

From: [PSC Public Comment](#)
To: ["Carlton Swift"](#)
Subject: RE: Case number 2025-00354
Date: Wednesday, September 2, 2026 8:34:00 AM

Case No. 2025-00354

Thank you for your comments on the application of Bluegrass Water Utility Operating Company, LLC. 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 \(ky.gov\)](#).

Thank you for your interest in this matter.

From: Carlton Swift [REDACTED]
Sent: Monday, August 31, 2026 9:17 PM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Case number 2025-00354

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August 31, 2026

Kentucky Public Service Commission

To Whom It May Concern:

My name is Carlton Swift, and I reside at [REDACTED], Elizabethtown, Kentucky 42701. While I am unable to attend the in-person meetings due to scheduling constraints, I would like to submit my comments regarding Bluegrass Water's proposed rate increase.

I have lived in this neighborhood for more than eight years and have witnessed the ongoing condition of the sewer infrastructure firsthand. It is my understanding that this system has long suffered from significant maintenance and infrastructure challenges. While I recognize that operating and maintaining utility systems comes with costs, I do not believe the burden of a poor acquisition or investment decision should be placed entirely on existing customers.

I support paying reasonable rates for reliable sewer service. However, the rates currently charged by Bluegrass Water are already substantially higher than those paid by customers served by other utility providers in Hardin County. The company has stated that higher rates are necessary to fund repairs and improvements, but from my perspective as a customer, I have not observed meaningful improvements in service or infrastructure within my neighborhood.

For example, standing water remains a recurring issue in streets and low-lying areas after rainfall. Additionally, there are still occasions when sewage odors are noticeable throughout the neighborhood. These ongoing concerns raise questions about whether customers are receiving service improvements that justify additional rate increases.

My household uses only a minimal amount of water, yet my sewer bill consistently exceeds my water bill by a significant margin. My water bill averages \$36 but my sewer bill is \$77. It is difficult to understand why customers should be asked to pay even more when many of the longstanding service concerns remain unresolved.

I respectfully ask the Commission to carefully evaluate whether the proposed rate increase is justified and whether customers are receiving measurable benefits from the rates they already pay. Any increase should be supported by demonstrated improvements in service quality, infrastructure reliability, and overall value to ratepayers.

Thank you for your time and consideration of my comments.

Sincerely,

Carlton Swift

[REDACTED]

Elizabethtown, KY 42701

[REDACTED]

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Thank you for your interest in this matter.

From: Carlton Swift [REDACTED]
Sent: Monday, August 31, 2026 9:30 PM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Case Number 2025-00354

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August 31, 2026

Kentucky Public Service Commission

To Whom It May Concern:

My name is Carlton Swift, and I am a Property Manager with Bickett's Rentals, located at [REDACTED], Vine Grove, Kentucky 40175. While I am unable to attend the public meetings regarding Bluegrass Water's proposed rate increase, I would like to submit the following comments for consideration.

As a property manager responsible for rental housing within this service area, I have concerns regarding the financial impact that additional sewer rate increases will have on both property owners and tenants.

Providing affordable, well-maintained housing has become increasingly challenging as the costs of insurance, maintenance, taxes, utilities, and repairs continue to rise. Utility rate increases directly affect the overall cost of operating rental properties and ultimately place additional financial pressure on residents who are already struggling with the rising cost of living.

While I understand that utility providers must recover legitimate operating and infrastructure

costs, I believe any rate increase should be accompanied by clear, measurable improvements in service and infrastructure. In the neighborhoods I am familiar with, there continue to be concerns regarding drainage issues, standing water, and occasional sewage odors. From my perspective, these longstanding issues make it difficult to justify asking customers to pay even higher rates.

Bluegrass Water's sewer rates are already significantly higher than those charged by many other utility providers in Hardin County. Before approving additional increases, I respectfully ask the Commission to consider whether customers are receiving a level of service that supports those higher costs and whether the proposed increase is reasonable given the conditions that continue to exist within the system.

Property owners have a responsibility to maintain safe and habitable housing. Utility providers should likewise be expected to demonstrate that increased rates are producing meaningful improvements in the infrastructure and service provided to customers. Without visible and measurable progress, additional rate increases place an unfair burden on both property owners and the residents who ultimately bear these costs.

I respectfully request that the Commission carefully scrutinize Bluegrass Water's proposal and ensure that any approved rate adjustments are supported by demonstrated improvements and a clear benefit to the customers who are being asked to pay more.

Thank you for your time and consideration.

Sincerely,

Carlton Swift
Property Manager
Bickett's Rentals, LLC
[REDACTED]
Vine Grove, KY 40175
[REDACTED]

From: [PSC Public Comment](#)
To: ["Nathan Richard"](#)
Subject: RE: Bluegrass water
Date: Wednesday, September 2, 2026 8:34:00 AM

Case No. 2025-00354

Thank you for your comments on the application of Bluegrass Water Utility Operating Company, LLC. 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 \(ky.gov\)](#).

Thank you for your interest in this matter.

From: Nathan Richard [REDACTED]
Sent: Tuesday, September 1, 2026 5:41 PM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Bluegrass water

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Dear Commission's,

I am writing to express my serious concern and frustration regarding the continued increases in my sewer bill. I believe the residents and customers affected by these increases deserve to have our concerns heard and addressed.

For many years, my sewer bill was a flat monthly rate of approximately \$18. Since a new company acquired the sewer system, however, my bill has continued to increase. It feels as though the cost has been rising dramatically, making it increasingly difficult for me to afford a service that is essential to my home and daily life.

I understand that utility companies may occasionally need to make improvements or investments in infrastructure. However, many of the people who are now expected to pay for these improvements did not ask for a new company to take over the system, nor did we have a choice in the decision to spend millions of dollars on upgrades that are now contributing to increased costs for customers.

I also want to point out something that demonstrates just how difficult these increasing costs are for families like mine. Approximately two miles away, in The Pointe subdivision, there are homes valued at around half a million dollars that are paying approximately half of what we are paying for sewer service. I understand that The Pointe is served by a different sewer company, and I am not suggesting that their company is doing anything wrong or that the rates are directly comparable under the same system. However, it is frustrating to see families living in homes of that value paying significantly less for sewer service than those of us living just a couple of miles away.

My family chose to purchase a trailer because it was something we could afford. At the time, it made sense financially and allowed us to have a home within our budget. Unfortunately, what was once an affordable choice is becoming increasingly difficult to maintain because of the continual increases in essential services such as sewer.

Families are already struggling with the rising cost of groceries, housing, utilities, insurance, and other basic necessities. With the current state of the economy, many people simply cannot afford for their sewer bills to continue increasing year after year. People should not have to worry that an essential utility bill will continue to rise to the point that it makes their affordable home no longer affordable.

It does not seem fair for residents to continually bear the financial burden of decisions and investments that we did not request or approve. We did not

ask for a new company to take over our sewer system, and the people in this community should not be forced to carry the financial burden of millions of dollars in improvements without accountability, transparency, and proper oversight.

I respectfully ask that you look into this situation and advocate for the residents affected by these repeated rate increases. There should be greater oversight, accountability, and consideration for the people who are required to pay these bills. Essential utility services should remain affordable, and customers should not be continually burdened with significant increases without meaningful representation or protection.

The people in this community deserve answers about why these rates continue to rise, how the money is being used, and what protections are in place to prevent essential utility costs from becoming unaffordable.

I am asking you, as my Commission's, to please take the concerns of your constituents seriously and investigate what can be done to ensure that these sewer rate increases are fair, reasonable, transparent, and affordable.

Thank you for your time and for your attention to this important issue. I hope you will stand up for the residents in our community who are struggling to keep up with these continually increasing costs.

Sincerely,

Nathan Richard

██████████
Shepherdsville, Kentucky
██████████

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