

date of the bill that was sent to Mr. Copenhaver by North Shelby Water prior to the assessment of late fees.

The Commission finds that additional information is needed to assist the Commission in making a determination of whether the complaint establishes a *prima facie* case. Therefore, North Shelby Water should file its responses to Commission Staff's Request for Information, attached to this Order as Appendix A, on or before the date set forth by Commission Staff in the request.

A copy of Mr. Copenhaver's complaint is attached to this Order as Appendix B to inform North Shelby Water of the subject of the complaint and to assist in identifying Mr. Copenhaver 's account.

IT IS THEREFORE ORDERED that:

1. A copy of this Order shall be served on North Shelby Water for the sole purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a *prima facie* case.


2. North Shelby Water shall respond to Commission Staff's Request for Information as provided in Appendix A attached to this Order.

3. A copy of this Order shall be served on the Complainant, Kevin Heath Copenhaver, by U.S. certified mail, return receipt requested at 2690 Elmburg Road, Shelbyville, Kentucky 40065.

4. Any responses filed by North Shelby Water shall be mailed to Mr. Copenhaver at the address set forth in ordering paragraph 3.

PUBLIC SERVICE COMMISSION


Chairman


Commissioner


Commissioner

ATTEST:

 AP
Executive Director

ENTERED
MAR 11 2025 AH
KENTUCKY PUBLIC
SERVICE COMMISSION

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2025-00040 DATED MAR 11 2025

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO NORTH SHELBY WATER COMPANY

North Shelby Water Company (North Shelby Water), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on March 28, 2025. The Commission directs North Shelby Water to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

North Shelby Water shall make timely amendment to any prior response if North Shelby Water obtains information that indicates the response was incorrect or incomplete

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

when made or, though correct and complete when made, is now incorrect or incomplete in any material respect.

For any request to which North Shelby Water fails or refuses to furnish all or part of the requested information, North Shelby Water shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, North Shelby Water shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to North Shelby Water's Tariff Sheet 6.² Provide the day that the bills and the termination notice relevant to this complaint were mailed.
2. Identify any portion of North Shelby Water's Tariff that may provide the utility discretion to grant the removal of late fees.
3. Provide copies of all communications regarding water service to 2690 Elmburg Road, Shelbyville, Kentucky 40065, between Kevin Heath Copenhaver and North Shelby Water, including but not limited to bills, five-day written notice for involuntary termination of service, email messages, written communications, and notes of telephonic

² P.S.C. Ky. No. 2, Sheet 6 (issued Dec. 15, 2023) effective Dec. 20, 2023.

or other oral communications concerning North Shelby Water assessing a late fee for service at 2690 Elmburg Road, Shelbyville, Kentucky in January 2025.

4. All other information that North Shelby Water deems relevant to the matters raised in Kevin Heath Copenhaver's Complaint.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00040 DATED MAR 11 2025

TWO PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

FEB 18 2025

PUBLIC SERVICE
COMMISSION

In the matter of:

KEVIN HEATH COPELANDER
(Your Full Name) COMPLAINTANT

VS.

North Shelby WATER
(Name of Utility) DEFENDANT

COMPLAINT

The complaint of KEVIN HEATH COPELANDER respectfully shows:
(Your Full Name)

(a) KEVIN HEATH COPELANDER
(Your Full Name)
2690 EMBURG RD Shelbyville, KY 40065
[Redacted]

(b) NORTH Shelby Water Co.
(Name of Utility)
P.O. Box 97 BAGDAD, KY 40003
(Address of Utility)

(c) That: We sent our water bill payment in Dec 30th, 2024
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,
or facts that are the reason and basis for the complaint.)
The post office was late due to weather that hit the state
of Kentucky the 1st week of Jan. North Shelby received
our payment late and still sent out the late notice
It took the late notice one week to arrive at our mailbox
because of the weather. We received it on Jan. 14th and they
threatened to turn off our water on the 15th of Jan.

Copenhaver vs. North Shelby water.

I called and spoke to Tara and David in the North Shelbyville water office. They said said absolutely "NO". So I called and spoke with Mrs. Tritt @ the K.P.S. Commis. She said it was not their fault it was late so I had to pay the late fee. I said why is it the consumers fault then! Mail was delayed both ways by the weather. Thank you for your consideration. Heath Copenhaver.

Wherefore, complainant asks To drop the late fees, because the
(Specifically state the relief desired.)

weather caused the mail to be delayed both ways.
FEE WAS \$10.87.

Dated at Shelbyville Kentucky, this Feb 12th day of

Feb 2025
(Month)

Heath Copenhaver
(Your Signature)

(Name and Address of Attorney, if any)

02-12-25
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

*Kevin Copenhaver
2690 Elmburg Road
Shelbyville, KENTUCKY 40065

*North Shelby Water Company
4596 Bagdad Road
P. O. Box 97
Bagdad, KY 40003