# RECEIVED JUL 01 2024

COMMISSION

# COMMONWEALTH OF KENTUCKY

# BEFORE THE PUBLIC SERVICE COMMISSION

| In the Matter of:               | )                          |
|---------------------------------|----------------------------|
| ANTOINETTE C. TAYLOR            |                            |
| COMPLAINA                       |                            |
| V.                              | ) CASE NO.<br>) 2024-00117 |
| SHELBY ENERGY COOPERATIVE, INC. | )                          |
| DEFENDAN                        | γ<br>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<br>Shelby Energy Cooperative   | TA<br>Customer Name ANTOINETTE C TAYLOR<br>Account Number<br>Report an Outage - (800) 292-6585                      |
|--|---|
| Manage your account with<br>SmartHub!<br>Make Payments<br>Track Electric Usage<br>Report Outages<br>Sign Up today at<br>www.shelbyenergy.com | 60<br>Contact Number<br>(800) 292-6585 - Toll Free<br>Website: www.shelbyenergy.com<br>Pay By Phone: (833) 284-5049 |
| ANDROID IOS  |   |
| Do you want all the features of SmartHub optimized for<br>use on your mobile device? Download the SmartHub app!                              | Payments placed in the night deposit at the office after<br>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<br>-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<br>-\$238.63 |
| Balance Prior To This Billing<br>Current Charges                     | \$0.00<br>\$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   |          |
| r download the r<br>hone: (833) 284                    | or credit/debit card at www.shelbyenergy.com<br>nobile app.<br>I-5049 |  |          |
| NLINE: Check of<br>download the r<br>hone: (833) 284   | or credit/debit card at www.shelbyenergy.com<br>nobile app.           | SHELBY ENERGY COOPERATIVI<br>PO BOX 309  | E _4     |
| NLINE: Check or<br>r download the r<br>hone: (833) 284 | r credit/debit card at www.shelbyenergy.com<br>nobile app.<br>1-5049  | [ / 공기 위기가 TECO / 공 - 가지의 가격하게 가지 않는 것 같아요. / TEC 가게 가지 않는 것 같아. / 가지 ? 가지 | 4        |

#### Customer Service M-F | 7:00 AM - 4:00 PM EST Toll Free: (800) 292-6585 www.shelbyenergy.com

|  |   | 1990 (March 1990)                |              |   |                   |   | ionero yenergy.ee |                |
|--|---|----------------------------------|--------------|---|-------------------|---|-------------------|----------------|
| Meter #  | Billing P<br>From                                   | Period<br>To                     | Days         | Read<br>Previous  | ings<br>Present   | Meter<br>Multiplier                         | kWh Use           | kW Use         |
| 70254  | 12/27/23  | 01/26/24                         | 30           | 65253   | 69805             | 1   | 4,552             | 0.0            |
| ccount Inform  | ation   |                                  |              | Current A   | ctivity           |   |                   |                |
| count Number:  |   |                                  |              | Balance F   |                   |   |                   | \$0.           |
|  | NTOINETTE C TAY                                     | LOR                              |              |   | Adjustment        |   | kWh @ \$.00821    | \$37.          |
| Iling Date: 01<br>none Number:   | /30/2024  |                                  |              | Kwh Char  |                   | 4,552                                       | kWh @ \$.0896     | \$407          |
|  | GO RD 6035 HSE                                      |                                  |              |   | r Facility Charge | 10.000/                                     |                   | \$15.          |
| ate: 12  | RESIDENTIAL SE                                      | RVICE                            |              | School Ta   | ental Surcharge   | 13.29%<br>Tax 3.0%                          |                   | \$61.<br>\$15. |
|  | Usage History                                       |                                  |              |   | rent Charges      | Tax 5.070                                   |                   | \$537.         |
| Previous Year C  | urrent Year   | High<br>Temp                     | Low •        | 1.5.000.5.00  |                   |   |                   |                |
| Wh   |   | Temp                             |              | emp   |                   |   |                   |                |
| 000  |   |                                  |              | - 204 |                   |   |                   |                |
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| 500  |   |                                  |              | 60<br>50  |                   |   |                   |                |
| 500  |   | A                                |              | 40  |                   |   |                   |                |
| 500  |   |                                  |              | 30<br>20  |                   |   |                   |                |
| 500 - <b>1</b>   |   |                                  |              | 10  |                   |   |                   |                |
|  | May Jun Jul Aug S                                   | Sep Oct Nov                      | Dec Jan      |   |                   |   |                   |                |
|  |   |                                  |              |   |                   |   |                   | ~ ~            |
|  |   |                                  |              |   | TOTAL             |   | \$537.            | 60             |
|  |   |                                  |              | A   | <b>IOUNT D</b>    | JE  | DUE DATE 02       |                |
|  | My Account<br>Pay online or enr<br>in SmartHub at   | oll                              | au           | Auto Pay<br>et it up once and<br>tomatically make   | 2                 | Phon<br>(833) 284-<br>Toll Fre<br>(800) 292 | 5049<br>e:        |                |
|  | www.shelbyenergy.                                   |                                  |              | your payments   | nemberl           | (600) 292                                   | -0365             |                |
| Now offering cash bill   |   | pating retail st                 | ores. The    | <br>  |                   |   |                   |                |
| barcode below can be<br>monthly payment. The<br>To find a location near                              | ere is a \$1.50 conven                              | ience fee to us                  | se this serv | /ice.   |                   |   |                   |                |
|  | 93664336500019                                      | 903010049                        | 130011       |   |                   |   |                   |                |
| By accepting or using<br>full terms and condition<br>successful payment u<br>detailed e-receipt at y | ons, available at vanill<br>using this barcode, you | adirect.com/pa<br>u may retrieve | av/terms     | o the<br>After  |                   |   |                   |                |
| The majority of partic   | ipating locations will a                            | ccept cash pa                    | yments up    | toa   |                   |   |                   |                |

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

| Shelby En | ergy Cooperative   |                                 | Custo<br>Accou<br>Rep        |
|-----------|--|---------------------------------|------------------------------|
|           | A Touchsione Energy" Cooperative 😥   |                                 | -                            |
| smart hub | Manage your account with<br>SmartHub!<br>Make Payments<br>Track Electric Usage<br>Report Outages<br>Sign Up today at<br>www.shelbyenergy.com | Total<br>Amount Due<br>\$278.66 | Offic<br>7:00<br>Mon<br>(800 |
| 1 i 1     |  | Ψ210.00                         | Web<br>Pay                   |
|           |  | Due Date:<br>03/15/2024         | Billi                        |
| ANDROID   | IOS  |                                 |                              |
|           | s of SmartHub optimized for<br>Pownload the SmartHub app!  |                                 | Payme<br>4:00 pi             |

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<br>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<br>-\$580.71 |
| Balance Prior To This Billing<br>Current Charges                     | -\$43.11<br>\$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

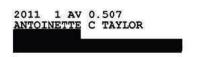
PAY YOUR BILL 24/7

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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
 4

 SHELBYVILLE KY 40066-0309
 4

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| Meter #  | Billing<br>From   | Period<br>To  | Days  | Read<br>Previous  | ings<br>Present  | Meter<br>Multiplier                          | kWh Use  | kW Use   |
|--|---|---|---|---|--|--|--|--|
| 70254  | 01/26/24  | 02/26/24  | 31  | 69805   | 72647  | Multiplier<br>1                              | 2,842  | 0.0  |
| hing Date: 0<br>one Number:<br>vice Address: V<br>e: 1:<br>Previous Year | INTOINETTE C TA<br>2/29/2024<br>IGO RD 6035 HSE<br>2 RESIDENTIAL S<br>Usage History<br>Current Year                           | ERVICE  | Low<br>Temp<br>Temp<br>Temp<br>44<br>30<br>22           | Kwh Char<br>Consumer<br>Environme<br>School Ta<br>Total Cur | orward<br>Adjustment<br>ge<br>r Facility Charge<br>ental Surcharge | 2,842  | kWh @ \$.00353<br>kWh @ \$.0896  | -\$43.<br>\$10.<br>\$254.<br>\$15.<br>\$32.<br>\$9.<br><b>\$321.</b> |
| Mar Apr May  | Jun Jul Aug Sep   | Oct Nov Dec   | Jan Feb   |   | TOTAL<br>MOUNT D   | UE   | \$278.<br>DUE DATE 03  |  |
|  | My Accourt<br>Pay online or er<br>in SmartHub<br>www.shelbyenerg  | nroll<br>at<br>y.com                                      | Set i<br>autor<br>you                                   | Auto Pay<br>t up once and<br>matically make<br>ur payments  |  | Phon<br>(833) 284-<br>Toll Fre<br>(800) 292- | 5049<br>e:   |  |
|  |   | <u> </u>  | in <u>k y</u> ou <u>fo</u>                              | or being a n  | nember!  |  | -  |  |
| barcode below can be<br>monthly payment. The<br>To find a location ne    | ill-pay service at parti<br>be scanned at the reg<br>here is a \$1.50 conve<br>ar you, visit <u>pay vani</u><br>9936643365000 | ister, allowing y<br>nience fee to us<br>Iladirect.com/pa | ou to make y<br>se this service<br><u>ges/retailers</u> | e.  |  |  | SHELBY ENE<br>AWARDS S<br>51,000<br>SCHOLARSH<br>TO GRADUAT<br>SENIORS | RGY<br>IX  |



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<br>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<br>No Payments Received     | \$305.59<br>\$0.00   |
| Balance Prior To This Billing<br>Current Charges                     | \$305.59<br>\$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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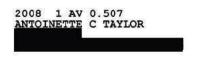
SHELBY ENERGY COOPERATIVE, INC. A Touchstone Energy" Cooperative K

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





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| Account Number                       |          |
|--------------------------------------|----------|
| Total Past Due                       | \$305.59 |
| Amount Due By 04/15/2024             | \$511.96 |
| Total Amount Due After<br>04/15/2024 | \$532.00 |
| Wintercare Amount Enclosed           |          |



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|  | Billing   | Period   |   | Read  | lings   | Meter  | 10005-01   | TANETA   |
|--|---|--|---|---|---|--|--|--|
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| ling Date: 03<br>one Number:<br>rvice Address: VI<br>te: 12<br>Previous Year C   | NTOINETTE C TA<br>3/29/2024<br>IGO RD 6035 HSE<br>2 RESIDENTIAL S<br>Usage History<br>Current Year  | ERVICE   | 30<br>Low •<br>Te<br>Te   | Kwh Char<br>Consume<br>Environm<br>School Ta  | Forward<br>Adjustment<br>ge<br>r Facility Charge<br>ental Surcharge | 1,646  | 1,646<br>kWh @\$.00697<br>kWh @\$.0917   | 0.0<br>\$305.<br>\$11.4<br>\$150.9<br>\$18.7<br>\$19.2<br>\$6.0<br>\$206.3 |
|  | PAY   | )—   | -(  |   | TOTAL<br>MOUNT D  |  | \$511<br>DUE DATE 0  |  |
|  | My Accoun<br>Pay online or en<br>in SmartHub a<br>www.shelbyenerg   | at<br>y.com  | aut<br>y  | Auto Pay<br>to it up once and<br>comatically make<br>your payments<br>for being a r |   | Phon<br>(833) 284-<br>Toll Fre<br>(800) 292- | 5049<br>e:   |  |
| Now offering cash bil<br>barcode below can b<br>monthly payment. Th<br>To find a location near<br>the find a | e scanned at the reg<br>lere is a \$1.50 conve<br>ar you, visit <u>pay.vanil</u><br>99366433650001<br>g this barcode to mak<br>ons, available at <u>van</u><br>using this barcode, yu<br><u>vanilladirect.com/pay</u><br>spating locations will | ister, allowing y<br>nience fee to us<br>ladirect.com/pa | ou to make<br>se this serv<br>ges/retailer<br>130011<br>ou agree to<br>ay/terms. A<br>your full | ice.  |   |  | SHELBY ENE<br>SHELBY ENE<br>AWARDS S<br>\$1,000<br>SCHOLARSH<br>TO GRADUA<br>SENIORS<br>APPLY BY APRIL<br>AT<br>wshelbyenergy com/ | RGY<br>IX<br>IIPS<br>TING<br>15, 2024<br>youthprograms                     |

| Sheiby L  | Energy Cooperative   |                                 | R      |
|-----------|--|---------------------------------|--------|
| smart hub | Manage your account with<br>SmartHub!<br>Make Payments<br>Track Electric Usage<br>Report Outages<br>Sign Up today at<br>www.shelbyenergy.com | Total<br>Amount Due<br>\$118.24 | (      |
| *         |  |                                 | V<br>F |
|           |  | Due Date:<br>05/15/2024         | E      |
|           |  |                                 |        |

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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

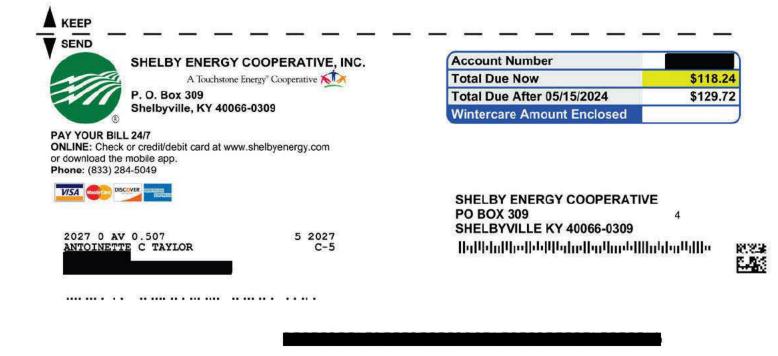
Website: www.shelbyenergy.com Pay By Phone: (833) 284-5049

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<br>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<br>-\$511.96 |
| Balance Prior To This Billing<br>Current Charges                     | \$0.00<br>\$118.24    |
| Amount Due By 05/15/2024   | \$118.24              |
| Total Amount Due After 05/15/2024                                    | \$129.72              |



| Meter #   | Billing<br>From   | Period<br>To   | Days  | Rea<br>Previous  | dings<br>Present  | Meter<br>Multiplier                          | kWh Use                         | kW Use   |
|---|---|--|---|--|---|--|---------------------------------|--|
| 70254   | 03/27/24  | 04/27/24   | 31  | 74293  | 75122   |  | 829                             | 0.0  |
| Iling Date: 04<br>none Number:<br>ervice Address: V<br>ate: 12<br>Previous Year 0<br>Wh               | NTOINETTE C TAY   | ERVICE   |   | Kwh Cha<br>Consum<br>Environn<br>School T<br>Total Cu        | Forward<br>t Adjustment<br>irge<br>er Facility Charg<br>nental Surcharg | 829<br>e                                     | kWh @ \$.01554<br>kWh @ \$.0917 | \$0.<br>\$12.<br>\$76.<br>\$18.<br>\$7.<br>\$3.<br><b>\$118.</b> |
| May Jun Jul   | Aug Sep Oct Nov   | Dec Jan Feb  | Mar Apr   |  | TOTAL<br>MOUNT E  |  | \$118.<br>DUE DATE 0            |  |
|   | My Account<br>Pay online or en<br>in SmartHub a<br>www.shelbyenergy   | roll<br>it   | Set   | Auto Pay<br>it up once and<br>omatically mak<br>our payments |   | Phon<br>(833) 284-<br>Toll Fre<br>(800) 292- | 5049<br>e:                      |  |
|   |   | <u> </u>   | an <u>k y</u> ou <u>f</u>                               | or being a   | member!   |  |                                 |  |
| barcode below can b<br>monthly payment. The<br>To find a location new<br>To find a location new<br>75 | ill-pay service at partic<br>be scanned at the reginere is a \$1.50 conver<br>ar you, visit <u>pay.vanil</u><br>99366433650001<br>g this barcode to mak | ster, allowing y<br>nience fee to us<br>adirect.com/pa | ou to make<br>se this serving<br>es/retailers<br>130011 | če.<br>S<br>the  |   |  | os for<br>Students              | APPLY<br>TODAY.<br>DEADLINE<br>JUNE 5,<br>2024                   |

|  | Customer Name ANTOINETTE C TAYLOR<br>Account Number (1997)<br>Report an Outage - (800) 292-6585  |
|--|--|
| Manage your account with<br>SmortHub!<br>Make Payments<br>Track Electric Usage<br>Report Outages<br>ign Up today at<br>www.shelbyenergy.com<br>ANDROID<br>Tos<br>Do you want all the features of SmartHub optimized for<br>use on your mobile device? Download the SmartHub appl | Office hours<br>7:00 a.m 4:00 p.m. EST<br>Monday - Friday<br>Contact Number<br>(800) 292-6585 - Toll Free<br>Website: www.shelbyenergy.com<br>Pay By Phone: (833) 284-5049<br>Billing Date: 05/10/2024<br>Payments placed in the night deposit at the office after<br>4:00 pm will post the following business day |

| Total Monthly Use | Average Temperature      | AVERAGE DAILY COST | Average Daily Use |
|-------------------|--------------------------|--------------------|-------------------|
| 984 kWh           | 63 Range<br>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                    | <b>\$118.24</b><br>-\$118.24 |
| Balance Prior To This Billing<br>Current Charges                     | \$0.00<br>\$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) :<br>VISA | 284-5049                           | SHELBY ENERGY COOPERATIVE  |        |
| CONCLEMENTARY CONTIN  | 284-5049                           | PO BOX 309                 | 1      |
| 2298 0 M              |                                    |                            | 1      |

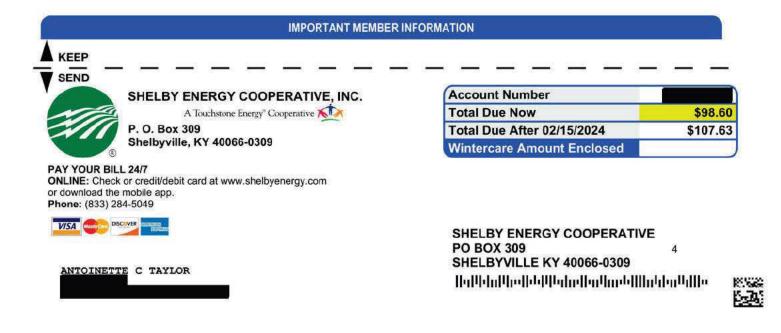
ievat Pezet Shelby Energy Cooperative A Touchstone Energy\* Cooperative

| Meter #   | Billing F<br>From  | To  | Days   | Previous   | lings<br>Present  | Meter<br>Multiplier                           | kWh Use                         | kW Use  |
|---|--|---|--|--|---|---|---------------------------------|---|
| 70254   | 04/27/24   | 05/06/24  | 9  | 75122  | 75277   | 1   | 155                             | 0.0   |
| ling Date: 05<br>one Number: rvice Address: V<br>te: 12<br>Previous Year C                    | GO RD 6035 HSE<br>2 RESIDENTIAL SE<br>Usage History<br>Current Year  |   | Low<br>Temp<br>Te  | Kwh Cha<br>Consume<br>Environm<br>School Ta  | Forward<br>t Adjustment<br>rge<br>er Facility Charge<br>ental Surcharge | 155   | kWh @ \$.01554<br>kWh @ \$.0917 | \$0<br>\$2<br>\$14<br>\$18<br>\$2<br>\$1<br><b>\$38</b> |
| ny our ur   |  |   | ina rije.  | A  | Final<br>MOUNT D  | UE  | \$38.8<br>DUE DATE 05           |   |
|   |  |   |  |  |   |   |                                 |   |
|   | My Account<br>Pay online or en                                       | roll  |  | Auto Pay   |   | Phon<br>(833) 284-                            | 5049                            |   |
|   | My Account<br>Pay online or enn<br>in SmartHub a<br>www.shelbyenergy | roll<br>t<br>.com   | aut<br>y   | Auto Pay<br>et it up once and<br>it up once and<br>omatically make<br>your payments<br>for being a r |   | Phone<br>(833) 284-<br>Toll Fre<br>(800) 292- | 5049<br>e:                      |   |
| Now offering cash bil<br>barcode below can b<br>monthly payment. Th<br>To find a location nea | Pay online or ent<br>in SmartHub a<br>www.shelbyenergy<br>           | roll<br>t.com<br>Tha<br>ipating retail st<br>ster, allowing y<br>inence fee to us | aut<br>y<br>ank you t<br>ores. The<br>ou to make<br>se this serv | et it up once and<br>comatically make<br>your payments<br>for being a r                              |   | (833) 284-<br>Toll Fre                        | 5049<br>e:                      |   |

|   | Customer Name ANTOINETTE C TAYLOR<br>Account Number Report an Outage - (800) 292-6585  |
|---|--|
| Manage your account with<br>SmortHub!<br>Make Payments<br>Track Electric Usage<br>Report Outages<br>Sign Up today at<br>www.shelbyenergy.com<br>ANDROID<br>To<br>Total<br>Amount Due<br>\$98,600<br>Due Date:<br>02/15/2024 | Office hours<br>7:00 a.m 4:00 p.m. EST<br>Monday - Friday<br>Contact Number<br>(800) 292-6585 - Toll Free<br>Website: www.shelbyenergy.com<br>Pay By Phone: (833) 284-5049<br>Billing Date: 01/30/2024<br>Payments placed in the night deposit at the office after<br>4:00 pm will post the following business day |

| Total Monthly Use | Average Temperature      | AVERAGE DAILY COST | Average Daily Use |
|-------------------|--------------------------|--------------------|-------------------|
| 611 kWh           | 33 Range<br>-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                    | <b>\$172.59</b><br>-\$172.59 |
| Balance Prior To This Billing  | \$0.00                       |
| Current Charges Amount Due By 02/15/2024                             | \$98.60<br>\$98.60           |
| Total Amount Due After 02/15/2024                                    | \$107.63                     |



| Prom         10         Previous         Present         Multiplier           71906         12/27/23         01/26/24         30         13100         13711         1         611         0.0           Account Information<br>ccount Number:<br>lember Name:         ANTOINETTE C TAYLOR         Current Activity         Balance Forward         \$0           ANTOINETTE C TAYLOR<br>hone Number:<br>ervice Address:         01/30/2024         611 kWh @ \$.00821         \$56           VIGO RD 6035 BLDG<br>ate:         01/30/2024         Kwh Charge         611 kWh @ \$.09187         \$56           Usage History         11 GENERAL SERVICE         School Tax         Tax 6.0%         \$52  |   |   |   |   |   |   |                           | ,            |   |
|--|---|---|---|---|---|---|---------------------------|--------------|---|
| 71906       1227/23       01/26/24       30       1310       1311       1       611       0.0         Count Information<br>Count Information<br>Information<br>Information<br>to the Number<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>Information<br>I |   |   |   | 1.1.1                                       |   |   |                           | kWh Use      | kW Use  |
| count Number:<br>Internet Name:<br>Internet Name:  | 71906   | 12/27/23  | 01/26/24  | 30  | 13100   | 13711   |                           | 611          | 0.0   |
| MOUNT DUE       DUE DATE 02/15/2024         Description       Description         Market       Description         Description       Description   | count Number:<br>imber Name:<br>ling Date:<br>one Number:<br>rvice Address:<br>te:<br>Previous Year | ANTOINETTE C TAY<br>01/30/2024<br>VIGO RD 6035 BLDO<br>11 GENERAL SERV<br>Usage History<br>Current Year | G<br>CE<br>(High •<br>Temp                            |   | Balance F<br>Fuel Cost<br>Kwh Char<br>Consume<br>Environm<br>State Tax<br>School Ta<br>Total Cur<br>Total Cur | Forward<br>Adjustment<br>ge<br>r Facility Charge<br>ental Surcharge | 611<br>13.29%<br>Tax 6.0% |              | \$0.0<br>\$56.<br>\$18.9<br>\$10.9<br>\$5.9<br>\$2.7<br><b>\$98.0</b> |
| Pay online or enroll<br>in SmartHub at<br>www.shelbyenergy.com       Set it up once and<br>automatically make<br>your payments       (833) 284-5049<br>Toll Free:<br>(800) 292-6585         Image: Descent of the set of t  |   |   |   |   | AI  |   | JE                        |              |   |
| Pay online or enroll<br>in SmartHub at<br>www.shelbyenergy.com       Set it up once and<br>automatically make<br>your payments       (833) 284-5049<br>Toll Free:<br>(800) 292-6585         Mow offering cash bill-pay service at participating retail stores. The<br>barcode below can be scanned at the register, allowing you to make your<br>monthly payment. There is a \$1.50 convenience fee to use this service.<br>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<br>successful payment using this barcode, you may retrieve your full<br>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<br>barcode below can be scanned at the register, allowing you to make your<br>monthly payment. There is a \$1.50 convenience fee to use this service.<br>To find a location near you, visit <u>pay vanilladirect.com/pages/retailers</u>  |   | Pay online or en<br>in SmartHub a   | roll<br>t   | auto  | t it up once and<br>omatically make   |   | (833) 284<br>Toll Fre     | -5049<br>ee: |   |
| barcode below can be scanned at the register, allowing you to make your<br>monthly payment. There is a \$1.50 convenience fee to use this service.<br>To find a location near you, visit <u>pay.vanilladirect.com/pages/retailers</u>  |   |   | <u> </u>  | an <u>k y</u> ou <u>f</u>                   | for being a r   | nember!   |                           |              |   |
| 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> .<br>The majority of participating locations will accept cash payments up to a  | barcode below ca<br>monthly payment   | in be scanned at the regis<br>, There is a \$1.50 conver<br>near you, visit <u>pay.vanill</u>           | ster, allowing y<br>ience fee to us<br>adirect.com/pa | ou to make<br>se this servi<br>ges/retailer | ce.   |   |                           |              |   |
| The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.  | full terms and cor<br>successful payme  | nditions, available at vanil<br>ent using this barcode, yo  | ladirect.com/pa<br>u may retrieve                     | av/terms, A                                 | the<br>fter   |   |                           |              |   |
|  | The majority of pa<br>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<br>Account Number Report an Outage - (800) 292-6585                 |
|---|---|
| Manage your account with<br>Smort Ubb<br>Smort Ubb<br>S | Contact Number  |
| Due Date<br>03/15/202<br>ANDROID LOS  |   |
| Do you want all the features of SmartHub optimized for<br>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           | <b>44</b> Range<br>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<br>From   | То  | Days   | Previous   | lings<br>Present  | Meter<br>Multiplier                  | kWh Use  | kW Use   |
|--|---|---|--|--|---|--------------------------------------|--|--|
| 71906  | 01/26/24  | 02/26/24  | 31   | 13711  | 13845   | 1                                    | 134  | 0.0  |
| ling Date: 02<br>Dine Number: 7<br>vice Address: 7<br>te: 1 <sup>-</sup><br>Previous Year 7<br>C   | NTOINETTE C TA<br>2/29/2024<br>IGO RD 6035 BLD<br>1 GENERAL SERV<br>Usage History<br>Current Year   | IG<br>/ICE<br>High<br>Temp  | ¥.   | Kwh Cha<br>Consume<br>Environm<br>State Tax<br>School Ta | Forward<br>t Adjustment<br>rge<br>er Facility Charge<br>ental Surcharge | 134                                  | kWh @\$.00353<br>kWh @\$.09187   | -\$6.<br>\$0.<br>\$12.<br>\$18.<br>\$3.<br>\$2.<br>\$1.<br><b>\$38</b> . |
| Mar Apr May  | Jun Jul Aug Sep   | Oct Nov Dec   | Jan Feb  | A  | TOTAL<br>MOUNT D  | UE                                   | <b>\$31.</b><br>DUE DATE 0   |  |
|  | My Account  | )—  | -(1  | Auto Pay   |   | Phon                                 |  |  |
|  | Pay online or er<br>in SmartHub a<br>www.shelbyenerg  | at  | aut  | t it up once and<br>omatically make<br>our payments      |   | (833) 284-<br>Toll Fre<br>(800) 292- | e:   |  |
|  |   | <u></u>   | an <u>k y</u> ou   | for being a r  | nember!   |                                      |  |  |
| Now offering cash bil<br>barcode below can b<br>monthly payment. Th<br>To find a location ner<br>for the second second second second<br>full terms and conditi<br>successful payment for<br>detailed e-receipt at the<br>The majority of partice | e scanned at the reg<br>lere is a \$1.50 conve<br>ar you, visit <u>pay.vanil</u><br>9936643365000 <sup>-</sup><br>g this barcode to mal<br>ons, available at <u>van</u><br>using this barcode, y<br>vanilladirect.com/pay | ister, allowing y<br>nience fee to u<br>ladirect.com/pa<br>1903010049<br>ke a payment,<br>illadirect.com/p<br>ou may retrieve<br>/ereceipt. | you to make<br>use this serv<br>ages/retailer<br>130029<br>you agree to<br>bay/terms. A<br>a your full | ice.<br>Settine<br>After                                 |   |                                      | SHELBY ENE<br>SHELBY ENE<br>AWARDS S<br>\$1,000<br>SCHOLARSI<br>TO GRADUA<br>SENIORS<br>APPLY BY APRIL | RGY<br>IX<br>HIPS<br>TING  |

| YNNN<br>Shelby Energy Cooperative<br>A Tsuchsone Energy Cooperative  | Customer Name ANTOINETTE C TAYLOR<br>Account Number Report an Outage - (800) 292-6585  |
|--|--|
| Amou<br>Make Payments<br>Track Electric Usage<br>Report Outages<br>Sign Up today at<br>www.shelbyenergy.com<br>\$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:<br>5/2024 Billing Date: 03/29/2024   |
| ANDROID IOS<br>Do you want all the features of SmartHub optimized for<br>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<br>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<br>04/15/2024 | \$79.25 |
| Wintercare Amount Enclosed           |         |



| Meter #   | From   | Period<br>To  | Days   | Read<br>Previous   | Present   | Meter<br>Multiplier                          | kWh Use   | kW Use   |
|---|--|---|--|--|---|--|---|--|
| 71906   | 02/26/24   | 03/27/24  | 30   | 13845  | 13966   | 1  | 121   | 0.0  |
| ing Date: 03<br>one Number: vice Address: Vice 11   | ation<br>ITOINETTE C TA<br>/29/2024<br>GO RD 6035 BLD<br>GENERAL SERV<br>Usage Histor<br>urrent Year                                 | <b>)G</b><br>VICE   | Low •<br>Temp •<br>Te  | Kwh Cha<br>Consume<br>Environm<br>State Tax<br>School Ta                         | Forward<br>t Adjustment<br>rge<br>er Facility Charge<br>ental Surcharge | 121  | kWh @ \$.00697<br>kWh @ \$.09187  | \$34.<br>\$0.<br>\$11.<br>\$21.<br>\$3.<br>\$2.<br>\$1.<br>\$40. |
|   | PAY  | r)  |  |  | TOTAL<br>MOUNT D  |  | \$75.<br>DUE DATE 04  |  |
|   | My Accour<br>Pay online or er<br>in SmartHub<br>www.shelbyenerg  | nroll<br>at<br>ly.com   | aut<br>y   | Auto Pay<br>t it up once and<br>omatically make<br>our payments<br>for being a r |   | Phon<br>(833) 284-<br>Toll Fre<br>(800) 292- | 5049<br>e:  |  |
|   |  |   | <u> </u>   | <br>   |   |  |   |  |
| Now offering cash bill<br>barcode below can be<br>monthly payment. The<br>To find a location near<br>To find a location near<br>By accepting or using<br>full terms and condition<br>successful payment u<br>detailed e-receipt at <u>y</u><br>The majority of partici<br>maximum amount of | 936643365000<br>this barcode to ma<br>ons, available at var<br>sing this barcode, y<br>anilladirect.com/pay<br>pating locations will | jister, allowing y<br>nience fee to u<br>Iladirect.com/pa<br>1903010049<br>ke a payment,<br>jilladirect.com/p<br>ou may retrieve<br>//ereceipt. | you to make<br>se this serv<br>ages/retailer<br>130029<br>you agree to<br>ay/terms. A<br>a your full | ice.<br>S<br>b the<br>sfter  |   |  | SHELBY ENE<br>AWARDS S<br>\$1,000<br>SCHOLARSH<br>TO GRADUA<br>SENIORS'<br>APPLY BY APRIL<br>AT | RGY<br>IX<br>IIPS<br>TING  |

|  | Customer Name ANTOINETTE C TAYLOR<br>Account Number<br>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<br>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 |         |



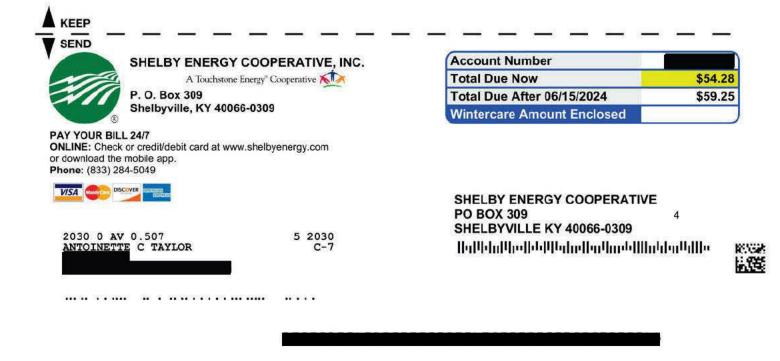
ANTOINETTE C TAYLOR

| Meter #<br>71906<br>Account Informa   | From   | Period   | Days   |   | ings  | Meter                              | kWh Use                          | kW Use   |
|---|--|--|--|---|---|------------------------------------|----------------------------------|--|
| An Anna Anna An   | 03/27/24   | To<br>04/27/24   | 31   | Previous<br>13966   | Present<br>14082  | Multiplier<br>1                    | 116                              | 0.0  |
| And Andrewski (Construction)<br>And Andrewski (Construction)<br>Andrewski | A CONTRACTOR OF A CONTRACTOR O | YLOR<br>I <b>G</b><br>//ICE                              | Low •  | Current A<br>Balance F<br>Fuel Cost<br>Kwh Char<br>Consume<br>Environme<br>State Tax<br>School Ta | Activity<br>Forward<br>Adjustment<br>ge<br>r Facility Charg<br>ental Surcharg | 116<br>116<br>e                    | kWh @ \$.01554<br>kWh @ \$.09187 | \$0.<br>\$1.<br>\$10.<br>\$21.<br>\$2.<br>\$2.<br>\$1.<br><b>\$39.</b> |
|   |  |  |  | A   | TOTAL<br>MOUNT E  |                                    | <b>\$39.</b><br>DUE DATE 0       |  |
|   | My Account   | )—   | -(1  | Auto Pay  |   | Phon                               |                                  |  |
|   | Pay online or er<br>in SmartHub a<br>www.shelbyenerg   | nroll<br>at<br>y.com                                     | auto<br>y  | t it up once and<br>omatically make<br>our payments<br>for being a n                              |   | (833) 284<br>Toll Fre<br>(800) 292 | 5049<br>ee:                      |  |
|   |  |  | <u>you</u>   | or being a li   |   |                                    |                                  |  |
| Now offering cash bill-<br>barcode below can be<br>monthly payment. The<br>To find a location near<br>To find a location near   | e scanned at the reg<br>ere is a \$1.50 conve<br>r you, visit <u>pay.vanil</u><br>9936643365000 <sup>-</sup><br>this barcode to mał  | ister, allowing y<br>nience fee to us<br>ladirect.com/pa | vou to make<br>se this servi<br>iges/retailer<br>130029<br>rou agree to<br>ay/terms. A | ide.<br>S<br>K<br>Fr  | (entucky  | holarship<br>College               | os for<br>Students               | APPLY<br>TODAY.<br>DEADLINE<br>JUNE 5,<br>2024                         |

| YYNN<br>Shelby Energy Cooperative<br>A Tsuchsone Energy Cooperative  | Customer Name ANTOINETTE C TAYLOR<br>Account Number Report an Outage - (800) 292-6585  |
|--|--|
| Amo<br>Smort hub<br>Make Payments<br>Track Electric Usage<br>Report Outages<br>Sign Up today at<br>www.shelbyenergy.com<br>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<br>Do you want all the features of SmartHub optimized for<br>use on your mobile device? Download the SmartHub app! | Payments placed in the night deposit at the office after<br>4:00 pm will post the following business day   |

| Total Monthly Use | Average Temperature      | AVERAGE DAILY COST | Average Daily Use |  |
|-------------------|--------------------------|--------------------|-------------------|--|
| 200 kWh           | 70 Range<br>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  |

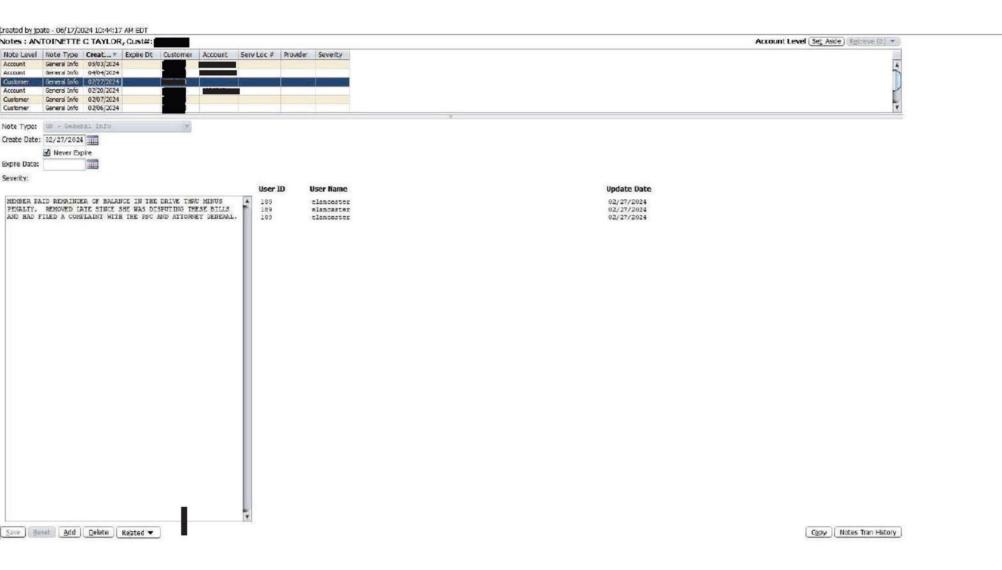


A Touchstone Energy\* Cooperative

| Meter #   | Billing<br>From   | Period<br>To  | Days   | Read<br>Previous   | lings<br>Present  | Meter<br>Multiplier                          | kWh Use  | kW Use   |
|---|---|---|--|--|---|--|--|--|
| 71906   | 04/27/24  | 05/27/24  | 30   | 14082  | 14282   | 1  | 200  | 0.0  |
| Iing Date:     05       Done Number:     05       rvice Address:     VIG       Ite:     11  | ation<br>ITOINETTE C TA<br>/30/2024<br>GO RD 6035 BLI<br>GENERAL SER<br>Usage Histor<br>urrent Year | DG<br>VICE<br>Y   | Low Temp   | Kwh Cha<br>Consume<br>Environm<br>State Tax<br>School Ta             | Forward<br>t Adjustment<br>rge<br>er Facility Charge<br>ental Surcharge | 200  | kWh @\$.01406<br>kWh @\$.09187   | \$0<br>\$2<br>\$18<br>\$21<br>\$6<br>\$3<br>\$1<br><b>\$54</b>   |
|   |   | 2000 200 1930   |  |  | TOTAL<br>MOUNT D  | UE   | <b>\$54.</b><br>DUE DATE 0   |  |
|   | My Accourt<br>Pay online or e<br>in SmartHub<br>www.shelbyenerg                                     | nroll<br>at   | aut  | Auto Pay<br>et it up once and<br>it up once and<br>it is up once and |   | Phon<br>(833) 284-<br>Toll Fre<br>(800) 292- | 5049<br>e:   |  |
|   |   | <u>Th</u> a   | an <u>k y</u> ou                                 | for being a r  | member!   |  |  | -  |
| Now offering cash bill<br>barcode below can be<br>monthly payment. The<br>To find a location nea  | e scanned at the reg<br>are is a \$1.50 conve   | gister, allowing y<br>enlence fee to us                                 | ou to make<br>se this serv                       | ice.   | 2024  |  | Drive-thru Registrati<br>Virtual Business N  | leeting: 2 p.m.  |
| By accepting or using<br>full terms and condition<br>successful payment u<br>detailed e-receipt at <u>v</u><br>The majority of partici<br>maximum amount of 5 | ns, available at var<br>sing this barcode, y<br>anilladirect.com/pa<br>pating locations wil         | ke a payment, y<br>nilladirect.com/p<br>you may retrieve<br>y/ereceipt. | ou agree to<br>a <u>v/terms</u> . /<br>your full | After  | Shelby End<br>Cooperat<br>Annual Meeti<br>Member Apprec<br>THURSDAY, JU | ergy<br>ive<br>ing and<br>iation Day         | Livestreamed o<br>Drive-thru registration w<br>bulbs at three locations:<br>• Henry County Fair<br>1106 Castle Hwy, Em<br>• Trimble County Fai<br>3114 US-42, Bedfon<br>• Shelby County Fai<br>1513 Midland Trail, S | ith buckets and<br>grounds<br>inence, KY 40019<br>igrounds<br>t. KY 40006<br>grounds<br>helbyville, KY 40065 |
| maximum amount of a   |   |   |  |  |   |  | Shelby Ener  | gy Cooperative   |

# **EXHIBIT B**

| lotes : AN            | TOINETTE C TAYLOR, CUS   | #: .         |          |                 |  | Acco                                   | nt Level (Set Asde) Retrieve (0) * |
|-----------------------|--|--------------|----------|-----------------|--|--|------------------------------------|
| ccount                | Note Type Creat Explin<br>General Info 05/03/2024<br>General Info 02/27/2024<br>General Info 02/27/2024<br>General Info 02/20/2024<br>General Info 02/20/2024<br>General Info 02/20/2024 | Dt Customer  | Account  | Serv Loc ≠ Prov | ler Severity                           |  |                                    |
| ote Type:             | GF - General Info<br>04/04/2024  | 7            |          |                 |  |  |                                    |
| Severity:             |  |              |          | User ID         | User Name                              | Update Date                            |                                    |
| SHE MUST<br>WAIVED TH | S DISCOMMECTED FOR NON-PAY<br>HAVE GOT CONTURED. CAVE I<br>RECONSECT FEE BECLAUSE ME<br>THIS BILL TOO WITH THE PS  | DRIVE-THRU A | ND PAID. | 109 189 189 189 | elencester<br>elencester<br>elencester | 94/04/2024<br>04/04/2024<br>04/04/2024 |                                    |
| 5100 D                | set Add Delete Rejate  |              |          |                 |  |  | Copy Notes Tran History            |



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| Notes : AN  | TOINETTE  | C TAYLOR, CL   | ist#:  |  |   |                          |          |  |  |   |  | A | count Level Se | Asde) Retrieve (0) 🔻    |
| Note Level<br>Account<br>Account<br>Customer<br>Account<br>Customer<br>Customer | Note Type<br>General Info<br>General Info<br>General Info<br>General Info<br>General Info | 04/04/2024<br>02/27/2024<br>02/20/2024<br>02/07/2024   | oire Dt 🛛 🤇  | Customer                                   | Account                                   | Serv Loc #               | Provider | Severity   |  |   |  |   |                | 4                       |
|   | GD - Genez<br>02/20/2024<br>✓ Never Exp   | 1  |  | 2  |   |                          |          |  |  |   |  |   |                |                         |
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| Customer      | General Info  | 12/17/2021   |             |  |             |            | -        |            |  |          |
| Customer      | General Info  | 06/23/2021   | 8           | 1  |             |            |          |            |  |          |
| Account       | Conversion    | 10/19/2017   |             | 1  |             |            |          | Warning    |  | <u>×</u> |
| Note Type:    | (d) - Gener   | al Info      |             |  |             |            |          |            |  | 1000     |
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| MS TAYLOR     | CALLED AG     | TH TODAY     | TO THEORY   | DS TRAT SH   | F HAS       | 189        |          | elancaster | 02/07/2024                               |          |
| MAILED HE     | R LETTER OF   | DISPUTE      | FOR HER BI  | LL. SHE A  | LSO WANTS J | A 189      |          | elancaster | 02/07/2024                               |          |
|               | IO COME AND   |              |             |  |             | 189        |          | elancaster | 02/07/2024<br>02/07/2024                 |          |
|               | AT LEAST I    |              |             |  |             | 189        |          | elancaster | 02/07/2024                               |          |
|               | MARE SURE I   |              |             |  |             | 189        |          | elancaster | 02/07/2024                               |          |
|               | SHE IS WAND   |              |             |  |             |            |          | elancaster | 02/07/2023                               |          |
| THE TASK      | THAT SHE IS   | WANTING      | HOW WILL CI | OME FROM O   | PERATIONS . | 189        |          | elancaster | 02/07/2024                               |          |
|               | IR THAT I W   |              |             |  |             |            |          | elancaster | 02/07/2024<br>02/07/2024                 |          |
|               | L BACK 502-   |              |             | OLA HOAT OF  | E WILL GIT  | 189        |          | clancaster | 02/07/2024                               |          |
|               |               |              |             |  |             |            |          |            |  |          |
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| The Colle     | (Tera)        | Terre (      | indianan .  | 1  |             |            |          |            | (copy) (nees namedory)                   | -        |

| otes : ANTOINETTE C TAYLOR, Cust#:  |                                       | ,   | Account Level (Set Aside) (Retrieve (0) * |
|---|---------------------------------------|---|---|
| obe Level Note Type Creat T Expire Dt Customer Account S<br>consrollanfo 02/07/2024<br>ustomer GeneralInfo 02/07/2024<br>Ustomer GeneralInfo 12/17/2021<br>ustomer GeneralInfo 12/17/2021<br>ustomer GeneralInfo 06/23/2021<br>ustomer GeneralInfo 10/19/2017   | eru Loc # Provider Severity<br>Woming |   |   |
| ote Type: OR - General Info   |                                       |   |   |
| NARCE AGAIN MES TAYLOR IS DISEUTING MER BILL. SHE CALLED<br>REQUIRE AGAIN MES TAYLOR IS DISEUTING MER BILL. SHE CALLED<br>REGULT HER HIGH USAGE. NEWSKY'S USAGE IS HIGH BUT WE'VE HAD<br>OFFERED FOR MEMBER TO HAVE METER CHECKED. SHE METER GAVE A<br>DEFENDED FOR MEMBER TO HAVE METER CHECKED. SHE METER GAVE A<br>LOUD MELTER. SHE DISE WAS NOT GOING TO FAY HE BILL<br>FOR EITHER ACCOUNT. SHE SAID THAT MILITARY FLANES HAVE BEEN<br>AND DEGRES MUST BE INTERFERING WITH HER READINGS AND HAR'S<br>NOT HER FANT. SHE HAD STATED HART PORTOR HER MERE OF<br>1/14/34 WHEN HE HAD EELOW ZERO TEMS SHE TURNED HER HEAT OF<br>NOT HER FANT. SHE ALSO STATED HART PORTOR HER MERE OF<br>1/14/34 WHEN HE HAD EELOW ZERO TEMS SHE TURNED HER HEAT OF<br>1/14/34 WHEN HE HAD EELOW ZERO TEMS SHE TURNED HER HEAT OF<br>AULING A FORMEL LITTER RAD WILL NOT FAY HERD DILLG. I<br>TODD HER THAT SHE WOLLD DUE DISCONFECTED IF NOT FAID AND SHE<br>AULING AF FORMEL LITER AND WILL NOT FAY HERD DILLG. I<br>TODD HER THAT SHE WOLLD DE DISCONFECTED IF NOT FAID AND SHE<br>HE HAN'S FINE SHE WOLLD DE DISCONFECTED IF NOT FAID AND SHE<br>HE HOUSE HERSLE AND SHE KONS HIAT IS HEN LIL HELETARD.<br>SHE WILL FILE A FEDERAL LANSUIT. SHE SAID THAT SHE WILL<br>HE HOUSE HERSLE MID SHE KONDE HAR'T IS NOT HELL HELL MATED.<br>MERKER HAS CALLED NUMEROUS THE'S ABOUT USAGE, VOLTAGE,<br>MERKER HAS CALLED NUMEROUS THE'S AND HAAYS BEEN ORAY. | User D User Name                      | Update Date<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024<br>02/04/2024 |   |

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Copy Notes Tran History



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.

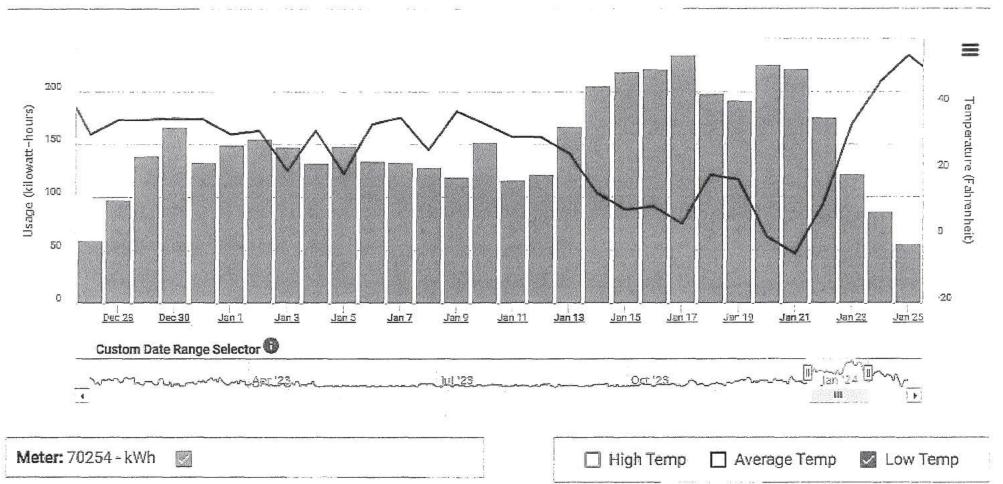
Very truly yours,

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