

DOC11R

Case Management System - KY Public Service Commission

Complaint Cases Before the Commission as of January 13, 2026

2025-00040

RECEIVED: 02/18/25 FILED: 02/18/25 FINAL: 10/10/25
SUSPENSION DATE:

REOPENED:

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:

10/10/25	Final Order Entered: 1. Mr. Copenhaver's complaint shall be dismissed as satisfied and removed from the Commission's docket. 2. A copy of this Order shall be served by U.S. Postal Service, First-Class Mail, on Kevin Heath Copenhaver by at 2690 Elmburg Road, Shelbyville, Kentucky 40065.
09/30/25	North Shelby Water District Affidavit regarding Complainant Late Fees
09/15/25	North Shelby Water Company Answer to Complaint
09/05/25	Order Entered: 1. North Shelby Water shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. 2. A copy of this Order shall be served by U.S. Postal Service, First-Class Mail, on Kevin Heath Copenhaver by at 2690 Elmburg Road, Shelbyville, Kentucky 40065. 3. North Shelby Water shall serve any filings upon Kevin Heath Copenhaver by U.S. Postal Service mail at 2690 Elmburg Road, Shelbyville, Kentucky 40065.
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 <i>prima facie</i> 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

Total Number of Cases: 1