



ZARING &
SULLIVAN
LAW OFFICE

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

July 16, 2024

RECEIVED

JUL 16 2024

PUBLIC SERVICE
COMMISSION

Ms. Linda C. Bridwell, P.E.
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40602

RE: Antoinette C. Taylor vs. Shelby Energy Cooperative, Inc
Case No. 2024-00117

Dear Ms. Bridwell:

Please find enclosed for filing Shelby Energy Cooperative's Response to Commission Staff's First Request for Information with regard to the above-captioned matter.

This is to certify that said Response was e-mailed to the Commission's e-mail address, PSCED@ky.gov, on July 16, 2024. A copy of the Response was also mailed to the Commission and to the Complainant, Antoinette Taylor, at the address listed on the Certification of Service by placing the same in the U.S. Mail, postage prepaid, on July 16, 2024.

Please let me know if you have any questions or concerns.

Very truly yours,


ALAN Q. ZARING

AQZ:cdb

Enc.

cc: Shelby Energy Cooperative, Inc.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ANTOINETTE C. TAYLOR

COMPLAINANT

V.

SHELBY ENERGY COOPERATIVE, INC.

DEFENDANT

CASE NO.
2024-00117

VERIFICATION OF MICHAEL MORIARTY


COMMONWEALTH OF KENTUCKY)

COUNTY OF SHELBY)

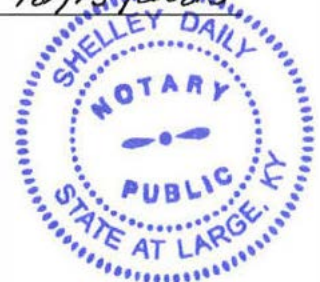
Michael Moriarty, Chief Financial Officer of Shelby Energy Cooperative, Inc., being duly sworn, states that he has supervised the preparation of certain responses to Commission Staff's First Request for Information in the above-referenced case and that the matters and things set forth therein are true and accurate to the best of his knowledge, information and belief, formed after reasonable inquiry.


Michael Moriarty

The foregoing Verification was signed, acknowledged and sworn to before me this 15 day of July, 2024, by Michael Moriarty, Chief Financial Officer of Shelby Energy Cooperative, Inc.


Notary Commission No. KYNP38593

Commission expiration: 12/13/2025



SHELBY ENERGY COOPERATIVE, INC.

PSC CASE NO. 2024-00117

RESPONSE TO REQUEST FOR INFORMATION

PSC'S REQUEST FOR INFORMATION DATED 7/12/24

REQUEST 1

RESPONSIBLE PARTY: Michael Moriarty

Request 1. Refer to Shelby Energy's Answer to the Complaint, Exhibit B, page 28, which states that Ms. Taylor called Shelby Energy on or about February 20, 2024, when she received a disconnect notice and was upset about the "threatening letter." Provide a copy of the disconnect notice sent to Ms. Taylor.

Response 1. Please see attached copy of the disconnect notice.



Shelby Energy Cooperative

A Touchstone Energy® Cooperative

620 Old Finchville Road
Shelbyville, KY 40065

CUSTOMER NAME ANTOINETTE C TAYLOR

Bill Date: 01/30/2024

Account Number [REDACTED]

Service Description: VIGO RD 6035 HSE

Phone (Toll Free): 1-800-292-6585
Online: www.shelbyenergy.com



REMINDER NOTICE

Date of Notice: 02/16/2024

DUE DATE: Immediately
DISCONNECT DATE: February 29, 2024

TOTAL AMOUNT DUE: \$474.19

We know a good credit history is important to you. We understand that bills can be misplaced or overlooked. For this reason, we are sending this reminder that you have a past-due balance on your account.

If the above amount is not received in our office before the disconnect date -- your service will be disconnected without further notice.

If payment is not made and service is disconnected, the past due amount and a \$35.00 reconnect fee must be paid before service is restored. Additionally, you may be required to increase your security deposit or pay a deposit if you do not already have a security deposit on your account.

Please read the following page for additional payment information or contact our office to discuss your account.



KEEP

PLEASE RETURN BOTTOM PORTION WITH YOUR PAYMENT



SEND



SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy® Cooperative

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

Notice Date 02/16/2024
Account Number [REDACTED]

Amount Due Immediately 474.19

PAY YOUR BILL 24/7
ONLINE: Check or credit/debit card at www.shelbyenergy.com or download the mobile app.
Phone: (502)633-4420 or Toll Free: (800) 292-6585



SHELBY ENERGY COOPERATIVE
PO BOX 309
SHELBYVILLE KY 40066-0309

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ANTOINETTE C TAYLOR

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NOTICE OF TERMINATION OF UTILITY SERVICE

Notice is hereby given that your service will be terminated as indicated on the enclosed notice in keeping with our policy for non-payment of your utility bill unless payment of the past-due balance, along with any applicable fees is paid immediately.

You have the right to protest the discontinuance of this service by contacting the cooperative office at the address or phone number shown on your Electric Statement. An employee will be on duty during the published hours of operation to answer your questions regarding your bill or to resolve disputes over the amount of your bill. This employee has the authority to retain your service by negotiating a partial payment plan or by accepting a partial payment where good faith is shown in meeting your financial obligation.

You are further advised that in the event of existing illness or infirmity on your premises, service will not be discontinued within thirty (30) days after the date of this notice, provided you obtain a certificate signed by a physician, a registered nurse, or a public health official stating that in the opinion of the person making the certification, discontinuance of service will aggravate the existing illness or infirmity.

If you are unable to meet the obligation of this utility bill, you may, under certain conditions, receive aid from local, state, or federal programs. You may inquire concerning this aid by contacting your local Community Action Agency. Find your local office at www.capky.org or contact the appropriate office listed below:

MULTI-PURPOSE COMMUNITY ACTION AGENCY
207 Washington Street, Shelbyville, KY 40066
502-633-7162 | Fax: 502-633-7254
Serving: Bullitt, Shelby and Spencer Counties

TRI-COUNTY COMMUNITY ACTION AGENCY
1015 Dispatchers Way, LaGrange, KY 40031
502-222-1349 | Fax: 502-222-0968
Serving: Henry, Oldham and Trimble Counties

Office Hours: 7:00 a.m. - 4:00 p.m., Monday - Friday
Office Phone: 800-292-6585

Payment Options

Pay by Phone - Call 833-284-5049 to pay over-the-phone with a credit card or e-check.

Pay Online - Visit www.shelbyenergy.com/smarthub or download the SmartHub mobile app to make payments and manage your account online or from your mobile device.

Mail Payments to Shelby Energy Cooperative, P.O. Box 309, Shelbyville, KY 40066

Payments can be delivered to our office at 620 Old Finchville Road, Shelbyville, KY 40065. After normal business hours, members are encouraged to use the night drop box. Any payments placed in this drop-box will be processed on the following business day.

Please make the appropriate payment or contact our office immediately to discuss your payment options.

*Failure to receive the Bill or Delinquent Notice does not waive any late payment penalty, other fees or disconnection of service.
Please contact Shelby Energy Cooperative at 800-292-6585 to update your contact information.*

SHELBY ENERGY COOPERATIVE, INC.

PSC CASE NO. 2024-00117

RESPONSE TO REQUEST FOR INFORMATION

PSC'S REQUEST FOR INFORMATION DATED 7/12/24

REQUEST 2

RESPONSIBLE PARTY: Michael Moriarty

Request 2. Refer to Shelby Energy's Answer to Complaint, Exhibit B, page 26, which states that Ms. Taylor was disconnected for non-pay.

- a. Confirm that notice was provided, and appropriate time was given to Ms. Taylor according to the tariff. If not confirmed, explain why not.
- b. Provide a copy of the disconnect notice sent to Ms. Taylor.

Response 2a. Shelby Energy confirms that the notice dated 3/18/2024 was provided more than 10 days prior to the disconnect date of 4/4/2024, and the disconnect date was more than 27 days after the mailing date of the original unpaid bill which was dated 2/29/2024. The notice and disconnection were both in compliance with Shelby Energy's Tariff Sheet 227.2.

Response 2b. Please see attached copy of the disconnection notice on pages 2 and 3 of Shelby Energy's response to PSC's Request number 2.

YNNN
1004913001



Shelby Energy Cooperative

A Touchstone Energy Cooperative

620 Old Finchville Road
Shelbyville, KY 40065

CUSTOMER NAME ANTOINETTE C TAYLOR

Bill Date: 02/29/2024

Account Number [REDACTED]

Service Description: VIGO RD 6035 HSE

Phone (Toll Free): 1-800-292-6585
Online: www.shelbyenergy.com



REMINDER NOTICE

Date of Notice: 03/18/2024

DUE DATE: Immediately
DISCONNECT DATE: March 30, 2024

TOTAL AMOUNT DUE: \$305.59

We know a good credit history is important to you. We understand that bills can be misplaced or overlooked. For this reason, we are sending this reminder that you have a past-due balance on your account.

If the above amount is not received in our office before the disconnect date -- your service will be disconnected without further notice.

If payment is not made and service is disconnected, the past due amount and a \$35.00 reconnect fee must be paid before service is restored. Additionally, you may be required to increase your security deposit or pay a deposit if you do not already have a security deposit on your account.

Please read the following page for additional payment information or contact our office to discuss your account.



KEEP

PLEASE RETURN BOTTOM PORTION WITH YOUR PAYMENT

SEND



SHELBY ENERGY COOPERATIVE, INC.

A Touchstone Energy Cooperative

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

Notice Date 03/18/2024
Account Number [REDACTED]

PAY YOUR BILL 24/7

ONLINE: Check or credit/debit card at www.shelbyenergy.com or download the mobile app.

Phone: (502) 633-4420 or Toll Free: (800) 292-6585



Amount Due Immediately 305.59

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ANTOINETTE C TAYLOR

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SHELBY ENERGY COOPERATIVE
PO BOX 309 04
SHELBYVILLE KY 40066-0309



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You are further advised that in the event of existing illness or infirmity on your premises, service will not be discontinued within thirty (30) days after the date of this notice, provided you obtain a certificate signed by a physician, a registered nurse, or a public health official stating that in the opinion of the person making the certification, discontinuance of service will aggravate the existing illness or infirmity.

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Serving: Henry, Oldham and Trimble Counties

Office Hours: 7:00 a.m. - 4:00 p.m., Monday - Friday
Office Phone: 800-292-6585

Payment Options

Pay by Phone - Call 833-284-5049 to pay over-the-phone with a credit card or e-check.

Pay Online - Visit www.shelbyenergy.com/smarthub or download the SmartHub mobile app to make payments and manage your account online or from your mobile device.

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Please make the appropriate payment or contact our office immediately to discuss your payment options.

*Failure to receive the Bill or Delinquent Notice does not waive any late payment penalty, other fees or disconnection of service.
Please contact Shelby Energy Cooperative at 800-292-6585 to update your contact information.*