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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 First 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 First 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 FIRST REQUEST FOR INFORMATION**

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

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

1. Refer to North Shelby Water's Tariff Sheet 6¹. Provide the day that the bills and the termination notice relevant to this Complaint were mailed.

Response 1

The original bill was mailed out on December 17, 2024. The termination notice (late notice) was mailed out on January 7, 2025.

Person Responsible

Tara Peyton, Office Manager

¹ P.S.C. Ky. No. 2, Sheet 6 (issued Dec. 15, 2023) effective Dec. 20, 2023.

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

Response 2

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

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

Response 3

This is attached to this Response 3 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

4. All other information that North Shelby Water deems relevant to the matter 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

)

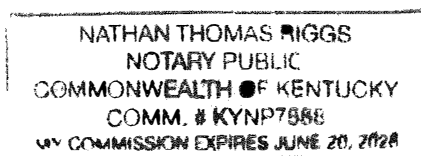
The undersigned, **David Hedges**, General Manager of North Shelby Water Company, being duly sworn, states that the responses herein are true and accurate to the best of my knowledge and belief formed after reasonable inquiry.

Dated: 5/22, 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

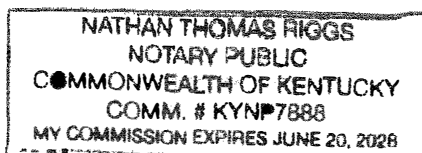
The undersigned, **Tara Peyton**, Office Manager of North Shelby Water Company, being duly sworn, states that the responses herein are true and accurate to the best of my knowledge and belief formed after reasonable inquiry.

Dated: 5/22, 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

CERTIFICATE OF SERVICE

I, the undersigned attorney, do hereby certify that the foregoing responses were mailed to the following on May 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

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

Good morning. In January 2018 we had a software conversion. Our history only goes back to that date. Mr. Copenhauer 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