track Electric Usage Report Outages ign Up today at www.shelbyenergy.com ANDROID Tos Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub appl	Office hours 7:00 a.m 4:00 p.m. EST Monday - Friday Contact Number (800) 292-6585 - Toll Free Website: 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
984 kWh	63 Range 34 - 85 Temp	\$3.19	25 kWh

Account Summary Current charge detail found on the back of this page	
Total Amount Due From Previous Statement Payments	\$118.24 -\$118.24
Balance Prior To This Billing Current Charges	\$0.00 \$38.81
Amount Due By 05/25/2024	\$38.81
Final Amount Due By 05/25/2024	\$38.81

IMPORTANT MEMBER INFORMATION

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

	SHELBY ENERGY COOPERATIVE, INC.	Account Number	
N	A Touchstone Energy" Cooperative 🔊	Final Due Now	\$38.8
	P. O. Box 309	Final Due After 05/25/2024	\$38.8
	Shelbyville, KY 40066-0309	Wintercare Amount Enclosed	
hone: (833) : VISA	284-5049	SHELBY ENERGY COOPERATIVE	
CONCLEMENTARY CONTIN	284-5049	PO BOX 309	1
2298 0 M			1

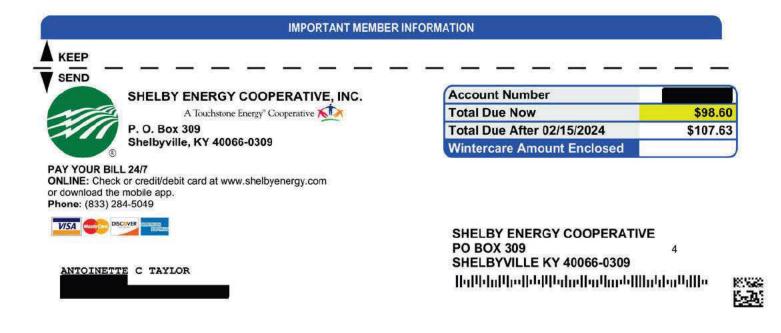
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	Customer Name ANTOINETTE C TAYLOR Account Number Report an Outage - (800) 292-6585
Manage your account with SmortHub! Make Payments Track Electric Usage Report Outages Sign Up today at www.shelbyenergy.com ANDROID To Total Amount Due \$98,600 Due 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 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 Payments	\$172.59 -\$172.59
Balance Prior To This Billing	\$0.00
Current Charges Amount Due By 02/15/2024	\$98.60 \$98.60
Total Amount Due After 02/15/2024	\$107.63



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Pay online or enroll in SmartHub at www.shelbyenergy.com Set it up once and automatically make your payments (833) 284-5049 Toll Free: (800) 292-6585 Image: Descent of the set of t					AI		JE		
Pay online or enroll in SmartHub at www.shelbyenergy.com Set it up once and automatically make your payments (833) 284-5049 Toll Free: (800) 292-6585 Mow 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 Image: Convenience of the service of the service of the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at vanilladirect.com/pay/terms. The majority of participating locations will accept cash payments up to a		PAY)—	-(1))	
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 <u>pay vanilladirect.com/pages/retailers</u>		Pay online or en in SmartHub a	roll t	auto	t it up once and omatically make		(833) 284 Toll Fre	-5049 ee:	
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full terms and conditions, available at <u>vanilladirect.com/pay/terms</u> . After successful payment using this barcode, you may retrieve your full detailed e-receipt at <u>vanilladirect.com/pay/ereceipt</u> . The majority of participating locations will accept cash payments up to a	barcode below ca monthly payment	in be scanned at the regis , There is a \$1.50 conver near you, visit <u>pay.vanill</u>	ster, allowing y ience fee to us adirect.com/pa	ou to make se this servi ges/retailer	ce.				
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	The majority of pa maximum amoun	articipating locations will a t of \$500.00.	accept cash pa	yments up	to a				

Shelby Energy Cooperative	Customer Name ANTOINETTE C TAYLOR Account Number Report an Outage - (800) 292-6585
Manage your account with Smort Ubb Smort Ubb S	Contact Number
Due Date 03/15/202 ANDROID LOS	
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
134 kWh	44 Range 17 - 67 Temp	\$1.00	4 kWh

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

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





SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy" Cooperative XXX P. O. Box 309

Shelbyville, KY 40066-0309

PAY YOUR BILL 24/7

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



 Account Number

 Total Due Now
 \$31.88

 Total Due After 03/15/2024
 \$34.75

 Wintercare Amount Enclosed
 \$31.88

 SHELBY ENERGY COOPERATIVE

 PO BOX 309
 4

 SHELBYVILLE KY 40066-0309
 4

 [[q]1][-



ANTOINETTE C TAYLOR

Meter #	Billing From	То	Days	Previous	lings Present	Meter Multiplier	kWh Use	kW Use
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ling Date: 02 Dine Number: 7 vice Address: 7 te: 1 ⁻ Previous Year 7 C	NTOINETTE C TA 2/29/2024 IGO RD 6035 BLD 1 GENERAL SERV Usage History Current Year	IG /ICE High Temp	¥.	Kwh Cha Consume Environm State Tax School Ta	Forward t Adjustment rge er Facility Charge ental Surcharge	134	kWh @\$.00353 kWh @\$.09187	-\$6. \$0. \$12. \$18. \$3. \$2. \$1. \$38 .
Mar Apr May	Jun Jul Aug Sep	Oct Nov Dec	Jan Feb	A	TOTAL MOUNT D	UE	\$31. DUE DATE 0	
	My Account)—	-(1	Auto Pay		Phon		
	Pay online or er in SmartHub a www.shelbyenerg	at	aut	t it up once and omatically make our payments		(833) 284- Toll Fre (800) 292-	e:	
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Now offering cash bil barcode below can b monthly payment. Th To find a location ner for the second second second second full terms and conditi successful payment for detailed e-receipt at the The majority of partice	e scanned at the reg lere is a \$1.50 conve ar you, visit <u>pay.vanil</u> 9936643365000 ⁻ g this barcode to mal ons, available at <u>van</u> using this barcode, y vanilladirect.com/pay	ister, allowing y nience fee to u ladirect.com/pa 1903010049 ke a payment, illadirect.com/p ou may retrieve /ereceipt.	you to make use this serv ages/retailer 130029 you agree to bay/terms. A a your full	ice. Settine After			SHELBY ENE SHELBY ENE AWARDS S \$1,000 SCHOLARSI TO GRADUA SENIORS APPLY BY APRIL	RGY IX HIPS TING

YNNN Shelby Energy Cooperative A Tsuchsone Energy Cooperative	Customer Name ANTOINETTE C TAYLOR Account Number Report an Outage - (800) 292-6585
Amou Make Payments Track Electric Usage Report Outages Sign Up today at www.shelbyenergy.com \$75	Office hours7:00 a.m 4:00 p.m. ESTMonday - FridayContact Number(800) 292-6585 - Toll FreeWebsite: www.shelbyenergy.comPay By Phone: (833) 284-5049
	Date: 5/2024 Billing Date: 03/29/2024
ANDROID IOS 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 Current charge detail found on the back of this page	en / 75
Total Amount Due From Previous Statement	\$34.75
No Payments Received	\$0.00
Balance Prior To This Billing	\$34.75
Current Charges	\$40.77
Amount Due By 04/15/2024	\$75.52
Total Amount Due After 04/15/2024	\$79.25

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



SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy" Cooperative K

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

PAY YOUR BILL 24/7

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





Account Number	
Total Past Due	\$34.75
Amount Due By 04/15/2024	\$75.52
Total Amount Due After 04/15/2024	\$79.25
Wintercare Amount Enclosed	



Meter #	From	Period To	Days	Read Previous	Present	Meter Multiplier	kWh Use	kW Use
71906	02/26/24	03/27/24	30	13845	13966	1	121	0.0
ing Date: 03 one Number: vice Address: Vice 11	ation ITOINETTE C TA /29/2024 GO RD 6035 BLD GENERAL SERV Usage Histor urrent Year)G VICE	Low • Temp • Te	Kwh Cha Consume Environm State Tax School Ta	Forward t Adjustment rge er Facility Charge ental Surcharge	121	kWh @ \$.00697 kWh @ \$.09187	\$34. \$0. \$11. \$21. \$3. \$2. \$1. \$40.
	PAY	r)			TOTAL MOUNT D		\$75. DUE DATE 04	
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	Customer Name ANTOINETTE C TAYLOR Account Number Report an Outage - (800) 292-6585
Manage your account with	Office hours
SmortHub!	7:00 a.m 4:00 p.m. EST
Make Payments	Monday - Friday
Track Electric Usage	Contact Number
Report Outages	(800) 292-6585 - Toll Free
Sign Up today at	Website: www.shelbyenergy.com
www.shelbyenergy.com	Pay By Phone: (833) 284-5049
ANDROID	Billing Date: 04/30/2024
Do you want all the features of SmartHub optimized for	Payments placed in the night deposit at the office after
use on your mobile device? Download the SmartHub appl	4:00 pm will post the following business day

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

Account Summary Current charge detail found on the back of this page	\$75.52
Payments	-\$75.52
Balance Prior To This Billing	\$0.00
Current Charges	\$39.90
Amount Due By 05/15/2024	\$39.90
Total Amount Due After 05/15/2024	\$43.55



Account Number	
Total Due Now	\$39.90
Total Due After 05/15/2024	\$43.55
Wintercare Amount Enclosed	



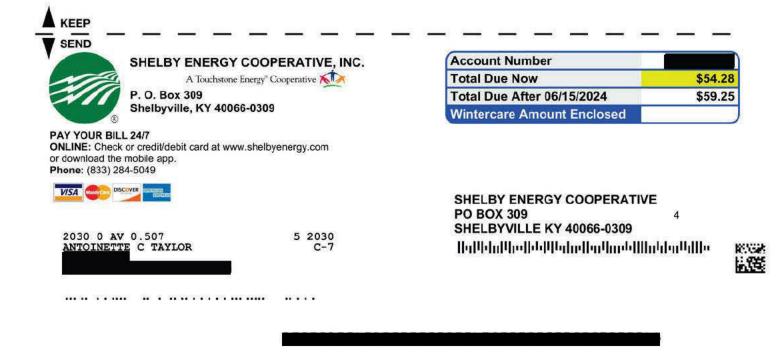
ANTOINETTE C TAYLOR

Meter # 71906 Account Informa	From	Period	Days		ings	Meter	kWh Use	kW Use
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YYNN Shelby Energy Cooperative A Tsuchsone Energy Cooperative	Customer Name ANTOINETTE C TAYLOR Account Number Report an Outage - (800) 292-6585
Amo Smort hub Make Payments Track Electric Usage Report Outages Sign Up today at www.shelbyenergy.com Du	Office hours7:00 a.m 4:00 p.m. ESTMonday - FridayContact Number(800) 292-6585 - Toll FreeWebsite: www.shelbyenergy.comPay By Phone: (833) 284-5049Billing Date: 05/30/2024
ANDROID IOS 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	
200 kWh	70 Range 48 - 87 Temp	\$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
Amount Due By 06/15/2024	\$54.28
Total Amount Due After 06/15/2024	\$59.25

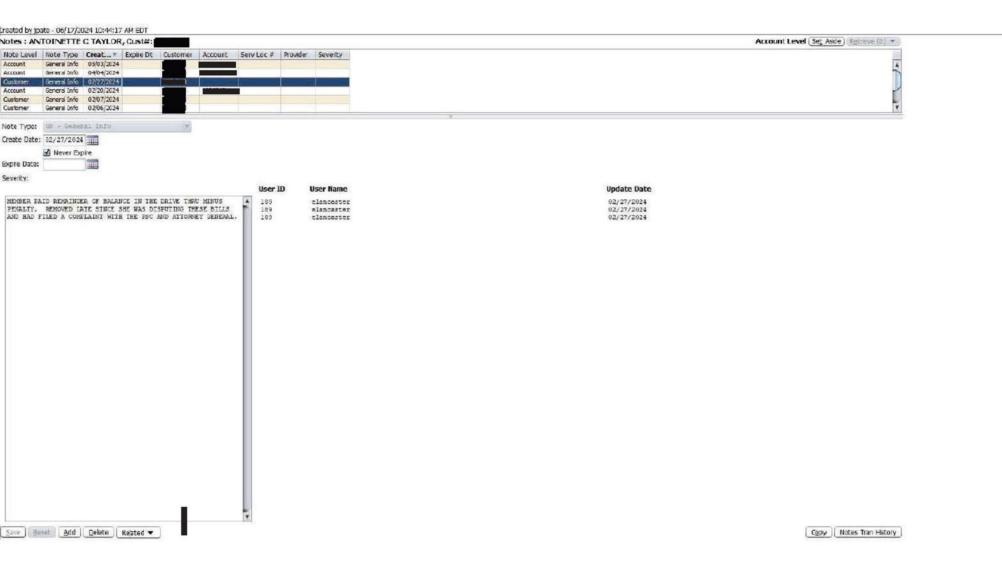


A Touchstone Energy* Cooperative

Meter #	Billing From	Period To	Days	Read Previous	lings Present	Meter Multiplier	kWh Use	kW Use
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maximum amount of a							Shelby Ener	gy Cooperative

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Antoinette C. Taylor

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,

Car

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 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 on 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 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.

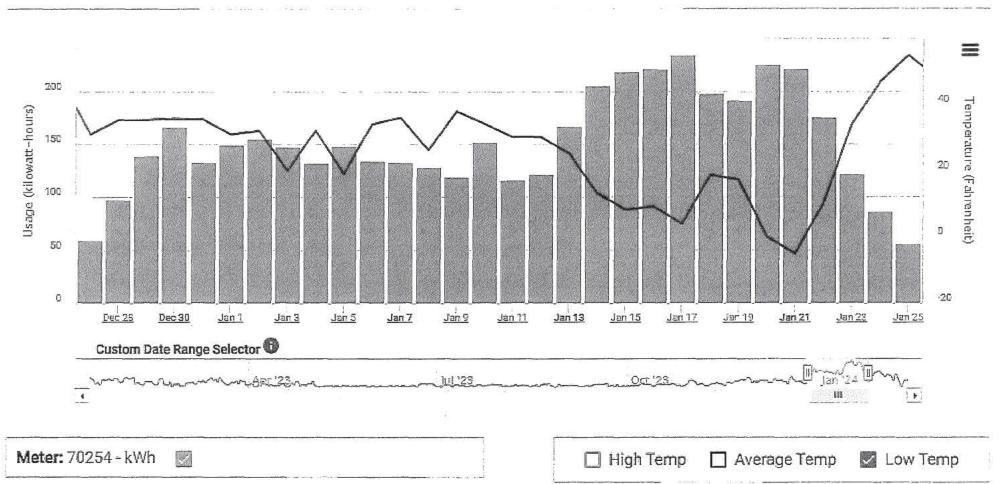
Very truly yours,

ALAN Q. ZARING

AQZ:cdb

Enc.

cc: Shelby Energy



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

Customer Since: August 30, 2019

Antoinette C. Taylor

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: Account Number: 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 **and/or** at the above address. Thanks in advance for your assistance.

Sincerely,

Antoinette C. Taylor, Shelby County resident and tax payer

C. File