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MAR 20 2023

PUBLIC SERVICE
COMMISSION

March 13, 2023

Public Service Commission
PO Box 615
Frankfort, KY 40602

Re: Bluegrass Water Utility Operating Company's Request for Adjustment of Rates

Dear PSC,

My husband and I are writing to request an intervention for Bluegrass Water Utility Operating Company's request for an adjustment/increase in our rates for sewer/lagoon services. In their notification to us on February 27, 2023, they state that they have invested nearly \$16 million in Kentucky communities to ensure that we have access to clean, safe, and reliable wastewater resources. They state a long list of improvements that "may" include installation of remote monitoring equipment to assure facilities are tracked and work properly. Our neighborhood, Marshall Ridge, has seen no improvements since Bluegrass purchased the Lagoon. In fact, the Lagoon looks horrific compared to how it was prior to their purchase. I don't understand how they can state that we have access to clean, safe, and reliable wastewater resources. That is a lie.

Prior to Bluegrass's purchase, we paid \$15 a month for this service. We paid this rate for years. The Lagoon was clean. Once Bluegrass purchased, they agreed to allow our rates to continue for some months and then increased our rates to \$85.97 per month. This was a drastic increase and for what, a Lagoon of scum and an easement area to the Lagoon has not even been mowed. Now, they are asking for another increase to \$99.37 per month. We are having difficulties understanding how a company has the right to increase rates in such manner. This rate increase doesn't just affect Marshall Ridge but numerous other neighborhoods. How are "we" the recipients of such an extortion, expected to pay these exorbitant rates? I am not a single parent, but I cannot fathom how someone with one income or those who have a family at home, can pay these rates. Some are discussing moving from the affected neighborhoods due to the inability to pay and because it seems Bluegrass Water Utility will continue to increase rates. While they are making millions of dollars, we suffer.

In addition, we have also experienced billing issues. I received a bill a couple of months ago stating that I owed a past due amount. I pay my bill on time and quickly had my proof. I contacted Bluegrass and was told there was a system issue. Once I checked my Facebook posts in our Bluegrass Water Utility group, numerous other people had the same problem. Were they hoping that we wouldn't notice and pay an extra month? Unfortunately, some may have.

In conclusion, we accept our minimal rate increases from Xfinity, Water, and Gas companies but never have we experienced a company that has been allowed to charge these outrageous rates. When do they stop? My husband and I, Marshall Ridge, and the other neighborhoods Bluegrass services, are requesting an intervention in this request. Please stop Bluegrass Water Utility from increasing rates again. If PSC would like proof, just visit Marshall Ridge and the other wastewater resources Bluegrass services.

Thank you for reviewing our request for intervention.

Thank you,

Lori Wasbutsky, Carl Wasbutsky

Carl and Lori Wasbutsky
120 Harting Ridge Road
West Paducah, KY 42086



