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PUBLIC SERVICE
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To Whom It May Concern:

I'm writing in regards to the takeover of our lagoon system by Bluegrass Utilities. (Case # 2020-00290) We have been paying for maintenance for over 36 yrs. Now, Bluegrass says it will take millions to bring the lagoons up to par. People who live here are retired (I'm 79 yrs of age) my income hasn't increased. They shouldn't be allowed to increase of cost by such an extreme amount.

There must be other Ave. we can explore.

Concerned Citizen,
Quentin C. Pulley

12/2/20

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3375 Tori Trail
West Paducah, KY 42086
November 25, 2020

PUBLIC SERVICE
COMMISSION

Public Service Commission
Post Office Box 615
Frankfort, KY 40602

Re: Case #2020-00290 Rate Application by Bluegrass Water Utility Operating Company

To Whom it May Concern,

We just received notification that Bluegrass Water Utility Operating Company has filed a rate application to take over the sewer system for Carriage Park Subdivision in West Paducah, KY, 42086, Case # 2020-00290. In doing so, they have proposed a 500% increase in the sewer rate (to cover proposed improvements). My wife and I have lived in Carriage Park subdivision for 15 years and the system has worked well and continues to work well. As justification for the rate increase, Bluegrass Water discusses an access road needing to be installed to the lagoon, varmint holes in the lagoon berm, and repairs to an existing chain link fence (around the lagoon).

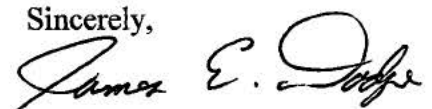
There is already an access road to the lagoon and with a very small amount of cleanup, gravel, and installation of a low water crossing, there should be **no reason** for improvements costing over \$100,000. If there are varmint holes in the lagoon berm (as Bluegrass Water attests) then these, along with repairs to the chain link fence need to be made. But, in no way should these minor repairs necessitate a 500% increase in sewer fees. With the number of households in the subdivision having a proposed rate increase at 500%, the payback would be less than 5 years. There should be no reason for this type increase on the part of any reputable company.

Plus, we even received a notification letter for a spare lot (which we own) that has no utilities and/or sewer tap or water use. We have never been charged a sewer fee for that lot and should not be charged one until such time as a utility sewer permit has been obtained and utilities installed. In reviewing Bluegrass's notification letter (see attached), they are proposing as much as 800% increase in some subdivisions.

It's quite obvious this company is somewhat unscrupulous and their request should be denied and legal action taken against them for attempted price gouging.

In all due respect, please deny the rate increase request proposed in Case #2020-00290 and investigate this company for potential price gouging and unethical behavior.

Sincerely,


James E. and Bonnie M. Dodge



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 Carriage Park wastewater system is unable to properly treat wastewater because the facility's poor condition and signs of failure. Currently there is limited access to the plant with no all-weather access road, no adequate signage to indicate the presence of the plant and damage to the facility perimeter fencing, making the area unsafe. Significant animal damage to the berms and erosion to the lagoon berm has caused illegal unauthorized discharges of partially treated wastewater and represents a serious violation of environmental regulations.

We have submitted a request to the Kentucky Public Service Commission to acquire Carriage Park. Bluegrass Water plans to invest more than \$106,000 in the Carriage Park system to ensure you have access to clean, safe and reliable wastewater 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 wastewater system, including:

- Repairing the chain link fencing surrounding the facility to keep people safe.
- Repair the leaking berm, drain field and animal damage to stop unauthorized wastewater discharge.
- Paving a new all-weather access road to allow operators safe and reliable plant access.
- 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 Carriage Park.



BLUEGRASS WATER
Utility Operating Company
A CSWR Managed Utility

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 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.

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.

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,

Josiah Cox
President
Bluegrass Water Utility Operating Company



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.



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%

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DEC 03 2020

PUBLIC SERVICE
COMMISSION

Charles & Glenda Cochran
8265 Danube Dr.
West Paducah, KY 42086

Date: Dec. 3, 2020

Public Commission
Post Office Box 615
Frankfort, KY 40602

Re: Rate Increase by Bluegrass Water Utility Operating Company, Case#2020-00290

Dear Sir;

We received notification that Bluegrass Water Utility Operating Company has filed a rate request application to take over the sewer system for Carriage Park Subdivision in West Paducah, KY, 42086, Case #2020-00290. They are requesting a very large rate increase (500%). We have lived in this subdivision since Oct. 2019 and have experienced absolutely no problems with the current system.


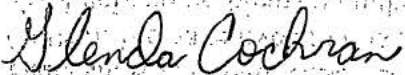
Bluegrass Water has identified the following improvements and repairs to justify the need for this 500% increase:

- * Repairs to the Chain Link Fencing
- * Repairs to the Berm
- * Repairs to the Access Road

We do not see this as a legitimate reason for such an enormous increase in our monthly bill (\$16.00 increased to \$96.14). This appears to be an absolute case of price gouging and legal action should be taken against this company.

We hereby, request that the rate increase proposed in Case #2020-00290, be denied.

Sincerely



Charles & Glenda Cochran

December 4, 2020

Dear Public Service Commission:

I am writing regarding a notice we received from Bluegrass Water Utility Operating Company. Case number 2020-00028.

In this notice we have been informed the Marshall Ridge sewer customers will have a 540.9% increase on their bills beginning in the near future. Our current rate is \$15.00 per month and the proposed new rate will be \$96.14.

In this notification are listed the following reasons for the increase:

Repairing the chain link fencing

Repairing a leaking berm, drain field and animal damage

Installing a new all-weather access road for the plant

Hiring and training professional operators

Providing 24/7 Customer Service and emergency response

I was at the meeting when the representative of this company proposed buying out our neighborhood system. In that meeting I and others asked many questions concerning this transaction. We were informed that our system was a model system and operating very well. The lady representing the company wanting to acquire our system stated that they saw no needed changes other than an overflow to a field drain system that would have to be unplugged. They would monitor the ponds on a regular schedule, and we would never notice anything different. We asked about the monthly rates. We were informed there would be no change. We would continue to pay the \$15 extra on our monthly water bill and the new company would accept that as their fee.

Furthermore, the assets remaining in the Marshall Ridge account would remain with the neighborhood to pump the solids collection tanks on each lot. Those funds, we were told, would be sufficient to pump the tanks for many, many years into the future, and that would be done on a rotating schedule to ensure each tank was cleaned. Should anyone have an emergency with their individual tank filling up unexpectedly, we could contact someone and the tank would be pumped.

Most people at the meeting felt like the deal would be a win, win for both parties. We voted in favor of the transaction feeling everything was satisfactory and above board.

Then a few days ago we received this notice. The reasons they have listed for the increase were already addressed in that meeting. They agreed to purchase and maintain the system. As for the on site plant, there has never been one since the inception of this subdivision. The only thing that was mentioned was mowing around the perimeter of the fence, inside and outside. As for building a new road, that seems like an unnecessary expense. Vehicles (tractors and trucks) have been traversing the right-of-way easement to the ponds for the eighteen years I have lived here.

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COMMISSION

In light of this notification I feel like this company misrepresented themselves during that meeting when they sought our votes in favor of selling our system to them. I hope you will consider all this and reject their 540.9% proposed fee increase. There are many senior citizens and families in this neighborhood that just cannot handle an increase such as that.

Thank you for your service to the people of the State of Kentucky, and I sincerely hope you will rule in favor of the people of this community.

A handwritten signature in black ink, appearing to read 'Richard L. Algood', written in a cursive style.

Richard L. Algood



130 Harting Ridge Road

West Paducah, KY 42086