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Case Management System - KY Public Service Commission

Complaint Cases Before the Commission as of November 08, 2026

2024-00302 RECEIVED: 09/12/24 FILED: 09/12/24 FINAL: 05/13/25 REOPENED: SUSPENSION DATE:

CASE NATURE: Gary A. Smith, Complainant; Bluegrass Water Utility Operating Company, LLC, Defendant

CASE CODE
Complaints - Rates, Service

UTILITIES:
Bluegrass Water Utility Operating Company, LLC

INDEX OF EVENTS:

05/13/25	Final Order Entered: 1. Bluegrass Water's motion for an extension of time is granted. 2. Mr. Smith's formal complaint and this case shall be dismissed. 3. A copy of this Order will be mailed via U.S. Postal Service, certified mail, to Mr. Smith at 2410 Cincinnati Road, Georgetown, Kentucky 40324. Service shall be complete upon the U.S. Postal Services initial attempt of delivery. 4. The case is closed and removed from the Commissions docket.
04/04/25	Bluegrass Water Utility Operating Company, LLC Motion for Extension of Time and Response to Commission Staff First Request for Information
04/04/25	Bluegrass Water Utility Operating Company, LLC Notice of Appearance and Withdrawal of Counsel
02/05/25	COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO GARY A. SMITH
02/05/25	COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO BLUEGRASS WATER UTILITY OPERATING COMPANY, LLC
01/27/25	Bluegrass Water Utility Operating Company, LLC Answer and Motion to Dismiss
01/17/25	Order Entered: 1. Bluegrass Water shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. 2. In addition, if the complaint is not satisfied, Bluegrass Water shall file copies of relevant billing statements, receipts, contracts, and communications regarding the sanitary sewer line tap on connecting Mr. Smith's residence for service. 3. A copy of this Order shall be served by U.S. mail, via certified mail with return receipt requested, on Gary A. Smith at 2410 Cincinnati Road, Georgetown, Kentucky, 40324.
12/26/24	Gary Allen Smith Response to Commission Order
10/23/24	Order Entered: 1. Mr. Smith's complaint is rejected for failing to state a prima facie case and failing to conform to the requirements of 807 KAR 5:001, Section 20(1)(c). 2. Mr. Smith shall have 20 days from the service date of this Order to file an amended complaint with the Commission that conforms to the requirements of 807 KAR 5:001, Section 20(1)(c), and which states a prima facie case including an appropriate request for relief. 3. If Mr. Smith does not file an amended complaint within 20 days of the date of this Order, his complaint shall be dismissed without prejudice.
09/16/24	Acknowledge Receipt of Filing
09/16/24	Gary A. Smith v. Bluegrass Water Utility Operating Company, LLC

Total Number of Cases: 1