



Shelby Energy Cooperative

A Touchstone Energy® Cooperative 

September 2020

#PowerOn

Shelby Energy is moving forward

The coronavirus pandemic has tested all of us. It has been devastating for our economy and robbed us of our peace of mind. We're all learning how to adjust to the "new normal" and, at times, we've felt overwhelmed by how the pandemic has changed our daily lives. Yet, cooperatives like Shelby Energy, persist because we know that we can get through anything when we work together. Perseverance is the cooperative way.

Shelby Energy Cooperative was created by members of the community with the goal of delivering electricity to rural areas when investor-owned utilities refused. It took patience and hard work, but they did it and we are proud to continue that work today.

After food, water and shelter, electricity is the most essential element to preserving any sort of normalcy while you work and learn from home. We understand the responsibility we have to make sure that you are as comfortable and safe as possible while doing so. We are committed to keeping the lights on.

Our line crews are working each day on projects to improve reliability for our members. You might receive calls that we will have a "planned outage". This usually means that we are working to replace outdated or weathered equipment, or building a new span of line.

These are things we will continue to do, pandemic or not, to ensure that you are receiving the best and most reliable electric service. Additionally,



Shelby Energy Cooperative builds new lines to improve reliability for the members in Trimble County. Photo: Melanie Crossfield

we will continue to work with you if you are having difficulty keeping up with your bills as a result of coronavirus shutdowns. We are here to help you with flexible payment plans and create a clear path to get you back on your feet.

Many people have chalked 2020 up as a loss and discarded hope of anything good coming out this year. But tough times can show you what you're made of. We are confident that Shelby Energy will prove to be stronger on the other side of this. Our commitment to improving the quality of life for the members we serve means even more now.

We appreciate each and every one of our members and employees for your role in creating a strong and caring cooperative family. With no intentions of throwing in the towel, we will do whatever it takes to power on.



Jack Bragg Jr.
President & CEO
Shelby Energy
Cooperative

BOARD OF DIRECTORS

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Shelbyville Office Hours

Monday – Friday:
7 a.m. – 4 p.m.

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

Remote Payment Centers

Henry County Supply
1497 Campbellsburg Rd, New Castle, KY 40050
502-845-5620

Riverside Smoker Friendly
18 Coopers Bottom, Milton, KY 40045
502-268-3120

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

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 new members signing up for service with Shelby Energy will receive a short survey via email. Members who complete this survey are automatically eligible to win a one-time \$20 bill credit. If you did not receive this message, you can complete the survey at www.shelbyenergy.com/welcome. Each month, one name is drawn and one Shelby Energy member receives a bill credit on their next statement.

The new member survey winner for June is

Dale Hazelwood of Smithfield.



Your Safety Matters

Electrical safety starts with education

Born with a natural curiosity, children are always exploring, asking questions and trying new things to understand the world around them. Unfortunately, curiosity can be dangerous, even deadly, when it comes to electricity. "There are 400 deaths and 4,400 injuries from electrical hazards each year," says Shelby Energy Safety Coordinator Sarah Newton. "Education and adult supervision are the best ways to reduce your child's risk of an electrical accident."

Shelby Energy Cooperative wants to help keep children safe from electrical hazards. Teach your kids the rules of outdoor and indoor electrical safety.

Outdoor electrical safety rules:

- Do not climb trees near power lines or climb utility poles, transmission towers or fences around electrical substations.
- Keep electrical cords away from water.
- Never touch an electrical pole or wire that has fallen to the ground.
- Watch out for thunderstorms. If you can hear thunder, you can be struck by lightning.

Indoor electrical safety rules:

- Do not overload an extension cord with too many plugs.

- Teach older kids how to safely plug in and unplug a cord.
- Remind children that water and electricity do not mix. Electronics should never be used near a tub or sink.
- For younger children, install safety caps on outlets.

How to respond to emergencies:

It is important for children to know how to avoid electrical dangers, but also how to respond to an electrical injury. The most important rule is to never touch a victim that is still connected to a power source. The same current could travel to their bodies and injure them as well. If they can, either unplug or turn off the switch to the power supply. Inform children to never touch a live or exposed wire, even if it does not look dangerous. Lastly, be sure they know how to call 911 in an emergency if they need help.

If you have questions about keeping your family safe from electrical hazards, contact Shelby Energy Cooperative. Help keep your children safe, wherever they are, by applying a few safety rules to their routine.

Sources: *Electrical Safety Foundation International, Complete Electrical Solutions*

Save energy this fall

While families spend more time at home, they use more electricity. Luckily, mild fall weather brings with it an opportunity to save energy without sacrificing comfort.

Here are some tips to help you save energy:

- Take advantage of the sun's warmth. Once you no longer need to run the air conditioner, open the curtains on south-facing windows to let the daylight in. The natural heat will stave off the need to turn your heat on for a while. Close the curtains at night so that chilly air won't sneak into your home through exposed windows.
- Open windows on both sides of the home when it's warm enough. That will create a nice breeze indoors and help you air the house out.
- If you have drafty windows, fall is a good time to address the problem. Cover the windowpanes with clear plastic film or hang insulating drapes.
- Use caulk to seal around doors, windows and anywhere there is a hole for electrical lines, cables, plumbing or phone wires. Do the same around windows and recessed light fixtures in ceilings.
- Keep the fireplace damper closed when you're not



TOUCHSTONE ENERGY COOPERATIVES

burning a fire and a keep a sweater handy for a chilly evening early in the season.

Don't forget to check first for rebates

Keep in mind that some projects aimed at improving the energy efficiency of your home can earn you a rebate from Shelby Energy Cooperative. Our energy efficiency programs require that your primary source of heat is electric and you must contact us to schedule a preimprovement energy audit before beginning your project to qualify.

Please visit www.togetherwesaveky.com to learn more.

Kid's Korner



ENERGY EDUCATION IS FUN!

visit www.shelbyenergy.com

**Make sure
we can reach you ...**

*...with important information
about your electric service.*

*Call (800) 292-6858 or visit
www.shelbyenergy.com/memberinfo
to update your contact information.*



PROSTOCK-STUDIO

2020 Member Satisfaction Survey

Please help us by visiting 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.

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.

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



**Shelby Energy's office will be closed on Monday,
September 7, in observance of Labor Day.**