



# Shelby Energy Cooperative

A Touchstone Energy® Cooperative 

November 2019

## Celebrating a Co-op Thanksgiving

On November 28, our nation will celebrate Thanksgiving—a day when we collectively pause to express gratitude. As Shelby Energy Cooperative's president & CEO, there are many things for which I am thankful. During this season of thanksgiving, I want to express my gratitude for some of the people that make it a privilege to work for the members of this electric cooperative.

I am thankful for:

### Our veterans

This year on November 11, our nation will celebrate its 100th Veterans Day. I am thankful for each veteran and their service to our country. At Shelby Energy we serve our veterans by providing excellent service and sponsoring organizations such as Honor Flight Kentucky. We were honored to sponsor Harold Frazier of Eminence and James Frazier of Shelbyville, on this year's flight, and we are so thankful for the sacrifices they made



Veteran Harold Frazier is greeted at Reagan Washington National Airport in Arlington, Virginia, on the September Honor Flight. Photo: Tim Webb

for us while serving in Vietnam. To all veterans and active-duty service members, thank you for your service.

### Our line technicians

Shelby Energy's line technicians maintain approximately 2,150 miles of line. They spend many hours away from their families working often in harsh conditions to keep the lights on for our members. I am thankful for their dedication and hard work. Without these employees, our world would be dark.

### Our board of directors

One of the special things about being a cooperative is that we are governed by our members. You have selected directors to represent you in making important decisions for the cooperative. I am thankful for these six board members who carve out time to attend training sessions, participate in planning meetings and keep abreast of industry trends. These well-informed advisors serve the co-op's interest in a way that the rest of the membership expects and deserves.

### Our staff

Shelby Energy received an 88% Customer Satisfaction score in 2019. This number has steadily increased over the last several years and we are confident it will continue to rise. Our employees provide second-to-none service and each one takes his or her responsibility to our members very seriously. We serve over 16,700 accounts and our employees strive to ensure that each one is given the safest, most reliable and affordable service.



Crew Leader Rick Shaw practices his climbing skills during the 2019 Safety Day at Shelby Energy. Photo: Melanie Morrow.

### Our members

Finally, I want to express my gratitude to you, our members. Thank you for attending co-op events, such as the annual meeting, alerting us to problems and providing feedback that will help us continue to improve operations and better serve all members.

I wish each and every one of you a happy Thanksgiving!



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  
Monday, Wednesday, Friday: 8 a.m. – 5 p.m.  
Tuesday, Thursday: 8 a.m. – 6 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  
Monday – Saturday: 6 a.m. – 8 p.m.  
Sunday: Closed

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

#### Visit our website at:

[www.shelbyenergy.com](http://www.shelbyenergy.com)

Email: [shelbyenergy@shelbyenergy.com](mailto:shelbyenergy@shelbyenergy.com)

#### Online Bill Pay:

Access your Shelby Energy account  
through our website at  
[www.shelbyenergy.com](http://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 August is  
Shelley Griffiths of Bedford.



SHUTTERSTOCK

## Avoid an energy spike at Thanksgiving

It's not unusual for home energy bills to spike around the holidays. Don't let it happen this Thanksgiving.

- Get the right size turkey. Buy a bird that's just big enough to feed your family. Smaller turkeys cook quicker—which saves energy.
- Don't preheat your oven. It's not necessary for a turkey, which is going to roast for several hours.
- Make the dressing stovetop. Roasting a stuffed turkey takes longer.
- If you're baking side dishes, put them all in the oven at the same time—if their baking temperatures are similar.
- Turn down the temperature on your home's thermostat by a few degrees once you start cooking. You'll be heating up the kitchen as you use the oven and stovetop, your home will be warmer than usual.



MIZINA



*Your Safety Matters*

# Winterize your home before the bitter chill

The best time of the year to start winterizing your home is before the temperatures start to drop and snow is already on the ground. If you're reading this and haven't already made those small changes, consider this your nudge to get started.

Preparing your home for cold temperatures doesn't have to be difficult or expensive. Understanding how to winterize your home can keep you safe and help keep your energy bills lower.

## Protecting pipes

If a pipe does burst in your home, avoid electrocution by calling Shelby Energy right away if you do not have access to safely turn off the electricity before going down into a basement or before touching any plugged-in appliances.

Here's how you can protect your pipes this winter:

- Turn off outdoor faucets and have sprinkler systems blown out by a professional.
- Drain outdoor hoses.
- Remove and drain window A/C units.

- Insulate pipes in exposed or unheated areas.
- Keep your thermostat above 55 degrees.
- On especially cold days, open cabinets to let warm air reach sink pipes.

## Roof damage

To avoid rooftop water damage from clogged gutters, clean your gutters after the last leaf of the season falls. This will keep ice and water from building up, which could possibly cause leaking on your roof.

Before a storm hits, have a professional check the trees around your home. Dead or dying limbs on your tree will most likely fall during the first big storm, causing damage to not only your home but possibly your neighbor's homes as well.

## Winter appliances

When preparing for winter weather, remember to check on winter appliances that have been stored away. Look over appliances like snow blowers and generators to be sure the wiring isn't cracked and that all other

parts are in safe working order.

## Storm preparation

Being prepared for the worst is no small feat. You should assemble a storm kit that will get you through at least three days without leaving the house. Here are some items we recommend putting in your kit:

- Semi- or non-perishable food items.
- Enough water for one gallon per person per day.
- Lamps and flashlights; don't forget the batteries. Avoid using candles. They could be a fire hazard.
- A first aid kit stocked with essentials.
- Battery-operated radio.
- Basic tools.
- Alternative clean heat source, like a fireplace or indoor-rated propane heater. Be extremely careful about using generators, kerosene or other heaters that create deadly carbon monoxide.

Start preparing your home now before the chill of winter really sets in.

## Be cold weather ready

As your local co-op, we're here to provide advice on ways to help you save energy. But, you can also do-it-yourself with our free, online energy audit. Just visit our website and click on *BillingInsights* to enter a few facts about your home. Then you'll get recommendations to make your home comfortable every season.



**Shelby Energy  
Cooperative**

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[www.shelbyenergy.com](http://www.shelbyenergy.com)

# 2019 Honor Flight

*Sponsored by  
Shelby Energy  
and Kentucky's  
Touchstone Energy  
Cooperatives*

In September, 72 veterans from World War II, Vietnam and Korea wars, took an Honor Flight to Washington, D.C.

Shelby Energy sponsored local Vietnam War veterans James Frazier of Shelbyville and Harold Frazier of Eminence. Shelby Energy would like to extend our thanks to these veterans and all who have served in the armed forces. Happy Veterans Day!

*Harold Frazier of Eminence, left, and James Frazier of Shelbyville, went on the September Honor Flight.  
Photos: Tim Webb*



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to save!**



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