

## Statement from West Kentucky Rural Electric Cooperative Corporation Regarding Member Concerns

West Kentucky Rural Electric Cooperative is currently responding to members' questions and concerns regarding two issues, first, the accuracy of its new automated meters, and second, the accuracy of the Co-op's billing.

Over the past six months WKRECC has been undergoing a system-wide transition to automated meters. The meters being installed have been laboratory tested and meet the highest ANSI standards for electricity meters. WKRECC has and continues to conduct random testing on these new meters to provide ongoing assurance for our members. To date, every meter tested has exceeded the standards.

While completing the meter transition, West Kentucky Rural Electric continues to read meters manually and bill members based on those manual readings. West Kentucky RECC has identified a very limited number of billing errors resulting from human error, including transposing numbers during manual meter reading entries and data entry errors that occurred while combining the old meter readings with the new ones. These are isolated incidents and West Kentucky RECC has found no evidence of widespread billing concerns.

West Kentucky RECC believes the primary reason for the increase in their electric bills is cold weather in December and early January. Several billing cycles in Marshall County included 10 or more days when the average daily temperature was below freezing. Longer billing cycles driven by the timing of manual meter reads also contributed to some of the higher bills.

West Kentucky RECC's customer service representatives and energy advisors stand ready to work with members to review their bills and help resolve any questions regarding their energy usage.

Members with questions can contact WKRECC at 270-247-1321 or 1-877-495-7322.