



Shelby Energy Cooperative

A Touchstone Energy® Cooperative 

January 2020

Committed to service

Working 24/7 to keep the lights on

Shelby Energy Cooperative members will sometimes lose power because Mother Nature has a mind of her own or the unexpected occurs.

The way that we restore power depends on what caused the problem, and the protocols we follow to restore service as quickly and safely as possible. Let's take a closer look at the major causes of power outages and how Shelby Energy deals with them.

Often causes involve the following:

■ **Weather** Because electricity seeks the fastest path to the ground, utility poles and trees are easy targets for lightning. Wind can cause power lines to swing together, shorting out circuits, and wind can also blow limbs and trees into our equipment. During winter, the weight of snow and ice can cause lines to break. Even heavy rains can cause floods that damage equipment.

■ **Trees** Overgrown trees that come in contact with Shelby Energy's lines are a common cause of outages.



A vehicle collided with a pole in January. Line technicians replaced the pole and restored power to members in Shelby County. Photo: Line Technician Mike Mason

Energy's substation or lines, our crews make the repairs. If the problem involves the high-voltage transmission portion of the grid, it's likely crews from our power provider will fix it.

In the event of a power outage, Shelby Energy prioritizes repairs. Services essential to community safety, health and welfare—police, fire departments, water systems, communications, etc.—are first. We also work to restore service first to circuits with the largest number of members without power.

Some repairs, like fixing a distribution fuse, can be done quickly. Widespread damage to high-voltage equipment outside our system can take much longer.

Our commitment to you is that the dedicated staff at Shelby Energy Cooperative—and at our power supplier—will always work 24/7, in all kinds of weather, to keep your lights on and restore service when the unexpected happens.

If your power goes out, please call (800) 292-6585 and visit www.shelbyenergy.com to view our live outage map.



TIM WEBB

That's why we work hard to keep overgrown limbs cut and out of the right-of-way.

■ **Small animals** Snakes, squirrels and other small animals can climb on equipment and short circuit transformers and fuses.

If the problem involves Shelby



Jack Bragg Jr.
President & CEO
Shelby Energy
Cooperative

BOARD OF DIRECTORS

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Shelbyville Office Hours

Monday – Friday:
7:30 a.m. – 4:30 p.m.

Mailing Address: 620 Old Finchville Road
Shelbyville, KY 40065-1714
(502) 633-4420

Remote Payment Centers

Henry County Supply
Monday - Friday: 8 a.m. – 4:30 p.m.
Saturday: 8 a.m. – 12 p.m.

Riverside

Smoker's Friendly
Monday - Saturday: 8 a.m. – 8 p.m.
Sunday: 9:30 a.m. – 6 p.m.

Poppy's General Store
24 Equity Drive, Bedford, KY 40006
(502) 663-6028

Monday - Saturday: 6 a.m. – 8 p.m.
Sunday: 12 – 6 p.m.

For information or to report an outage
1-800-292-6585

Visit our website at:
www.shelbyenergy.com
Email: shelbyenergy@shelbyenergy.com

Online Bill Pay:

Access your Shelby Energy account through our website at www.shelbyenergy.com. Click on "Online Bill Pay" to view your electric bill and make payments by debit card, e-check, Visa or MasterCard.

All members signing up for new service with Shelby Energy receive a short survey. Members who return the completed survey to Shelby Energy are automatically eligible to win a one-time \$20 credit on their electric bill. Each month, one name is drawn and a lucky Shelby Energy member receives a bill credit on their next statement.

The new member survey winner for October is
Jack Wycoff of Milton.



Happy New Year!

Happy New Year! It's time to make your resolutions. Why not make a resolution to save energy and save money in 2020. Shelby Energy has a few suggestions to keep you on track.

■ Save money with the Co-op Connections card. Discounts on everyday expenses, including 10% to 85% off qualifying medical prescriptions, are yours when you flash your free Co-op Connections card. The card's healthy savings package includes savings on medical expenses for dental, vision, hearing, lab work, imaging and more. You can also find great deals at local shops and restaurants. Visit www.connections.coop to sign up and download the Co-op Connections app to save on the go.

■ Manage your energy use by taking advantage of Shelby Energy's Prepay service. Knowledge is power with Prepay. You pay for your electricity before you use it, receive daily usage alerts and reload your account when it gets low. Knowing your daily usage can help you budget your money and electricity. Maybe you need to unplug or turn the thermostat down a few degrees. Either way, the power is in your hands!

■ Assess your energy usage. Getting

information about your electricity is fast, easy and convenient with Billing Insights, our free home energy analysis tool. Use your mobile device or computer to track electricity use in your home, customize energy-saving solutions and get answers to your billing questions 24/7.

■ Button-up your home with our Button-up Weatherization Program. You can earn up to \$750 by increasing your home's energy efficiency and your comfort through simple upgrades like air-sealing and adding insulation. An initial visit from an energy advisor is necessary, so call Shelby Energy a few weeks before beginning any projects to see if you qualify.

■ Enroll in SimpleSaver. Volunteer to help Shelby Energy manage energy use during peak demand periods and earn up to \$20 in bill credits annually for each central air conditioner you enroll or enroll your smart thermostat and earn up to \$100 in rebates.

■ Get help through the CARES program. If you are a low-income homeowner, contact your local community action agency or call Shelby Energy to help you improve your home's weatherization and energy efficiency.

Your Safety Matters

Power line safety

This time of year the weather can be very unpredictable. Winter storms bring strong winds, snow and ice which can wreak havoc on our electrical system. Do you know what to do if you come across a downed power line? Think “DANGER” and stay away!

Don't drive over downed powerlines. Rubber is a poor conductor of electricity but your tires are not 100% rubber. They contain metals and are not made to withstand such high voltage electricity. Don't risk it! Back your car away and report the downed line to Shelby Energy or 911 if there is a risk to yourself or other drivers.

Assume all power lines are energized. Even if a line is on the ground or the power is out to your home, the lines could still be energized. Report downed power lines to Shelby Energy.

Never approach a downed power line. Stay at least 50 feet away and call for help. Even first responders should wait until a trained line technician has made sure the line is de-energized before approaching the scene of an accident involving a utility line or pole.

Give as much information as possible when you contact Shelby Energy



Cooperative. Report the location of the downed line, if the power is out at your location and if you see anything else that might be alarming, such as smoke or flames.

Exit plans are important and you should review them with other drivers in your home. If your car is trapped under a power line, it is best to stay in the vehicle and call for help. If the vehicle has caught fire or you have no choice but to exit the vehicle, open the door or climb out the window onto the top of the car. Jump away from the vehicle as far as you can, landing with both feet at the same time. Proceed to

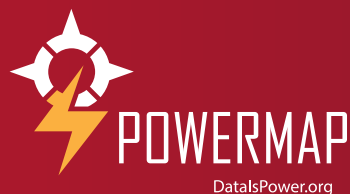
bunny hop or shuffle your feet without lifting them until you are a safe distance from the scene and contact 911.

Report every downed line and outage. Even if you are unsure of the utility company that maintains that particular line, you are encouraged to call Shelby Energy at (800) 292-6585 to report them or 911 to notify local emergency personnel.

Shelby Energy wants you to be safe this winter and all through the year. We offer safety demonstrations to schools and community groups. To schedule a demonstration, contact Shelby Energy Cooperative.

Site selection on the go.

We're bringing jobs to Kentucky! Our award-winning PowerMap app gives business site selectors around the globe the data they need to locate facilities where affordable, reliable co-op electricity is available. Learn more at www.dataispower.org.



Statement of Nondiscrimination

Shelby Energy Cooperative is the recipient of federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program

information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C., 20250-9410, or call toll-free (866) 632-9992 (voice) or (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.

If any member would like a copy of the service rates or bylaws of Shelby Energy Cooperative, please visit www.shelbyenergy.com or contact us at (800) 292-6585.

Shelby Energy Cooperative 2020 Board Meeting Schedule

MONTH	DATE	TIME
January	01/23/2020	9 a.m.
February	02/27/2020	9 a.m.
March	03/26/2020	9 a.m.
April	04/16/2020	9 a.m.
May	05/28/2020	9 a.m.
June	06/25/2020	Tentative
July	07/16/2020	9 a.m.
August	08/27/2020	9 a.m.
September	09/24/2020	9 a.m.
October	10/22/2020	9 a.m.
November	11/19/2020	9 a.m.
December	12/17/2020	9 a.m.

