

RECEIVED

DEC 15 2020

PUBLIC SERVICE
COMMISSION

December 7, 2020

Kentucky Public Service Commission

PO Box 615

211 Sower Blvd

Frankfort, Kentucky 40602-0615

CASE#2020-00290

In regards to letter received from Bluegrass Water being our new sewer service provider.:

Not only have we had our lake destroyed by the work done last month in order to supposedly correct situations regarding the lagoon, now the new provider is proposing to not double or triple but quadruple our fees. This is totally unacceptable. I could understand them even doubling the fees but to go from \$25.00 a month to \$96.14 a month is unbelievable.

I am requesting intervention in regards to this asinine rate increase as it will pose a hardship not only on me but also other neighbors who are on the system.

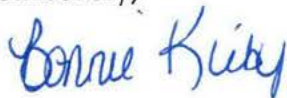
Nowhere in the letter does it state anything about correcting the destruction of the lake that was lowered (we were told) by 3 feet which it lowered a lot more than 3 feet. I have resided here since 1978 and part of the

attraction to this location was the beautiful lake that was behind my house. Thanks to the supposed "correctional measure" to stop potential flooding in case that ever happened—it is now a big mudhole.

Please consider reviewing these proposed rate increases as listed on the letter for accuracy.

Also please see enclosed pictures showing before and after pictures of the destruction of the lake due to work done to lower the lake.

Sincerely,



Bonnie Kirby

357 Lakeshore Drive

Mayfield, Ky 42066

Enclosures-copy of letter from Bluegrass Water

Before and After pictures of Lake



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

November 19, 2020

Dear Bluegrass Customer:

We're writing to you about the wastewater services in your community.

Bluegrass Water Utility Operating Company, LLC (Bluegrass Water) has asked the Kentucky Public Service Commission (Commission) to acquire the system that serves your community. The Commission case number for that application is 2020-00028.

On September 30, 2020, Bluegrass Water submitted to the Commission a request for a general adjustment of rates charged for service. The request seeks to increase annual sewer operating revenues by \$2,177,052 (Case # 2020-00290). Since last year, Bluegrass Water has invested nearly \$2.5 million in urgently needed improvements in the Kentucky communities it serves to ensure access to clean, safe and reliable drinking water and wastewater systems. Over the next 18 months, Bluegrass Water intends to invest approximately \$5 million more in its Kentucky systems to ensure they are able to provide safe and reliable service. Increased costs attributable to these and other improvements make it necessary to seek a rate increase at this time.

As of November 19, 2020, Bluegrass Water Utility Operating Company, Inc. (Bluegrass Water), a Central States Water Resources (CSWR) company, is your new sewer services provider. We are committed to bringing you safe, reliable sewer services today, and every day, 365 days a year.

Please take notice of the following information about the proposed rate adjustment that is described below and presented *on the enclosed table*:

The table compares current rates for communities served by Bluegrass Water to the increased rates the company is requesting and shows the proposed increases as both a percentage and a dollar amount. The Commission, the state agency that regulates all utility services in Kentucky, will rule on this request and may order rates to be charged that differ from the proposed rates found in this notice. The average customer usage is unknown and the average bill in each service area relates directly to the current rates per month shown in the enclosed sheet. The date the proposed rates were filed with the Commission was September 30, 2020, with a proposed effective date of October 30, 2020. On October 30, 2020, the Commission suspended the proposed rates for six months while it reviews the application. As a result, the proposed rates will not go into effect before May 1, 2021.

By prior arrangement, you may examine Bluegrass Water's application at the offices of McBrayer PLLC, 201 East Main Street, Suite 900, Lexington, Kentucky. Please contact Bluegrass Water at 1-866-752-8982 to arrange to examine the application. Bluegrass Water's application also may be examined at the Commission's offices located at 211 Sower Boulevard, Frankfort, Kentucky, Monday through Friday, 8:00 a.m. to 4:30 p.m., or through the Commission's website at <http://psc.ky.gov>. Comments regarding the rate application (case # 2020-00290) or timely requests for intervention (that establish the grounds for the request, including the status and interest of the requester) may be submitted to the Commission through its website or by mail to:

Public Service Commission, Post Office Box 615, Frankfort, Kentucky 40602

If the Commission does not receive a written request for intervention establishing the grounds for the request (including the status and interest of the party) within thirty (30) days of the initial mailing of this notice, it may take final action on the application.

Josiah Cox

President

Bluegrass Water Utility Operating Company, LLC.



Your comments should include a reference to case number 2020-00290. The Public Commission will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the commissioners.

You may contact the Kentucky Public Service Commission at: 1-800-772-4636 or P.O. Box 615, 211 Sower Blvd., Frankfort, Kentucky 40602-0615 or visit <https://psc.ky.gov/home/contact>

Once Acquisition Takes Place:

At Bluegrass Water, our operations and maintenance professionals are here to serve you. We also provide 24-hour emergency services for major utility issues. If you notice a problem, call our toll-free emergency number at 1-866-752-8982.

At this time, your wastewater rates will not change, although there may be an increase in rates once repairs and improvements of the sewer system are approved by the state's public service commission.

Soon, you will be receiving a new sewer bill in a monthly cycle which includes a new customer service telephone line available for questions about your bill or account status. You will receive your bill in the mail for the previous month during the first week of each month; bills are due the last business day of each month. Late fees are assessed before the next billing cycle. The customer service and account information will be included on the bill for reference.

Please mail payments to:

Bluegrass Water Utility Operating Company, LLC
P.O. Box 790379
St. Louis, MO 63179

Or make payments online at bluegrasswateruoc.com by setting up a customer account. Set up an on-line account by clicking on the 'Pay online by clicking here' button and following the prompts. The security code will be found on your bill. After opening the account, you are able to pay your bill on-line, set up auto pay, check your account balance and account history, change your billing address, sign up to receive e-bills, check to make sure your payment has been accepted, etc. Call toll-free at **1-866-752-8982** 8 a.m. – 5 p.m. from Monday through Friday with 24-hour messaging services. Or send us an email at: support@bluegrasswateruoc.com You can also visit us online at www.bluegrasswateruoc.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Josiah Cox", is written over a faint horizontal line.

Josiah Cox
President
Bluegrass Water Utility Operating Company



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

Rate Comparison Table

Type of Charge	Service Area	Present Rates (per month)	Proposed Rates (per month)	Change Requested	
				\$	%
Total Monthly Sewer – Single Residential per unit					
	Airview Estates	\$41.36	\$96.14	\$54.78	132.4%
	Brocklyn Subdivision- Single Unit	\$40.00	\$96.14	\$56.14	140.4%
	Fox Run Estates	\$55.85	\$96.14	\$40.29	72.1%
	Great Oaks Subdivision	\$28.84	\$96.14	\$67.30	233.4%
	Golden Acres Subdivision	\$39.57	\$96.14	\$56.57	143.0%
	Kingswood Development	\$38.84	\$96.14	\$57.30	147.5%
	Lake Columbia Estates	\$50.32	\$96.14	\$45.82	91.1%
	Longview and Homestead Subdivisions	\$30.00	\$96.14	\$66.14	220.5%
	Persimmon Ridge Subdivision	\$35.00	\$96.14	\$61.14	174.7%
	City of River Bluff and environs	\$58.16	\$96.14	\$37.98	65.3%
	Timberland Subdivision	\$34.71	\$96.14	\$61.43	177.0%
	Arcadia Pines Subdivision	\$25.00	\$96.14	\$71.14	284.6%
	Carriage Park Subdivision	\$16.00	\$96.14	\$80.14	500.9%
	Marshall Ridge Subdivision	\$15.00	\$96.14	\$81.14	540.9%
	Randview Subdivision	\$25.00	\$96.14	\$71.14	284.6%
	I-75 & Delaplain Road interchange area (Scott County)	\$12.50	\$96.14	\$83.64	669.1%
	Herrington Haven and Woodland Estates	\$49.66	\$96.14	\$46.48	93.6%
	Springcrest Sewer (Jessamine County)	\$27.43	\$96.14	\$68.71	250.5%
	Woodland Acres	\$19.47	\$96.14	\$76.67	393.8%
Total Monthly Sewer – Multi Residential per unit					
	Brocklyn Subdivision – Multi Unit	\$30.40	\$72.11	\$41.71	137.2%
	Randview Subdivision — Duplex	\$25.00	\$72.11	\$47.11	188.4%
Total Monthly Sewer Bill – Commercial (Flat)					
	Persimmon Ridge Subdivision	\$35.00 per residential equivalent of 12,000 gallons	\$240.36	\$205.36	234.7%
	Randview Subdivision	\$25 per residential equivalent	\$240.36	\$215.36	861.4%
Total Monthly Sewer – Industrial/Commercial (Metered)					
	I-75 & Delaplain Road interchange area (Scott County)	\$8.89 per 1000 gal	\$25.65 per 1000 gal	\$16.76 per 1000 gal	188.5%
Total Monthly Water Bill - Residential					
	Center Ridge	\$22.79	\$105.84	\$83.05	364.4%

November 19, 2020

Dear Customer,

As of November 19, 2020, Bluegrass Water Utility Operating Company, Inc. (Bluegrass Water), a Central States Water Resources (CSWR) company, is your new sewer services provider. We are committed to bringing you safe, reliable services today, and every day, 365 days a year.

Who Is Bluegrass Water?

Waterborne illness and unsafe environmental conditions caused by aging wastewater systems are on the rise. Bluegrass Water is committed to bringing safe, reliable and environmentally responsible water resources to every community we serve. We transform how water and sewer utilities work by using technology and innovation to quickly assess and invest in reliable infrastructure that meets stringent state and federal safety standards, ensuring your community has access to safe and reliable water resources while protecting the aquifers, lakes, rivers and streams that are essential to our world.

About Our Investment in Your Community:

Currently, the Randview wastewater system is unable to properly treat wastewater because of the system's failing lagoon. Both lagoon cells are overgrown with vegetation, making needed maintenance impossible. The lift stations are inaccessible due to overgrowth – posing a danger when it comes to emergencies and regular maintenance. The lagoon's drainage field is not functioning properly, causing illegal wastewater discharge that threatens the community's health and the environment. Also, poor access to the plant, no all-weather-access road, debris and trash around the site poses an increased danger when it comes to emergencies and regular maintenance.

We have submitted a request to the Kentucky Public Service Commission to acquire Randview. Bluegrass Water plans to invest more than \$324,000 in the Randview system to ensure you have access to clean, safe and reliable sewer systems – something that has not been the case for residents in your area for many years.

If approved, we plan to make improvements to address the issues with your sewer system, including:

- Clearing area around the system so operators can safely and properly have access.
- Replacing components and repairing the system from erosion so the waste moves properly through the treatment system.
- Hiring and training of professional operators.
- Providing 24/7 Customer Service and emergency response.

Since Bluegrass Water acquired its first systems in Kentucky, the company has invested more than \$2.5 million to improve and upgrade facilities used to provide service. This investment is part of a larger plan to invest approximately \$7.6 million more on additional improvements to systems across the state, including in Randview.

This plan is part of a request Bluegrass Water submitted to the Kentucky Service Commission (PSC) to increase water and wastewater rates to its existing customers to cover the investments made to bring clean, safe and reliable water services to Kentuckians.

Bluegrass Water Utility Operating Company is regulated by the Kentucky Public Service Commission (PSC). You have the opportunity to provide comments to the PSC and Office of Public Counsel regarding Bluegrass Water's request within 30 days of the date of this notice.



NOVEMBER 14, 2020



November 14, 2020

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NOVEMBER 14, 2020



OCTOBER 26, 2020



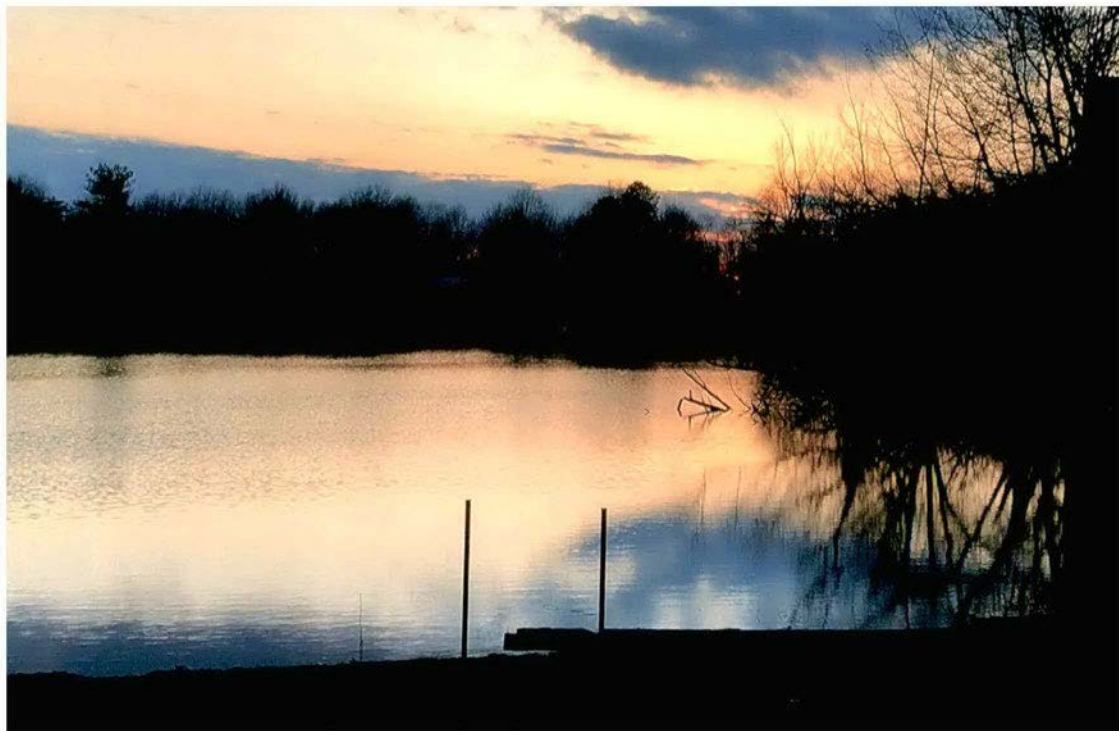
October 26, 2020



October 16, 2020



April 29, 2020



MARCH 7, 2018



October 26, 2020