

Public Comments Received for Case Number: 2025-00354
Response Tuesday, December 16, 2025

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, December 15, 2025

From: Donna Arrowood
City: Georgetown
State: KY
Zip: 40324

Comments:

2025-00354 complaint against Bluegrass Water LOC Id like to voice my concern about the recent request about another price hike for sewer service we originally paid \$12.50 when we purchased our home in 2000 when Bluegrass Water purchased the system they raised the price to \$77.77 which was absolutely ridiculous now they are requesting another price hike for what there have been absolutely no improvements to sewer at all Im pleading with you to stop this.

Thank You
Donna Arrowood

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Monday, December 15, 2025

From: Todd Hargrave
City: Albion
State: Illinois
Zip: 62806

Comments:

Bluegrass Water purchased Center Ridge Water Co. in 2020, we were paying 22.79 a month, in August of 2021 they raised the rates to 77.63, now they want to raise it again in 2025 to \$106.12 a month. We have a little cabin in this subdivision and use the water maybe 4-6 days a month spring through fall. PLEASE do not allow them to raise the rates....This is for water only, no sewer no trash pick-up....

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Received through Public Comments

Monday, December 15, 2025

From: Nicole Russell
City: Elizabethtown
State: KY
Zip: 42701

Comments:
To whom it may concern,

First, I would like to state I STRONGLY oppose this rate increase. This company, every year, it seems like, sends us a letter stating that they did upgrades and repairs to our sewer system and proposed a rate increase of 36% or above to offset differences. Yet, we have not seen any repairs done ever since they keep trying to raise our rates. So, if they are really fixing these systems, but yet every year that they're fixing them, what are they fixing these systems with? Because the systems should last more than a year without breaking down. Secondly, there has been NO WORK done, except for someone pumping out sewage when the sewer is overflowing. This is a low income neighborhood, nobody here can BARELY afford the \$77.77 they charge us every month, when in comparison to other sewer companies charge a minimum of \$25.00 a month. I don't know where their money is going, but it certainly is not into fixing said sewage systems. Somebody needs to seriously investigate this company about where their money is going. Third, if you go down to the wastewater lagoon in our neighborhood, it smells terribly BAD throughout the ENTIRE neighborhood. Also, there is a thick lime green film on top of it. I'm almost certainly sure that is NOT up to code. This company bought these systems KNOWING that they were dilapidated and in need of SERIOUS repair, I guess that they wanted to try and take advantage of people who are connected to these systems. We shouldn't have to pay for said repairs, because they knew what they were getting themselves into. WE. DO. NOT. LIKE. CORPORATE. GREED. It's up to PSC to investigate and help us against this corporation that continuously keeps sending us letters about fixing sewer systems and raising our rates. I feel like their bit needs to come to an END.

Sincerely,
A Concerned Citizen

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Monday, December 15, 2025

From: Nicholas Clark
City: Elizabethtown
State: Ky
Zip: 42701

Comments:

Pending price increase by 44.6%. This is unrealistic and unwarranted.

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Received through Public Comments

Monday, December 15, 2025

From: Brandy Middleton
City: Louisville
State: KY
Zip: 40245

Comments:

Subject: Public Comment Opposing Rate Increase - Case No. 2025-00354 (Bluegrass Water Utility Operating Company, LLC)

To the Kentucky Public Service Commission:

My name is Brandy Middleton and I reside at 299 Persimmon Ridge Dr., Louisville, KY 40245. I am writing to formally oppose the requested rate increase by Bluegrass Water Utility Operating Company, LLC in Case No. 2025-00354.

Since I have lived here, my sewer rates have skyrocketed from roughly \$35 to the currently requested \$114 per month. This represents a staggering increase that is completely disproportionate to the service provided and the cost of living in our area.

I urge the Commission to deny this request based on the following pattern of frequent rate hikes and lack of service:

1. Unreasonable Frequency of Rate Cases

This utility has subjected our community to a relentless cycle of rate cases, forcing residents to fight for affordable rates every 18 to 24 months.

Case No. 2020-00290 (Ordered Aug 2, 2021): Rates were hiked drastically to establish a high unified rate, which the company justified by promising infrastructure repairs.

Case No. 2022-00432 (Ordered Feb 14, 2024): Less than two years later, the company returned for more, resulting in our current rate of \$77.77.

Case No. 2025-00354 (Current): Now, barely a year after the last order, they are requesting yet another massive hike to \$114.00.

It is unreasonable for a utility to force its customers into a constant state of litigation. We should not be treated as an endless source of revenue to be tapped whenever the company desires.

2. Lack of Visible Improvements

Despite the revenue generated from previous hikes, residents see little evidence of the promised infrastructure maintenance.

Neighbors continue to report foul sewer odors and concerns regarding e-coli levels, suggesting that previous funds were not effectively used to bring systems into compliance.

Residents who are home during the day report seeing utility trucks rarely, if ever—sometimes only once or twice in a two-year period for routine testing rather than major repairs.

If the company cannot demonstrate exactly where the money from the 2020 and 2022 increases was spent, they should not be granted a new 46% hike.

3. Unjust Financial Burden Business Practices

A monthly sewer bill of \$114.00 is exorbitant, especially when compared to the average water bill in our area, which is often around \$20–\$35.

Fixed Income Impact: Many residents are seniors on fixed incomes who cannot absorb a \$30-\$40 monthly jump every year.

Questionable Overhead: It appears the company has significantly expanded its corporate staff (adding multiple Vice Presidents and administrative roles) since 2020. Our rates should fund local pipe repairs, not executive salaries.

Conclusion

We are a captive audience with no other option for sewer service. We rely on the PSC to protect us from monopoly pricing. I respectfully request that you deny the requested increase to \$114.00 and demand a full, independent audit of where the previous rate hike revenue was spent before granting any further funds.

Sincerely,

Brandy Middleton

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Sincerely,
A Concerned Citizen

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