

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

FEB 18 2025

PUBLIC SERVICE
COMMISSION

In the matter of:

KEVIN HEATH COPENTHAVER
(Your Full Name) COMPLAINANT

VS.

North Shelby WATER
(Name of Utility) DEFENDANT

COMPLAINT

The complaint of KEVIN HEATH COPENTHAVER respectfully shows:
(Your Full Name)

(a) KEVIN HEATH COPENTHAVER
(Your Full Name)
2690 EMBURG RD Shelbyville, KY 40065
[Redacted]

(b) NORTH Shelby Water Co.
(Name of Utility)
P.O. Box 97 BAGDAD, KY 40003
(Address of Utility)

(c) That: We sent our water bill payment in Dec 30th, 2024
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,
or facts that are the reason and basis for the complaint.)
The post office was late due to weather that hit the state
of Kentucky the 1st week of Jan. North Shelby received
our payment late and still sent out the late notice
It took the late notice one week to arrive at our mailbox
because of the weather. We received it on Jan. 14th and they
threatened to turn off our water on the 15th of Jan.

Copenhaver vs. North Shelby water.

I called and spoke to Tara and David in the North Shelbyville water office. They said said absolutely "NO". So I called and spoke with Mrs. Turr @ the K.P.S. Commis. She said it was not their fault it was late so I had to pay the late fee. I said why is it the consumers fault then! Mail was delayed both ways by the weather. Thank you for your consideration. Heath Copenhaver.

Wherefore, complainant asks

To drop the late fees, because the
(Specifically state the relief desired.)

weather caused the mail to be delayed both ways.
FEE WAS \$10.87.

Dated at Shelbyville Kentucky, this Feb 12th day of

Feb, 2025
(Month)

Heath Copenhaver
(Your Signature*)

(Name and Address of Attorney, if any)

02-12-25
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.