



Shelby Energy Cooperative

A Touchstone Energy® Cooperative 

February 2021

Introducing SmartHub!

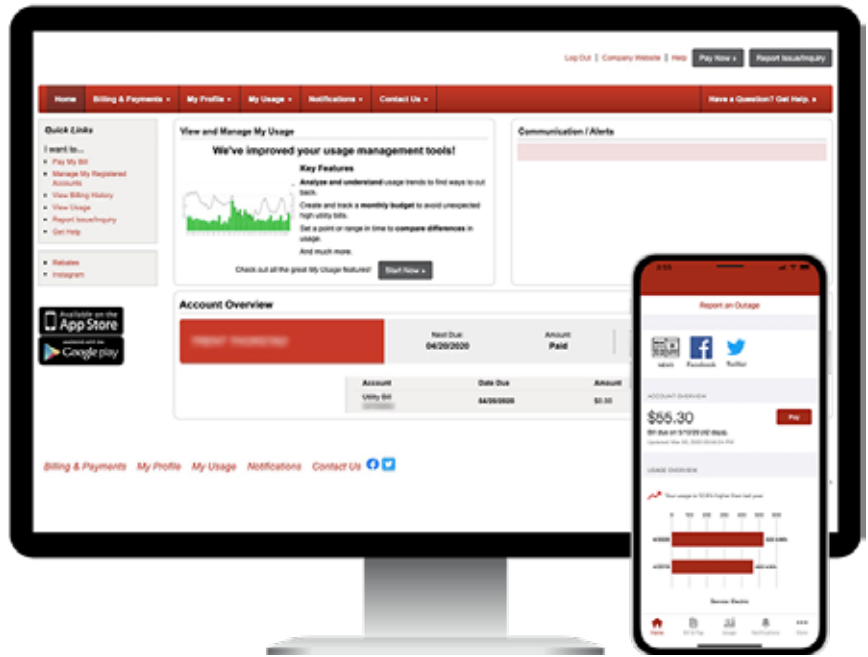
New online services to launch in April 2021

You may have heard about SmartHub, our new innovative tool for account management coming in April 2021.

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 the SmartHub app 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. With SmartHub, you contact us at any time from anywhere!

As we prepare for upgrades to our billing and customer service technology, it is important that we have the most recent and accurate contact information for all our members. Please visit www.shelbyenergy.com/memberinfo to make us aware of any changes.

SmartHub is expected to launch in April 2021. Follow us on Facebook for updates or call (800) 292-6585 to learn more.

SMART MANAGEMENT. SMART LIFE. SMARTHUB.

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 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 December 2020 new
member survey drawing was Colby Leonard of
Campbellsburg.



Apply for scholarships

Shelby Energy is proud to provide \$8,000 in scholarships to local students each year.

Any high school senior, whose parent(s) or guardian(s) are members of Shelby Energy Cooperative, are encouraged to apply.

Here are other qualifications:

- Seniors that plan to enroll in an accredited college or University in the fall may apply for one of six \$1,000 district scholarships. (Two students from each of Shelby Energy's three service districts will be selected.)
- Seniors that plan to enroll in an approved Lineman Training Program, may apply for one of two \$1,000 line technician scholarship.



VETRE/ADOBE STOCK

Please visit www.shelbyenergy.com/youthprograms to learn more and apply. Call (502) 437-8162 if you need assistance.

Simple appliance repairs can be big jobs

It's tempting to do maintenance and simple repairs on large appliances like the refrigerator, dishwasher and washing machine. In addition to the safety risk that comes with touching electrical components, there are some additional practical red flags:

1 Electrical replacement parts often have to be ordered from the manufacturer and are non-refundable. If you misdiagnose a problem or order the part in the wrong size, you could be wasting your money.

2 Washing machines and refrigerators are heavy. Trying to lift or move them so you can get access to the back or bottom of the appliance can be back-breaking work—literally, if the DIYer doesn't do it properly.

3 Some appliance manufacturers will not honor a warranty if an appliance repair isn't performed by a qualified professional.

4 If a licensed electrical inspector does not examine the repair, an insurance company could claim that the homeowner was negligent.

5 Once a DIYer gets the appliance torn apart and realizes he or she cannot diagnose or fix the problem, the machine will be out of commission until a pro can come and put it back together. How long can your family go without its clothes dryer or dishwasher?



AFRICA STUDIO/ADOBE STOCK

Your Safety Matters

Protect children from electrical hazards

Accidents can occur when young children have an opportunity to explore their home and unintentionally expose themselves to electrical dangers. Without proper precaution, everyday items such as power strips, space heaters, outlets and cords can pose a threat.

Especially for toddlers and young children, it is a must to childproof your house from electrical hazards. Luckily, this task is easy to do, and it's usually inexpensive.

Look at your home from a child's point of view. Get down on the floor and see what is at eye level or within reach of a small child.

Don't forget to check for potential hazards behind tables, dressers and furniture.

Little fingers seem to be attracted to electrical outlets, so be sure and place outlet plug covers on all the ones that are low to the ground.

Store electric bathroom and kitchen appliances—like hair dryers and toasters—out of reach of curious children.

Your home may have a space with many power cords and power bars. Put



MONKEY BUSINESS IMAGES/SHUTTERSTOCK

barriers around this area and tie up loose cords. If you're temporarily using extension cords, hide them behind furniture or use a hide-a-cord device. You can also put electrical tape over unused plug holes on cords.

When using a space heater, establish a 3-foot, kid-free zone, and never put a space heater in a child's room or leave it untended.

Be sure to keep the heater at least 3 feet away from furniture, bedding and curtains.

Begin the educational process as soon as your child can crawl and remind the kids in your home to always be safe when dealing with electricity.

Shelby Energy cares about keeping your family safe.

Co-op Connections® Card
Kentucky
Touchstone Energy
Cooperatives®

EVERYDAY SAVINGS
on prescription drugs

visit www.connections.coop to learn more.

February is National Hot Breakfast Month

Celebrate the coldest month of the year with a hot family breakfast every morning

The “holiday” of National Hot Breakfast Month was started by food company Jimmy Dean, which makes breakfast sausages, after a survey found that more than 60% of Americans eat a cold breakfast—like cereal—every day.

Studies have shown that eating breakfast in the morning boosts metabolism and improves focus.

Pressed for time in the morning? Small kitchen appliances can make quick work out of preparing the day’s most important meal. Invest in a wide-slot toaster for bagels; a waffle iron for a quick and fun homemade meal-to-go; a panini maker or a breakfast sandwich maker for a portable, mess-free meal; or a turbo blender to whip up healthy, fruit smoothies to go with your hot menu.

Find recipes at www.kentuckyliving.com/recipes.



JOSHUA RESNICK/ADOBE STOCK

2021 Board Meeting Schedule

| MONTH | DATE | TIME |
|-----------|------------|----------------|
| January | 1/28/2021 | 9:00 a.m. |
| February | 2/18/2021 | 9:00 a.m. |
| March | 3/25/2021 | 9:00 a.m. |
| April | 4/29/2021 | 9:00 a.m. |
| May | 5/27/2021 | 9:00 a.m. |
| June | TBD | Annual Meeting |
| July | 7/22/2021 | 9:00 a.m. |
| August | 8/26/2021 | 9:00 a.m. |
| September | 9/23/2021 | 9:00 a.m. |
| October | 10/28/2021 | 9:00 a.m. |
| November | 11/18/2021 | 9:00 a.m. |
| December | 12/16/2021 | 9:00 a.m. |



MEMBER MATTERS

We care about the future. That’s why we offer annual scholarships to students in our service area. Over the years, we’ve helped thousands of Kentucky youth achieve their academic goals. Contact us to learn more about scholarships for our members.



Shelby Energy’s office will be closed on Monday, February 15, in observance of Presidents Day.

ANASTASIA AGAFONOVA/ADOBE STOCK