

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC ALLEGED FAILURE OF NORTH) CASE NO.
SHELBY WATER COMPANY TO COMPLY WITH) 2025-00273
KRS 278.014 AND 807 KAR 5:006, SECTION 9)

COMMISSION STAFF'S FIRST 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 February 13, 2026. 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 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

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 ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

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.

1. Explain in detail the unique circumstances that caused the late fees to be billed to the customer in Case No. 2025-00040² and eventually waived.

2. Explain how such an occurrence will be prevented from happening to other North Shelby Water customers in the future.

² Case No. 2025-00040, *Kevin Heath Copenhaver v. North Shelby Water Company* (filed Feb. 18, 2025).

3. Detail any policy adjustments or additional procedures Noth Shelby Water has put in place to ensure that this situation does not occur again.
4. Confirm that the billing software AMPSTUN is programmed in compliance with 807 KAR 5:006. If not confirmed, explain the response.



Linda C. Bridwell, PE
Linda C. Bridwell, PE
Executive Director
Public Service Commission
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DATED JAN 29 2026

cc: Parties of Record

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