

From: [PSC Public Comment](#)
To:
Subject: RE: Utility, Blue grass water. From Betty Craig, 140 Hunters Trace, Frankfort Ky. Case no.2022-00432
Date: Wednesday, September 20, 2023 9:28:00 AM

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

From: Betty Craig [REDACTED]
Sent: Tuesday, September 19, 2023 10:11 PM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Utility, Blue grass water. From Betty Craig, 140 Hunters Trace, Frankfort Ky. Case no.2022-00432

[REDACTED]

I am not for them raising this bill. I am on a fixed income and it is way to high already. They bought all these places and they want us to pay for them. Their bill is to high now. Thank you.

From: [PSC Public Comment](#)
To: [REDACTED]
Subject: RE: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC
Date: Wednesday, September 20, 2023 9:26:00 AM

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

From: KY Public Service Commission Public Comments <psc.comment@ky.gov>
Sent: Tuesday, September 19, 2023 12:21 PM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Public Comments for Case 2022-00432 submitted by [REDACTED] on Tuesday, September 19, 2023 at 12:20 PM

Name: Arnold Keith May
Address: 101 Alexandra Jett Lane
City: Georgetown
State: Kentucky
Zip Code: 40324

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Comments: In my review of the many of the files available I decided to talk with some of my neighbors about their experiences with Bluegrass Water. I want to share a couple of my discoveries regarding these conversations. First is a resident and board member of the Homestead subdivision. I was told that previously the PSC approved a rate increase for this area serviced by Bluegrass Water. The rate increase raised the rates from about \$30 to nearly \$86. Since that time, I think nearly 2 years, there have been no visible improvements in service. The same board member had a billing issue that was not resolved properly according to her. She was on an auto-pay system and bills were paid automatically monthly. Bluegrass Water threatened to stop service for lack of payment. The customer provided proof of payment from the bank, but Bluegrass Water refused to accept documentation and proceeded with threats of stopping service. To prevent the stopping of service the customer paid for 2 months of service even though it had been paid as documented by the bank. The second involves a gentlemen that attempted to hook up for service from Bluegrass Water. This highlights the poor business operations that Bluegrass Water has in this state. He was never able to speak with anyone in this state that could be completely aware of the issue he was having. He was

speaking with people in Texas, Missouri, Louisiana, and maybe other that had had no knowledge of the conditions and the only thing provided to him was a headache. I think he will providing a more detailed explanation of his experience with Bluegrass Water and its affiliates. I can provide names if you would request and I received their permission. I provide this information so you may have a real-world idea of what the citizens of Kentucky encounter when dealing with this Bluegrass Water and its affiliate companies. The transaction for the purchase of Delaplain Disposal has already taken place but the ridiculous rate increases have not yet taken effect and I plead with the PSC that you take the appropriate action and limit the unreasonable and unjust rate increase to no more than the average rates for Kentucky citizens, and require some boots on the ground, tax-paying employees in Kentucky to improve customer relations, not just taking our money. Thanks for your consideration.

From: [PSC Public Comment](#)
To: [REDACTED]
Subject: RE: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC
Date: Wednesday, September 20, 2023 9:25:00 AM

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

From: KY Public Service Commission Public Comments <psc.comment@ky.gov>
Sent: Tuesday, September 19, 2023 11:35 AM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Public Comments for Case 2022-00432 submitted by [REDACTED] on Tuesday, September 19, 2023 at 11:34 AM

Name: Arnold Keith May
Address: 101 Alexandra Jett Lane
City: Georgetown
State: Kentucky
Zip Code: 40324

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Comments: The magnitude of this case may be a normal thing for you at the PSC. But the amount of information to review for many of us as concerned citizens is overwhelming. You at the PSC must understand you are the only defense the state has provided the citizens from entities that provide the citizens with essential services such as sewage removal. A reminder of you mission statement: The mission of the Kentucky Public Service Commission is to foster the provision of safe and reliable service at a reasonable price to the customers of jurisdictional utilities while providing for the financial stability of those utilities by setting fair and just rates, and supporting their operational competence by overseeing regulated activities. I want to highlight safe and reliable service at a reasonable price by setting fair and just rates and providing financial stability for those providing the services. Therin lies the conundrum. Fair and just rates are at odds with profits for the service provider. It seems the layers of this company, nearly 40 different companies, provide ample opportunities to hide those profits and make claims of only financial stability not exorbitant profits. It seems that even the Office of Attorney General has issues with getting financial information from these companies. This company does not seem to be transparent in many things regarding its

operations and profits from many of the testimonies I have read. Please regulate Bluegrass Water to financial stability not exorbitant profits taken out of the state and make sure Bluegrass Water is fair and just to the citizens of Kentucky. If this company can't be financially stable at the average sewer rates of the Kentucky, why did Bluegrass Water choose to buy these utility operations? We Have to have these services and these companies are aware of this and the citizens must pay for this service however reasonable or unreasonable the rates may be. The PSC has the ability to control these rates, please be fair and reasonable to the citizens of Kentucky not enable the profits of Bluegrass Water and its parent companies. Thank you for your consideration.

From: [PSC Public Comment](#)
To: [REDACTED]
Subject: RE: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC
Date: Wednesday, September 20, 2023 9:25:00 AM

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

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From: KY Public Service Commission Public Comments <psc.comment@ky.gov>
Sent: Tuesday, September 19, 2023 10:23 AM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Public Comments for Case 2022-00432 submitted by [REDACTED] on Tuesday, September 19, 2023 at 10:23 AM

Name: Arnold Keith May
Address: 101 Alexandra Jett Lane
City: Georgetown
State: Kentucky
Zip Code: 40324

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Comments: While Delaplain has not been sighted as having issues with processing sewage we are proposed to have a 695% rate increase. Adding a few cameras and a website does not justify this type of increase in rates. I understand that we are below the state average for our sewer services of about 44.00 but to increase rates to this level because of the Bluegrass Water business model, which seems to be buy small water and sewage providers and petition the PSC to raise rates to enable them to make a profit. What happens if the PSC does not approve these ridiculous rate increases. Bluegrass Water Moves out leaving the Residents of the State of Kentucky to take over the now defunct utility. It is my understanding Bluegrass Water does not fund these repairs to the facilities until the rate increases are approved and Bluegrass Water finances these improvements with loans.

a. Darlington Creek: \$45.00 fixed charge to \$99.37 fixed charge, a 120.8% increase. b. Delaplain: \$12.50 fixed charge to \$99.37 fixed charge, a 695% increase. c. Herrington Haven: \$49.66 fixed charge to \$99.37 fixed charge, a 100.1% increase. d. Springcrest: \$27.43 fixed charge to \$99.37 fixed charge, a 262.3% increase. e. Woodland Acres: \$19.47 fixed charge to \$99.37 fixed charge, a 410.4% increase. 28. The Commission has noted Bluegrass Water's efforts to bring its systems into

compliance. First, for Bluegrass Water’s Woodland Acres site, the Commission recently noted, “[t]he undisputed evidence indicates that the Woodland Acres system has exceeded permit limits for a number of months or years ... and that action is needed to ensure compliance with applicable laws.”³ Bluegrass Water received Commission approval for projects designed to bring Woodland Acres into environmental compliance. 29. Second, for Bluegrass Water’s Herrington Haven site, the Commission noted, “in the last three years, Herrington Haven has been cited for five exceedances associated with ammonia limits, six exceedances associated with total suspended solids (TSS) limits, two 3 See In the Matter of: Electronic Application of Bluegrass Water Utility Operating Company, LLC for a Certificate of Public Convenience and Necessity for Projects at the Woodland Acres Site, Order at 9 (Sep. 1, 2022). Case No. 2022-00432 Application Page 8 exceedances of E. coli limits, and two exceedances of total residual chlorine limits.”⁴ Like Woodland Acres, Bluegrass Water received Commission approval for projects designed to bring Herrington Haven into compliance. 30. Third, for Bluegrass Water’s Persimmon Ridge site, the Commission noted “that the Persimmon Ridge wastewater treatment plant (WWTP) was cited for seven permit limit effluent exceedances from January 2019 to March 2021, including three ammonia exceedances and one biochemical oxygen demand (BOD) exceedance.”⁵ 31. The Company also relies on technological upgrades, such as the remote monitoring project for which Bluegrass Water seeks Commission approval.⁶ These technological advancements ensure that Bluegrass Water continues to provide safe, reliable, and environmentally responsible service to the Commonwealth in the twenty-first century.

From: [PSC Public Comment](#)
To: [REDACTED]
Subject: RE: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC
Date: Wednesday, September 20, 2023 9:21:00 AM

Case No. 2022-00432

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Thank you for your interest in this matter.

From: KY Public Service Commission Public Comments <psc.comment@ky.gov>
Sent: Tuesday, September 19, 2023 9:28 AM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Public Comments for Case 2022-00432 submitted by [REDACTED] on Tuesday, September 19, 2023 at 9:27 AM

Name: Arnold Keith May
Address: 101 Alexandra Jett Lane
City: Georgetown
State: Kentucky
Zip Code: 40324

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Comments: This is from a PSC order from August 2021. This is a red flag that should alert you of the type of company Bluegrass Water is. Apply for a rate increase on a company you don't own. Who does this? What other things is Bluegrass Water trying to sneak by the commission? The rates in today's Order do not apply to the systems Bluegrass Water was approved to purchase in Case No. 2020-00297 (those previously owned by the Delaplain Disposal Company, Herrington Haven Wastewater Company, Inc., Springcrest Sewer Company, Inc., and Woodland Acres Utilities, LLC), which Bluegrass Water did not own at the time the application in this case was filed. Rather, the Order states that Bluegrass Water shall continue to charge the rates of the utilities that previously operated those systems, which Bluegrass Water adopted pursuant to PSC regulations, until a subsequent tariff proposing to amend those rates is filed.
