

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)	

ORDER

On February 18, 2025, Kevin Heath Copenhaver tendered a formal complaint with the Commission against North Shelby Water Company (North Shelby Water) concerning the assessment of late fees on his account for service at 2690 Elmburg Road, Shelbyville, Kentucky 40065, a copy of which is attached as an Appendix to this Order and incorporated herein. An Informal Conference was held on June 23, 2025, and subsequently, North Shelby Water provided copies of bills and late notices from January 2025 through the current billing cycle on June 23, 2025.

North Shelby Water is hereby notified that upon review of the information provided, the Commission finds that there is sufficient evidence North Shelby Water has been incorrectly assessing penalties to Mr. Copenhaver's account in accordance with KRS 278.014(2) and 807 KAR 5:006, Section 9(3)(h)(3).

The Commission finds that pursuant to 807 KAR 5:001, Section 20(4)(b), North Shelby Water should satisfy the matters complained of or file a written answer to the


complaint within ten days from the date of service of this Order. The Commission directs North Shelby Water to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Any filings made by North Shelby Water should be served on Kevin Copenhaver at the address set forth in the ordering paragraphs.


IT IS THEREFORE ORDERED that:

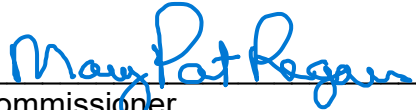
1. North Shelby Water shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.
2. A copy of this Order shall be served by U.S. Postal Service, First-Class Mail, on Kevin Heath Copenhaver by at 2690 Elmburg Road, Shelbyville, 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.

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 the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).

PUBLIC SERVICE COMMISSION


Chairman


Commissioner


Commissioner

ATTEST:

 RP
Executive Director



Case No. 2025-00040

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00040 DATED SEP 05 2025

TWO PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

FEB 18 2025

PUBLIC SERVICE
COMMISSION

In the matter of:

KEVIN HEATH COPENHAVER

(Your Full Name)

COMPLAINANT

VS.

North Shelby Water

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of

KEVIN HEATH COPENHAVER

(Your Full Name)

respectfully shows:

(a)

KEVIN HEATH COPENHAVER

(Your Full Name)

2690 EMBURG RD Shelbyville, KY 40065

(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 31st, 2024

(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,

The post office was late due to weather that hit the state

or facts that are the reason and basis for the complaint.)

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.

Copenhagen 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. Titt @ 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 Copenhagen.

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
(Your City)

Feb, 2025.
(Month)

Heath Copenhagen
(Your Signature*)

(Name and Address of Attorney, if any)

02-12-25
Date

*Kevin Copenhaver
2690 Elmburg Road
Shelbyville, KY 40065

*Nathan T Riggs
Riggs, Prather, Ratliff & Bullock, PSC
500 Main Street, Suite 5
Shelbyville,

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

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

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