



A Touchstone Energy[®] Cooperative 

Shelby Energy is making some changes.

Our commitment is to provide safe, reliable energy and quality customer service to our members. For this reason, we are making some exciting upgrades to the ways we serve you.

These changes will not take effect until April 19, 2021.

New Online and Mobile Payment Options

Register for SmartHub to simplify online payments.

Visit www.shelbyenergy.com/smarthub to learn more and download the SmartHub App beginning April 19.

To continue using online payment services, members will be required to register for SmartHub. The current Shelby Energy Mobile App will be unavailable effective April 19, 2021.

New Phone Number for Payments ONLY

Beginning April 19, members should call 833-284-5049 to make payments by phone.

Service requests and outage reporting may still be conducted by calling 800-292-6585.

Remote Payment Center Updates

Remote payment centers will accept Credit Card and E-Check payments ONLY effective April 19, 2021.

Remote Payment Centers include:

Poppy's General Store - Bedford, KY

Riverside Smoker Friendly - Milton, KY

Henry County Supply - New Castle, KY

Cash payments can be made at any participating Vanilla Direct location.

Member must present the Vanilla Direct barcode located on the [updated Shelby Energy bill](#)

Participating Vanilla Direct Locations: <https://pay.vanilladirect.com/pages/retailers>

Bill Design

Your Shelby Energy bill is getting a makeover. We are updating our bills, beginning in April, with new features to help you understand your energy use and make paying your bill faster and easier.

Please see the enclosed documents:

How to read your bill

Updated Bill Sample

From April 16 at 4:00 p.m. - April 19 at 7:00 a.m. all payment systems will be down for upgrades and maintenance. Payments cannot be accepted during that time.

If you have any questions about these changes, please call 800-292-6585 or email shelbyenergy@shelbyenergy.com

Frequently Asked Questions:

Q: Can I still mail my payments?

A: Absolutely! You will notice that your bill looks a bit different but, if you prefer to deliver your payment by mail or in-person, you are still welcome to do so!

Q: Will my automatic BankDraft need to be updated or changed?

A: If your payments are on BankDraft, your information will automatically be transferred to the new system and you do not need to make any updates. Members that use AutoPay and have previously registered online will need to re-register and enter their credit card information in SmartHub.

Q: Will there still be a fee for online payments?

A: No. We have removed the convenience fee for making online payments. Only those members that choose to make cash payments using the Vanilla Direct service will pay a fee of \$1.50.

Q: Can I still call Shelby Energy to make payments?

A: For your security, all payments made over the phone will need to be made by calling **833-284-5049** . Shelby Energy's Customer Service Specialists will continue taking cash, check and credit card payments in person at our office, but will not be able to collect credit card or check information over the phone.

These changes will not take effect until April 19, 2021.

Please call 800-292-6585 to report outages, make service requests or with any additional questions.

SAMPLE

Customer Name John Smith
 Account Number 12345-001
 Report an Outage - (800) 292-6585



Shelby Energy Cooperative
 A Touchstone Energy® Cooperative

Manage your account with SmartHub!

- Make Payments
- Track Electric Usage
- Report Outages Sign Up today at www.shelbyenergy.com/smarthub

Total Amount Due

\$216.87

Due Date:
03/30/2021

Contact Numbers
 (502) 633-4420
 (800) 292-6585 - Toll Free

Office hours
 7:00 a.m. - 4:00 p.m. EST
 Monday - Friday

Website: www.shelbyenergy.com
Pay By Phone: (833) 284-5049



Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
719 kWh	42 Range 7 - 71 Temp	\$4.84	45 kWh

Account Summary	
Current charge detail found on the back of this page	
Total Amount Due From Previous Statement	\$132.05
No Payments Received	\$0.00
Balance Prior To This Billing	\$132.05
Current Charges	\$84.82
Total Amount Due By 03/30/2021	\$216.87
Total Amount Due By 03/30/2021	\$225.35

IMPORTANT MEMBER INFORMATION

IF YOU HAVE A PAST DUE BILL, PLEASE CONTACT US TO DISCUSS YOUR OPTIONS. CALL 502-633-4420 DURING NORMAL BUSINESS HOURS 7AM - 4PM. WE ARE HERE TO HELP!



SHELBY ENERGY COOPERATIVE, INC.
 A Touchstone Energy® Cooperative

P. O. Box 309
 Shelbyville, KY 40066-0309

Account Number	12345001
Total Past Due	\$132.05
Total Due After 03/30/2021	\$225.35
Wintercare Amount Enclosed	

PAY YOUR BILL 24/7
ONLINE: Check or credit/debit card at www.shelbyenergy.com or download the mobile app.
Phone: (502) 633-4420 or Toll Free: (800) 292-6585



John Smith
 123 Shelby Energy Dr
 Shelbyville, KY 40065

SHELBY ENERGY COOPERATIVE
 PO BOX 309
 SHELBYVILLE KY 40066-0309



Meter #	Billing Period		Days	Readings		Meter Multiplier	kWh Use	kW Use
	From	To		Previous	Present			
12345	03/09/21	03/25/21	16	4656	5375	1	719	0.0

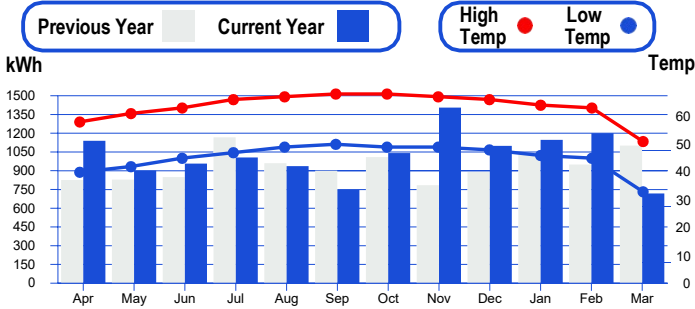
Account Information

Account Number: 12345001
Member Name: John Smith
Billing Date: 03/26/2021
Phone Number: 800-292-6585
Service Address: 123 Shelby Energy Drive
Rate: Shelbyville, KY

Current Activity

Balance Forward		\$132.05
Kwh Charge	719 kWh @ \$.08684	\$62.44
Service Charge		\$15.00
Miscellaneous Charge		\$4.91
County Tax	Tax 3.0%	\$2.47
Total Current Charges		\$84.82

Usage History



TOTAL AMOUNT DUE \$216.87
DUE DATE 03/30/2021



My Account

Pay online or enroll in SmartHub at www.shelbyenergy.com/smarthub



Auto Pay

Set it up once and automatically make your payments



Phone

(502) 633-4420
Toll Free: (800) 292-6585



Payment Centers

Credit/Debit cards or e-checks only.

- No cash or checks accepted.**
- Henry County Supply New Castle, KY
 - Riverside Smoker Friendly Milton, KY
 - Poppy's General Store Bedford, KY

Thank you for being a member!

Now offering cash bill-pay service at participating retail stores. The barcode below can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service. To find a location near you, visit pay.vanilladirect.com/pages/retailers



1233456336500012345671234567

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at vanilladirect.com/pay/ereceipt.

The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.



Available April 19, 2021

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.

What is 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 anytime from anywhere.

How will you register for SmartHub?

After we launch on **April 19**, we will be operating 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.

- After April 19, When you visit <https://shelbyenergy.smarthub.coop/Login.html> , click **New User?**
- **Signup 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 at.

After we launch, we will be providing detailed information on how to download our free, secure SmartHub app from the Apple or Google Play stores. Please ensure that we have your updated contact information before that time.

If you have any questions or issues with the registration process, you may contact us by sending an email to smarthub@shelbyenergy.com or by calling 800-292-6585.



YOU WILL NOT BE ABLE TO REGISTER FOR SMARTHUB OR DOWNLOAD THE SMARTHUB APP UNTIL **APRIL 19**

UPDATED BILLING coming spring 2021

You will notice some changes to your Shelby Energy bills beginning in April. We have updated our bills to help you better understand your energy usage and stay connected with your cooperative. SmartHub will also be available at this time. You may download the SmartHub app to monitor your usage, pay your bill, report service issues and more. Visit www.shelbyenergy.com or follow us on Facebook for updates regarding these changes.

FRONT OF BILL

This page provides a summary of your most recent month's usage, your total amount due and due date.


- Account Number:** Please note, this is where your Shelby Energy account number is located.
- SmartHub:** This interactive tool allows you to monitor your daily usage, pay your bill and report service issues. Follow the link or scan the code to download the SmartHub app or login online.
- Monthly Usage:** This section is a detailed summary of your monthly kilowatt hours used for the current month's bill cycle.
- Important Member Info:** You will find important news and updates related to your cooperative membership and electric service here. Please review this section monthly.

BACK OF BILL

This page is a review and calculation of all charges on your current bill and your usage history for the past year.

- Account Information:** Please ensure your account information is current by reviewing your bill. Contact Shelby Energy to update your information.
- Charges and calculations:**
 - Energy Charge:** Your bill contains the details of how your energy usage cost is calculated.
 - Fuel Cost Adjustment:** This is used to recover a portion of the cost of coal and natural gas needed to generate your power and the costs to buy from our supplier.
 - Consumer Facility Charge:** This is the minimum bill charge that each member pays monthly to cover a small portion of the costs for Shelby Energy to provide electric service. This would be the member's bill amount with no energy usage.
 - Environmental Surcharge:** This reflects the cost of equipment and other expense our power supplier incurs as it complies with EPA regulations.


FRONT



Manage your account with SmartHub!

- Make Payments
- Track Electric Usage
- Report Outages

Sign up today at www.shelbyenergy.com



Do you want all the features of SmartHub optimized for use on your mobile device? Download the SmartHub app!

Customer Name: **JOHN SMITH**
JANE SMITH
10000-001

1 Account #
Report an Outage - (800) 292-6585

Total Amount Due

\$130.16

Due Date: 7/15/2020

Contact Numbers
(502) 633-4420
(800) 292-6585 - Toll Free

Office Hours
7:00 a.m. - 4:00 p.m. EST
Website: www.shelbyenergy.com

BACK

Total Monthly Use	Average Temperature	AVERAGE DAILY COST	Average Daily Use
1,125 kWh	76°F	\$4.19	36

Account Summary <small>Current charge detail found on the back of this page</small>	
Total Amount Due From Previous Statement	\$162.52
Payments	-\$162.52
Balance Prior To This Billing	\$ 0.00
Current Charges	\$130.16
Total Amount Due By July 15, 2020	\$130.16
Total Amount Due After July 15, 2020	\$142.79

IMPORTANT MEMBER INFORMATION

2019 Net Margins have been allocated to our members' patronage capital accounts.
Your allocation for 2019 was \$738.97.

Twin Valley utilizes patronage held for capital projects. The retirement (or payment) of patronage funds back to members is authorized by the Board of Directors when they determine it is in the best interest of the cooperative to do so.

KEEP SEND



SHELBY ENERGY COOPERATIVE, INC.
A "Tennessee Energy" Cooperative

P. O. Box 309
Shelbyville, KY 40066-0309


Account Number	100000-001
Total Due Now	\$130.16
Total Due After mm/dd/yy	\$142.79
Wintercare Amount Enclosed	

PAY YOUR BILL 24/7
ONLINE: Check or credit/debit card at www.shelbyenergy.com or download the mobile app.
PHONE: (502) 633-4420 or Toll Free: (800) 292-6585


2 5

RICHARD S CARPENTER
123 SMITH LANE
ANYWHERE, KY 40000
ATDFAAFTFAFTFATTTFD00AATAAFTDFDADFDFDFAFDTAFFFTFD0TDTATFTADTDA

SHELBY ENERGY COOPERATIVE
PO BOX 309
SHELBYVILLE KY 40066-0309 17



1101330397100000000000000000004771000004771102220205



Services: From 05/20/2020 To 06/20/2020 Days 31

Readings: Previous 88491 Present 89616

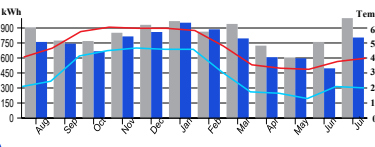
Meter Multiplier 1 kWh Usage 1,125 kW Demand 1,125

5 Account Information

Account Number: 100000-001
Member Name: John Smith
Jane Smith
Billing Date: 06/26/2020
Phone Number: (888) 888-8888
Service Address: 123 SMITH LN ANYWHERE, KY 40000
Rate: General Service

Usage History

Previous Year Current Year Daily High Temp Daily Low Temp




CUSTOMER SERVICE M-F | 7:00 AM - 4:00 PM EST
(502) 633-4420 Toll Free: (800) 292-6585
www.shelbyenergy.com

6 Current Activity


Balance Forward		\$0.00
Energy Charge	1,125 kWh @ 0.08684	\$97.70
Fuel Cost Adjustment	1,125 kWh X -0.00899	-\$10.11
Consumer Facility Charge		\$15.00
Environmental Surcharge	11.45% X 102.58	\$11.75
Standard LED		\$10.72
County Tax	Tax %	5.10
Total Current Charges		\$130.16

TOTAL AMOUNT DUE \$130.16


DUE DATE 07/15/2020




My Account
Pay online or enroll in SmartHub at www.shelbyenergy.com



Auto Pay
Set it up once and automatically make your payments



Phone
(502) 633-4420
Toll Free: (800) 292-6585



Payment Centers
* Henry County Supply
New Castle, KY
* Riverside Smoker Friendly
Milton, KY
* Poppy's General Store
Bedford, KY

If you have questions regarding how to read your bill, please call us at (800) 292-6585.