

RIGGS & PIPPIN, PSC  
ATTORNEYS AT LAW  
500 MAIN STREET, SUITE 5  
SHELBYVILLE, KENTUCKY 40065

NATHAN T. RIGGS  
ERIN R. PIPPIN  
C. LEWIS MATHIS, JR. (Of Counsel)  
T. SHERMAN RIGGS (Of Counsel)  
DONALD T. PRATHER (1956 - 2017)

TELEPHONE: (502) 633-5220  
FAX: (502) 633-0667

E-MAIL: [pmcclainrpbatty@gmail.com](mailto:pmcclainrpbatty@gmail.com)

September 15, 2025

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

**RECEIVED**

**SEP 15 2025**

**PUBLIC SERVICE  
COMMISSION**

Re: Case No. 2025-00040  
Kevin Heath Copenhaver v. North Shelby Water Company

Dear Ms. Bridwell:

Enclosed are North Shelby Water Company's Answer to the Complaint of Kevin Heath Copenhaver.

This shall certify that the electronic filing was transmitted to the Commission on September 15, 2025. A paper copy was mailed to the Complainant, Kevin Heath Copenhaver, 2690 Elmburg Road, Shelbyville, Kentucky 40065. Pursuant to the Commission's July 22, 2021 Order in Case No. 2020-00085, no paper copies of North Shelby Water Company's Answer to the Complaint of Kevin Heath Copenhaver will be filed.

If you have any questions regarding this matter, please do not hesitate to call me.

Sincerely

RIGGS & PIPPIN, P.S.C.

By:   
Nathan T. Riggs

NTR/pm

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:	)	
KEVIN HEATH COPENHAVER	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO. 2025-00040
	)	
NORTH SHELBY WATER COMPANY	)	
DEFENDANT	)	

**NORTH SHELBY WATER COMPANY’S ANSER TO THE COMPLAINT  
OF KEVIN HEATH COPENAHAVER**

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


1. North Shelby Water Company denies that the initial late fee charged against Mr. Copenhaver was incorrectly charged. The payment mailed by Mr. Copenhaver was not received by North Shelby Water Company until after it was due. The ten percent late charge is from North Shelby Water Company’s tariff and was correctly applied. While North Shelby Water Company is sympathetic to Mr. Copenhaver, it offers its customers multiple options to pay their bill, including online. Mr. Copenhaver chose to pay by mail. After making his payment, he was aware of the weather conditions and should have been aware of the delays in the mail that have frequently occurred over the last few years. Mr. Copenhaver should have to pay the \$10.87 late fee penalty for his late payment in January 2025.
2. Having reviewed KAR 5:0006, Section 9(3)(h)(3), North Shelby Water Company agrees that “additional late payment charges shall not be assessed on unpaid late payment charges”

and will remove any such additional late payment charges from Mr. Copenhaver's account.

WHEREFORE, North Shelby Water Company requests that the Commission dismiss Mr. Copenhaver's Complaint.

RESPECTFULLY SUBMITTED,

RIGGS & PIPPIN, PSC

By:   
Nathan T. Riggs  
500 Main Street, Suite 5  
Shelbyville, Kentucky 40065  
Phone: (502) 633-5220  
Fax: (502) 633-0667  
Attorney for North Shelby Water Company  
e-mail: [natriggs76@gmail.com](mailto:natriggs76@gmail.com)

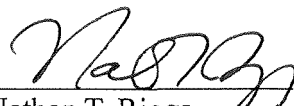
CERTIFICATE OF SERVICE

I, the undersigned attorney, do hereby certify that the foregoing responses were mailed to the following on September 15, 2025:

Electronically served:

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

Kevin Heath Copenhaver  
26920 Elmburg Road  
Shelbyville, KY 40065

  
Nathan T. Riggs