



Lineworker Appreciation Day is April 12

If you were asked to associate an image or a person with Shelby Energy Cooperative, I bet you would picture a lineworker. One of the most visible employees of the co-op, line technicians work tirelessly to ensure our community receives uninterrupted power 24/7.

“Lineworker” is listed as one of the top 10 most dangerous jobs in the U.S. This is understandable as they perform detailed tasks near high-voltage power lines. Regardless

of the time of day, line technicians brave stormy weather, climb 40 feet in the air, often carrying heaving equipment to get the job done.

Being a line technician is not a glamorous or easy profession. It takes years of specialized training, ongoing education, dedication, and equally important, a sense of service and commitment. How else can you explain the willingness to leave the comfort of your home to tackle a challenging job in difficult conditions, when most are sheltering comfortably at home? This dedication and sense of service to the community is truly what sets them apart. That’s why we set aside the second Monday in April to celebrate and recognize the men and women who work around the clock to keep the lights on.

While line technicians may be the most visible employees at Shelby Energy, it’s important to note that there is a team of highly skilled professionals working behind the scenes. Engineers provide ongoing expertise on the operations side of the co-op. Customer service specialists stand by to take your calls and questions. Our information technology (IT) experts continuously monitor our system to help safeguard sensitive data. And these are just a few of the folks who work together to ensure we deliver the service and reliability you expect and deserve to “bring the light” to your community.



MIKE MASON

Our dedicated and beloved line technicians are proud to represent Shelby Energy. They deserve all the appreciation and accolades that come their way on Lineworker Appreciation Day. #ThankALineworker.

On April 12, and any time you see a line technician, I hope you’ll join me in thanking them for their exceptional service. You also have a dedicated team of professionals working behind the scenes at the co-op whose commitment to service runs just as deep.



TIM WEBB



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Cooperative

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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 winner of the February 2021 new member survey is Elisa Cooper of Shelbyville.



SmartHub is here!

Life is fast, and it can be hectic, but paying your bill doesn't have to be complicated. With our SmartHub web and mobile app, it won't be. We wanted to take the opportunity to give you some valuable information that will help you prepare for the launch of SmartHub.

SmartHub and what's in it for you?

You may have heard about SmartHub, our innovative tool for account management, but what can it do for you?

SmartHub can help you take control of your account like never before. SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, contact customer service and get the latest news.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks. You'll be able to see your current bill, along with bills from the previous months.

Making payments through SmartHub is fast and easy. The

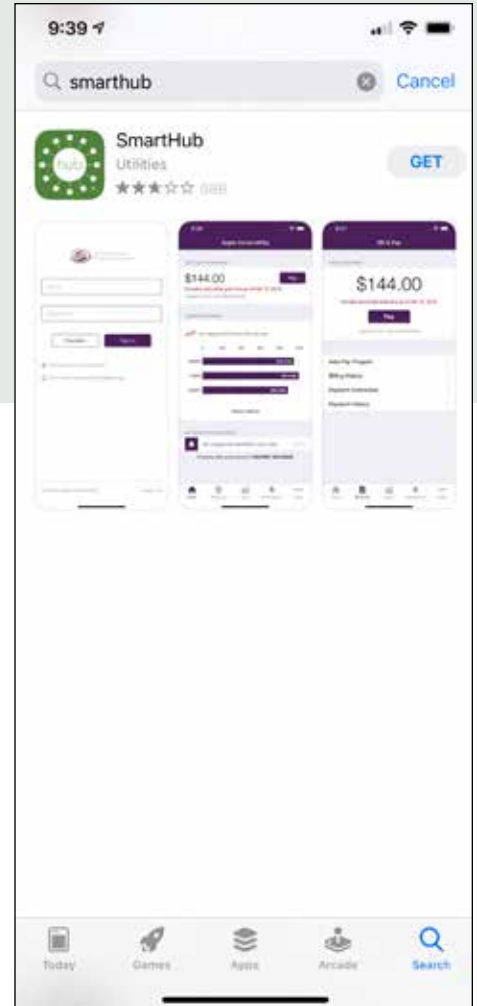
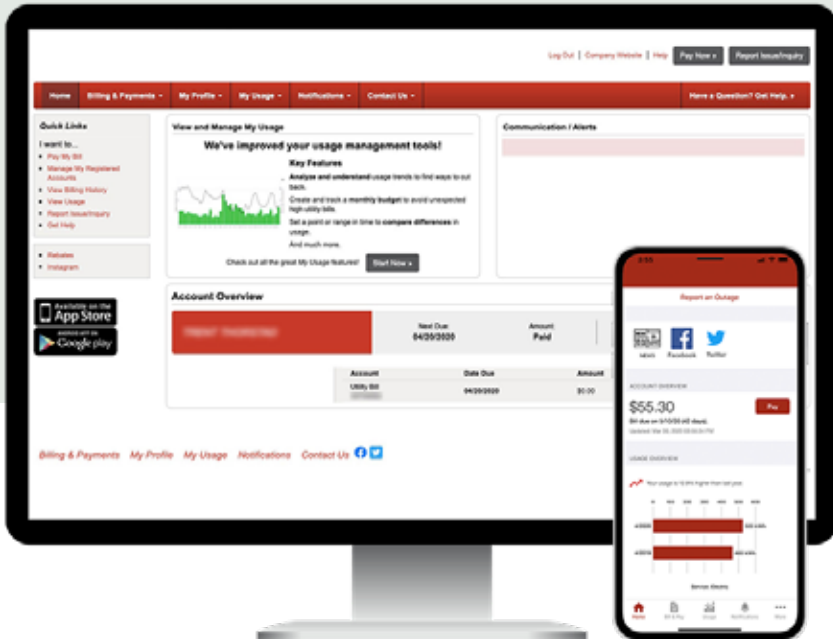
first time you make a payment either through the web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

You'll also be able to see important notices with SmartHub. You'll be able to select how you want to be notified about your bill, including email and text messaging. Reporting a service issue is a snap with the SmartHub mobile app. There's no need to call the office, just let us know about the issue with a few clicks. You can also contact us for customer service requests or with any questions you may have. You can now contact us at any time from anywhere.

You Have the Power to

- Pay your bill
- Manage your account
- Report an outage
- Get account updates and reminders
- Monitor usage





How will you register for SmartHub?

When we launch on April 19, we will operate through a new billing and payment system called SmartHub.

In order for you to continue to receive an electronic bill, as well as pay your bill online, you are required to re-register as a new user through SmartHub.

- When you get to the SmartHub login screen, click New User.
- Sign up to access our Self Service Site link at the bottom of the screen.
- Use your account number to register for SmartHub.
- After you have successfully registered with SmartHub, you'll be emailed a temporary password to login for the first time.
- The first time you log in, you'll be asked to create your new password.
- Once you register for your online account, you will need to update your payment options. Please note: Auto Pay members will need to enter their debit/credit card information into the new SmartHub system.
- At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are.

After we launch, we will provide detailed information on how to download our free, secure SmartHub app from the Apple or Google Play stores.

Where can you get your questions answered?

If you have any questions or issues with the registration process, you may contact us by sending an email to smarthub@shelbyenergy.com or calling (800) 292-6585. We will also have answers to frequently asked questions at www.shelbyenergy.com/smarthub.





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**Know what's below.
Call before you dig.**



Shelby Energy Scholarships

Each year, Shelby Energy awards six \$1,000 scholarships to seniors, whose parents or guardians are served by Shelby Energy. Students that are interested in pursuing a career as a line technician, and whose parents or guardians are served by Shelby Energy Cooperative may also apply for one of two \$1,000 Line Technician Scholarships.

Apply at www.shelbyenergy.com/youthprograms

Application deadline: April 12, 2021

At left, Bryce Wilson, a 2019 recipient of the Shelby Energy \$1,000 Scholarship from Henry County High School.



Ready for Renewables?

