

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KEVIN HEATH COPENHAVER)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2025-00040
)	
NORTH SHELBY WATER COMPANY)	
)	
DEFENDANT)	

COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION
TO NORTH SHELBY WATER COMPANY

North Shelby Water Company (North Shelby Water), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on May 2, 2025. The Commission directs North Shelby Water to the Commission's July 22, 2021, Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated electronic filing, with exception to *pro se* formal complaints filed against utilities). *Pro se* parties in formal complaint cases may submit responses by U.S. Mail addressed to the Public Service Commission at 211 Sower Boulevard, P.O. Box 615, Frankfort, Kentucky 40602-0615, or by electronic email sent to PSCED@ky.gov. Responses filed using electronic email should include the case number in the subject line of the message and a read receipt to ensure the Commission received the message and documents.

representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

North Shelby Water shall make timely amendment to any prior response if North Shelby Water obtains information that indicates the response was incorrect or incomplete when made or, though correct or complete when made, is now incorrect or incomplete in any material respect.

For any request to which North Shelby Water fails or refuses to furnish all or part of the requested information, North Shelby Water shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, North Shelby Water shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

A copy of this request shall be served on the Kevin Heath Copenhaver by U.S. Postal Service, First-Class mail at 2690 Elmburg Road, Shelbyville, Kentucky 40065.

1. Identify any portion of North Shelby Water's Tariff that may provide the utility discretion to grant the removal of late fees.

2. Refer to North Shelby Water's response to Commission Staff's First Request for Information, Item 3. This response was not responsive. Provide copies of all communications regarding water service to 2690 Elmburg Road, Shelbyville, Kentucky 40065, between Kevin Heath Copenhaver and North Shelby Water, including but not limited to email messages, written communications, and notes of telephonic or other oral communications concerning North Shelby Water assessing a late fee since January 2025. If oral communications were made, provide a summary of the communication.

3. Provide copies of all bills and five-day written notice for involuntary termination of service at 2690 Elburg Road, Shelbyville, Kentucky, since January 2025, including but not limited to, a copy of each bill mailed to 2690 Elmburg Road, Shelbyville, Kentucky 40065.

4. All other information that North Shelby Water deems relevant to the matters raised in Kevin Heath Copenhaver's Complaint.

 *Linda C. Bridwell* PE

Linda C. Bridwell, PE
Executive Director
Public Service Commission
P.O. Box 615
Frankfort, KY 40602

DATED APR 14 2025

cc: Parties of Record

Case No. 2025-00040

*Kevin Copenhaver
2690 Elmburg Road
Shelbyville, KY 40065

*North Shelby Water Company
4596 Bagdad Road
P. O. Box 97
Bagdad, KY 40003