

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:39:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 8:43 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: Wednesday, October 7, 2020 9:27 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 Wednesday, October 7, 2020 at 9:27 PM

Name: Ashley Howard
Address: 113 Thomas 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 am contacting you regarding docket # 2020-00290 and a letter which I received from Bluegrass Water on 10-5-2020. They are proposing a rate hike of an astronomical 220%, taking our bill from \$30 monthly to \$96.xx with less than a months notice. Bluegrass Water just purchased our sewer roughly 1 year ago from the City of

Georgetown, who we paid previously for services. They should have known what the issues were then and either worked it into the deal or had the City help with the associated costs. This SHOULD NOT be our responsibility and especially such a high increase at one time without much notice. Many people, myself included, live on a budget or fixed income and CANNOT afford a more than \$60 increase monthly. I have heard of this company doing this many times before and it seems like it is just an excuse to line their pockets with even more money. Please help us CONSUMERS and tell them NO. This is the only company who provides services in this area so we have to pay them or we will not have sewer services. Thank you for your time and 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: Friday, October 9, 2020 11:38:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 8:48 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: Thursday, October 8, 2020 8:37 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 Thursday, October 8, 2020 at 8:36 AM

Name: Benjamin Hayes
Address: 1007 Fairway Drive
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: Bluegrass Water is raising our bill 200%..... absolutely ridiculous. Please look into this. Thank you for your time and attention to this matter.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Persimmon Ridge Sewage increase Case 2020-00290
Date: Friday, October 9, 2020 11:49:00 AM

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

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

From: Bill Wilding [REDACTED]
Sent: Thursday, October 8, 2020 12:05 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Persimmon Ridge Sewage increase Case 2020-00290

I find it hard to believe that a company would even think of raising sewage rates by this ridiculous amount. It is obvious that they have purchased a number of sewage treat plants and because of their bad investments in Jefferson County they want us to pay for others improvements. Our home is lot 117 and it backs up very closely to the Sewage plant. In the 22 years we have lived there only once has there been any problem. It was after a severe storm and we lost our electricity for three days. With just a recent rate increase of approximately 35% (which I'm sure was put into effect so BGWW would purchase Persimmon Ridge Waste Water) now followed by a \$61+ increase is trying to either gouge us or wanting us to make up for their bad business decisions in Jefferson Count. I request that you please not allow an increase at this time. With a company that tries this kind of tactics should be watched very closely to make sure they follow all of the EPA rules governing sewage treatment plants.

Joyce & Bill Wilding
257 Persimmon Ridge Dr.
Louisville, KY. 40345
[REDACTED]

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: bluegrass water system rate change
Date: Friday, October 9, 2020 11:46:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 4:13 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: bluegrass water system rate change

From: Bridgette Wildharber <[REDACTED]>
Sent: Thursday, October 8, 2020 3:33 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>; PSC Public Information Officer <PSC.Info@ky.gov>
Subject: re: bluegrass water system rate change

I have a mobile home at a lake community on 6716 Dunbar rd Newconcord Ky 42076. We now pay 22.79 a month for water (a flat rate) I received a letter of approx amount to be raised up to 105.84 a month by the PSC. Most of these homes are vacation / weekenders ,there are some full time residents. But like mine, I have only spent one week at this location so far this year and I turn my water off after leaving each time i go. I think 22.79 a month is very fair since there is no use of water when not there. I can not see how you could raise the prices to almost 1300.00 a year whether you use it or not. I would think if you are going to raise pricing like this that there should be some type of meter installed and pay on usage not a flat fee that is so high. This is an absurd amount to jump to. I have called already the number on the sheet and voiced my opinion, the lady I spoke with gave me these emails to send a note to as well So that is what I am doing. I am sure there are many more in this community that would agree

with me, paying almost 1300.00 a year for water you don't even use maybe once to three weeks a year IS ridiculous. I agree a raise may be nessessary for upkeep and Maintenace, but in this amount of a jump is highway robbery.

Thank You

Bridgette W. Office Manager

Stanley Steemer

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: bluegrass water system rate change
Date: Friday, October 9, 2020 11:43:00 AM

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

From: Bridgette Wildharber [REDACTED]
Sent: Thursday, October 8, 2020 3:33 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>; PSC Public Information Officer <PSC.Info@ky.gov>
Subject: re: bluegrass water system rate change

I have a mobile home at a lake community on 6716 Dunbar rd Newconcord Ky 42076. We now pay 22.79 a month for water (a flat rate) I received a letter of approx amount to be raised up to 105.84 a month by the PSC. Most of these homes are vacation / weekenders ,there are some full time residents. But like mine, I have only spent one week at this location so far this year and I turn my water off after leaving each time i go. I think 22.79 a month is very fair since there is no use of water when not there. I can not see how you could raise the prices to almost 1300.00 a year whether you use it or not. I would think if you are going to raise pricing like this that there should be some type of meter installed and pay on usage not a flat fee that is so high. This is an absurd amount to jump to. I have called already the number on the sheet and voiced my opinion, the lady I spoke with gave me these emails to send a note to as well So that is what I am doing. I am sure there are many more in this community that would agree with me, paying almost 1300.00 a year for water you don't even use maybe once to three weeks a year IS ridiculous. I agree a raise may be nessessary for upkeep and Maintence, but in this amount of a jump is highway robbery.

Thank You

Bridgette W. Office Manager
Stanley Steemer

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Patterson vs Bluegrass Water
Date: Friday, October 9, 2020 12:19:00 PM

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

From: Chad Patterson [REDACTED]
Sent: Friday, October 9, 2020 12:11 PM
To: PSC Executive Director <PSCED@ky.gov>; PSC Public Information Officer <PSC.Info@ky.gov>; PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Patterson vs Bluegrass Water

October 9, 2020

To the Kentucky Public Service Commissioners: Michael J. Schmitt, Kent A. Chandler, and Talina R. Mathews,

Please consider this letter a plea for intervention and rejection of the application submitted by Bluegrass Water Utility Operating Company to adjust rates for service. The company proposes that due to a large amount of improvements to water infrastructure, and plans to improve in the future, they propose to increase our monthly water bill by 364.4%. This is not only unfounded and greedy, but also not practical in this neighborhood, and based on misleading claims made by the company. We request that their application be denied.

Our current rate for water is \$22.79 a month. Bluegrass Water purchased the water services a few months ago. It's no surprise they are raising the price after speaking with a representative on the phone after the takeover. However, the company is now proposing that we pay \$105.84 a month. This company is a monopoly and borders on unethical. The company justifies this price increase stating that

millions of dollars have been spent in infrastructure. However, this is untrue for our Center Ridge subdivision. Below are my grounds for argument for intervention and rejection in the following:

1.) In this particular subdivision, (Center Ridge) our water is maintained through a shared well. Recently, prior to Bluegrass Water owning the services, the Homeowner's association for the subdivision purchased (via volunteer donations) a backup generator to ensure that the well is always running, despite power interruptions. No other upgrades to the system have been made. Furthermore, the system is working and reliable, and does not need any more upgrades at this time.

2.) Our subdivision has no sewer services. Center Ridge is located approximately 20 miles outside of the town of Murray, KY, at the end of a dead-end road with limited amenities and resources. I am not sure if any employee from the St. Louis located Bluegrass Water has ever visited, because their assessment has to be built on assumptions of what they think is here. Our subdivision is mostly small, older houses or mobile homes. This means, almost everyone in the subdivision is on a private septic tank. It is unlikely that Bluegrass Water can get sewer services to reach this area at all, much less in their proposed 18 months. Considering that the proposed increase is based on an estimate of \$2.2 million dollars allocated to sewer services, a feature we will never receive or want, and approximately \$300 thousand is estimated for water revenue increase, the amount proposed is unjustified.

3.) A vast majority of the homes in this area are not primary residences. Most of these homes and trailers are used for a total of 2 months each year as a seasonal lake community with most owners visiting only weekends in the summer. Bluegrass Water, in their letter, admits that they have no knowledge of how much actual water is being used by each household, and wishes to continue a flat rate price. I imagine that is because the number is so small it would barely show up on a meter reading. Also, the well is not currently monitored. Many owners turn their water off and goes unused through the fall & winter months. Regardless, we are the subdivision least likely to see any improvements in service, but are impacted the greatest, as our increase is larger than any other subdivision (despite a lack of improvements or ability to actually improve).

4.) I appeal to your ethics. The vast majority of the homes in this area are not primary residences but these are not glamorous vacation homes. As stated previously, many of the homes are small, old, and in need of major upkeep. The people who own them are not rich people. The people who own these homes only visit a maximum of 2 months a year, so not much time is devoted to maintenance. Moreover, the residents who do live here permanently are on a fixed income. In either case, a water hike of 364% is unwarranted.. I assure you that the vast majority of the current homeowners simply cannot afford to pay \$1,270.08 a year for well water, that they were previously getting for \$275 annually. And, for Bluegrass Water to expect that they can shows a serious disconnect from reality with their control of a monopoly.

As an owner of a very small (800ft²) seasonal lake home in this subdivision I ask for you to intervene and reject the application from Bluegrass Water. This is not good for our subdivision nor any other homeowners they are taking advantage of in the State of Kentucky!

Chad Patterson
45 Terrace Dr
Murray Ky 42071

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Case 2020-00290 Rate Increase Request By Bluegrass Water Utility Operating Company, LLC
Date: Friday, October 9, 2020 11:34:00 AM

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

From: Charles Bailey [REDACTED]
Sent: Thursday, October 8, 2020 8:17 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Cc: Dad Yahoo E-Mail [REDACTED]
Subject: Case 2020-00290 Rate Increase Request By Bluegrass Water Utility Operating Company, LLC

I recently received a letter from Bluegrass Water stating that they have requested a 220.5% rate increase for my household in Homestead Subdivision. This type of increase should not be approved by the PSC as nothing has been stated as a justification for such an increase.

Luckily, I work in an industry that is considered to be necessary and have not lost my employment. Even though I have retained my employment, our business is way down and we do not know if we will be in business within a couple of months. My household budget cannot afford any increases and if this is approved by the PSC, something like food for my children and myself would suffer. I have already been given a property tax reevaluation by the county for this year, that will severely stress my budget.

There are numerous persons in this area that are out of work due to the ongoing pandemic that would be placed in a very bad situation by any increase in sewer rates.

When attempting to review the application for this increase on the PSC website, I find that I cannot get to any pdf documents concerning this filing.

I urge the PSC to turn down this application for this exhorbinat increase and inform Bluegrass Water Utility Operating Company, LLC that no increase will be afforded to them at this or any future time.

Thank you for your time and consideration,
Charles M. Bailey
104 Blowing Tree Drive
Georgetown, KY 40324
Homestead Subdivision

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:41:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 8:47 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: Thursday, October 8, 2020 8:05 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 Thursday, October 8, 2020 at 8:04 AM

Name: David K Fehling, Sr
Address: 129 LOST TREE DR
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: Rate increase from \$30.00 to \$96.14 in Homestead Subdivision, Georgetown, KY with little or no notice. We do even know what the increase is for.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE:
Date: Friday, October 9, 2020 11:48:00 AM

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

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

From: Donnel Alvey [REDACTED]
Sent: Thursday, October 8, 2020 10:09 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject:

I strongly urge this commission to stop this ridiculous rate increase request regarding case #2020-00290. Bluegrass Water bought the Timberland subdivision's sewer plant this year and is already attempting to triple our monthly payment. I understand that repairs/maintenance & upgrades are necessities which is why we all pay a monthly fee. It is not the customers fault that the previous owner failed to make the updates that Bluegrass Water wants to make. It is absolutely not the customers responsibility to make up the cost difference in what has been done and what should have been done by the owner. Our subdivision is made up of single family homes ranging from first time home buyers attempting to start families to elder families trying to enjoy retirement and this rate increase will drastically affect each one of us. Our sewer system is single sourced, we can't just cancel cable and buy direct tv, its Bluegrass water or nothing. This company knows that and they are taking advantage of it. Bluegrass Water should have investigated our sewer system thoroughly before buying it. If they couldn't negotiate a purchase price to incorporate the updates they wish to make they shouldn't have bought it.

Furthermore, during a pandemic when utility companies are offering payment plans and no late fee's, an approval of this request would seem just the opposite of "getting through this together".

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Request Intervention of Case Number 2020-00290 Bluegrass Water Utility Operating Company (Kingswood)
Date: Friday, October 9, 2020 11:30:00 AM

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

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

From: PSC Public Information Officer <PSC.Info@ky.gov>
Sent: Friday, October 9, 2020 9:11 AM
To: PSC Executive Director <PSCED@ky.gov>
Subject: FW: Request Intervention of Case Number 2020-00290 Bluegrass Water Utility Operating Company (Kingswood)

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

From: joniwright [REDACTED]
Sent: Thursday, October 8, 2020 3:38 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>; PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Cc: [REDACTED]
Subject: Request Intervention of Case Number 2020-00290 Bluegrass Water Utility Operating Company (Kingswood)

Name: Douglas and Bethani Wright
259 Kingswood Drive
Taylorsville, KY 40071
[REDACTED]

We request an intervention and review of the proposed rate increase made by Bluegrass Water

Utility Operating Company with regard to the Kingswood Development in Taylorsville, KY.

Our sewer/water treatment plant was in very good condition when Bluegrass Water Utility Operating Company took over the plant in 2019. We do not see evidence of any major improvements to the treatment plant and any improvements made do not warrant the proposed 147.5% rate increase.

The engineering report filed by Bluegrass Water Utility Operating Company prior to the purchase of the Kingswood plant stated that "no deficiencies were identified for theKingswood plant."

In addition, surrounding communities such as Mt. Washington and Louisville Metropolitan Sewer District only charge a sewer rate that is equal to the water rate. Our average monthly water bill is \$26.00.

A rate of \$96.14 for sewer service alone is far too high and will be detrimental to the value of the homes in our neighborhood. Please do not approve the proposed increase.

Sincerely,

Douglas and Bethani Wright
259 Kingswood Drive
Taylorsville, KY 40071



From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:40:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 8:44 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: Wednesday, October 7, 2020 11:15 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 Wednesday, October 7, 2020 at 11:14 PM

Name: Douglas Glenn
Address: 91 Cozy Dr.
City: Murray
State: KY
Zip Code: 42071

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

Utility Name: Bluegrass Water

State the nature of your concern: I received notice from Bluegrass Water Utility Operating Company that they are filing for a 364.4% increase in water rates for the water system they just purchased a few months ago. We currently pay \$22.79/month and they are proposing a 364.4% increase to \$105.84/month for all users in our subdivision. They provide no services

other than water. The entire water system was upgraded approximately 5 years ago thus no new major improvements or services should be needed or wanted. Our subdivision is a seasonal lake community with limited usage by most residents. An increase this substantial will create a hardship on most people and will devalue property as there are many low income/low cost homes and house trailers in the subdivision. Bluegrass Water has a monopoly and the only alternative will be a private well. Unfortunately, most of the small lot sizes in the subdivision will not meet approval to install a private well. We beg you to disapprove the rate increase as it is unwarranted, unethical and a monopoly.

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 Request for intervention Douglas Glenn
Date: Friday, October 9, 2020 11:33:00 AM
Attachments: [125 Cozy drive water letter to PSC - Douglas Glenn.pdf](#)

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

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

From: Douglas Glenn [REDACTED]
Sent: Friday, October 9, 2020 11:20 AM
To: PSC Executive Director <PSCED@ky.gov>; PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case #2020-00290 Request for intervention Douglas Glenn

****CAUTION**** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.

Douglas Glenn
[REDACTED]

Public Service
Post Office Box 615
Frankfort, KY 40602

October 9, 2020

To the Kentucky Public Service Commissioners: Michael J. Schmitt, Kent A. Chandler, and Talina R. Mathews,

Please consider this letter a plea for intervention and rejection of the application submitted by Bluegrass Water Utility Operating Company to adjust rates for service. The company proposes that due to a large amount of improvements to water infrastructure, and plans to improve in the future, they propose to increase our monthly water bill by 364.4%. This is not only unfounded and greedy, but also not practical in this neighborhood, and based on misleading claims made by the company. We request that their application be denied.

Our current rate for water is \$22.79 a month. Bluegrass Water purchased the water services a few months ago. It's no surprise they are raising the price after speaking with a representative on the phone after the takeover. However, the company is now proposing that we pay \$105.84 a month. This company is a monopoly and borders on unethical. The company justifies this price increase stating that millions of dollars have been spent in infrastructure. However, this is untrue for our Center Ridge subdivision. Below are my grounds for argument for intervention and rejection in the following:

- 1.) In this particular subdivision, (Center Ridge) our water is maintained through a shared well. Recently, prior to Bluegrass Water owning the services, the Homeowner's association for the subdivision purchased (via volunteer donations) a backup generator to ensure that the well is always running, despite power interruptions. No other upgrades to the system have been made. Furthermore, the system is working and reliable, and does not need any more upgrades at this time.
- 2.) Our subdivision has no sewer services. Center Ridge is located approximately 20 miles outside of the town of Murray, KY, at the end of a dead-end road with limited amenities and resources. I am not sure if any employee from the St. Louis located Bluegrass Water has ever visited, because their assessment has to be built on assumptions of what they think is here. Our subdivision is mostly small, older houses or mobile homes. This means, almost everyone in the subdivision is on a private septic tank. It is unlikely that Bluegrass Water can get sewer services to reach this area at all, much less in their proposed 18 months. Considering that the proposed increase is based on an estimate of \$2.2 million dollars allocated to sewer services, a feature we will never receive or want, and approximately \$300 thousand is estimated for water revenue increase, the amount proposed is unjustified.
- 3.) A vast majority of the homes in this area are not primary residences. Most of these homes and trailers are used for a total of 2 months each year as a seasonal lake community with most owners visiting only weekends in the summer. Bluegrass Water, in their letter, admits that they have no knowledge of how much actual water is being used by each household, and wishes to continue a flat rate price. I imagine that is because the number is so small it would barely show up on a meter reading. Also, the well is not currently monitored. Many owners turn their water off and goes unused through the fall & winter months. Regardless, we are the subdivision least likely to see any improvements in service, but

are impacted the greatest, as our increase is larger than any other subdivision (despite a lack of improvements or ability to actually improve).

4.) I appeal to your ethics. The vast majority of the homes in this area are not primary residences but these are not glamorous vacation homes. As stated previously, many of the homes are small, old, and in need of major upkeep. The people who own them are not rich people. The people who own these homes only visit a maximum of 2 months a year, so not much time is devoted to maintenance. Moreover, the residents who do live here permanently are on a fixed income. In either case, a water hike of 364% is unwarranted.. I assure you that the vast majority of the current homeowners simply cannot afford to pay \$1,270.08 a year for well water, that they were previously getting for \$275 annually. And, for Bluegrass Water to expect that they can shows a serious disconnect from reality with their control of a monopoly.

As an owner of a very small seasonal motor home in this subdivision I ask for you to intervene and reject the application from Bluegrass Water. This is not good for our subdivision nor any other homeowners they are taking advantage of in the State of Kentucky!

Sincerely,

Douglas Glenn
91 COZY Drive
Murray, KY 42071
[REDACTED]

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case# 2020-00290
Date: Friday, October 9, 2020 11:34:00 AM

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

From: Eric Blanford [REDACTED]
Sent: Thursday, October 8, 2020 7:58 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case# 2020-00290

PSC Case # 2020-00290

To whom it may concern,

I am writing in response to Bluegrass Water's rate adjustment request, PSC case # 2020-00290. I own property in the Center Ridge service area. The Center Ridge area started as a fish camp many years ago and mainly consists of trailers, modular homes, and some houses. Many of us do not live here but use it when we can get away to enjoy some fishing or recreational time on Kentucky Lake. Many in the area are retired and live on fixed incomes. Myself and others, typically only make it down a weekend or maybe two a month in the summer.

With the flat monthly rate of \$22.79 per month, it's about right based on the limited water consumption most of us experience. I was shocked to see that Bluegrass Water is requesting a 364.4% price increase to \$105.84 per month. My all electric property does not average that much per month nor is my primary residence water bill that high either. If a change is indeed required, I would suggest either a slight monthly flat rate increase or transition to a base rate with a usage charge based on the gallons used.

Bluegrass Water mentions spending \$2.5 million and needing to spend another \$3.5 million, but the Center Ridge system has been working fine as far as I know. The neighborhood even collected money from many in the neighborhood to purchase and install a back-up generator just a year or two ago so we could have water if the power went out. I've also replaced several manhole covers myself. I have even

helped pull the well casing and change the pump that happened to go out on one of the weekends when I was down.

I don't know of any line leaks or issues with the system that would require an extensive expense either. Many of us are simply not going to be able to afford such an expense and don't understand why the high price. For example, my home church is on a similar sized water department as Center Ridge, and its water usage is similar to our limited use at Center Ridge, so we usually never go over the minimum gallons and our monthly water bill is \$33.00. I'm also worried some will cancel their water service and try to use a cistern (catching rain/gutter runoff) or some type of tank water system that could have the potential for contamination, health issues, or numerous other issues. I agree people need access to clean, safe, and reliable drinking water, but they also need it an affordable price and Bluegrass Water's request is way past affordable.

Thanks,

Eric Blanford

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:44:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 3:36 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: Thursday, October 8, 2020 3:20 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 Thursday, October 8, 2020 at 3:19 PM

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

State the nature of your concern: RE: Case 2020-00290 I have previously submitted comments in regards to this case but would like to amend my comments to formally request an intervention by the Kentucky Public Service Commission.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Case 2020-00290
Date: Friday, October 9, 2020 11:48:00 AM
Attachments: [Bluegrass Utilities opposition letter.pdf](#)

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

From: Frances Dozier [REDACTED]
Sent: Thursday, October 8, 2020 6:43 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case 2020-00290

Please see attached letter stating my strong opposition to Bluegrass Water's inconceivable proposal of a 364% monthly utility increase in the Center Ridge area of Kentucky in which I own property.

October 8, 2020

Public Service Commission
Commissioners Schmitt, Chandler and Mathews
P.O. Box 615
Frankfort, KY 40603

In Re: Case No. 2020-00290
Homeowner: Robert E. Dozier
Property Address: 292 Lake Point Lane
New Concord, KY

This letter is in regard to the outlandish proposal of Bluegrass Water Utility Operating Company in their application submitted to increase the monthly water bill by 364.4% in my affected area of Center Ridge and to “provide” sewer services. I hope this letter will suffice as my Request for Intervention form in that I only learned about this by word-of-mouth and am operating within a time constraint.

One word that comes to mind as to the absurdity of the proposed rate increase for our area is “egregious,” the second “borderline unscrupulous.” This company, Bluegrass, is making lofty claims or promises it will not nor, more appropriately, cannot keep.

The water necessities in this particular subdivision are provided by a shared well with a backup generator purchased through volunteer donations. It is very efficient in its purpose – particularly in power outages – and requires no upgrades. As to sewer services, if Bluegrass Water had the foggiest notion of where Center Ridge is located and, knowing that, would still be of the impression that implementation of sewer services is a feasible idea, then I have that proverbial bridge they are encouraged to buy. Septic tanks is our sewer system and we maintain them accordingly.

As for me and my property, I inherited a literal fishing cabin on the water from my dad. I winterize, cut off the water completely for seven-plus months out of every year, visiting occasionally for inspection of any issues requiring maintenance. During the remaining four-to-five month period, I will be on that property approximately two to three times max monthly for perhaps a weekend stay. For that luxury, Bluegrass obviously feels quite comfortable in their coercion efforts that I pay them a ludicrous \$105.84 monthly, an increase of \$83.05 or, again, a **364.4%** increase. I believe I speak for the majority of the homeowners in the area, even those who maintain it as their permanent homes. It is totally unrealistic in every sense of the word for the many living there on fixed incomes and those of us who enjoy an occasional weekend on the water.

For the reasons I have enumerated above and on the grounds of their deceitful claims, I urge you – no, I beg that you reject their application for an adjustment of rates and construction approval.

Sincerely,

Robert E. Dozier
720 Dotsonville Road
Clarksville, TN 37042

PC: Sent via USPS
Electronic attachment

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Case: 2020-00290
Date: Friday, October 9, 2020 11:29:00 AM

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

From: PSC Public Information Officer <PSC.Info@ky.gov>
Sent: Friday, October 9, 2020 9:08 AM
To: PSC Executive Director <PSCED@ky.gov>
Subject: FW: Case: 2020-00290

From: Gayle Woods [REDACTED]
Sent: Thursday, October 8, 2020 10:23 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case: 2020-00290

REQUEST FOR INTERVENTION

Please note our objection to the proposed rate increase by Bluegrass Water for our sewer service located in the Fox Run Estates of Franklin County. While we appreciate the improvements that have already been implemented by Bluegrass Water to improve the deteriorating conditions of our system, we feel the increase is far above what is reasonable for this small community.

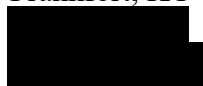
The adjacent City of Frankfort Sewer System currently charges \$10.74 per 1,000 gallons of water usage with a 2,000 gallon minimum.

Using our home as an example: based on 3,900 gallon water used for the month of September 2020 our sewer bill with the City of Frankfort would have been \$41.89 plus applicable taxes. Our current monthly rate with Bluegrass Water is \$55.85.

As you can see from the above example we feel our current rates are in line with the area and therefore strenuously object to the proposed 72.1% increase by Bluegrass Water, Utility Operating Company (A CSWR Managed Utility).

Respectfully,

Mr. & Mrs. Gayle Woods
148 Hunters Trace
Frankfort, KY 40601-9643



From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:39:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 8:39 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: Wednesday, October 7, 2020 9:14 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 Wednesday, October 7, 2020 at 9:13 PM

Name: James Almand
Address: 20 Chase Lane
City: Mayfield
State: KY
Zip Code: 42066

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

Utility Name: Bluegrass Water Utility Operating Company, Inc.

State the nature of your concern: This company is raising our monthly residential water rates from \$22.79 to \$105.84 which is a 364.4% increase. The company says they intend to upgrade the water and sewage service. In our service area, Center Ridge, we are all on septic systems and do not use their sewage service. This is a second residence for many, and we only use the

water periodically during the summer months, however, we pay the water fee all year long. Water charges in the surrounding areas are extremely lower. Murray has a monthly water charge of \$21.16 and Mayfield a \$12.00 monthly fee. Please deny this increase. This has a case number of 2020-00290

Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: High water bill- ID#:2020-00290
Date: Friday, October 9, 2020 11:46:00 AM

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

From: Jeffery Simmons [REDACTED]
Sent: Thursday, October 8, 2020 4:52 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: High water bill- ID#:2020-00290

From Jeffery Simmons, 376 Fawnwood DR New concord KY. 42076. To-Kentucky Public Service Commission. I.D. #:2020-00290 \$22.79 to\$105.84 outrageous, people can't afford a 400 + % increase.this is extreamley unreal.its a sad day for everyone. Thanks Jeffery simmons

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:35:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 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: Wednesday, October 7, 2020 4:25 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 Wednesday, October 7, 2020 at 4:24 PM

Name: Jerry L Rhoades
Address: 34 Parkside Ln
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: AN EXCESSIVE RATE CHANGE OF 364.4% HAS BEEN PROPOSED BY OUR WATER COMPANY. MOST OF THE CABINS IN OUR SUBDIVISION ARE SEASONAL HOMES. I USE MY PLACE ABOUT 7 OR 8 MONTHS PER YEAR AND AM RETIRED ON A FIXED INCOME, THERE IS NO WAY I COULD

AFFORD THIS KIND OF INCREASE.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Case No. 2020-00290
Date: Friday, October 9, 2020 11:44:00 AM

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

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

From: Joyce Leonberger [REDACTED]
Sent: Thursday, October 8, 2020 3:54 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case No. 2020-00290

We just found out that Bluegrass Waste Water Co has put in a request to increase our wastewater fees from \$35 to \$96! This type of increase is ridiculous. They may be shooting for the moon in the hopes of getting less. I find this strategy deplorable. Please consider this rate increase carefully and in a reasonable manner.

Joyce & Sonny Leonberger
Persimmon Ridge Subdivision
404 Sycamore Hills Ln
Louisville, Ky 40245

Sent from my iPad

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: How to comment on raised water rates proposal
Date: Friday, October 9, 2020 11:37:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 8:36 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: How to comment on raised water rates proposal

From: Judy Adams [REDACTED]
Sent: Wednesday, October 7, 2020 6:49 PM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: How to comment on raised water rates proposal

I live in New Concord, KY and a new company Bluegrass water has bought it. Our area is Center Ridge and indeed to know how to respond to this proposal. Can you help me. Thank you.

Phil Hazle
[REDACTED]

[Sent from Yahoo Mail on Android](#)

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Case number-2020-00290-Bluegrass Water
Date: Friday, October 9, 2020 11:43:00 AM

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

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

From: Katherine Waters [REDACTED]
Sent: Thursday, October 8, 2020 3:27 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case number-2020-00290-Bluegrass Water

I, Katherine Waters, submit this protest vote to oppose the proposed rate increase by Bluegrass Water on behalf of the following property:
3503 Sycamore court
Prospect, Ky, 40059

Signed,
Katherine S. Waters. October 8, 2020

Sent from my iPhone

From: Bruner, Brandon S (PSC) on behalf of PSC Executive Director
To: [REDACTED]
Subject: RE: Case number 2020-00290 - 177% Sewage rate increase
Date: Friday, October 9, 2020 11:46:00 AM

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

From: Kathy McNichols [REDACTED]
Sent: Thursday, October 8, 2020 4:37 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case number 2020-00290 - 177% Sewage rate increase

Commissioners,

Please stop the 177% increase in sewage rates to the Timberland Subdivision in McCracken County, Kentucky. I have lived in this subdivision for over 30 years. It is obvious that there have been some improvements made to our sewer system recently. I agree that many of these upgrades were long overdue. I do appreciate the work that was done, but you must admit that this is a drastic rate hike!

You should also be aware that the residents of Timberland Subdivision are primarily middle class households. Many of which are retired and on fixed incomes. Others are young families who are struggling in this pandemic just to make ends meet. We simply can't afford this. The timing for such a horrific increase is awful!

Sewers are a necessity. We can't do without them. But, this increase would be \$737.16 more per year than our current rate. If my husband and I stay here for the next ten years as planned, it would cost us \$7,371.6 just for our sewer bill alone!

I understand and appreciate the upgrades that have been made to our sewer system. They were

needed. But, please understand that this 177% rate increase is excessive! It far exceeds all other utility rate increases. Surely there is a more reasonable solution that wouldn't be so harsh on the homeowners here in Timberland Subdivision.

Please help our neighborhood as we are depending on each of you to fight for us on this unwanted expense. Thank you for your prompt attention to this matter.

Sincerely,

Kathy McNichols

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:42:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 3:07 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: Thursday, October 8, 2020 2:30 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 Thursday, October 8, 2020 at 2:29 PM

Name: Larry W Averitt
Address: 5900 Greenvale Ln
City: Paducah
State: Kentucky
Zip Code: 42003

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

Utility Name: Bluegrass Water Utility Operating Company
State the nature of your concern: As a customer of Bluegrass Water Utility Operating Company (Bluegrass Water), I wish to file a formal complaint regarding their September 30, 2020 request for a sanitary sewer rate increase. Bluegrass Water implements sanitary sewer user fees which are not based on water consumption. Instead, customers are billed an

unmetered flat rate, which results in an elderly widow, for example, being charged the same monthly rate as a family household using many times the volume of water. This may contribute to an undue financial hardship for many Kentucky residents. More importantly, the proposed rate increases appear to greatly exceed the usual and customary increases of sanitary sewer user fees required for system upgrades. For example, according to a June 06, 2019 article in the Lexington Herald Leader, the Lexington-Fayette Urban County Council increased their sewer rates just 5% during each of the next two years to pay for \$590 Million in sewer and storm water upgrades required by the Environmental Protection Agency. Additionally, a July 30, 2019 article in the Louisville Courier Journal, reports that the Louisville Metropolitan Sewer District increased their sewer rates just 6.9% each year through 2024, to finance \$1.5 Billion in sewer and storm water upgrades required by the EPA. In contrast, Bluegrass Water proposes an increase in residential rates of 65.3% - 364.4% to pay for an estimated \$6 Million in sewer and storm water upgrades! Given that the sanitary sewer systems in question are an established infrastructure--with no options available to the customer--purchased and operated by Bluegrass Water, this seems indicative of a private, for profit, corporation deliberately monopolizing and price gouging a captive market. I therefore request, in the strongest possible terms, that you deny Bluegrass Water's request for this unjustified and unreasonable increase! Thank you, Larry Averitt Sources: <https://www.kentucky.com/news/politics-government/article231248878.html#:~:text=Sewer rates normally only increase,city previously provided the council.> <https://www.courier-journal.com/story/news/local/2019/07/30/louisville-sewer-rates-increasing-august-2019/1865293001/>

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Case Number 2020-00290
Date: Friday, October 9, 2020 11:48:00 AM

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

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

From: Lori Yount [REDACTED]
Sent: Thursday, October 8, 2020 10:12 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case Number 2020-00290

I strongly urge this commission to stop this ridiculous rate increase request regarding case #2020-00290. Bluegrass Water bought the Timberland subdivision's sewer plant this year and is already attempting to triple our monthly payment. I understand that repairs/maintenance & upgrades are necessities which is why we all pay a monthly fee. It is not the customers fault that the previous owner failed to make the updates that Bluegrass Water wants to make. It is absolutely not the customers responsibility to make up the cost difference in what has been done and what should have been done by the owner. Our subdivision is made up of single family homes ranging from first time home buyers attempting to start families to elder families trying to enjoy retirement and this rate increase will drastically affect each one of us. Our sewer system is single sourced, we can't just cancel cable and buy direct tv, its Bluegrass water or nothing. This company knows that and they are taking advantage of it. Bluegrass Water should have investigated our sewer system thoroughly before buying it. If they couldn't negotiate a purchase price to incorporate the updates they wish to make they shouldn't have bought it.

Furthermore, during a pandemic when utility companies are offering payment plans and no late fee's, an approval of this request would seem just the opposite of "getting through this together".

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:41:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 8:45 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: Thursday, October 8, 2020 6:09 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 Thursday, October 8, 2020 at 6:09 AM

Name: Mike Rose
Address: 262 Whisper Drive E
City: Murray
State: Ky
Zip Code: 42071
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]

Utility Name: Bluegrass Water Utility Operating Company
State the nature of your concern: Just received a notice of a 364% increase on our water bill beginning October 31. What is most concerning is that this will be a flat fee and not based on actual usage. Most of the properties in this Center Ridge neighborhood, are weekend cabins, and water usage varies greatly per each home. This seems outrageous, please intervene to help

these people who clearly cannot afford such a price increase. Please respond if there is anything that can be done.

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 Nathan Lorenz request for intervention
Date: Friday, October 9, 2020 11:32:00 AM
Attachments: 125 Cozy drive water letter to PSC.pdf

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

From: Nathan M Lorenz [REDACTED]
Sent: Friday, October 9, 2020 10:19 AM
To: PSC Executive Director <PSCED@ky.gov>; PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case # 2020-00290 Nathan Lorenz request for intervention

Hello,

Please see my request for intervention attached, in regards to Bluegrass Water requesting a 364.4% rate increase for water. Please let me know if you need anything additional or have any questions. Thanks!

Sincerely,

Nathan M. Lorenz, RHU®
125 Cozy Drive
Murray, KY 42071
[REDACTED]

Public Service
Post Office Box 615
Frankfort, KY 40602

October 9, 2020

To the Kentucky Public Service Commissioners: Michael J. Schmitt, Kent A. Chandler, and Talina R. Mathews,

Please consider this letter a plea for intervention and rejection of the application submitted by Bluegrass Water Utility Operating Company to adjust rates for service. The company proposes that due to a large amount of improvements to water infrastructure, and plans to improve in the future, they propose to increase our monthly water bill by 364.4%. This is not only unfounded and greedy, but also not practical in this neighborhood, and based on misleading claims made by the company. We request that their application be denied.

Our current rate for water is \$22.79 a month. Bluegrass Water purchased the water services a few months ago. It's no surprise they are raising the price after speaking with a representative on the phone after the takeover. However, the company is now proposing that we pay \$105.84 a month. This company is a monopoly and borders on unethical. The company justifies this price increase stating that millions of dollars have been spent in infrastructure. However, this is untrue for our Center Ridge subdivision. Below are my grounds for argument for intervention and rejection in the following:

- 1.) In this particular subdivision, (Center Ridge) our water is maintained through a shared well. Recently, prior to Bluegrass Water owning the services, the Homeowner's association for the subdivision purchased (via volunteer donations) a backup generator to ensure that the well is always running, despite power interruptions. No other upgrades to the system have been made. Furthermore, the system is working and reliable, and does not need any more upgrades at this time.
- 2.) Our subdivision has no sewer services. Center Ridge is located approximately 20 miles outside of the town of Murray, KY, at the end of a dead-end road with limited amenities and resources. I am not sure if any employee from the St. Louis located Bluegrass Water has ever visited, because their assessment has to be built on assumptions of what they think is here. Our subdivision is mostly small, older houses or mobile homes. This means, almost everyone in the subdivision is on a private septic tank. It is unlikely that Bluegrass Water can get sewer services to reach this area at all, much less in their proposed 18 months. Considering that the proposed increase is based on an estimate of \$2.2 million dollars allocated to sewer services, a feature we will never receive or want, and approximately \$300 thousand is estimated for water revenue increase, the amount proposed is unjustified.
- 3.) A vast majority of the homes in this area are not primary residences. Most of these homes and trailers are used for a total of 2 months each year as a seasonal lake community with most owners visiting only weekends in the summer. Bluegrass Water, in their letter, admits that they have no knowledge of how much actual water is being used by each household, and wishes to continue a flat rate price. I imagine that is because the number is so small it would barely show up on a meter reading. Also, the well is not currently monitored. Many owners turn their water off and goes unused through

the fall & winter months. Regardless, we are the subdivision least likely to see any improvements in service, but are impacted the greatest, as our increase is larger than any other subdivision (despite a lack of improvements or ability to actually improve).

4.) I appeal to your ethics. The vast majority of the homes in this area are not primary residences but these are not glamorous vacation homes. As stated previously, many of the homes are small, old, and in need of major upkeep. The people who own them are not rich people. The people who own these homes only visit a maximum of 2 months a year, so not much time is devoted to maintenance. Moreover, the residents who do live here permanently are on a fixed income. In either case, a water hike of 364% is unwarranted.. I assure you that the vast majority of the current homeowners simply cannot afford to pay \$1,270.08 a year for well water, that they were previously getting for \$275 annually. And, for Bluegrass Water to expect that they can shows a serious disconnect from reality with their control of a monopoly.

As an owner of a very small (800ft²) seasonal lake home in this subdivision I ask for you to intervene and reject the application from Bluegrass Water. This is not good for our subdivision nor any other homeowners they are taking advantage of in the State of Kentucky!

Sincerely,

Nathan M Lorenz
Sara Lorenz
125 COZY Drive
Murray, KY 42071
[REDACTED]

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:36:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 8:33 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: Wednesday, October 7, 2020 7:13 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 Wednesday, October 7, 2020 at 7:13 PM

Name: Richard ONan
Address: 1500 Century Lane
City: Paducah
State: KY
Zip Code: 42003
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]
Utility Name: Bluegrass Water

State the nature of your concern: My concern is a 233% increase in my sewer rate. It seems ludicrous that any person should be responsible for paying such a rate increase. I live on a tight budget already and this is a strain that is not justified.

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Case # 2020-00290
Date: Friday, October 9, 2020 11:43:00 AM

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

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

From: Roy R [REDACTED]
Sent: Thursday, October 8, 2020 3:15 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Cc: Roy R [REDACTED]
Subject: Case # 2020-00290

Hello,

I am contacting you to register my complaint with the outrageous proposed rate increase from Bluegrass Water Utility.

My water bill in New Concord, KY is to go from \$22.79 per month to \$105.84 per month, if allowed.

Having no other means for running water, this truly is outrageous at the very least, and at the worst, appears to be an extortion of unconscionable extremes and measures.

I join the other complainants seeking your intervention to stop this egregious rate increase.

Roy Richardson
90 Lakeshore Dr

New Concord, KY 42076

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: Case Number 2020-00290
Date: Friday, October 9, 2020 11:49:00 AM

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

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

From: Sheila Denes [REDACTED]
Sent: Thursday, October 8, 2020 12:02 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case Number 2020-00290

We are opposed to the rate increase for the City of River Bluff. We would like to know just what we are getting for the 65% increase. Surely Bluegrass Water knew that repairs, clean outs and capital spending were going to be necessary when they purchased this sewer plant and system. It doesn't seem fair that we are financing their cost of improvements. Please inform the users of what plans are actually going to take place in our service area.

James Denes & Sheila Denes
13303 Dogwood Ct.
Prospect, Ky 40059

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:38:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 8:38 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: Wednesday, October 7, 2020 8:21 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 Wednesday, October 7, 2020 at 8:21 PM

Name: Todd Pitchford
Address: 5841 greenvale ln
City: Paducah
State: KY
Zip Code: 42003

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Bluegrass water

State the nature of your concern: They are wanting to raise our sewage rates by 233.4% and we aren't having that!!! This is absolutely BS!!! Something needs to be done to stop this Now!!! There is NO reason why my sewage (only) should go from \$29 a month to \$100 a month!!! Signed one PISSED OFF CUSTOMER Todd Pitchford

Have you contacted the utility about the problem: Yes

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: FW: KY PSC Utility Inquiry
Date: Friday, October 9, 2020 11:49:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 2020 11:49 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: Thursday, October 8, 2020 11:46 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 Thursday, October 8, 2020 at 11:45 AM

Name: Toni Bennett
Address: 42 Fawnwood
City: New Concord
State: KY
Zip Code: 42076
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]
Utility Name: Bluegrass Water UOC

State the nature of your concern: I own the property at the listed address. Bluegrass recently purchased the water district for our address and is now requesting to increase our water bill from \$22.79 monthly to \$105.84 per month. That is a 364% increase which I feel is totally unacceptable. It is my understanding that water districts are non profit districts and even if this

is to cover improvement costs, it should be spread out over a minimum of 25 years - not be grabbed all at once. I feel this should be considered price gouging and therefore illegal. Please do not approve this rate increase

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: Friday, October 9, 2020 11:35:00 AM

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

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Thursday, October 8, 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: Wednesday, October 7, 2020 6:10 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 Wednesday, October 7, 2020 at 6:09 PM

Name: Tracy Fearn
Address: 377 Holly Tree Dr.
City: Murray
State: Kentucky
Zip Code: 42071
Phone number where you can be reached: [REDACTED]
Home phone:

Utility Name: Bluegrass Water

State the nature of your concern: Today, Oct. 7th, 2020, I recieved a letter from Bluegrass Water company stating that they have proposed an increase rate of 364.4%. This is an incredible increase and should not be allowed. I currently have 2 water meters in the Center Ridge water district. One is at our home, and the other is where we keep our animals. I

currently pay a total of \$45.58 per month for water. This increase would raise our water bill to \$211.68 per month for water! This increase would greatly affect this family of 7. Please do whatever is within your power to intervene on this ridiculous increase of rates.
Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: RE: 2020-00290
Date: Friday, October 9, 2020 11:46:00 AM

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

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

From: Vanessa Felts [REDACTED]
Sent: Thursday, October 8, 2020 6:42 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: 2020-00290

I would like to voice my concern about the 177% price increase on our bluegrass water bill. This is already a time of financial burden on us with the pandemic. I have had to cut back my work hours to care for and teach my kids. Adding a more expensive bill would financially be very difficult at this time. Please consider my concern. The current rate is affordable for us and I do not mind paying to help improve our water system. However, that type of increase will hurt us.

Thank you,
Vanessa felts.

Sent from my iPhone

*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