

North Shelby Water Company

PO Box 97

Bagdad, KY 40003

Toll Free 1-800-870-4148

(502) 747-8942

Fax: (502) 747-9048

Bryan Franklin, President

Kevin Armstrong, Vice President

Tom McGinnis, Secretary/Treasurer

James Anglin, Director

Charles Ooane, Director

Brent Frazier, Director

Jim Smith, Director

Leo Young, Director

3/25/25

RE: Heath Copenhaver

2690 Elmburg Rd.

Bagdad, KY 40003

RECEIVED

MAR 25 2025

**PUBLIC SERVICE
COMMISSION**

Case No: 2025-00040

In response to Mr. Copenhaver's complaint, per our tariff "failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the Member from payment." When the Member called the office, he was told by me and the general manager of North Shelby Water that we were not responsible for the mail. Unfortunately, the mail service has caused issued for the company as well as our water members. Although we sympathize with our customers, we must uphold the tariff. A copy of the "Rules and Regulations" page is included in this packet along with a copy of the original bill mailed out 12/17/24 and the late notice mailed out 1/7/25.

Sincerely-

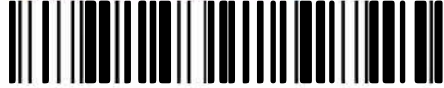
**Tara Peyton
Office manager**

**David Hedges
manager**



Heath / Natalie Copenhauer
 2690 Elmburg Rd.
 Shelbyville, KY 40065-7956

ACCOUNT #	[REDACTED]
PREVIOUS BALANCE	\$0.00
NET AMOUNT DUE	\$108.70
DUE DATE	1/5/2025
AMOUNT DUE LATE	\$119.57



SERVICE PERIOD	ACCOUNT #	BILL DATE	SERVICE ADDRESS	
11/6/2024 - 12/7/2024	[REDACTED]	12/17/2024	2690 ELMBURG RD	
DESCRIPTION	PREVIOUS	PRESENT	USAGE	CHARGES
Balance Forward: 12/16/2024				\$0.00
WATER	2395100	2409000	13900	\$105.53
School Tax				\$3.17

OFFICE HOURS- MONDAY-FRIDAY 8AM-4PM (502) 747-8942 TO PAY
 ONLINE, PLEASE VISIT northshelbywater.com OR CALL (877) 221-4881 TO
 SIGN UP FOR BANK DRAFT (ACH), PLEASE CALL THE OFFICE! WE DO
 NOT ACCEPT BANK PAY CHECKS (FROM YOUR BANK'S WEBSITE) OR
 DOXO PAYMENTS!

NET AMOUNT DUE	\$108.70
DUE DATE	1/5/2025
AMOUNT DUE LATE	\$119.57

NexBill Pay telelink: (877) 221-4881



Heath / Natalie Copenhauer
 2690 Elmburg Rd
 Shelbyville, KY 40065-7956

ACCOUNT #	[REDACTED]
PREVIOUS BALANCE	\$0.00
NET AMOUNT DUE	\$119.57
DUE DATE	1/15/2025
AMOUNT DUE LATE	\$119.57



SERVICE PERIOD	ACCOUNT #	BILL DATE	SERVICE ADDRESS	
	[REDACTED]	1/7/2025	2690 ELMBURG RD	
DESCRIPTION	PREVIOUS	PRESENT	USAGE	CHARGES
Balance Forward: 12/20/2024				\$108.70
Water Penalty				\$10.87

LATE NOTICE

IF YOUR PAYMENT HAS BEEN MADE, PLEASE DISREGARD THIS NOTICE. IMPORTANT REMINDER, IF YOUR PAYMENT IS NOT RECEIVED BEFORE THE DISCONNECT/DUE DATE OF 1/15/25, YOU WILL BE DISCONNECTED!!!! TO PAY: northshelbywater.com OR 877-221-4881

NET AMOUNT DUE	\$119.57
DUE DATE	1/15/2025
AMOUNT DUE LATE	\$119.57

North Shelby Water Company

Customer Transactions

Account: ██████████ COPENHAVER, HEATH / NATALIE

From 12/1/2024 12:00:00 AM To 2/1/2025 11:59:59 PM

Account Number	Transaction Type	Date Posted	Amount	Due/Applied	Reference	Previous Reading	Present Reading	Usage	Location	Balance
██████████	Balance Forward	12/01/2024	\$120.51	\$0.00	Balance Forward				142-16730	\$120.51
	Payment Check : NS	12/04/2024	-\$120.51	-\$120.51					142-16730	\$0.00
	WATER	12/17/2024	\$105.53	\$0.00	Charges	2395100	2409000	13,900	142-16730	\$105.53
						11/06/2024	12/07/2024			
	School Tax	12/17/2024	\$3.17	\$0.00	Tax Charges				142-16730	\$108.70
	Water Penalty	01/07/2025	\$10.87	\$0.00					142-16730	\$119.57
	Payment Check : NS	01/13/2025	-\$108.70	-\$108.70					142-16730	\$10.87
	WATER Deposit	01/15/2025	-\$2.45	-\$2.45	Interest Applied				142-16730	\$8.42
	WATER	01/15/2025	\$106.13	\$0.00	Charges	2409000	2423000	14,000	142-16730	\$114.55
					12/07/2024	01/08/2025				
School Tax	01/15/2025	\$3.18	\$0.00	Tax Charges				142-16730	\$117.73	
Total Transactions: 9		Total Amount: \$117.73		Total Usage: 27,900						

Location Number	Service Address
142-16730	2690 ELMBURG RD BAGDAD, KY

* Indicates Charges that are not finalized