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

December 30, 2024

JAN 02 2025

PUBLIC SERVICE
COMMISSION

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

RE: Eric Allen Thomas vs. Shelby Energy Cooperative, Inc
Case No. 2024-00364

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 December 30, 2024. A copy of the Response was also mailed to the Commission and to the Complainant, Eric Allen Thomas, at the address listed on the Certification of Service by placing the same in the U.S. Mail, postage prepaid, on December 30th, 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:)	
)	
ERIC ALLEN THOMAS)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2024-00364
)	
SHELBY ENERGY COOPERATIVE, INC.)	
)	
DEFENDANT)	

**SHELBY ENERGY COOPERATIVE, INC.’S ANSWER TO COMPLAINT
AND RESPONSE TO COMMISSION STAFF’S FIRST REQUEST FOR INFORMATION**

ANSWER

Comes now Shelby Energy Cooperative, Inc. (Shelby Energy), by counsel, pursuant to the Commission’s December 18, 2024, Order entered herein, and does hereby tender its answer to the Complaint filed by Eric Allen Thomas (Mr. Thomas) on or about November 12, 2024, respectfully stating as follows:

I. INTRODUCTION

Mr. Thomas has been a member of Shelby Energy since 2004. He has maintained electric service at 2960 Hillsboro Road, Campbellsburg, Kentucky 40011, since October 12, 2020.

Mr. Thomas contacted Shelby Energy by phone at least four times in September and October, 2024, as well as multiple times via e-mail in October, 2024, to discuss payment arrangements, reconnect fees, tariffs, and to request to attend Shelby Energy’s Board Meeting.

It should be noted that while Mr. Thomas was given permission to attend the Board Meeting in October, 2024, and was added to the Agenda, he did not show up. Mr. Thomas had advised that

he wished to attend the meeting to discuss concerns similar to those found in his Complaint filed herein.

Specifically, Mr. Thomas takes issue with a reconnection fee charged to him after his service was disconnected due to non-payment of his bill.

II. ANSWER

Shelby Energy states that the rates charged to Mr. Thomas, as well as any reconnection fees, comply, without exception, with the tariff rates filed and approved by the Kentucky Public Service Commission in Case No. 2021-00117 by Order dated 9/20/2021, and Case No. 2023-00213, by Orders dated 10/17/23 and 03/15/2024.

III. AFFIRMATIVE DEFENSES

Mr. Thomas' complaint provides no factual basis to support that Shelby Energy improperly applied unjust and unreasonable rates or inappropriate reconnection fees. The rates and fees were approved by the Kentucky Public Service Commission in the aforementioned cases, which the Commission determined to be fair, just and reasonable. Mr. Thomas' allegation that Shelby Energy inappropriately applied a tariff to his account is unfounded and incorrect. Shelby Energy further responds that the reconnection fee charged to Mr. Thomas is charged to all individuals who fail to comply with their Membership Agreement. The adaptation of smart meters does not eliminate all costs involved in disconnecting and connecting meters and is in compliance with the Rules and Regulations established by Shelby Energy and approved by the Kentucky Public Service Commission.

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

RESPONSE TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Shelby Energy Cooperative, Inc. hereby responds to Appendix "A" of the Order entered December 18, 2024, with the following information, attached hereto:

1) Provide copy of all communications for September 2024 and October 2024 regarding electric service to 2960 Hillsboro Road, Campbellsburg, Kentucky, 40011, between Eric Allen Thomas and Shelby Energy, including, but not limited to, e-mail messages, written communication and notes of telephonic or other oral communications.

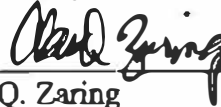
Response: Michael Moriarty, Chief Financial Officer of Shelby Energy Cooperative, Inc., has provided the attached e-mails between Eric Allen Thomas and employees of Shelby Energy with regard to this matter, as well as notes of telephonic communications.

2) All other information that Shelby Energy deems relevant to the matters raised in Eric Allen Thomas' Complaint.

Response: Michael Moriarty, Chief Financial Office of Shelby Energy Cooperative, Inc., has provided the attached Late Fee Transaction History for Eric Allen Thomas' account.

This 30 day of December, 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.

The undersigned, Michael Moriarty, Chief Financial Officer for Shelby Energy Cooperative, Inc., states that he is the person responsible for the response on behalf of Shelby Energy and that the above is true and accurate to the best of his knowledge, information and belief formed after a reasonable inquiry.

Michael Moriarty
Michael Moriarty
Chief Financial Officer

SUBSCRIBED AND SWORN to before me by Michael Moriarty this 30 day of December, 2024.

My commission expires 12/13/2025.

Shelley Daily
NOTARY PUBLIC, KY STATE AT LARGE
NOTARY ID: KYNP 38593



CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy hereof as this 30th day of December, 2024, sent via e-mail to PSCED@ky.gov; and mailed to the Kentucky Public Service Commission, 211 Sower Blvd, Frankfort, Kentucky, 40601, and Eric Allen Thomas, Complainant, 2960 Hillsboro Road, Campbellsburg, Kentucky, 40011.


Alan Q. Zaring

From: Michael Moriarty
To: [REDACTED]
Cc: Jennie Pale
Subject: Shelby Energy board information
Date: Wednesday, October 2, 2024 11:08:00 AM
Attachments: [BP109 Attendance of Board Meeting policy.pdf](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)

Good morning, Mr. Thomas – as we discussed on the phone, please find attached the board policy regarding attendance of board meetings. Page 4 of the policy has a form that needs to be filled out and returned to our office. Per the policy, the form must be submitted no later than the fifth day of the month for the purpose of presenting an issue or complaint to the board. Please note that the policy limits the number of attendees to two individuals desiring to present on the same issue. The next board meeting is 10/24/2024, so we will need to receive the completed form from you no later than 10/5/2024 to get you added to the October board meeting agenda. You may send the completed form back to me via email.

The list of current directors of Shelby Energy’s board can be found on our website at the following link: <https://www.shelbyenergy.com/boardofdirectors>. There is a button at the top of the page that says “Contact Your Director” where you can send an email to the board members. Your service is located in District 2 of the cooperative, which includes Henry and Owen counties. The process for electing directors is governed by the cooperative’s Bylaws. You can find a copy of the Bylaws at the following link on our website: <https://www.shelbyenergy.com/sites/shelbyenergy/files/2018-10/By-Laws%202020%20-%20Signed.pdf>. Information on director elections can be found in Article IV of the Bylaws on page 9.

You also requested a copy of Shelby Energy’s Prepay Service (Rate 15) tariff. All Shelby Energy tariffs can be accessed via this link: <https://psc.ky.gov/tariffs/Electric/Shelby%20Energy%20Cooperative.%20Inc/Tariff.pdf>. The Prepay Service tariff begins on page 140 of the PDF (Tariff Sheet No. 306). Feel free to reach out if you have any other questions or need additional information.

Thanks,
Michael

Michael Moriarty, CPA
Chief Financial Officer

michaelm@shelbyenergy.com
www.shelbyenergy.com



**Shelby Energy
Cooperative**
A Touchstone Energy Cooperative Member

620 Old Finchville Road
Shelbyville, KY 40065
502.437.8197 Direct
502.633.4420 Main
502.633.2387 Fax

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From: [Michael Moriarty](#)
To: [Eric Thomas](#)
Cc: [Jennie Peve](#)
Subject: RE: Shelby Energy board information
Date: Wednesday, October 2, 2024 2:45:00 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Mr. Thomas– the numbers in the table of contents refer to the tariff sheet number rather than the page number of the pdf document. The tariff sheet number can be found in the upper right corner of the tariff sheets. As you noted below, tariff sheet 222 corresponds to page 30 of the pdf, which addresses reconnection service fees for accounts disconnected for reasons other than non-payment of a delinquent bill. Reconnect fees for accounts disconnected for non-payment are addressed on tariff sheet 223 (pdf page 31).

The budget billing plans do not specifically address reconnect fees because non-payment would result in termination of the budget plan and restore the member to regular billing, which would then be subject to reconnect fees.

As a courtesy, we typically waive reconnect fees for the first instance of non-payment on an account. I reviewed your account history with our billing department and noted multiple fees that have been waived in the past. I do not believe that waiving the fee in this instance would be equitable to the members that pay their bill on time. As we discussed this morning, you have a right as a member to voice your concern regarding the reconnect fees to the board of directors. If you would like to do so, please submit the completed form to request attendance to a meeting.

Michael Moriarty, CPA
Chief Financial Officer

michaelm@shelbyenergy.com

www.shelbyenergy.com



**Shelby Energy
Cooperative**

Affiliate Energy Cooperative

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From: Eric Thomas [REDACTED]
Sent: Wednesday, October 2, 2024 12:31 PM
To: Michael Moriarty [REDACTED]
Subject: Re: Shelby Energy board information

CAUTION: This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email!

I found the reconnection page. It is page 30 not 222, I also found the 2 budget plans and neither say anything about them being exempt from the reconnection fee and the reconnection page doesn't have an exclusion for the levelized billing or budget billing plans. If there is another page referencing this can you assist me in locating it?

On Wed, Oct 2, 2024 at 12:15 PM Eric Thomas <[REDACTED]> wrote:

Also you said you were going to check with someone else, about possibly removing the \$35 reconnect fee.

Also the tariff link you send says reconnection fee are discussed on page 222 according to the table of contents but that is not what is discussed on that page.

On Wed, Oct 2, 2024 at 11:08 AM Michael Moriarty [REDACTED] > wrote:

Good morning, Mr. Thomas-- as we discussed on the phone, please find attached the board policy regarding attendance of board meetings. Page 4 of the policy has a form that needs to be filled out and returned to our office. Per the policy, the form must be submitted no later than the fifth day of the month for the purpose of presenting an issue or complaint to the board. Please note that the policy limits the number of attendees to two individuals desiring to present on the same issue. The next board meeting is 10/24/2024, so we will need to receive the completed form from you no later than 10/5/2024 to get you added to the October board meeting agenda. You may send the completed form back to me via email.

The list of current directors of Shelby Energy's board can be found on our website at the following link: <https://www.shelbyenergy.com/boardofdirectors>. There is a button at the top of the page that says "Contact Your Director" where you can send an email to the board members. Your service is located in District 2 of the cooperative, which includes Henry and Owen counties. The process for electing directors is governed by the cooperative's Bylaws. You can find a copy of the Bylaws at the following link on our website: <https://www.shelbyenergy.com/sites/shelbyenergy/files/2018-10/By->

[Laws%202020%20-%20Signed.pdf](#). Information on director elections can be found in Article IV of the Bylaws on page 9.

You also requested a copy of Shelby Energy's Prepay Service (Rate 15) tariff. All Shelby Energy tariffs can be accessed via this link:

<https://psc.ky.gov/tariffs/Electric/Shelby%20Energy%20Cooperative,%20Inc/Tariff.pdf>.

The Prepay Service tariff begins on page 140 of the PDF (Tariff Sheet No. 306). Feel free to reach out if you have any other questions or need additional information.

Thanks,
Michael

Michael Moriarty, CPA
Chief Financial Officer

[REDACTED]

www.shelbyenergy.com



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--
Eric Thomas

[REDACTED]

--
Eric Thomas

From: Michael Moriarty
To: Eric Thomas
Cc: Jennie Pale
Subject: RE: Shelby Energy board information
Date: Wednesday, October 2, 2024 4:31:00 PM
Attachments: image001.png
 image002.png
 image003.png
 Rate 12 & 15.pdf
 image004.png

Mr. Thomas – that is correct, there are separate tariffs for monthly payment (Rate 12) and prepaid/daily pay (Rate 15), and I've attached a copy of those tariffs for reference. The daily pay (Rate 15) is not the same as budget billing, and accounts on budget billing are not eligible for Rate 15.

Below is the service disconnection history that we have on file for account 988454001 at 2960 Hillsboro Road. While Rate 15 does require members to keep a prepaid balance, it allows members to make small, frequent payments and avoid reconnection fees. I would consider switching to the prepaid rate to avoid reconnection fees in the future. Shelby Energy also has various energy efficiency programs that can be found on our website's homepage, including a free energy audit, which can help to lower your monthly bill. If you have questions or want more information on these programs, please let us know.

Needed Date	SO WIN	SO function ▲	SO Type	Name
09/22/2021	77790844	Disconnect Service	REMCUT - Remote Disconnect	ERIC A THOMAS
10/19/2021	77791930	Disconnect Service	REMCUT - Remote Disconnect	ERIC A THOMAS
12/15/2021	77794281	Disconnect Service	REMCUT - Remote Disconnect	ERIC A THOMAS
03/01/2022	77797098	Disconnect Service	REMCUT - Remote Disconnect	ERIC A THOMAS
04/19/2022	77799082	Disconnect Service	REMCUT - Remote Disconnect	ERIC A THOMAS
08/16/2022	77803830	Disconnect Service	REMCUT - Remote Disconnect	ERIC A THOMAS
02/21/2024	77822705	Disconnect Service	REMCUT - Remote Disconnect	ERIC A THOMAS
06/18/2024	77826437	Disconnect Service	REMCUT - Remote Disconnect	ERIC A THOMAS
10/01/2024	77830174	Disconnect Service	REMCUT - Remote Disconnect	ERIC A THOMAS

Michael Moriarty, CPA
 Chief Financial Officer

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From: Eric Thomas [REDACTED]
Sent: Wednesday, October 2, 2024 3:07 PM
To: Michael Moriarty <michaelm@shelbyenergy.com>

Subject: Re: Shelby Energy board Information

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You directly said that there were separate tariffs for the different types of accounts such as monthly pay vs daily pay but in your tariffs there is no reference to the type of account it is referring to. Therefore according to the supervisor at the public service commission since no stipulation exists then that tariff is referencing all customers of Shelby rural electric. Meaning that you either have to charge every customer even those on the daily pay a reconnection fee. And I have only been at 2960 Hillsboro rd for almost 4 years and I have only had my service disconnected 1 time which was a year ago. You mentioned that it wouldn't be fair to the customers that pay their bill on time. You shouldn't be charging anyone that has a smart meter that can be automatically disconnected and reconnected as you are incurring no cost to recoup. This is nothing more than a money grabbing scheme aimed at those in their most dire time of need. I honestly can't believe that I have to explain this. This is exactly what I'm talking about with your attitudes towards your customers, your entire job is to service the community, why is it so hard to do that with compassion. Even if nothing gets changed and the fee remains as a public service you should consider waiving this fee way more often especially for people that are trying and struggling. What is happening now is not public service, you are actually harming those that your mandate requires you to serve. Again I ask you to search your heart and find enough compassion to waive this fee.

On Wed, Oct 2, 2024 at 2:46 PM Michael Moriarty [REDACTED] wrote:

Mr. Thomas-- the numbers in the table of contents refer to the tariff sheet number rather than the page number of the pdf document. The tariff sheet number can be found in the upper right corner of the tariff sheets. As you noted below, tariff sheet 222 corresponds to page 30 of the pdf, which addresses reconnection service fees for accounts disconnected for reasons other than non-payment of a delinquent bill. Reconnect fees for accounts disconnected for non-payment are addressed on tariff sheet 223 (pdf page 31).

The budget billing plans do not specifically address reconnect fees because non-payment would result in termination of the budget plan and restore the member to regular billing, which would then be subject to reconnect fees.

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Michael Moriarty, CPA
Chief Financial Officer

[REDACTED]
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From: Eric Thomas [REDACTED]
Sent: Wednesday, October 2, 2024 12:31 PM
To: Michael Moriarty [REDACTED]
Subject: Re: Shelby Energy board information

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On Wed, Oct 2, 2024 at 12:15 PM Eric Thomas [REDACTED] > wrote:

Also you said you were going to check with someone else, about possibly removing the \$35 reconnect fee. Also the tariff link you send says reconnection fee are discussed on page 222 according to the table of contents but that is not what is discussed on that page.

On Wed, Oct 2, 2024 at 11:08 AM Michael Moriarty [REDACTED] wrote:

Good morning, Mr. Thomas – as we discussed on the phone, please find attached the board policy regarding attendance of board meetings. Page 4 of the policy has a form that needs to be filled out and returned to our office. Per the policy, the form must be submitted no later than the fifth day of the month for the purpose of presenting an issue or complaint to the board. Please note that the policy limits the number of attendees to two individuals desiring to present on the same issue. The next board meeting is 10/24/2024, so we will need to receive the completed form from you no later than 10/5/2024 to get you added to the October board meeting agenda. You may send the completed form back to me via email.

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You also requested a copy of Shelby Energy's Prepay Service (Rate 15) tariff. All Shelby Energy tariffs can be accessed via this link:

<https://psc.ky.gov/tariffs/Electric/Shelby%20Energy%20Cooperative.%20Inc/Tariff.pdf>. The Prepay Service tariff begins on page 140 of the PDF (Tariff Sheet No. 306). Feel free to reach out if you have any

understand that you have rules, but feel like no one has actually paid attention to them and they are now outdated. I am struggling very badly and i feel like I'm failing my family, I asked for the original \$35 back because I honestly thought I had to have it paid by the 1st and am working side jobs and doing everything I can to make it and when I break myself to get the money in to still be turned off on a technicality crushes my soul as I've literally scraped everything I can together to get the money in. For my part I'm sorry that I've aloud myself to get aggravated and speak to you in a way you feel is unprofessional. Hopefully the new year brings a better economy and stress levels can go down. I just feel overwhelmed, I have 3 kids a disabled wife, a 3 yo grand baby half the time and a disabled sister that I'm desperately trying to make ends meet for.

On Thu, Oct 31, 2024, 3:35 PM Jennie Pate [REDACTED]

I am not sure what you mean. An open record request form from Shelby Energy?

From: Eric Thomas [REDACTED]
Sent: Thursday, October 31, 2024 3:31 PM
To: Jennie Pate [REDACTED]
Subject: Re: Assistance

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Wow that's actually kind of you. I really appreciate that. Do you have a form for open records request

On Thu, Oct 31, 2024, 3:29 PM Jennie Pate [REDACTED] wrote:

I found a number for KY Department of Veterans Affairs that you can call and you may be able to get assistance with your bill. The toll-free Number is (800) 572-6245.

Jennie Pate
Manager, Billing & Customer
Service

[REDACTED]
www.shelbyenergy.com

620 Old Finchville Road
Shelbyville, KY 40065
502.437.8188 Direct
502.633.4420 Main
502.633.2387 Fax

Jennie Pate

From: Jennie Pate
Sent: Thursday, October 17, 2024 8:17 AM
To: Eric Thomas
Subject: RE: Past Due Bill

That is correct.

From: Eric Thomas [REDACTED]
Sent: Thursday, October 17, 2024 8:16 AM
To: Jennie Pate [REDACTED]
Subject: Re: Past Due Bill

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So pay the remainder by the 30th

On Thu, Oct 17, 2024, 5:57 AM Eric Thomas [REDACTED] > wrote:

I paid \$190
For arrangement

On Wed, Oct 16, 2024, 11:46 AM Jennie Pate [REDACTED] > wrote:

I had forwarded your emails to him.

From: Eric Thomas [REDACTED]
Sent: Wednesday, October 16, 2024 11:41 AM
To: Jennie Pate [REDACTED] Michael Moriarty [REDACTED]
Subject: Re: Past Due Bill

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I added Michael

On Wed, Oct 16, 2024 at 11:31 AM Eric Thomas <[REDACTED]> wrote:

Also I have not recieved word back on the tariff complaint. I was told not to do anything until i recieved word on that complaint.

On Wed, Oct 16, 2024 at 8:01 AM Jennie Pate [REDACTED]

Eric,

Emailing to remind you about your bill that had a disconnect date of 10/15. You did not pay or call to make an arrangement, so you are subject to disconnect at 9 am this morning.

Jennie Pate
Manager, Billing & Customer
Service

[REDACTED]
www.shelbyenergy.com

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Jennie Pate

From: Eric [REDACTED]
Sent: Tuesday, October 1, 2024 12:15 PM
To: Jennie Pate
Subject: Re: SEC Tariff

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If this is current that's the problem, all concessions made were for technology and equipment from that time period, if new technology and equipment is introduced common sense requires the reevaluation of the tariff. It says in the tariff exceptions can be made indicating that this is a choice. You are choosing to damage the very people that you are suppose to be serving in their most dire time of need. That is disgusting and heartless. You personally could have helped a person in need find a little more peace of mind. I am struggling to make ends meet and you callously kick me while I'm down. Shelby Rural electric needs new vision and leadership customer(owners) should come first and greedy schemes like this aimed at hurting our customers needs to be stopped. We deserve to have a compassionate staff who understands and empathize with the struggles today's economy brings. I am going to do whatever I can to change this. Wether by the public service commission or the governor or representatives . I will fight this injustice and blatant corruption.

On Tue, Oct 1, 2024, 11:58 AM Jennie Pate [REDACTED]

That is the most updated tariff regarding reconnect fees, everyone is subject to the fee regardless of the meter that they have.

I am not sure of the exact process to become a board member, I know those positions are voted on by members, there is also a petition process to get on the ballot.

From: Eric Thomas [REDACTED]
Sent: Tuesday, October 1, 2024 11:55 AM
To: Jennie Pate [REDACTED]
Subject: Re: SEC Tariff

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This is from 2013 and it explicitly says that exceptions can be made for situations beyond my control and I obviously can't control when funds are made available. Also this tariff predates the smart meters and mentions a separate fee if after hours indicating that you would need to come to the house. This tariff is outdated and needs to be addressed immediately. How do I become a board member?

On Tue, Oct 1, 2024, 11:47 AM Jennie Pate [REDACTED] wrote:

Please see attached. Thanks.

Jennie Pate
Manager, Billing & Customer
Service

[REDACTED]
www.shelbyenergy.com

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E LANCASTER THU, OCT 13, 2016, 03:28 PM RETURNED

ECHECK(UNABLE TO LOCATE ACC#) \$80(55+25)-PPM

EMMA FRI, OCT 14, 2016, 10:26 AM REVERSED

RETURN CHECK FEE. MEMBER MADE ONLINE PAYMENT AND
ACCIDENTALLY MADE E-CHECK PAYMENT. INTENDED TO USE DEBIT
CARD.

EMMA THU, MAY 04, 2017, 09:32 AM RETURN

ECHECK. TOTAL DUE INCLUDING FEE \$75.00 (50.00+25.00)

VICKY CAYTON THU, MAY 04, 2017, 02:03 PM CHANGED

BANKING INFO PR ERIC. HE SAYS WHEN HE GOES ONLINE TO PAY IT
KEEPS BRINGING UP HIS MOM'S ACCT. SHE HAD PAID IN THE PAST
BUT HE WANTS THE INFO TO BE HIS ACCT INFO, WHICH IS
CURRENTLY IS.

MARY FEDERLE THU, MAY 04, 2017, 03:55 PM VERIFIED

WITH ERIC THAT THE BANK CORRECT INFORMATION IS CORRECT AND
AGREED TO WAIVE THE RET CK FEE ONE LAST TIME. HE
UNDERSTANDS THAT WHEN PAYING THROUGH THE PORTAL HE HAS TO
MAKE SURE THE ACCOUNT INFORMATION IS CORRECT.

NANETTE M FRI, JUL 26, 2019, 07:57 AM EMAILED 12

MONTH HISTORY PER CRC NOTES (MEMBER REQUESTED)

EMMA WED, JAN 13, 2021, 09:48 AM MAILED 1ST

COLLECTION LETTER. TO BE TRF TO 988454001 ON 2/16/21 IF NOT
PAID.

EMMA WED, JAN 27, 2021, 08:25 AM MAILED 2ND

COLLECTION LETTER.

BARBIE G-DUPB TUE, MAR 02, 2021, 09:02 AM DELINQUENT

NOTICE GENERATED. NOTICE DATE: 03/02/21, DELINQUENT AMOUNT:
297.29, PENALTY AMOUNT: 28.89.

EMMA-CNUB TUE, MAR 16, 2021, 08:21 AM CUTOFF

NOTICE GENERATED. NOTICE DATE: 03/16/21, CUTOFF AMOUNT:
326.18, CUTOFF CHARGE: 0.00.

MICHAELA-DUPB FRI, APR 02, 2021, 07:46 AM DELINQUENT
NOTICE GENERATED. NOTICE DATE: 04/02/21, DELINQUENT AMOUNT:
303.84, PENALTY AMOUNT: 29.52.

6/28/2021

MR THOMAS IS ANGRY, HE SAID WE ARE CHEATING HIM OUT OF MONEY
BECAUSE WHEN HE PAID ON MAY 20TH AT 11:12 AM THAT HE THOUGHT
HE WAS PAYING APRIL MAY AND JUNE'S BILL BUT HE WAS ONLY
PAYING APRIL AND MAY'S BILL. BECAUSE WE DIDN'T BILL HIM UNTIL
5PM SAME DAY 5/20/21. HE CLAIMS THAT WHEN HE CALLED HE
WANTED TO PAY EVERYTHING AND BE CAUGHT UP UNTIL JULY. I TOLD
HIM THAT I DO NOT KNOW WHAT THAT CONVERSATION WAS AND THAT
WE COULD NOT TELL HIM AN AMOUNT BEFORE WE BILLED IT, HE
SAID IT WAS OUR MISTAKE THAT WE BILLED ON 5/15/21. I TOLD
HIM THAT IT WASN'T A MISTAKE. TOLD HIM THAT WE HAVE NOT BEEN
DISCONNECTING OR CHARGING LATE FEES. I ALSO TOLD HIM THAT IF
HE PAID PAST DUE THAT WE COULD DO AN ARRANGEMENT ON THE
CURRENT AMOUNT. HE HUNG UP ON ME

1/14/22

ERIC THOMAS CALLED TO MAKE AN ARRANGEMENT. HIS PAST DUE IS
\$243.91. I EXPLAINED THAT TO MAKE THE ARRANGEMENT, HE WOULD
NEED TO PAY 1/3 OF THE PAST DUE BY THE 15TH (DISC DATE),
WHICH IS \$80. HE THEN GOT VERY ANGRY AND WENT OFF ON ME,
YELLING ABOUT HOW WE DON'T CARE ABOUT PEOPLE AND HE HATES
SHELBY ENERGY. HE SAID WE ALWAYS GAVE HIM AN ATTITUDE AND
DIDN'T CARE WHETHER OR NOT HE HAD ELECTRIC. HE WAS SCREAMING

AT ME ASKING ABOUT HOW TO CHANGE THE ARRANGEMENT POLICY. I EXPLAINED THAT THE BOARD AND THE MANAGERS SET OUR POLICIES AND THAT THEY ARE FILED WITH THE PSC. IF HE REALLY FEELS LIKE WE ARE BEING UNFAIR TO HIM, HE COULD WRITE THE PSC. HE CONTINUED TO SCREAM AND YELL ABOUT HOW UNFAIR WE ARE UNTIL HE EVENTUALLY HUNG UP. I WENT AHEAD AND SET UP THE ARRANGEMENT, WITH \$80 BEING DUE 1/15/22 AND THE REMAINING, \$163.91, DUE 1/31/22. I OFFERED HIM THE NUMBER FOR TCCAA SEVERAL TIMES, AND HE REFUSED, YELLING ABOUT HOW HE KNEW HE MADE TOO MUCH MONEY. I ALSO MENTIONED TEAM KY, HEALTHY AT HOME, BUT HE WAS YELLING OVER TOP OF ME ABOUT HOW HE WOULDN'T QUALIFY FOR HELP.

3/1/2022

SPOKE TO ERIC THOMAS. HE HAS BEEN DISCONNECTED FOR NONPAY. HE IS GOING TO CALL TCCAA TO SEE IF THEY CAN HELP HIM. HIS WIFE HAS CANCER. PLUS HE HAS HAD SEVERAL DEATHS IN HIS FAMILY. TCCAA PAID \$300.00 I TOLD THEM THEY WOULD JUST NEED TO PAY THE REMAINING \$13.23 AND IT WILL RECONNECT

8/16/2022

DISCONNECTED FOR NONPAY; HE WAS UPSET BECAUSE OF THE \$35 REC FEE AND THE REPRESENTATIVE HE SPOKE TO EARLIER. HE SAID HE HAS BEEN GOING THROUGH SOME MEDICAL ISSUES WITH HIS WIFE (BREAST CANCER). HE FELT LIKE SHE HAD NO EMPATHY. HE WAS GOING TO PAY HIS BILL PLUS THE REC FEE. SENT LINK TO RESET THE PASSWORD. UPDATED HIS PHONE NUMBER.

11/28/2022

RECEIVED \$50 CHECK FROM CAMPBELLSBURG BAPT CHURCH

2/21/2024

ERIC WAS DISCONNECTED FOR NONPAY BUT RECONNECTED PER PSC DUE TO HIS OPEN INVESTIGATION. PSC GAVE HIM UNTIL MONDAY TO PAY AND WILL BE IN CONTACT WITH SEC TO LET KNOW TO DISCONNECT ON TUESDAY 2/27/24

10/1/2024

ERIC WAS DISC FOR NON PAYMENT BECAUSE HE HAD A BROKEN ARRANGEMENT HE PAID TO BE RECONNECTED BUT WANTED THE \$35 FEE REFUNDED. I TOLD HIM WE HAD DONE THAT IN THE PAST AND WOULD NOT BE ABLE TO THIS TIME. HE SAID THAT WE SHOULD NOT CHARGE A FEE WHEN THEY HAVE A "SMART METER" AND THAT WE ARE COLD HEARTED AND I WAS BADGERING HIM ABOUT HIS BILL. I EMAILED HIM A COPY OF THE TARIFF PERTAINING TO THE RECONNECT FEE AND HE SAID IT WAS OUTDATED AND NEEDED TO BE UPDATED IMMEDIATELY. HE ALSO ASKED HOW HE COULD BECOME A BOARD MEMBER.

HE LATER EMAILED THIS CONCERNING THE TARIFF: IF THIS IS CURRENT THAT'S THE PROBLEM, ALL CONCESSIONS MADE WERE FOR TECHNOLOGY AND EQUIPMENT FROM THAT TIME PERIOD, IF NEW TECHNOLOGY AND EQUIPMENT IS INTRODUCED COMMON SENSE REQUIRES THE REEVALUATION OF THE TARIFF. IT SAYS IN THE TARIFF EXCEPTIONS CAN BE MADE INDICATING THAT THIS IS A CHOICE. YOU ARE CHOOSING TO DAMAGE THE VERY PEOPLE THAT YOU ARE SUPPOSE TO BE SERVING IN THEIR MOST DIRE TIME OF NEED. THAT IS

DISGUSTING AND HEARTLESS. YOU PERSONALLY COULD HAVE HELPED A PERSON IN NEED FIND A LITTLE MORE PEACE OF MIND. I AM STRUGGLING TO MAKE ENDS MEET AND YOU CALLOUSLY KICK ME WHILE I'M DOWN. SHELBY RURAL ELECTRIC NEEDS NEW VISION AND LEADERSHIP CUSTOMER(OWNERS) SHOULD COME FIRST AND GREEDY SCHEMES LIKE THIS AIMED AT HURTING OUR CUSTOMERS NEEDS TO BE STOPPED. WE DESERVE TO HAVE A COMPASSIONATE STAFF WHO UNDERSTANDS AND EMPATHIZE WITH THE STRUGGLES TODAY'S ECONOMY BRINGS. I AM GOING TO DO WHATEVER I CAN TO CHANGE THIS. WETHER BY THE PUBLIC SERVICE COMMISSION OR THE GOVERNOR OR REPRESENTATIVES . I WILL FIGHT THIS INJUSTICE AND BLATANT CORRUPTION.

EMAILED ERIC TODAY CONCERNING DISC - HE GOT THE REMINDER CALL YESTERDAY AND HAS NOT PAID OR MADE AN ARRANGEMENT. I GAVE HIM UNTIL 9 AM.

I EMAILED AND CALLED ROSEMARY WITH PSC AND SHE ASKED THAT WE GIVE HIM UNTIL TOMORROW AT 9 AND IF WE HEAR NOTHING THEN WE NEED TO CUT HIM OFF. HE IS PAST DUE 363.33 AND CURRENTLY OWES 325.29.

ERIC WAS SHUT OFF AGAIN FOR NON-PAY, HE DID NOT KEEP HIS PAYMENT ARRANGEMENT. HE HAS HAD TWO BROKEN ARRANGEMENTS IN A ROW. I GOT A CALL FROM STACY AT PSC AND ASKED US TO TURN HIM BACK ON DUE TO HIS OPEN INVESTIGATION AND I TOLD HER I DIDNT THINK WE DID ANYTHING WRONG, HE IS SUPPOSED TO KEEP HIS ACCT CURRENT AND I TOLD HER I WOULD TURN HIM BAKC ON, BUT NOT WAVE THE RECONNECT FEE AND SHE SAID THAT WAS FINE. I TOLD HER THAT HE HAD REQUESTED TO COME TO THE BOARD MEETING AND WE HAD HIM ON THE AGENDA AND HE DID NOT SHOW UP. HE ALSO CALLED EARLIER TODAY, YELLING AT ME AND I TRIED TO EXPLAIN TO HIM THE ISSUES AND HE JUST YELLED OVER ME SO I HUNG UP.

PSC Case No. 2024-00364
Shelby Energy Cooperative, Inc.
Late Fee Transaction History

Date & Time	Amount
10/2/2024 8:26	\$ 32.15
9/4/2024 8:01	\$ 38.00
8/2/2024 7:42	\$ 36.08
7/2/2024 7:28	\$ 25.94
6/4/2024 7:50	\$ 28.50
5/2/2024 7:46	\$ 34.21
4/2/2024 7:44	\$ 34.16
2/2/2024 7:42	\$ 54.33
1/3/2024 8:07	\$ 42.78
12/4/2023 7:43	\$ 31.92
11/2/2023 7:38	\$ 27.90
10/3/2023 7:31	\$ 28.01
9/5/2023 7:52	\$ 34.10
8/2/2023 7:21	\$ 29.32
7/5/2023 7:43	\$ 26.26
6/2/2023 7:19	\$ 28.77
5/2/2023 7:14	\$ 46.46
4/4/2023 8:06	\$ 32.72
3/2/2023 7:15	\$ 50.49
2/2/2023 7:48	\$ 59.60
1/4/2023 8:45	\$ 50.76
12/2/2022 8:00	\$ 15.85
11/2/2022 8:57	\$ 27.05
10/4/2022 7:56	\$ 29.40
9/2/2022 7:48	\$ 32.67
8/2/2022 9:39	\$ 31.87
7/5/2022 7:58	\$ 26.37
5/3/2022 7:46	\$ 26.66
4/4/2022 7:23	\$ 38.33
3/3/2022 7:57	\$ 18.80
2/2/2022 7:53	\$ 28.21
1/5/2022 8:25	\$ 22.17
12/2/2021 7:39	\$ 8.04
11/2/2021 7:43	\$ 19.40
10/4/2021 8:31	\$ 22.79
9/2/2021 9:29	\$ 20.51

PSC Case No. 2024-00364
Shelby Energy Cooperative, Inc.
Reconnect Fee Transaction History

Date & Time	Amount
10/1/2024 8:11	\$ 35.00
8/16/2022 13:18	\$ 35.00
4/19/2022 8:14	\$ 35.00
3/1/2022 8:12	\$ 35.00
12/16/2021 8:42	\$ 35.00
10/19/2021 7:56	\$ 35.00
9/22/2021 8:52	\$ 35.00