

Public Comments Received for Case Number: 2025-00354
Response Wednesday, December 17, 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

Tuesday, December 16, 2025

From: David Sparks
City: New Concord
State: Ky.
Zip: 42076

Comments:

Bluegrass water is wanting a big rate increase, said they have spent millions on the water system. It's Dec. 16, 2025, and 3:24pm. We do not have water, it's down. Come show us where the millions have been spent, thank you.

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From: David Sparks
City: New Concord
State: Ky.
Zip: 42076

Comments:

I'm respectfully asking you to deny the rate increase for Case 2025-00354. We are paying an insane amount now, \$77.63@ month. I've called several cities in the area and discussed this with them and when I tell them what we are paying, the first word out of their mouth is WOW. You can come out here and we'll show you the well houses and you can tell me where you see millions of dollars have been spent. I'd like to see all the receipts for every thing as would the other customers. Please deny this rate increase, thank you.

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Tuesday, December 16, 2025

From: Ryan DeMuesy
City: Taylorsville
State: KY
Zip: 40071

Comments:
Case Number: 2025-00354

I received a letter from Bluegrass Water suggesting a rate increase of 46%. I currently pay \$77.77 per month for sewer services and Bluegrass is proposing a new rate of \$114.00. Bluegrass advised in the letter that this rate increased is due to improvement to the system. We had not had any improvements to our system (located in Kingswood Subdivision) that justifies a rate increase like this. Bluegrass tried to impose a large increase several years ago as well. and PSC rejected the proposal. This type of substantial increase is unjustifiable and unethical. If there is a need to increase the rate, then Bluegrass needs to revisit and come up with lower increase, like 1% to 3%, so customers can make appropriate adjustments to our budgets. I asking the PSC committee to please review this outrageous rate request and act accordingly. Thank you so much

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Received through Public Comments

Tuesday, December 16, 2025

From: Matthew Thomas
City: West Paducah
State: Kentucky
Zip: 42086

Comments:

Re: Kentucky Public Service Commission Case No. 2025-00354?Bluegrass Water Utility
Operating Company Proposed Rate Increase

I am writing to formally oppose the proposed rate increase by Bluegrass Water Utility Operating Company in Case No. 2025-00354, which would raise the average monthly sewer bill from \$77.77 to approximately \$114.00.

This proposed increase is excessive, unreasonable, and imposes a severe financial burden on customers, many of whom are families and elderly residents who have lived in this subdivision for decades. Prior to Bluegrass Water taking over this system, monthly sewer rates were approximately \$15.00. The dramatic escalation in costs since that time is alarming and unsustainable for households on fixed or modest incomes.

Bluegrass Water has justified these increases by citing infrastructure improvements and system upgrades. However, residents have not observed these improvements, and the claimed work has not occurred as represented. Customers are being asked to shoulder enormous rate increases without clear, verifiable evidence of corresponding investment or benefit to service reliability or quality.

Additionally, it is important to note that residents in the City of Paducah pay less than half of this newly proposed rate for combined water, sewer, and trash services. Under this proposal, customers of Bluegrass Water would pay more than double that amount for sewer service alone. This comparison underscores how disproportionate and inequitable the proposed rates are.

For long-time residents, particularly elderly individuals on fixed incomes, this increase represents more than an inconvenience. It creates genuine financial hardship, forcing families to choose between basic necessities and utility bills. Many residents moved into this subdivision with the understanding that sewer costs would remain reasonable and stable, not escalate to levels far beyond those of surrounding communities.

I respectfully urge the Commission to carefully scrutinize this request, require substantiated

proof of actual improvements, and consider the real-world impact these rates have on customers. The PSC exists to protect the public interest, and approval of this increase would fail that mission.

Thank you for your time and consideration.
Respectfully submitted,?

Matthew Thomas
Marshall Ridge Subdivision, West Paducah

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Received through Public Comments

Tuesday, December 16, 2025

From: Nathan Pentecost
City: Taylorsville
State: KY
Zip: 40071

Comments:

I am writing to protest the proposed rate increases by Bluegrass Water for the Kingswood neighborhood in Taylorsville, KY. They have notified us that our rates will increase nearly 50% (from \$77 to \$114) and have done absolutely nothing to justify such a rate hike. This behavior is unconscionable for a business that has the only source of water treatment for us. Since we have no alternative they feel they can adjust their rates however they please. Please take a look at their financial records and especially those that pertain to the treatment station that services our area. The only work done there this year was to repair a roof that's tree fell on during a storm. Insurance covers that so it is in no way an expense that would necessitate this kind of rate hike.

Thank you for your attention to this matter.

Respectfully,
Nathan Pentecost

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Tuesday, December 16, 2025

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

Comments:

Today, (12/16/25), I received a letter from Bluegrass Water dated on 12/11/25. Informing us that the proposed rate increase for the residential rate would be at an astonishing \$114 a month!! An increase of 46.6%!! Anytime I get a letter or bill from them I want to vomit.

THIS IS UNACCEPTABLE!!! At no point should my sewage bill be higher than my water bill!

From talking with their local contractor (CWS), he informed me that my neighborhood isnt just paying for our own lagoon, but we are paying into a pool of all the lagoons they own. I should only have to pay for my neighborhood lagoon. There is no valve or meter that monitors the output of each house. It is gravity fed down to the lagoon from each individual septic tank. Like Ive said before, I know Im not putting more water into that lagoon than what my monthly water bill is!

I will never be able to sell my house because of this outrageous bill. Who would want to move into a neighborhood with a sewage bill that high??? If the local sewer agency came into the neighborhood, we have a right to get connected to that service, but I know that Bluegrass Water wouldnt let them connect us because it is straight profit for them. Then they will be left with the pond of no value and have to eat the cost of dredging it and capping it off.

Please do something about this! I beg of you to deny this increase and any future increase! Im telling all my neighbors and my friends in other neighborhoods that are serviced by Bluegrass Water to call and flood the PSC with complaints.

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Tuesday, December 16, 2025

From: Matthew Renfrow
City: Shepherdsville
State: Kentucky
Zip: 40165

Comments:

Dear Commissioners of the Kentucky Public Service Commission,
I am writing to formally protest the proposed rate increase requested by Bluegrass Water Utility Operating Company under Case No. 2025-00354. I am a concerned ratepayer and resident of Shepherdsville, Kentucky and I believe the proposed increase is excessive and would cause significant financial hardship.

The current utility costs are already difficult to manage within my budget. A further increase of 46.6% would mean trying to afford all other utilities and taking care of our newborn extremely difficult!

I urge the Commission to carefully scrutinize the utility companys justification for this increase, especially given concerns about my existing man hole cover that has still not been fixed and causes sewer smell in my backyard and surrounding neighbors.

I respectfully request that the KPSC deny or substantially reduce the requested rate increase to protect the average consumer. Your decision directly impacts the financial well-being of Kentuckians.

Thank you for your time and for considering my comments as part of the official case record.
Sincerely,

Matthew Renfrow

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