



The cooperative difference

Seven cooperative principles get us through tough times

There's no way to sugarcoat it: 2020 has been a tough year so far. While we struggle to regain our footing as a nation, there's one thing you can be confident in and that's the resiliency of your cooperative family. We are famous for getting through hard times by working together, taking care of our neighbors and finding solutions. That's called cooperation and it makes all the difference.

The special thing about a co-op like Shelby Energy is that, even in uncertain times, we never stray from our mission. No matter the obstacle, cooperatives use seven principles to navigate the storms and stay the course. With these principles as our guide, you can be confident that every decision is made with you, the members, in mind.



Shelby Energy friends, family and line technicians at the 2019 Kentucky Lineman's Rodeo. Photo: Tim Webb

1 Open & Voluntary Membership

It takes every one of us to ensure the success of the cooperative. If Shelby Energy is your electric provider, you are a member of the Shelby Energy family and an owner of the business regardless of race, religion, gender or economic circumstances.

2 Democratic Member Control

As a member, you own a share of the cooperative business. This means that you have an equal say in the decisions that are made. You provide feedback on annual surveys and elect representatives from your community to make up the members of our board of directors. These directors meet each month to discuss the policies and procedures that affect each member. They help alert employees of

Shelby Energy to concerns in the community and work to develop better ways for us to serve our members. Visit www.shelbyenergy.com/boardofdirectors to learn more about your directors.

3 Member's Economic Participation

Reliable electric service comes at a cost, but one factor that can help keep costs from rising is each member paying their fair share. Your monthly

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Evelyn Lancaster, billing and customer service specialist, volunteers making meals at the Ronald McDonald House in Louisville. Photo: Tim Webb

Jack Bragg Jr.
President & CEO
Shelby Energy
Cooperative



BOARD OF DIRECTORS

Ashley Chilton • Chairman
Pat Hargadon • Vice Chairman
Roger Taylor Jr. • Secretary-Treasurer
R. Wayne Stratton • Diana Arnold
Jeff Joyce
Jack Bragg Jr. • President & CEO
Alan Zaring • Attorney

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
New Hours:

Monday - Friday: 8 a.m. – 5 p.m.
Saturday: 8 a.m. – 3 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

New Hours:

Monday - Friday: 7:30 a.m. – 3:30 p.m.
Closed weekends

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 elec-
tric 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 March is
Timothy West of Campbellsburg and the winner for
April is Brenda Nichter of Shelbyville.



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contribution keeps us operating and if there is anything left over, because we are not-for-profit cooperative, that money is returned to the members in the form of capital credits over time.

4 Autonomy and Independence

It is important to us that we remain an autonomous, self-governed organization. Electing a board of directors ensures that no outside sources could gain democratic control of the cooperative, stealing ownership from our members.

5 Education, Training and Information

We take pride in the amount of training and education that our employees undergo. Electrical safety standards and other operational procedures are ever-changing and our employees, especially the line technicians, strive to be the best they can be by continuing to learn new things and practice their skills regularly.

This emphasis on education is also extended to our members. We want all of you to know how to be safe

around electricity and be aware of the opportunities that your membership to Shelby Energy provides. That's why you receive the *Kentucky Living* magazine each month, and we strive to keep you updated on more pressing matters via social media, mail and message alerts.

6 Cooperative among Cooperatives

Neighboring cooperatives are not competition. They are our extended family. We work together and share resources whenever we can. The members of Shelby Energy Cooperative come first but we lend a helping hand when our neighbors are in trouble and they won't hesitate to answer our call. Electric cooperatives are always there to help each other when storms hit or when we need a little boost to get the job done.

7 Concern for Community

Without concern for community, all other efforts are done in vain. Electric cooperatives were formed as a way to strengthen rural communities

2020 Member Satisfaction Survey

Shelby Energy Cooperative is a not-for-profit electric cooperative that serves over 13,000 members across 10 counties. We strive to provide the best service to our members and we continually work to improve our practices. We are proud to have received an ACSI (American Customer Satisfaction Index) Score of 88 in 2019, 14 points higher than investor-owned utilities in the same time period.

Please visit www.shelbyenergy.com/MemberSatisfactionSurvey by September 4 to complete your 2020 Member Satisfaction Survey and let us know how we are doing! By completing this survey, you will be entered to win a \$200 bill credit. One member from each of Shelby Energy's three districts will be drawn for a total of three winners.

We appreciate your feedback! Call (502) 437-8162 if you need assistance with the online survey.

District I – Shelby County

Pat Hargadon
Vice Chairman

Wayne Stratton
Director



District II – Henry County

Ashley Chilton
Chairman

Roger Taylor
Secretary/Treasurer



District III – Trimble County

Jeff Joyce
Director

Diana Arnold
Director



by providing an invaluable service that would drastically improve the way of life for the members of these communities when investor-owned utilities did not find it to be a profitable or worthwhile endeavor. We were created to, and exist to serve our community.

Beyond offering safe, reliable and cost-effective energy, we support local schools and charitable organizations.

We volunteer and use the resources we can to help those in need. During this most recent crisis, we made the decision to think first of the immediate needs of our members and forego disconnections when the member could not pay. We continue to work with members to make arrangements, knowing that to get through hard times, we have to help each other out.

While our communities continue to heal from the coronavirus (COVID-19), we want you to know that we are here for you. We appreciate all of our members working together and doing their part to help with recovery during this time. We encourage you to model these cooperative principles in your own lives by doing your part, lending a helping hand, and never giving up!

Your Safety Matters

Check cords and conditions before using power tools



Before you roll up your sleeves and start a job requiring power tools this summer, think about safety to protect yourself and your family.

To prevent electric shock, inspect the tools to be sure all cords are not frayed and prongs are not damaged. Always use three-wire, grounded cords intended for heavy-duty work to provide the safest, most reliable electric power. When working outside, always use outdoor-rated cords.

If you experience a tingle in your fingers while working, stop immediately. This is a warning sign that should never be ignored.

The other basic rules for hand and power tools are:

- Use the right tool for the job.
- Examine every tool for damage before use and never use a damaged tool.
- Always follow the instructions of the manufacturer.
- To prevent shock, never touch any electrical equipment if the equipment is wet, you are wet or you are standing on a damp surface.

Shelby Energy Cooperative hopes you will think about electrical safety when using power tools. Stay alert and work safely!

Congratulations to the 2020 Shelby Energy Scholarship Recipients



Andrew Gideon Martin
Shelby County High School



Robert Jack Crain
Shelby County High School



Aaron Dabney Ritter
Henry County High School



Magdalenna Marie Jackey
Henry County High School



Matthew Augustus Saylor
Trimble County High School



Kayla Lee Ann Chandler
Trimble County High School



Line Technician Scholarship
Palmer Ford Coomes
Henry County High School

**Shelby Energy's office will be closed on Friday,
July 3, in observance of Independence Day.**