

Public Comments Received for Case Number: 2025-00354
Response Tuesday, August 18, 2026

Your comments in the above referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2025-00354 in any further correspondence.

The documents in this case are available at: [View Case Filings for: 2025-00354 \(ky.gov\)](#).

Received through Public Comments

Monday, August 17, 2026

From: Alex Freeman
City: West Paducah
State: KY
Zip: 42086

Comments:

I am submitting this complaint regarding the lack of notice and correspondence from Bluegrass Water Utility Operating Company, LLC concerning the upcoming public comment meeting in Case No. 2025-00354.

The Commission's July 8, 2026 Order specifically states that Bluegrass Water "should publish notice of the public meetings which meet or exceed the provisions of 807 KAR 5:001, Section 9(2)." The Order also requires Bluegrass Water to ensure that a representative is present at each public meeting.

The Order establishes a public comment meeting for September 2, 2026, at 5:00 p.m. CDT at the McCracken County Courthouse, Courtroom D, 300 Clarence Gaines Street, Paducah, Kentucky.

However, as of today, I have yet to receive any correspondence, notice, letter, email, or other direct communication from Bluegrass Water regarding this public meeting.

This raises an even larger concern: How would the average Bluegrass Water customer who isn't closely monitoring this rate case ever know that this public meeting is taking place?

Most customers are not routinely reviewing PSC filings or checking the Commission's docket for new orders. They reasonably depend on their utility to provide them with important information concerning meetings specifically intended to allow customers to voice their concerns about proposed rate increases.

The lack of communication makes it appear as though Bluegrass Water is doing the bare minimum, if anything, to make its customers aware of this opportunity to participate. It creates the appearance that Bluegrass Water does not actually want the public to attend or provide comments regarding this rate case.

That is particularly concerning when the purpose of the meeting is to hear directly from the public about rates that will directly impact those customers.

I respectfully ask the Commission to:

1. Determine whether Bluegrass Water has complied with the notice requirements contained in the July 8, 2026 Order and 807 KAR 5:001, Section 9(2).
2. Require Bluegrass Water to explain when, where, and how notice of the public meeting was published and distributed to its customers.
3. Determine whether customers were provided adequate and timely notice to allow meaningful participation in the September 2 public comment meeting.
4. Determine how Bluegrass Water's customers who are not actively monitoring the PSC docket were reasonably expected to learn about the meeting.
5. Take whatever action the Commission finds appropriate if Bluegrass Water has failed to provide adequate notice.

The public cannot participate in a public comment process if they are not made aware that the opportunity exists. If Bluegrass Water has complied with the Commission's order, it should be able to clearly demonstrate when and how it notified its customers. If it has not, the Commission should address that failure before the public meeting occurs.

I respectfully request that this complaint be entered into the record in Case No. 2025-00354.

Thank you for your attention to this matter.

Alex Freeman
Unwilling Customer of Bluegrass Water

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