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COMMISSION

**From:** KY Public Service Commission <pscfilings@ky.gov>  
**Sent:** Sunday, March 5, 2023 4:29 PM  
**To:** PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
**Subject:** KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by ( [REDACTED] )  
Sunday, March 5, 2023 at 4:28 PM

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Name: Becca Atkins  
Address: 170 Pinewood Trail  
City: West Paducah  
State: KY  
Zip Code: 42086  
Phone number where you can be reached:  
Home phone:  
Utility Name: Bluegrass Water Utility

State the nature of your concern: This is a request for intervention from the PSC regarding the proposed rate change by the Bluegrass Water Utility Operating Company. In 2020 we were paying \$25 a month for the sewer service. Then Bluegrass took over in 2022 it was increased to \$86 a month which was a ridiculous increase, now a year later they want to increase it again? Why, for what? How many more times are they going to increase it in the next few years? They have done absolutely nothing to the lagoon since they took over, besides put their sign on the fence. Last Summer there was a constant green film on top of the water, it smelled terrible, and the gnats were so bad around it you didn't even want to go outside. I called them several times a week for over a month to try to get them to fix it. If we are all paying this much a month you would think that it would at least be taken care of. I'd like to know what they have been doing with the fees since they increased it, because I haven't seen any work done in our neighborhood (and why should we have to pay for everybody else's system)? When the sewer bill is one of the higher bills, something is wrong. West Paducah should not become unaffordable because of the sewer bill. Please intervene on this matter so it doesn't become even more of a hardship on families in our area.  
Have you contacted the utility about the problem:  
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