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May 22, 2025

Linda C. Bridwell, Executive Director  
Public Service Commission  
P.O. Box 615  
Frankfort, Kentucky 40602

**RECEIVED**  
**MAY 22 2025**  
**PUBLIC SERVICE**  
**COMMISSION**

Re: Case No. 2025-00040  
Kevin Heath Copenhaver v. North Shelby Water Company

Dear Ms. Bridwell:

Enclosed are North Shelby Water Company's Responses to the Commission Staff's Second Request for Information.

This shall certify that the electronic filing was transmitted to the Commission on May 22, 2025. A paper copy was mailed to the Complainant, Kevin Heath Copenhaver, 2690 Elmburg Road, Shelbyville, Kentucky 40065. Pursuant to the Commission's July 22, 2021 Order in Case No. 2020-00085, no paper copies of North Shelby Water Company's Responses to the Commission Staff's Second Request for Information will be filed.

If you have any questions regarding this matter, please do not hesitate to call me.

Sincerely

RIGGS PIPPIN & BULLOCK, PSC

By:   
Nathan T. Riggs

NTR/pm

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:	)	
KEVIN HEATH COPENHAVER	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO. 2025-00040
	)	
NORTH SHELBY WATER COMPANY	)	
DEFENDANT	)	

**NORTH SHELBY WATER COMPANY'S RESPONSE TO  
COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION**

Comes North Shelby Water Company, in person and by counsel, and in response to the  
Commission Staff's Second Request for Information submits the following:

**NORTH SHELBY WATER COMPANY'S  
RESPONSE TO  
COMMISSION STAFF'S SECOND REQUEST FOR  
INFORMATION TO NORTH SHELBY WATER COMPANY  
IN  
CASE NO. 2025-00040**

1. Identify any portion of North Shelby Water's Tariff that may provide the utility discretion to grant the removal of late fees.

**Response 1**

The tariff states in pertinent part, "...Bills are due when rendered. If not paid within fifteen (15) days of the date they are mailed by the Company, a penalty equal to ten (10%) percent of the bill will be applied and a 5-day notice of intended disconnection may be mailed...Failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the Customer from payment."

There is nothing in the tariff to address North Shelby Water's discretion to grant the removal of late fees.

**Person Responsible**

David Hedges, General Manager

2. Refer to North Shelby Water's response to Commission Staff's First Request for Information, Item 3. This responses was not responsive. 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 email messages, written communications, and notes of telephonic or other oral communications concerning North Shelvy Water assessing a late fee since January 2025.

### **Response 2**

This is attached to this Response 2 as page 8. There were two telephonic communications with the Complainant, but no written messages or emails other than that attached hereto.

Further, while there are no notes made by North Shelby Water regarding the communications, General Manager David Hedges believed that the two communications occurred shortly after the late notice was mailed on January 7, 2025. First, the Complainant called Tara Peyton, then David Hedges. Hedges explained during that conversation that there was nothing he could do to waive the fee, as it would be unfair to the other Customers and contrary to the Tariff. He also advised the Complainant that he could file a complaint with the Public Service Commission.

### **Person Responsible**

Tara Peyton, Office Manager

David Hedges, General Manager

3. Provide copies of all bills and five-day written notice for involuntary termination of service at 2690 Elmburg Road, Shelbyville, Kentucky since January 2025, including but not limited to, a copy of each bill mailed to 690 Elmburg Road, Shelbyville, Kentucky.

**Response 3**

These are attached to this Response 3 as pages 9 through 10.

**Person Responsible**

Tara Peyton, Office Manager

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

#### **Response 4**

If Mr. Copenhaver deems the mail service to be unreliable, there are other payment options available. Bills can be paid online, through our automated service or automatically deducted from the Customer's bank account.

Furthermore, North Shelby Water is unable to control the weather or any other factor which may cause delays in mail service. Additionally, if North Shelby Water complied with the Complainant's request to waive the late penalty, North Shelby Water could be fairly accused of acting capriciously or with favoritism in assessing late penalties in the future.

#### **Person Responsible**

Tara Peyton, Office Manager

David Hedges, General Manager

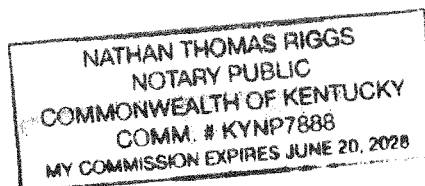
The undersigned, **David Hedges**, General Manager of North Shelby Water Company, being duly sworn, states that the responses herein are true and accurate to the best of my knowledge and belief formed after reasonable inquiry.

Dated: \_\_\_\_\_, 2025.

NORTH SHELBY WATER COMPANY

By: [Signature]  
David Hedges, General Manager

The foregoing was subscribed, sworn to and acknowledged before me by David Hedges, General Manager, on behalf of North Shelby Water Company, this 22 day of May, 2025.



[Signature]  
Notary Public, State at Large  
My Comm. Expires: 6/20/2028  
Notary ID No: KYNP7888

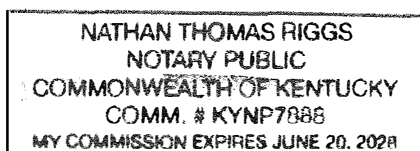
The undersigned, **Tara Peyton**, Office Manager of North Shelby Water Company, being duly sworn, states that the responses herein are true and accurate to the best of my knowledge and belief formed after reasonable inquiry.

Dated: 5/21/25, 2025.

NORTH SHELBY WATER COMPANY


By: [Signature]  
Tara Peyton, Office Manager

The foregoing was subscribed, sworn to and acknowledged before me by Tara Peyton, Office Manager, on behalf of North Shelby Water Company, this 22 day of May, 2025.



[Signature]  
Notary Public, State at Large  
My Comm. Expires: 6/20/2028  
Notary ID No: KYNP7888

RIGGS PIPPIN & BULLOCK, PSC

By:   
Nathan T. Riggs  
500 Main Street, Suite 5  
Shelbyville, Kentucky 40065  
Phone: (502) 633-5220  
Fax: (502) 633-0667  
Attorney for North Shelby Water Company  
e-mail: [natriggs76@gmail.com](mailto:natriggs76@gmail.com)

CERTIFICATE OF SERVICE

I, the undersigned attorney, do hereby certify that the foregoing responses were mailed to the following on Mar 22, 2025:

Electronically served:

Ms. Linda C. Bridwell, Executive Director  
Kentucky Public Service Commission  
211 Sower Blvd.  
PO Box 615  
Frankfort, KY 40602

Kevin Heath Copenhaver  
26920 Elmburg Road  
Shelbyville, KY 40065

  
Nathan T. Riggs



**Tara Peyton**

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**From:** Tara Peyton  
**Sent:** Wednesday, January 15, 2025 8:59 AM  
**To:** Tutt, Rosemary (PSC)  
**Subject:** RE: 2025\_73.pdf Copenhaver  
**Attachments:** Copenhaver bill.pdf; Copenhaver late notice.pdf

Good morning. In January 2018 we had a software conversion. Our history only goes back to that date. Mr. Copenhaver has been with us prior to January 1, 2018. He had a late charges in February 2024 and on January 2025. We do have the option to pay online, which can be accessed from our website northshelbywater.com. Or he could call the automated service and pay with a check or debit/credit card anytime as well.

**From:** Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
**Sent:** Tuesday, January 14, 2025 4:12 PM  
**To:** Tara Peyton <tara@northshelbywater.com>  
**Subject:** 2025\_73.pdf Copenhaver  
**Importance:** High

## Customer Transactions

Account: [REDACTED] COPENHAVER, HEATH / NATALIE  
 From 12/1/2024 12:00:00 AM To 2/1/2025 11:59:59 PM

Account Number	Transaction Type	Date Posted	Amount	Due/Applied	Reference	Previous Reading	Present Reading	Usage	Location	Balance
[REDACTED]	Balance Forward	12/01/2024	\$120.51	\$0.00	Balance Forward				142-16730	\$120.51
	Payment Check : NS	12/04/2024	-\$120.51	-\$120.51					142-16730	\$0.00
	WATER	12/17/2024	\$105.53	\$0.00	Charges	2395100	2409000	13,900	142-16730	\$105.53
						11/06/2024	12/07/2024			
	School Tax	12/17/2024	\$3.17	\$0.00	Tax Charges				142-16730	\$108.70
	Water Penalty	01/07/2025	\$10.67	\$0.00					142-16730	\$119.57
	Payment Check : NS	01/13/2025	-\$108.70	-\$108.70					142-16730	\$10.87
	WATER Deposit	01/15/2025	-\$2.45	-\$2.45	Interest Applied				142-16730	\$8.42
	WATER	01/15/2025	\$106.13	\$0.00	Charges	2409000	2423000	14,000	142-16730	\$114.55
						12/07/2024	01/06/2025			
	School Tax	01/15/2025	\$3.18	\$0.00	Tax Charges				142-16730	\$117.73
Total Transactions: 9		Total Amount: \$117.73				Total Usage: 27,900				

Location Number

142-16730

Service Address

2690 ELMBURG RD BAGDAD, KY

21 days between December Bill (12/17/24)  
 and late notice (1/7/25). Six additional  
 days were given to receive bill and return  
 payment.

- Payment was received 1/13/25



North Shelby Water Co.  
P.O. Box 97  
Bagdad, KY 40003

ACCOUNT #	
PREVIOUS BALANCE	\$0.00
NET AMOUNT DUE	\$119.57
DUE DATE	1/15/2025
AMOUNT DUE LATE	\$119.57



Heath / Natalie Copenhauer  
2690 Elmburg Rd  
Shelbyville, KY 40065-7956

North Shelby Water Co.  
P.O. Box 97  
Bagdad, KY 40003

SERVICE PERIOD	ACCOUNT #	BILL DATE	SERVICE ADDRESS	
		1/7/2025	2690 ELMBURG RD	
DESCRIPTION	PREVIOUS	PRESENT	USAGE	CHARGES
Balance Forward: 12/20/2024				\$108.70
Water Penalty				\$10.87

## LATE NOTICE

IF YOUR PAYMENT HAS BEEN MADE, PLEASE DISREGARD THIS NOTICE. IMPORTANT REMINDER, IF YOUR PAYMENT IS NOT RECEIVED BEFORE THE DISCONNECT/DUE DATE OF 1/15/25, YOU WILL BE DISCONNECTED!!!! TO PAY: [northshelbywater.com](http://northshelbywater.com) OR 877-221-4881

NET AMOUNT DUE	\$119.57
DUE DATE	1/15/2025
AMOUNT DUE LATE	\$119.57

NexBill Pay telelink: (877) 221-4881

