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**Case Management System - KY Public Service Commission***Complaint Cases Before the Commission as of August 26, 2025***2025-00040**

RECEIVED: 02/18/25

FILED: 02/18/25

FINAL:

REOPENED:

SUSPENSION DATE:

CASE NATURE: Kevin Heath Copenhaver, Complainant; North Shelby Water Company, Defendant

**CASE CODE**

Complaints - Rates

**UTILITIES:**

North Shelby Water Company

**HEARINGS:**

07/23/25 Informal Conference

**INDEX OF EVENTS:**

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 07/25/25 | Notice of Filing of Informal Conference Memo and Attendance List                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 07/23/25 | North Shelby Water Company Supplemental Response to Commission Staff Second Request for Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 07/14/25 | COMMISSION STAFF'S NOTICE OF INFORMAL CONFERENCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 05/22/25 | North Shelby Water Company Response to Commission Staff First Request for Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 05/22/25 | North Shelby Water Company Response to Commission Staff Second Request for Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 05/19/25 | Order Entered: 1. North Shelby Water shall file complete written responses, within seven days of the service date of this Order, in the format set forth in the requests and consistent with 807 KAR 5:001, to Staff's First Request and Staff's Second Request, attached as Appendices to this Order. 2. North Shelby Water shall respond to any and all future requests for information issued by Commission Staff as set forth in those requests. 3. North Shelby Water shall file a written response within ten days of the service date of this Order to show cause as to why it should not be subject to penalties under KRS 278.990 for its failure to comply with the Commission's Order, Appendix, Staff's First Request and Staff's Second Request. |
| 04/14/25 | COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION TO NORTH SHELBY WATER COMPANY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 03/25/25 | North Shelby Water Company Response to Commission Order                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 03/11/25 | Order Entered: 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.                                                                |
| 02/19/25 | Acknowledge Receipt of Filing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 02/18/25 | Kevin Heath Copenhaver v. North Shelby Water Company                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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Total Number of Cases: 1