

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of: )  
ELECTRONIC ALLEGED FAILURE OF )  
NORTH SHELBY WATER COMPANY ) CASE NO. 2025-00273  
TO COMPLY WITH KRS 278.014 )  
AND 807 KAR 5:0006, SECTION 9 )

**NORTH SHELBY WATER COMPANY'S ANSWER TO THE COMPLAINT  
OF THE COMMISSION**

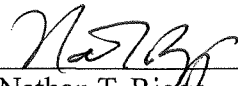
Comes North Shelby Water Company, in by counsel, and in Answer to the Complaint of the Commission, states as follows:

1. North Shelby Water Company denies that it is in violation of KRS 278.160(2), KRS 278.0154(2), or 807 KAR 5:006. The late fees referenced by the Commission from Case No. 2025-00040 resulted from the unique circumstances of that case. Throughout the pendency of that action, North Shelby Water Company repeatedly informed the customer that any late fees assessed on the account would be waived outside of the initial late fee. This was also discussed at the informal conference with the Commission on July 23, 2025. There was no intention by North Shelby Water to charge excessive late fees.
2. Furthermore, the billing system used by North Shelby Water Company, AMPSTUN, is a widely used billing system by utility companies across the Commonwealth of Kentucky.

WHEREFORE, North Shelby Water Company requests that the Commission dismiss its Complaint.

RESPECTFULLY SUBMITTED,

RIGGS & PIPPIN, PSC


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CERTIFICATE OF SERVICE

I, the undersigned attorney, do hereby certify that the foregoing Answer was mailed to the following on November 21, 2025:

Electronically served:

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

  
Nathan T. Riggs