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noticed that there was an additional \$35 charge for reconnection added to the payment that I didn't realize was included as when I made the payment the electric was still on. I figured there had been a mix up or something on Shelby's end. I called Shelby rural electric to clear this up and requested the return of this \$35 fee as I felt I had both upheld my end by paying on the 1st and before my electric was disconnected. I was very polite, but was met with ridicule and indifference. I asked to speak with the supervisor and was transferred to a Jennie Pate at first she was polite but as soon as I asked her to have a little heart because I felt like I had honored our agreement and was facing a bleak financial situation. As we had just lost both of our fathers and my wife is now disabled after a long hard fought battle with breast cancer. Jennie became irritated and very bluntly rejected my request. I asked to speak to her boss Michael Moriarty but it took 3 attempts to finally speak to him. All to no avail. I then spoke to the public service commission and was given a copy of tariff 222 after reading this

tariff. I realized that the language used in the tariff indicated that it applied to all Shelby rural Electric cooperative members but there are some members that are on prepay accounts w/ smart meters that are exempt from this fee. Regardless of the language used in the daily pay tariff this tariff's (222) language appears to contradict this as it has not been changed since Oct. 2013 before the introduction of the daily pay accounts.

I also looked up the tariffs of the utilities surrounding mine which are Kentucky Utilities and LG&E and both have updated their tariffs to stipulate both which members are exempt and that the reasoning behind this was the introduction of the smart meter. Even after acknowledging this I could not get Shelby to refund this fee. I originally filed this complaint online on Oct 4 and was never contacted in regards to this. I left numerous messages both online and through the Governor's office during all this as the PSC allows its voicemail to fill up and then doesn't answer the phone.

On Oct 16 I received an email from Jennie at Shelby saying that I would be disconnected the following day, this confused me because I was told by Daniel Hinton of the PSC and the

the lady that answered the phone that as long as I had an open complaint I couldn't be disconnected. I called the PSC back and was told that was a mistake and that they would speak to Jennie at Shelby. I did go ahead and set up another arrangement and agreed to pay on the 30th of Oct not realizing I didn't get paid until the 31st. This was done by email. I called and told the receptionist at Shelby and was told the 31st would be fine. At this time I still had not received word on the complaint I filed online. I paid the bill on the 31st and Shelby shut my service off again. This time I refused the \$35 fee and spent the next 7 hours trying to reach someone at the PSC who was once again not answering the phones while having a full voicemail. At some point someone should have been returning these calls and messages on both the phone and the Governor's office. None were ever returned. I finally was able to speak to Rosemary Tutt at the PSC who seemed to genuinely care. She called and told Shelby to return service to my address. Shelby restored service to my address but informed me that they were adding the \$35 to my bill, which because

of still having an unresolved case with the Public Service Commission (PSC) was not allowed. I called Rosemary back and she said that she would call and have them remove this.

I am asking the PSC to review all tariffs of Shelby Rural Electric but the 222 tariff in particular. I am asking that the tariff be updated to clearly indicate which members are liable for this fee, I am also requesting that like the other utilities in our area that Shelby add exemptions be added for those members with smart meters capable of auto connection and disconnection. And finally the return of fees charged to myself and other customer members.