

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:18:00 PM

Adrian Jones,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 8:36 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, October 5, 2020 6:30 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 5, 2020 at 6:29 PM

Name: Adrian Jones
Address: 127 Devin Drive
City: Georgetown
State: KY
Zip Code: 40324
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]
Utility Name: Bluegrass Water Utility Operating Company
State the nature of your concern: How do i file objection or comments on a proposed rate hike

in my Sewer rates as proposed by the Company? The proposed rate hike for the Longview and Homestead subdivisions in Scott County are a 220 percent increase going from \$30 dollars per month to \$96 dollars per month for just sewer service. This is an incredible and outrageous rate hike bordering on price gouging.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case Related Question Reference case 2020-00290
Date: Tuesday, October 6, 2020 3:09:00 PM

Barry Ellison,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Barry Ellison <bellison@brastindustrialsolutions.com>
Sent: Tuesday, October 6, 2020 12:56 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case Related Question Reference case 2020-00290

Dear Public Service Commission Members:

I am writing to you in regards to case 2020-00290 Bluegrass Water Utility Operating Company request for a general adjustment of rates (ie rate increase) dated September 30, 2020.

On April 12, 2019 the residents in our community absorbed a 33% increase in our sewer rate from \$26.50 monthly to \$35.00 monthly. Shortly thereafter Persimmon Ridge Wastewater was purchased by Bluegrass Water Utility Operating Company. Now just over a year later, and in a severe economic downturn due to the Covid 19 pandemic, Bluegrass Water comes requesting a 174.7% increase to \$96.14 monthly. I can not help but believe this is the result of either poor due diligence on the part of Bluegrass Water in their purchase, and they are now seeking the residents to pay for their mistake, or they purchased up all these small water and sewer districts in the belief they could persuade the public service commission to help them pad their pockets with dramatic rate increases.

I hereby oppose this request and believe with annual inflation running under 2%, that after a 33% increase in rates just over a year ago, the commission would find there is no reasonable explanation for any increase at this time.

Respectfully
Barry Ellison
51 Persimmon Ridge Drive (Persimmon Ridge Subdivision - Shelby County Kentucky)
Louisville, Ky 40245



From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 3:07:00 PM

Ben Holt,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 1:30 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 12:24 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, October 6, 2020 at 12:23 PM

Name: Ben Holt
Address: 850 Kingswood Dr
City: Taylorsville
State: KY
Zip Code: 40071
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]
Utility Name: Bluegrass Water

State the nature of your concern: October 6, 2020 Dear Public Service Commission Representative; Bluegrass Water Utility Operating Company has just informed the homeowners of Kingswood Subdivision that they are asking for an increase for our sewer bill of 147.5%. This would take our monthly rate from \$38.84 to \$96.14. They state that since purchasing the facility in 2019, they have had to invest significant funds for improvement. This is not true. I live next to the facility, I am retired and I walk my dogs in the area almost every day. The only improvements they have made is to nail a few fence boards back up and place gravel on the driveway. They purchased eight (8) facilities in 2019. Their engineering report, filed before purchase, states that "No deficiencies were identified for the Persimmon Ridge plant or the

Kingswood plant.” https://psc.ky.gov/pscecf/2019-00104/kyunker@mcbrayerfirm.com/05312019073517/20190531BW_MtnConfTreatment_for_Resp_DR.pdf

The full engineering survey has since been redacted but it also showed at the time of purchase that there were no issues with our plant and it was more than adequate to handle the number of homes it serviced. Six of the treatment plants they purchased show they needed significant work including a complete rebuild. I do not think it fair to make us pay for other neighborhoods who have not maintained their system as we have done since 1998. This increase for the 126 homes would give them an increase of \$86,637.60 per year. From discussion with their employees the only planned improvement to our facility is a remote monitoring system. Our HOA and neighborhood community focuses on maintaining property values and keeping our homes very marketable for those wishing to sell and buy within our neighborhood. A sewer bill of this magnitude would be a big deterrent for prospective buyers. The Louisville Metropolitan Sewer District charges its customers the same as their monthly water bill. My monthly water bill averages less than \$50. To have a flat rate of \$96.14 for sewer is too high. I thank you in advance for your consideration of this issue and to deny Bluegrass Water the unsubstantiated rate increase. Ben and Ashley Holt 850 Kingswood Drive Taylorsville, KY 40071 [REDACTED]

Have you contacted the utility about the problem: Yes

From: Bruner, Brandon S (PSC) on behalf of PSC Executive Director
To: [REDACTED]
Subject: Case #2020-00290
Date: Tuesday, October 6, 2020 11:45:00 AM

Bryant Nicoson,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Bryant Nicoson [REDACTED]
Sent: Tuesday, October 6, 2020 10:27 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case #2020-00290

It goes without saying Bluegrass Water Company is aiming high and expecting to hit something low, but even that is not a professional way to approach a rate hike.

My wife and I live at 1005 Kenzeli Court in Persimmon Ridge subdivision, and regardless of the final rate adjustment we are on fixed retirement income. If all our utilities were to be increased by 175% you can imagine the effect it would have on our ability to remain here.

When Bluegrass Water purchased these community water and/or waste treatment facilities I'm sure it was done with due diligence with regard to the condition of the existing facilities. If it was not, then buyer beware.

I am also sure a utility company would project their expenses in maintaining the infrastructure well into the future, at least, for five years. My point is this; Bluegrass Water either knew at the time of purchase, or should have known, the investment required over the next few years to provide their services to these communities.

Also, the numbers requested indicate Bluegrass expects to recoup their investment in the first year (this comment is based upon the numbers provided by them in their 09/30/2020 letter and

may not be accurate as I do not know the total number of households served in these communities).

Finally, to advise your customers as Bluegrass did to expect a 175% rate increase in the next 30 days is shocking and another reason to deny their request. It would be more reasonable to apply for an incremental increase over the next five years that would allow them to recover their expenses. I do not have the numbers available to accurately estimate what an increase would look like, but the commission could easily make that assessment.

Thank you for providing the platform on which the recipients of Bluegrass Water Company's services can respond to their request.

Bryant Nicoson
1005 Kenzeli Court
Shelby County
Louisville, KY 40245

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:15:00 PM

Charles Ahlfield,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 8:50 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Friday, October 2, 2020 3:16 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Friday, October 2, 2020 at 3:15 PM

Name: Charles Ahlfield
Address: 91 Treasure Island Rd
City: Hardin
State: Ky
Zip Code: 42048
Phone number where you can be reached: [REDACTED]
Home phone:
Utility Name: Bluegrass Water Utility Operating Co Inc
State the nature of your concern: 364 percent water only rate increase 22.79 per month to

105.84 per month on my trailer located in the Center Ridge Subdivision on Ky Lake I believe this company just bought the water system and are now asking for a extremely high rate increase thnx

Have you contacted the utility about the problem: Yes

From: Bruner, Brandon S (PSC) on behalf of PSC Executive Director
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 3:17:00 PM

Clarissa Stanley,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Claire Stanley [REDACTED]
Sent: Tuesday, October 6, 2020 3:14 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: Re: KY PSC Utility Inquiry

Is there any way to stop this? Our rates are already higher than they were before Bluegrass took over. An extra \$700/year for sewage on a \$20/month water bill is insane and would most likely lead to many properties being sold. Many here are on a fixed income and those rates are not feasible. I was an insurance agent- I understand reasonable rate increases. This isn't reasonable.

Sent from my iPhone

On Oct 6, 2020, at 2:01 PM, PSC Executive Director <PSCED@ky.gov> wrote:

Clarissa Stanley,

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, 2020-00290, in any

further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 1:36 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 1:11 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, October 6, 2020 at 1:10 PM

Name: Clarissa Stanley
Address: 5960 Greenvale Ln
City: Paducah
State: KY
Zip Code: 42003

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Bluegrass Water UOC

State the nature of your concern: Last year Bluegrass Water took over sewer services for my neighborhood. A bit unusual to have sewage separate from my water bill, but alright. Yesterday our entire subdivision received a letter announcing a proposed 233% rate increase. From \$28/month to \$96/month- for only sewage. This is beyond ridiculous and completely unaffordable. I'm a 40 year old widow with two school aged children.

Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 3:00:00 PM

Clarissa Stanley,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 1:36 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 1:11 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, October 6, 2020 at 1:10 PM

Name: Clarissa Stanley
Address: 5960 Greenvale Ln
City: Paducah
State: KY
Zip Code: 42003
Phone number where you can be reached: [REDACTED]
Home phone:
Utility Name: Bluegrass Water UOC
State the nature of your concern: Last year Bluegrass Water took over sewer services for my

neighborhood. A bit unusual to have sewage separate from my water bill, but alright.
Yesterday our entire subdivision received a letter announcing a proposed 233% rate increase.
From \$28/month to \$96/month- for only sewage. This is beyond ridiculous and completely
unaffordable. I'm a 40 year old widow with two school aged children.
Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case 2020-00290 comment
Date: Tuesday, October 6, 2020 11:39:00 AM

David Holliger,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: DAVID HOLLIGER [REDACTED]
Sent: Monday, October 5, 2020 2:43 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case 2020-00290 comment

Name: David Holliger
Address: 159 Whispering Pines Circle, Louisville, KY 40245
Place of residence: Persimmon Ridge Subdivision
Case: 2020-00290

I received my notice of a proposed rate increase in my residential sewer rate for Persimmon Ridge subdivision. My current rate is \$35.00 per month. My proposed rate is \$96.14 per month, an increase of 174.7%!

I understand that costs may go up each year for capital improvements but an increase this large is unacceptable. Bluegrass Water Utility Operating Company, Inc. (Bluegrass Water) took over as our provider September 30, 2019. Bluegrass Water stated in it's purchase application that the rates for each utility initially will remain unchanged, but that it will eventually apply to the PSC for a unified rate for all of the systems. Any changes in rates will have to be approved by the PSC.

I ask that the PSC deny this massive rate increase for all service areas as being

excessive.

Sincerely,

David Holliger
159 Whispering Pines Circle
Louisville, KY 40245

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:20:00 PM

David Sparks,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 8:28 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, October 5, 2020 4:59 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 5, 2020 at 4:59 PM

Name: David Sparks
Address: 35 Primrose Dr.
City: New Concord
State: Ky.
Zip Code: 42706
Phone number where you can be reached: [REDACTED]
Home phone:
Utility Name: Bluegrass Water Utility Co.
State the nature of your concern: This is a follow up to the first email about Bluegrass Water

wanting to raise our water 364.4%. I checked with a couple of cities around this area, Murray, Ky. Water in city limits \$57.66 @ month, but includes water, sewer and trash pickup, out of Murray city limits water is \$21.16 @ month. Mayfield, Ky. Water is \$10.12 in city limits, and \$15.45 @ month for water. Bluegrass Water is asking for a 364.4% or \$105.84 a month for water, we have to have our own trash picked up from a trash company, and have to have a sewer of our own, again, it's insane for what they are asking for, please deny their request, a lot of people on fixed income, such as myself can not afford it. This letter is in protest of a rate increase, sincerely, David Sparks.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:09:00 PM

David Sparks,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Monday, October 5, 2020 2:19 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, October 5, 2020 2:17 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 5, 2020 at 2:16 PM

Name: David Sparks
Address: 35 Primrose Dr.
City: New Concord
State: Ky.
Zip Code: 42076

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Bluegrass Water

State the nature of your concern: This is in regards to the 364.4% rate increase and \$105.84 a

month rate that Bluegrass Water is wanting the PSC to allow them to charge per month. That's insane, there are cities around here where the minimum is lower than the \$22.79 a month we pay now. I along with other retired people and on a fixed income can not afford to pay that insane rate and will have to do without water if they are allowed to charge such an insane price per month for water, I pray the PSC will deny the proposed increase, please don't do this to us, sincerely, David Sparks.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:06:00 PM

Dominic McCamish,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Monday, October 5, 2020 9:51 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Sunday, October 4, 2020 10:59 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Sunday, October 4, 2020 at 10:58 PM

Name: Dominic McCamish
Address: 128 Hickory Hill Dr
City: Elizabethtown
State: Kentucky
Zip Code: 42701
Phone number where you can be reached: [REDACTED]
Home phone:
Utility Name: Bluegrass Water UOC
State the nature of your concern: To Whom it May Concern, I received an extremely alarming

letter yesterday, stating that my monthly sewer bill would be increasing by 132.4% to \$96.14. It is my understanding that similar increases are being made across the board in many neighborhoods, to where everyone's monthly bill will be \$96.14. This is incredibly unbalanced, immoral, and inequitable for the following reasons: 1) Residents had no say in any of this. There has been zero transparency up until this point, from a company that apparently only pretends to be from Kentucky. 2) The application is in Lexington, almost two hours away from the affected neighborhoods. I'm sure this was done intentionally as a way to dissuade residents from viewing the application. I believe it is available digitally, but of course that information is not given in the letter. 3) My neighborhood, and several others affected, are owned or rented by low-income families. Most of our homes only have one restroom, no swimming pools, no luxuries. It is absurd and the farthest thing from equitable to charge us the same as owners of homes with 4+ restrooms, pools, sprinkler systems, and more. 4) As mentioned before, many of these neighborhoods are low-income. This will create financial hardship for numerous families. I am a teacher with two degrees and working on my third - despite that, my family and I are only making enough to save a small amount each month. Many of my neighbors are not as lucky, and only just make ends meet. I understand that the improvements cost money, and I understand that our rates need to increase as a result. At the same time, there must be a better way to do this. At the very least, if measuring the amount of sewage used per household per month is not possible, there should be a way to charge people based on predicted usage. I ask that you please consider my argument; consider the hardship this will put on people, and the equity that a different plan could bring. Thank you, Dominic McCamish

Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:07:00 PM

Elisabeth Harper,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Monday, October 5, 2020 9:49 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Saturday, October 3, 2020 7:44 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Saturday, October 3, 2020 at 7:43 PM

Name: Elisabeth Harper
Address: 10 E. Airview Dr.
City: Elizabethtown
State: KY
Zip Code: 42701

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Bluegrass Water

State the nature of your concern: I received a letter saying they are going to increase our

current rate of \$41.36 to \$96.14 There is no way we can afford \$96.14. That is way too much.
Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 3:13:00 PM

Erik Whitaker,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Public Information Officer <PSC.Info@ky.gov>
Sent: Tuesday, October 6, 2020 2:46 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 12:14 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 11:42 AM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, October 6, 2020 at 11:42 AM

Name: Erik Whitaker
Address: 199 Knights Ct
City: Taylorsville

State: KY

Zip Code: 40071

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Utility Name: Bluegrass Water Utility Operating Company, LLC

State the nature of your concern: This is in reference to case number: 2020-00290 Bluegrass Water's proposed rates yield an average increase of 168% across all service areas - which is both egregious and arbitrary as their proposed increase results in a rate that is more than double that of the national average for sewer and water services, and far exceeds that of much larger sewer districts. Bluegrass Water is effectively a monopoly in the communities in which they serve as their customers cannot simply choose a different water/sewer provider; furthermore the infrastructure upgrades that are cited as justification for the rate increase have not been realized in my community and seem to be attributed to nothing more than poor management. With that, I believe that Bluegrass Water's proposed rate increase is not being made in good faith and is nothing more than a money grab from their customers whom they know cannot simply choose to take their business elsewhere.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:19:00 PM

Gavin Williams,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 8:32 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, October 5, 2020 5:34 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 5, 2020 at 5:33 PM

Name: Gavin Williams
Address: 3410, Sierra Dr
City: West Paducah
State: KY
Zip Code: 42086
Phone number where you can be reached: [REDACTED]
Home phone:
Utility Name: Bluegrass Water
State the nature of your concern: My current sewer provider just purchased the underground

infrastructure around 6 months ago, they have done some improvement around our subdivision lift station. I have just received a letter stating that due to these improvements they are requesting through the PSC to increase rates in my subdivision by 177% increasing my monthly sewer bill from \$34.71 to \$96.14. I currently work for a utility company and I believe this is an outrageous price for almost any utility and especially such a drastic increase. Thanks for hearing my concern and I hope this problem can be resolved.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:10:00 PM

Glendal Jennings,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Monday, October 5, 2020 2:58 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, October 5, 2020 2:28 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 5, 2020 at 2:27 PM

Name: Glendal Jennings
Address: 53 Parkside Lane
City: Murray
State: KY
Zip Code: 4207

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Utility Name: Bluegrass Water

State the nature of your concern: Bluegrass water is planning on raising our water bills in

Center Ridge Association to \$83.05 to \$22.79 and aren't doing any upgrades here I do not understand how they could do this to us ! This is a Retirement area of mainly summer use homes. Please advise what to do to prevent this from happening
Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Blue Grass Water Case Number: 2020-00290
Date: Tuesday, October 6, 2020 3:09:00 PM

John Farrell,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

-----Original Message-----

From: ATT [REDACTED]
Sent: Tuesday, October 6, 2020 12:17 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Blue Grass Water Case Number: 2020-00290

Name: John Farrell

Address: 141 Persimmon Ridge Drive

City: Louisville

State: KY

Zip Code: 40245

Phone number where you can be reached: [REDACTED] Home phone: [REDACTED] Utility

Name: Blue Grass Water Case Number: 202000290 State the nature of your concern: Blue Grass Water Case Number: 202000290 Just received Bluegrass Water's intent to increase rates at a number of neighborhoods. The average increase monthly is 170% for all or most customers.

Regardless of their stated requirements, the increases are way out of line. I personally, would like to know what improvements they are planning for Persimmon Ridge to justify their proposed rate increase. Honestly, who in their right mind proposes a 170% increase in rates without a valid justification. There a number of customers on a fixed income, like myself and this abnormally high

increase will be a burden to most. Maintain of a waste water system does cost. I would agree with a modest increase to keep pace with increasing costs and expenditures. However, this proposed 170% increase is unwarranted.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:21:00 PM

John Farrell,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 8:26 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, October 5, 2020 4:41 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 5, 2020 at 4:41 PM

Name: John Farrell
Address: 141 Persimmon Ridge Drive
City: Louisville
State: KY
Zip Code: 40245
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]
Utility Name: Blue Grass Water Case Number: 202000290
State the nature of your concern: Blue Grass Water Case Number: 202000290 Just received

Bluegrass Water's intent to increase rates at a number of neighborhoods. The average increase monthly is 170% for all or most customers. Regardless of their stated requirements, the increases are way out of line. Honestly, who in their right mind proposes a 170% increase in rates without a valid justification. There a number of customers on a fixed income, like myself and this abnormally high increase will be a burden to most. I agree to maintain a waste water system does cost. I agree with a modest increase to keep pace with increasing costs and expenditures. However, this proposed 170% increase is unwarranted.

Have you contacted the utility about the problem: No

From: Bruner, Brandon S (PSC) on behalf of PSC Executive Director
To: [REDACTED]
Subject: bluegrass water utility operating company proposed rates
Date: Tuesday, October 6, 2020 11:40:00 AM

John Lutz,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: marcia lutz [REDACTED]
Sent: Monday, October 5, 2020 4:30 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: bluegrass water utility operating company proposed rates

Good afternoon,
Today I received a letter from Bluegrass water utility company that is proposing raising our subdivision's wastewater rates from 35.00 / month to 96.14 / month. In the letter Bluegrass gives reasons why and some of the new equipment they want to purchase to keep us up to date and running smoothly. Still this seems to be an excessive increase especially to those of us who are receiving social security.
Thank you
John Lutz
123 Whispering Pines Circle
Louisville, Ky 40245

Sent from [Mail](#) for Windows 10

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 3:04:00 PM

Jourdain Sowle,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 1:33 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 12:46 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, October 6, 2020 at 12:46 PM

Name: Jourdain sowle
Address: 256 Airview Dr
City: Elizabethtown
State: KY
Zip Code: 42701

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Bluegrass water

State the nature of your concern: Request intervention case #2020-00290 I hope that this

commission will put a stop to the above mention company's careless attempted at lining their pockets, on the gize that the responsibility of repairs fall upon the consumer. This company has a record of buying sewer and water outfits that are in need of repair. They Bluegrass water hole heartedly new the conditions of the outfits when purchased. They themselves should be held responsible for the repairs at there own cost. Not at the cost of the consumer. If it's to much for them to take on they should just pay to connect use to the city/county sewer, and wash their hands of this. Thank you for your consideration
Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:19:00 PM

Jourdain Sowle,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 8:30 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, October 5, 2020 5:06 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 5, 2020 at 5:05 PM

Name: Jourdain sowle
Address: 256 Airview Dr
City: Elizabethtown
State: KY
Zip Code: 42701

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Bluegrass water

State the nature of your concern: I just received a letter in the mail today from bluegrass water

that is dated September 30th 2020. The letter states they are filing a request to raise our sewer payment from 41.36 a month to 96.14 a month which is a 132.4% increase. Which in there words is to increase their yearly revenue by 2,177,052 dollars. They bought our sewer system from the previous company knowing there has been years of documented issues, and are now trying to divert the cost of repair from neglect on the previous owners part, to us the consumer. This is completely unexceptionable. I am hopeful that you at the Ky psc won't approve there attempt at price gouging the low income neighborhoods to line their pockets. Most people that live in the Airview subdivision are low income these are all 1100 sqft homes with one bathroom. If we were connected to elizabethtown or Hardin county sewer we would pay more than 50-60 a month for a water sewer bill combined.
Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 3:15:00 PM

Julia Prater,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 2:40 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 2:29 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED]
on Tuesday, October 6, 2020 at 2:29 PM

Name: Julia Prater
Address: 118 Joshua Ln
City: Georgetown
State: KY
Zip Code: 40324
Phone number where you can be reached: [REDACTED]
Home phone:
Utility Name: Bluegrass Water
State the nature of your concern: I just received a letter yesterday (10/5) concerning the rate

increase. It states the raise would go from \$30 to \$96.14 a 220.5% increase. This should not be approved, especially in the middle of the covid pandemic! Does not state if the increase is temporary or permanent.

Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 2:58:00 PM

Kathleen Taggett,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 1:38 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 1:29 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, October 6, 2020 at 1:29 PM

Name: Kathleen Taggett
Address: 349 Pleasant Springs Road
City: Carlisle
State: Kentucky
Zip Code: 40311
Phone number where you can be reached: [REDACTED]
Home phone:
Utility Name: Bluegrass Water Utility Operating Company
State the nature of your concern: Intervention Case #2020-00290 Center Ridge Service Area. I

would like to request your intervention in the above mentioned case. I received a letter on October 5th describing a rate increase of 364.4 % per month for water service. An increase of \$83.05 per month is grossly outrageous. This rate increase should not be approved. Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case#2020-00290 Bluegrass Water
Date: Tuesday, October 6, 2020 3:15:00 PM

Katie Buhts,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Katie B [REDACTED]
Sent: Tuesday, October 6, 2020 2:48 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case#2020-00290 Bluegrass Water

To Whom It May Concern:

I, Katie Buhts, submit this to protest the proposed rate increase proposed by Bluegrass Water Utility Operating Company on behalf of 3501 River Bluff Rd, Prospect, KY 40059.

This significant rate increase (65.3%) comes at a time that many are facing financial hardships due to the worldwide pandemic.

A gradual rate increase over time to ensure that Bluegrass Water can continue to invest in necessary improvements would allow all members of the community time to plan for the future expenses accordingly.

Once again, I submit that I oppose the rate increase proposed in Case#2020-00290-- Bluegrass Water.

Respectfully submitted,

Katie Buhts

3501 River Bluff Rd, Prospect, KY 40059

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 3:01:00 PM

Kayla Sowle,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 1:35 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 12:47 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, October 6, 2020 at 12:46 PM

Name: Kayla Sowle
Address: 256 Airview Dr
City: Elizabethtown
State: KY
Zip Code: 42701

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Bluegrass Water

State the nature of your concern: I received a letter in the mail stating that my sewer company

is wanting to raise my rates to \$96.14. Airview Estates is a low income neighborhood. There are many elderly people in this neighborhood who are on a fixed income. Most houses have one bathroom. The amount this company wants monthly is ridiculous. Other neighborhoods in Elizabethtown have houses with 3-4 bathrooms and pay less than \$35 a month. This price increase is not feasible for this neighborhood.

Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Bluegrass Water Utility Operating Company Requested Rate Increase
Date: Tuesday, October 6, 2020 11:38:00 AM

Kenneth Johnson,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: KJ [REDACTED]
Sent: Monday, October 5, 2020 2:18 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Bluegrass Water Utility Operating Company Requested Rate Increase

Bluegrass Water Utility Operating Company Requested Rate Increase for Golden Acres Subdivision (Calvert City, KY)

My name is Kenneth Johnson. I live at 454 Golden Acres Loop, Calvert City, KY 42029 and have lived here since 1988. We have never had a large increase such as is being requested by the Bluegrass Water Utility Operating Company. I am a retired individual and my wife is disabled. The current sewer rate is \$39.57 and they are requesting a proposed rate to \$96.14. I am against the rate increase. Please intervene on our behalf and do not grant (deny) the large increase. My wife and I live on a budget and this increase is enormous from my standpoint.

Thank you for your time in reading my email and thanks in advance for standing up for us in this matter. If you need to contact me my info is below.

Kenneth Johnson

454 Golden Acres Loop
Calvert City, KY 42029
[REDACTED] Phone

Best regards.
Kenneth Johnson

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Cc: [REDACTED]
Subject: 2020-00290
Date: Tuesday, October 6, 2020 11:44:00 AM

Lori Oles,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Lori Oles [REDACTED]
Sent: Tuesday, October 6, 2020 9:29 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Cc: [REDACTED]
Subject: 2020-00290

Hi-

I am writing to file an appeal for the increase in wastewater as it is an extremely high rate of an increase for one year. I don't believe this is a fair rate of an increase and if this is needed, it should be increased over a period of time vs. all at once.

My name is Lori Oles
65 Hackberry Ct.
Louisville, KY 40245

Thanks,
Lori Oles

--

Lori Oles | Shopper Insights
Cell: [REDACTED]

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Waste Water bill increase
Date: Tuesday, October 6, 2020 3:10:00 PM

Lorri Erps,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Lorri Erps [REDACTED]
Sent: Tuesday, October 6, 2020 1:08 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Waste Water bill increase

Case #2020-00290

Our notice showed a proposed bill of over \$240 from \$35. That is incredibly high for just 2 of us. A slight increase of 10% or so per year is reasonable but this is an 235% increase! There must be a better way to adjust payments than this abrupt increase! We can't afford this and neither can other residents affected by covid! We need to have a reasonable monthly payment or different company.

Thank you,

Lorri Erps
955 Willow Creek Lane

From: Bruner, Brandon S (PSC) on behalf of PSC Executive Director
To: [REDACTED]
Subject: Case Number 2020-00290
Date: Tuesday, October 6, 2020 11:42:00 AM

Mark Askin,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Mark Askin [REDACTED]
Sent: Monday, October 5, 2020 6:59 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case Number 2020-00290

To whom it may concern,

We received notice today that our sewer rates are increasing from \$35 a month to \$96.14 per month a 174.7% increase. We live in Persimmon Ridge Subdivision and the sewer system is approximately 25 years old. It was constructed with PVC pipe and is mostly a gravity sewer system with some pump stations and a package treatment plant.

There has been no visible construction activity proceeding on this system. Can we see how this rate increase was calculated versus existing revenue being received by Bluegrass Water?

What improvement are planned that justify this large increase? PVC sewer pipe if installed correctly can last well over 60 years and the pump stations and WWTP can last up to 40 years with proper maintenance.

This large of a rate increase in these times seems unreasonable especially with the large increase amount. Can documentation be provided to review.

I understand cost go up and prices go up. I would more incline to see a 5% increase not the

174.7% increase proposed.

Thank you for your time.

Mark Askin

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Case Related Question
Date: Tuesday, October 6, 2020 3:19:00 PM

Matthew O'Connor,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Matthew O'Connor [REDACTED]
Sent: Tuesday, October 6, 2020 12:38 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: Re: Case Related Question

2020-00290

I apologize for not including this question in my previous email. I'm unsure if the rate increase is set to be permanent, or temporary to cover the costs of the listed capital improvements, and if temporary, for what term.

I also find the lending rate for the projects to be very high. The CEO of the company is/was under investigation or suspicion for securing a lender for a similar project in Missouri of having financial ties to the lending institution, leading to concern about a conflict of interest when securing the loan.

Thank you,
Matthew O'Connor

On Tue, Oct 6, 2020, 10:43 PSC Executive Director <PSCED@ky.gov> wrote:
Matthew O'Connor,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Matthew O'Connor [REDACTED]
Sent: Monday, October 5, 2020 7:52 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case Related Question

Case 2020-00290

Regarding rate increase in Great Oaks Subdivision. I am inquiring for justification of a proposed 233% rate increase, increasing fees from \$28.84/mo to \$96.14/mo. While I do not question that running a utility has costs, and the right of a business to pursue profit, I do question this very substantial increase.

Cursory research shows common rates in Kentucky to be in the \$30-40/mo range, with \$40 being a flat rate, and those closer to \$30 as a flat rate for the first 10,000 to 12,000 gallons, with an additional charge above that limit. Cities like Louisville charge approximately \$85/mo, but this also includes water service. Bluegrass Water does not provide water to Great Oaks Subdivision. Instead, potable water is supplied and purchased from Paducah Water.

Other local sewage companies, private and public, have increased rates in the last few years, but to the order of 10-20%. An increase in this range would be in line with current sewer fees regionally.

Thank you for your consideration in this matter,

Matthew O'Connor
120 Majestic Ct, Paducah, KY 42003

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case Related Question
Date: Tuesday, October 6, 2020 11:43:00 AM

Matthew O'Connor,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Matthew O'Connor [REDACTED]
Sent: Monday, October 5, 2020 7:52 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case Related Question

Case 2020-00290

Regarding rate increase in Great Oaks Subdivision. I am inquiring for justification of a proposed 233% rate increase, increasing fees from \$28.84/mo to \$96.14/mo. While I do not question that running a utility has costs, and the right of a business to pursue profit, I do question this very substantial increase.

Cursory research shows common rates in Kentucky to be in the \$30-40/mo range, with \$40 being a flat rate, and those closer to \$30 as a flat rate for the first 10,000 to 12,000 gallons, with an additional charge above that limit. Cities like Louisville charge approximately \$85/mo, but this also includes water service. Bluegrass Water does not provide water to Great Oaks Subdivision. Instead, potable water is supplied and purchased from Paducah Water.

Other local sewage companies, private and public, have increased rates in the last few years, but to the order of 10-20%. An increase in this range would be in line with current sewer fees regionally.

Thank you for your consideration in this matter,

Matthew O'Connor
120 Majestic Ct, Paducah, KY 42003

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:16:00 PM

Michael Friend,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 8:46 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 8:21 AM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, October 6, 2020 at 8:20 AM

Name: Michael Friend
Address: 13308 Creekview Rd
City: Prospect
State: KY
Zip Code: 40059
Phone number where you can be reached: [REDACTED]
Home phone:
Utility Name: Bluegrass
State the nature of your concern: We just got a letter from bluegrass water saying they are

jacking up our rates 65%. The entire neighborhood is in uproar on Nextdoor and Facebook and conversations across the entire City of River Bluff, since the letter just arrived yesterday for most people. There have been zero improvements to our neighborhood\city sewage infrastructure, outside of one neighbor who had a awful sewage leak, but that is maintenance and repair, not capital expenditure or new structural improvements as they lied about in their letter to us. There is no warranting this severe of a raise in sewage rate. \$100 a month? It's a complete joke. We will just go to septic, shut off the sewage lines, and several other households are saying they will too. Installing septic will pay for itself in no time with this ridiculous proposed new sewer rate. During covid they give us less than a months notice about a 65% increase, how dare they. Y'all would be complicit Ilin approving this trash proposal, no, sewage....fits the service.

Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case number is 2020-00290
Date: Tuesday, October 6, 2020 3:14:00 PM

Michael Gross,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

-----Original Message-----

From: Mike Gross [REDACTED]
Sent: Tuesday, October 6, 2020 10:35 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case number is 2020-00290

PSC,

My name is Mike Gross, and I live at 151 Persimmon Ridge Dr., Louisville KY 40245. We received a notice that our wastewater bill (Bluegrass Wastewater) was proposing an increase: from \$35/month to \$96.14 per month. On the surface, this seems like an outrageous increase. But knowing that this happened less than a year after Bluegrass Wastewater purchased the utility seems like opportunistic price-gouging by the near-monopoly utility.

I'm also the President of Persimmon Ridge's HOA and have fielded many comments. Our whole neighborhood is upset by the sudden proposed increase. Many on social media are recommending bringing in the press to cover Bluegrass's behavior.

We will act in our best interests, whatever that takes. During difficult economic times, any fixed expense increase is difficult to swallow for many of our residents. A 174% increase is unconscionable!

Moreover, the neighborhood itself saw a proposed 234% increase. If we increase HOA dues because of this, we'll place the blame squarely on Bluegrass Water...and possible PSC, if unwilling to reign in their actions.

Sincerely,

Michael Gross
151 Persimmon Ridge Dr
Louisville KY 40245



From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case 2020-00290
Date: Tuesday, October 6, 2020 3:12:00 PM

Mike and Susan VonHoven,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

-----Original Message-----

From: PSC Public Information Officer <PSC.Info@ky.gov>
Sent: Tuesday, October 6, 2020 2:42 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: FW: Case 2020-00290

-----Original Message-----

From: Michael Vonhoven [REDACTED]
Sent: Tuesday, October 6, 2020 11:41 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Cc: Mike VonHoven [REDACTED]
Subject: Case 2020-00290

This is Mike & Susan VonHoven in Persimmon Ridge, Louisville KY.

This case will be strongly appealed.

A 175% increase with less than a month notification is not acceptable and wrong to even introduce in these pandemic times.

Please forward me the VP contact info in charge of this Public Information Officer case with a copy of

the appeal process immediately.

Sincerely Mike & Susan [REDACTED] cell/text

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case # 2020-00290
Date: Tuesday, October 6, 2020 3:13:00 PM
Attachments: [image002.png](#)
[image003.png](#)

Mike, Davies,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Mike Davis [REDACTED]
Sent: Tuesday, October 6, 2020 11:22 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Cc: Dixie Davis [REDACTED]
Subject: Case # 2020-00290

To whom it may concern,

Case No. 2020-00290

As a lake house owner in the Center Ridge Community at 235 Whisper Drive.

Owners in this community or either retirees that live there full time or they are seasonal owners (like myself) that only utilize their homes during the summer months. It is Ludacris for Bluegrass Water Utility Operating Company to raise the monthly water bill in the Center Ridge Community by 364%. Residents currently pay \$22.79 monthly and can not afford the proposed rates of \$105.84 a month.

For the most part, this is a low income area. A big percentage of the residents are older retirees living on a fixed budget that can not afford the change request.

Others like myself are only using water maybe 40 to 60 days a year in the summer

months while enjoying the lake. The rest of the year we are not using any water.

On behalf of the Center Ridge Community, there will be individuals that will sell their homes or some may install their own water storage tanks for water because that can't afford the proposed rate increase.

I beg someone to visit the Center Ridge Community and talk with the residents of this small community regarding the Bluegrass Water Utility Operating Company's change request of 364.4%. There has been no major water improvements to this area in many years that would require this type of change request in monthly water bills.

I appreciate your time and I am asking you please do not approve the change request from Bluegrass Water Utility Operating Co.

Thanks,



Mike Davis

GENERAL MANAGER

ICC Commonwealth | Mechanical Erection Division

[REDACTED]

24 |



112 E. Chestnut Street | East Prairie, MO 63845 | USA | www.icc-commonwealth.com

The content of this email and its attachments are strictly confidential, proprietary and restricted. The disclosure or supply, in whole or in part, to any third party, may not be made without official prior expressed authorization. If you are not the intended recipient and have received this message in error, please be advised that reading, copying and using the contents in this email is prohibited. Please inform the sender or Dominion immediately by the same method received and delete the message. The personal data used for this communication is being processed by DOMINION with the exclusive purpose of maintaining the commercial relationship with you and is treated in the legitimate interest of the company. You may exercise your rights by going to the privacy portal of the DOMINION website www.dominion-global.com/privacy-policy

A Global Dominion Access, USA Company | www.dominion-global.com/dominion-ec

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 3:06:00 PM

Robert Spalding,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 1:31 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 12:38 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, October 6, 2020 at 12:37 PM

Name: Robert Spalding
Address: 409 Windsong Circle
City: Murray
State: KY
Zip Code: 42071
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]
Utility Name: Bluegrass Water

State the nature of your concern: My water use to be controlled by center ridge water and the

cost per month was \$22.79 per month. I got a letter from the new company that bought them out called Bluegrass Water who is stating in this letter they are proposing A rate increase to the PSC that would increase our monthly bill to \$105.84. I don't think I am out of line with my concern that this is way too high. The average cost around this area is 25-50 a month and this is a 364.8 percent increase. On top of this we have constantly been in a boil water advisory. There is no reason that the Center Ridge water customers should be extorted by the new ownership especially by a team who is constantly causing disruption in our water service. I have sent an email to their team, their president, and this note to your team. I am hoping you can help resolve this.

Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:17:00 PM

Robert Spalding,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 8:41 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, October 5, 2020 10:06 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 5, 2020 at 10:06 PM

Name: Robert Spalding
Address: 409 Windsong Circle
City: Murray
State: KY
Zip Code: 42071
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]
Utility Name: Bluegrass Water

State the nature of your concern: My water use to be controlled by center ridge water and the

cost per month was \$22.79 per month. I got a letter from the new company that bought them out called Bluegrass Water who is stating in this letter they are proposing A rate increase to the PSC that would increase our monthly bill to \$105.84. I don't think I am out of line with my concern that this is way too high. The average cost around this area is 25-50 a month and this is a 364.8 percent increase. On top of this we have constantly been in a boil water advisory. There is no reason that the Center Ridge water customers should be extorted by the new ownership especially by a team who is constantly causing disruption in our water service. I have sent an email to their team, their president, and this note to your team. I am hoping you can help resolve this.

Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:11:00 PM

Ronald and Marti Sigers,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Monday, October 5, 2020 3:00 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, October 5, 2020 2:48 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 5, 2020 at 2:47 PM

Name: Ronald & Marti Sigers
Address: 5940 Majestic Oak Drive
City: Paducah
State: KY
Zip Code: 42003
Phone number where you can be reached:
Home phone:
Utility Name: Bluegrass Water
State the nature of your concern: I received a letter in the mail today from Bluegrass Water

regarding a rate increase of 233.4% for our sewer service ONLY. Our water is supplied by Paducah Water, which is located in the city in which we live. Our subdivision, Great Oaks, is listed for a rate increase of \$67.30 per month, bringing our bill to \$96.14 a month for SEWER ONLY! Is there a way to review this proposed rate increase and have a local sewer company (JSA) take over, like they have in the past? This is going to cause a hardship for so many people living in our subdivision, including us. Now is not the time for a large rate increase! Neighbors are NOT happy with you guys (Bluegrass Water).
Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:14:00 PM

Roy Combs,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Tuesday, October 6, 2020 9:22 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, October 6, 2020 9:17 AM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, October 6, 2020 at 9:16 AM

Name: Roy Combs
Address: 108 Shannon Lane
City: Georgetown
State: KY
Zip Code: 40324
Phone number where you can be reached: [REDACTED]
Home phone:
Utility Name: Bluegrass Water Utility Operating Company
State the nature of your concern: This utility company took over the operation of the sewer

system for our subdivision. This was a separate \$30 bill in addition to our water. I just received a letter from this company stating that we are slated for a 220.5% increase. Our bill goes from \$30 to \$96.14. I thought this was a mistake or a joke. I have never heard of a utility increasing a bill by this amount in one step. Can I please have some information on this issue? There is no way that JUST SEWER service should cost a hundred bucks a month. That is insane.

Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case Number 2020-00290 Comments from Resident
Date: Tuesday, October 6, 2020 11:40:00 AM

Ryan Shaffer,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Ryan Shaffer [REDACTED]
Sent: Monday, October 5, 2020 3:19 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case Number 2020-00290 Comments from Resident

Case Number: 2020-00290
Resident Name: Ryan Shaffer
Resident Address: 800 Persimmon Ridge Drive, Louisville, KY, 40245

To Whom it May Concern,

The proposed wastewater rate increase for the Persimmon Ridge subdivision and other locations affected as proposed by Bluegrass Water Utility Operating Company is egregious and takes advantage of the lack of options residents have to deal with wastewater. Due to the monopolistic nature of their business, if you do not rule to force this company and others like it to be reasonable in cost and nature of increases, then we as residents are left with no other options to deal with basic fundamental infrastructure needs in our homes.

A 300% increase in wastewater rates is egregious, especially when the company enacting these increases does not also supply water to the area. As such they do not have the ability to know what our usages are, and are spreading the costs of high users to all residents. Being that we are in the middle of farm land, several golf courses, and high levels of land development, we must know if we are being charged fairly as compared to these businesses that have much higher usages. Additionally, the company replaced or plans to replace infrastructure that the previous owner testified did not need to be

replaced during the sale of the previous company to Bluegrass water. If they replaced infrastructure that was is in good working order in order to have an excuse to enact these rate hikes, then they are not being good stewards to their customers.

In researching the parent company of Bluegrass Water, CSWR, I have found that this process of purchasing small water and wastewater facilities and then hiking rates to the highest levels in the state is their standard operating process. The CEO of the company has stated on record that he views his business as a service that takes companies with crumbling and ill repair infrastructure that no one else wants and gives the people clean water. He states this as we should be in debt to him for looking out for us, but in reality, he is a businessman looking to profit off of small communities by creating a monopoly.

Any good business does their homework and knows what they are signing up for when they acquire another company, and therefor CSWR should have known at the time of purchase what investment they would need to make. This was not a surprise and should have been communicated to the residents when the sale took place.

Their request to increase their profit by ~\$2.5 million dollars per year in perpetuity, for no more than \$6 million of investment is a clear grab at padding their profits long term. If they truly needed to recoup expenses, then they can do a limited duration assessment, and once paid is removed. Even at that, the company should be made to share all finances so that the board can evaluate if their profits are reasonable and that their CEO and other management are not being paid excessively.

Thank You,
Ryan Shaffer

Case Number: 2020-00290

Resident Name: Ryan Shaffer

Resident Address: 800 Persimmon Ridge Drive, Louisville, KY, 40245

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case No. 2020-00290 - KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 11:35:00 AM

Stephen P. Lanphier,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Public Information Officer <PSC.Info@ky.gov>
Sent: Monday, October 5, 2020 4:58 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Monday, October 5, 2020 2:18 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, October 5, 2020 2:15 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 5, 2020 at 2:14 PM

Name: Stephen P Lanphier
Address: 102 Shannon Court
City: Georgetown

State: Kentucky

Zip Code: 40324

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Bluegrass Water

State the nature of your concern: Intervention Case #2020-00290 I would request your intervention in the above mentioned case. I received a letter today 10/5/2020 describing a rate increase request of 220.5%. This is outrageous. A \$66.14 monthly increase. This rate increase should not be approved.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case Related Question
Date: Tuesday, October 6, 2020 11:41:00 AM

Tom Tuggle,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

-----Original Message-----

From: Sherry Tuggle [REDACTED]
Sent: Monday, October 5, 2020 5:41 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case Related Question

Related to 2020-00290, persimmon ridge water increase from 35.00 to 96\$ after a few months of ownership. We are retired couple on fixed income, I believe this to be an unfair increase.
TomTuggle, 113 Whispering Pines Circle.

Sent from my iPad

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Tuesday, October 6, 2020 12:08:00 PM

Walter Madaris,

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, 2020-00290, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Monday, October 5, 2020 9:48 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Saturday, October 3, 2020 4:52 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Saturday, October 3, 2020 at 4:52 PM

Name: walter madaris
Address: 26 W Airview Dr
City: Elizabethtown
State: KY
Zip Code: 42701

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Bluegrass Water

State the nature of your concern: Residents of the Airview Estates Elizabethtown, Ky 42701

Petition to Deny any/all request to raised Bluegrass Water Company proposed rate hike To whom it may concern: Enclosed it the signatures of the residents of Airview Estates, Elizabethtown, Ky 42701. We as the residents of Airview Estates, Elizabethtown, Ky 42701 do hereby protest the actions of the Bluegrass Water Company's request to raise the current rate of sewer service. Due to the fact, that we reserve the right to express our options to address the unlaw and/or illegal request to raise the fees in excess of 100%. Not only do we request this right: we wish to have a meeting with the PSC of Kentucky to voice our issues within an open forum; as prescribed by law. Furthermore, we reserve the right to establish a committee to present our case to the company and PSC in person. Being that this is an issue that effect an entire sub-division. With total regards and respect to the PSC we await your reply. Walter Madaris 26 W. Airview Dr. Elizabethtown, Ky 42701 (Airview Estates) [REDACTED] [REDACTED] P.S. We extent our thanks in advance for the time extended towards this letter and our request. Enclosed is a copy of the proposed rate hike
Have you contacted the utility about the problem: No

*Angela M Goad
Assistant Attorney General
Office of the Attorney General Office of Rate
700 Capitol Avenue
Suite 20
Frankfort, KENTUCKY 40601-8204

*John G Horne, II
Office of the Attorney General Office of Rate
700 Capitol Avenue
Suite 20
Frankfort, KENTUCKY 40601-8204

*Kathryn A Eckert
McBrayer PLLC
201 East Main Street
Suite 900
Lexington, KENTUCKY 40507

*Katherine Yunker
McBrayer PLLC
201 East Main Street
Suite 900
Lexington, KENTUCKY 40507

*Larry Cook
Assistant Attorney General
Office of the Attorney General Office of Rate
700 Capitol Avenue
Suite 20
Frankfort, KENTUCKY 40601-8204

*Bluegrass Water Utility Operating Company, LLC
1650 Des Peres Road, Suite 300
St. Louis, MO 63131

*J. Michael West
Office of the Attorney General Office of Rate
700 Capitol Avenue
Suite 20
Frankfort, KENTUCKY 40601-8204