

**From:** Alicia Massingale [REDACTED]  
**Sent:** Thursday, March 02, 2023 04:26 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

This is ridiculous that our sewer bill will be going up \$49 which we will have a bill of \$99 a month. You are stealing blue collar workers money. I refuse to pay that sewer bill. I would rather sell my house than pay that bill for this crooked company.

Respectfully,  
Alicia Massingale  
301 Herrington Haven  
Lancaster  
Ky  
40444  
[REDACTED]

Received though Public Comments page - [psc.ky.gov](https://psc.ky.gov)

**From:** Allan Coldiron [REDACTED]  
**Sent:** Thursday, March 02, 2023 06:44 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Good Evening.

My name is Allan Coldiron and I am a procurement professional for the Commonwealth of Kentucky. Today 3/2/2023 I received a letter from Bluegrass Water Utility Operating Company LLC indicating that my sewer service rates will raise almost 700% from \$12.50/month to 99.37/month. I read this 4 different times to make sure I was reading it correctly as the utter shock set in. a 700% increase is absolutely ridiculous!! In my role as a procurement professional for the Commonwealth of Kentucky I purchase all types of commodities and services including construction. I concede that with COVID and the inflation rate it has caused that prices of raw materials and water/sewer related materials have drastically went up, but not that much!! At 700% increase on the customers they would be able to rebuild their complete infrastructure at least two time over in just a few years. This is robbery plan and simple. I want to see their market research for these "upgrades", I want to see where these costs are coming from, who conducted the research, and their credentials. Was a cost comparison done with other sewer companies of equal size and location? This is my fourth home and at \$99.37/month for sewer rates, that is 3 times the highest I have ever paid and have lived in three different counties in Kentucky. If you have heard of robbing someone blind, this is robbing someone in plain site. Do not approve this increase!!!

Thank you

Respectfully,  
Allan Coldiron  
104 Fallow Circle  
Georgetown  
Kentucky  
40324  
[REDACTED]

**From:** Allan Coldiron [REDACTED]  
**Sent:** Monday, March 06, 2023 08:43 AM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Good Morning

My name is Allan Coldiron and I am a nationally certified procurement professional for the Commonwealth of Kentucky. On 3/2/2023 I received a letter from Bluegrass Water Utility Operating Company LLC indicating that my sewer service rates will raise almost 700% from \$12.50/month to \$99.37/month. I read this 4 different times to make sure I was reading it correctly as the utter shock set in. A 700% increase is absolutely ridiculous!! In my role as a procurement professional for the Commonwealth of Kentucky I purchase all types of commodities and services including construction. I concede that with COVID and the inflation rate it has caused that prices of raw materials and water/sewer related infrastructure materials have drastically went up, but not that much!! At 700% increase on the backs of their customers they would be able to rebuild their complete infrastructure at least two times over in just a few years. This is robbery plan and simple. I want to see their market research for these "upgrades"! I want to see where these costs are coming from, who conducted the research, and their credentials. Was a cost comparison done with other sewer companies of equal size and similar location? This is my fourth home and at \$99.37/month for sewer rates, that is 3 times the highest I have ever paid and have lived in three different counties in Kentucky. If you have heard of robbing someone blind, this is robbing someone in plain site. Do not approve this increase!!! Thank you

Respectfully,  
Allan Coldiron  
104 Fallow Circle  
Georgetown  
KY  
40324  
[REDACTED]

**From:** Allen Hall [REDACTED]  
**Sent:** Monday, March 06, 2023 03:07 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

received a notice of proposed rate adjustment of 120.8% increase which comes to a 54.37 for a total of 99.37 per month. This increase I believe is not justified. I have lived in this subdivision since 17 Dec of 2009 at a rate of \$45.00 dollars per month and an additional \$54.37 would cause a hardship. I'm retired on social security . Thank you for your time on this matter

Respectfully,  
Allen Hall  
970 Darlington Creek Rd  
Alexandria  
Ky  
41001  
[REDACTED]

Received through Public Comments page - [psc.ky.gov](https://psc.ky.gov)

**From:** Ariel oneill [REDACTED]  
**Sent:** Friday, March 03, 2023 12:58 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

I am submitting this request for intervention from PSC to prevent Bluegrass water from enacting the proposed rate increase application on our wastewater services. As a resident of the Darlington creek subdivision, I am concerned about the stated need for Bluegrass water to increase operating revenues by \$1,291,491. This drastic increase needs to be justified by detailing specific repairs with estimates for solely our neighborhood. We demand full transparency prior to any rate increase and a detailed breakdown of our current rate's alleged insufficiency.

I can't afford this change! I have been paying 45 dollars a month for over 4 years. This new system was added not even a year ago without our knowledge. I want to see why it is needed to do such a drastic increase. I'm going to have to move because I can't afford all these increases each year!

Respectfully,  
Ariel oneill  
950 willow creek  
Alexandria  
Ky  
41001  
[REDACTED]

**From:** Brandy Middleton [REDACTED]  
**Sent:** Monday, March 06, 2023 06:24 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

This is a written request for intervention regarding the proposed rate increase by Bluegrass Water Utility Operating Company for the Persimmon Ridge Subdivision. When we moved into our home in December of 2020 our sewer bill was \$35 per month. In 2021, a 150% increase was approved and our monthly bill drastically increased to \$87 per month. Now, just a year later, they want another increase of 15.6%. I cannot understand what exactly we are paying for since this crazy \$99 per month fee doesn't even include water - it's just the sewage portion. Please deny this outrageous request.  
Sincerely,  
Brandy & Colby Middleton

Respectfully,  
Brandy Middleton  
299 Persimmon Ridge Dr  
Louisville  
KY  
40245  
[REDACTED]

**From:** Brian Smith [REDACTED]  
**Sent:** Saturday, March 04, 2023 06:41 AM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

I am submitting a request for intervention from PSC to prevent Bluegrass Water Utility Operating Company, LLC from enacting the proposed rate increase on our wastewater services. As a resident of the Darlington Creek subdivision, I am concerned about the stated need for Bluegrass Water Utility Operating Company, LLC to increase our bills by 120.8%. This will more than double our bill per month. They state that this will increase their operating revenues by \$1,291,491. This dramatic increase I feel needs to be justified by giving specific details of the repairs and estimates for solely my neighborhood. We as the residents of Darlington Creek demand full transparency prior to any rate increase and a detailed breakdown of our current rate's alleged insufficiencies. This company was just brought into our neighborhood to take care of our wastewater station. They haven't been involved with our community for more than a year. Please help the residents of the subdivision from this dramatic price increase. Thank you

Respectfully,  
Brian Smith  
12809 Sycamore Creek Dr  
Alexandria  
KY  
41001  
[REDACTED]

**From:** Carolyn & Larry Green [REDACTED]  
**Sent:** Friday, March 03, 2023 03:59 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

We are opposing any rate increase. When Bluegrass purchased our lagoon our rates went from \$15. a month to \$85.97. This is quite a strain on our income with inflation the way it is. We live within distance to see what is going on at the lagoon and nothing as been done to our lagoon. The millions they spent had to have been other places. They don't need to recover all they paid buying the lagoon and live in luxury while we are scrapping to pay as much for a lagoon as we pay for our electric bill monthly. This is just too much. Please hear our plea and do not allow this to happen. I ask that you please consider and pay attention to the hardship this is putting on us & this subdivision.

Respectfully,  
Carolyn & Larry Green  
175 Fieldcrest Drive  
Mayfield  
Kentucky  
42066  
[REDACTED]

**From:** Charles Bailey [REDACTED]  
**Sent:** Wednesday, March 08, 2023 09:37 AM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

This is the second rate increase by this operating company since they have had ownership for 3 years. The first increase was granted for an increase from \$30.00 to \$85.97 per month. This was an increase of 286%. Now they are requesting an additional 15.6%. My salary has not increased and with the cost increases of everything from electricity, gasoline, food, etc. this increase is unwarranted. What happened to all of the money they were granted for infrastructure upgrades they were granted earlier?  
Please deny this increase.

Respectfully,  
Charles Bailey  
104 Blowing Tree Dr  
Georgetown  
KY  
40324  
[REDACTED]

**From:** Dawn Lane [REDACTED]  
**Sent:** Friday, March 03, 2023 11:23 AM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

I live in the Darlington Creek subdivision in Alexandria Kentucky. I received a letter from Bluegrass water that states they have filed a claim/application to increase the cost from \$45.00 a month to \$99.37. I understand that sometimes an increase is necessary to cover repairs and such but bluegrass has owned our wastewater services for a year (at most) and there were no repairs needed at the time of sale (per HOA). I feel that the 120.8% rate increase is excessive and could put an undue hardship on families in my small community. Other wastewater facilities have had increases of approx 5%, what is bluegrass doing inappropriately that requires 115% above the normal/reasonable increase? I appreciate your time and hope that you will consider the people in my neighborhood when you make your decision.

Respectfully,  
Dawn Lane  
860 Birch Creek Dr  
Alexandria  
KY  
41001  
[REDACTED]

**From:** Deborah Zech [REDACTED]  
**Sent:** Saturday, March 04, 2023 12:15 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

My sewer rate was increased in 2021 from 35 to 85.00 which was outrageous. Now another increase from 85.00 to 99.00. Unclear how this can occur. Appears no improvements/changes to the sewer system. If anything, the rate should be decreased to match the service that is being received. All the other areas I have lived in charged 15.00 to 30.00. This seems illegal that this can occur. I request that the PSC intervene with this issue. Thank you.

Respectfully,  
Deborah Zech  
121 Lost Tree Drive  
Georgetown  
KY  
40324  
[REDACTED]

**From:** Gail Widmer [REDACTED]  
**Sent:** Wednesday, March 08, 2023 02:58 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Dear Public Service Commission,

I am writing as a resident of Moonlake Estates in Georgetown, KY, that currently has a proposed rate increase by Bluegrass Water Company of 694.9% from \$12.50 to \$99.37. As you know, this amount for a monthly sewer charge is not feasible for most homeowners, especially those on fixed incomes, and is at least double what someone would pay for a normal sewer charge in any community in Scott County. This would create undue hardships for many residents of these neighborhoods.

I understand upgrades are needed to the Delaplain Disposal sewer systems and the rate of \$12.50 was likely not enough to keep the system in compliance. However, with that being said, there needs to be another way to recover costs at more reasonable rates. I would make a suggestion that the PSC deny the 694.9% rate increase requested by Bluegrass Water Company. The PSC should deny all PERMANENT rate increases of this magnitude since it also includes a charge to residents for upgrade costs. When the upgrade costs have been recouped, they would continue to charge the exorbitant rate at a profit to them only. Bluegrass Water should submit a request for a normal sewer charge rate increase that is comparable to all sewer systems in Scott County that would be the basis for its PERMANENT monthly sewer charge. Charges to residents to recover UPGRADE COSTS should be a separate request by Bluegrass Water to the PSC. Once Bluegrass Water has recouped their upgrade costs, residents should no longer be paying that portion in future years. Bluegrass Water should be required to provide a monthly invoice to each resident that clearly segregates the normal sewer rate from the cost recovery charges with a line item such as "special assessment-sewer upgrades". This line would then go away, once costs have been recouped. In addition, the PSC should request financial projections and forecasts from Bluegrass Water that presents different cost recovery scenarios, i.e. 5, 7, 10 years and a reasonable recovery period should be used in order to keep the recoupment of upgrade costs to residents at a reasonable monthly amount that can be considered affordable by the residents.

I appreciate your consideration regarding this matter and hope that the PSC will consider all of the requests submitted by the residents of Scott County in these neighborhoods.

Sincerely,  
GAIL WIDMER

Respectfully,  
Gail Widmer  
143 Gemini Trail  
Georgetown  
KY  
40324  
[REDACTED]

**From:** Gary Gaugler [REDACTED]  
**Sent:** Tuesday, March 07, 2023 10:58 AM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

I am writing to you regarding the rate increase that is being requested by Bluegrass Water Utility Operating Company, LLC (here after known as Bluegrass Water) for the Arcadia Pines subdivision located in West Paducah. I received a letter from Bluegrass Water dated February 27, 2023, that outlines their proposed rate increase of \$13.40 or 15.6% for the sewage systems operated by them. In their letter they also mention they need to increase the annual sewer revenues by \$1,291,491.00. I would like to know what this increase in revenues is paying for. What will this increase in revenues be paying for at Arcadia Pines? If I may provide you with a bit of my history with the Arcadia Pines subdivision and Bluegrass Water; when we moved into Arcadia Pines in 2019 the monthly rate for the sewage was \$25.00. The pond was maintained by Arcadia Pines Sewage Association (APSA). I don't recall the exact date that Bluegrass Water bought out APSA but within several months they raised the monthly fee \$85.97. This rate increase was approved by the PSC. Bluegrass Water stated that the rate increase was needed to upgrade ALL the sewage systems now owned by Bluegrass Water not just Arcadia Pines. They, Bluegrass Water is requesting the monthly fee be raised to \$99.37. I am asking for the PSC to intervene and not permit this rate increase.

You may not be aware of the sewage "system" that Arcadia Pines has in place; each home (30 residential units) has an individual septic tank that connects to a common pipe that leads to a "pond". This pond, as explained to me by the builder of my house, is where the contents of all the septic tanks flow into after decanting. In essence, wastewater goes from the house to the septic tank, to the pipe to the pond. There is no "system" in place at Arcadia Pines that needs to be upgraded or maintained as their letter states. In fact the only maintenance that we have seen under Bluegrass Water's ownership has consisted of one weed/grass cutting inside the fence perimeter of the pond that was then followed by the killing of all the weeds/grasses with a chemical. By doing this they have removed any type of erosion prevention from the banks of the pond and has created noticeable fissures and cracks in the pond thereby threatening the pond's breach prevention.

I have reached out by letter, notes with my monthly payment as well as numerous phone calls to Bluegrass Water asking for a copy of any agreement that I have Bluegrass Water. When we finally received an answer, we were told there is no agreement. Apparently, the only agreement we have is that I HAVE to pay my monthly fee. Under the APSA ownership each resident was permitted to have their septic tank pumped out and the cost would come from the monthly fee that was held in escrow. Under Bluegrass Water there is NO such arrangement. We were told that this is the homeowner's responsibility. Bluegrass Water took this initiative without consulting any on the homeowners...the people that pay monthly fee...for what? A pond...a pond that Bluegrass Water has done nothing with or to. Many of the resident don't care if the weeds get so high and we can't see the pond. If you remove any type weed/grass killing from the equation, Bluegrass Water essentially does nothing for the \$1031.64 I now pay yearly, which they would like to increase to \$1192.44.

I'm probably like most people in that I don't mind paying for something if it's of equal value. I have asked for a list of expenditures by Bluegrass Water specifically for the Arcadia Pines subdivision. I have not received anything detailing the expenses. I don't think it's fair for MY money to pay for another subdivision's upgrades. It's obvious that Bluegrass Water is NOT a not-for profit company. Last year the company should have

Respectfully,  
Gary Gaugler  
1210 Red Pine Circle  
West Paduca,  
KY  
42086  
[REDACTED]

Received though Public Comments page - [psc.ky.gov](http://psc.ky.gov)

**From:** Gary L Baker [REDACTED]  
**Sent:** Friday, March 03, 2023 11:39 AM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

I am requesting intervention in this matter!  
Bluegrass Water is trying to get approval to raise customer rates over 120% This needs to be stopped by you. This is outrageous and there is no valid reason to gouge the customers like this.

Respectfully,  
Gary L Baker  
954 Darlington Creek Drive  
ALEXANDRIA  
KY  
41040  
[REDACTED]

Received though Public Comments page - [psc.ky.gov](https://psc.ky.gov)

**From:** John R Lutz [REDACTED]  
**Sent:** Friday, March 03, 2023 05:27 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Bluegrass Water Utility is asking for a rate increase for sewer service in Shelby County for Persimmon Ridge Subdivision. The rate increase asked for is over 15 percent. This seems excessive and I am humbly asking the PSC to not grant that big of an increase ( or any at all for that matter ). I am receiving Social Security now and every which way we turn anymore prices are going up. Thank you  
John Lutz

Respectfully,  
John R Lutz  
123 Whispering Pines Circle  
Louisville  
KY  
40245  
[REDACTED]

**From:** Kellie King [REDACTED]  
**Sent:** Wednesday, March 08, 2023 11:18 AM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

We received a letter today stating they are wanting to raise our neighborhood sewage bill from \$45 a month to \$99.37! That is a 120% increase from our current bill. Over the past 12 years of either renting or owning a home, I have never paid a sewage bill that would be this high. Our water is separate, and we pay that and now they are wanting to more than double what our bill is. This is absolutely absurd to propose a bill raise of this height. I could understand 20% or so with the inflation that we have faced over the past year but now, when people are struggling the most with raises on groceries, gas, everyday living necessities, they are wanting to propose more a 100% raise! It is disheartening to see a company think that this is appropriate. When our HOA sold our sewer company to Bluegrass, we were told that them doing this would "save us money" in case machinery, equipment, etc. would need to be replaced. They stated that our current utility was in good shape so if they are stating "repairs" and who knows what else for this proposed increase, then things are not adding up from what we were originally told when our HOA sold to this company. There are articles all throughout the state of Kentucky where Bluegrass is trying to do this to their whole customer base, some are even bigger increases than they are proposing for our area. Clearly this company is money hungry and trying to make massive profits off of those they service.

Respectfully,  
Kellie King  
918 Darlington Creek Dr.  
Alexadria  
KY  
41001  
[REDACTED]

**From:** Kelly Shepard [REDACTED]  
**Sent:** Wednesday, March 08, 2023 11:16 AM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Our sewer provider has requested a 694.9% increase of our bill from \$12.50 to \$99.37. We cannot afford this very significant increased amount. It is exorbitant, and with inflation affecting every home and business, it's an amount that will detrimentally affect everyone who has them as a provider.

Furthermore, they are the only provider that we know of in this area, so we can't even switch to a different provider.

Please do not allow this increase. Thank you, Kelly Shepard

Respectfully,  
Kelly Shepard  
240 Gemini Trail  
Georgetown  
Kentucky  
40324  
[REDACTED]

**From:** Kristina Hendrickson [REDACTED]  
**Sent:** Saturday, March 04, 2023 01:35 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

I am submitting this request as a resident of Darlington Creek subdivision. I received a letter from Bluegrass Water where it states they have filed a claim to raise our cost from \$45 a month to \$99.37, which is a 120.8% increase. This is a VERY drastic increase and overly excessive not adding there are some neighbors this increase could cause a hardship on. At the time when Bluegrass Water took ownership of our wastewater service no repairs were needed. Our subdivision demands full transparency prior to any rate increases and a detailed breakdown on what the current rate cover and what the "alleged" rate will cover.

Thank you

Respectfully,  
Kristina Hendrickson  
911 Darlington Creek Dr, 41001  
Alexandria, Kentucky, United States  
KY  
41001  
[REDACTED]

Received through Public Comments page - [psc.ky.gov](https://psc.ky.gov)

**From:** Melissa Shepard [REDACTED]  
**Sent:** Sunday, March 05, 2023 01:20 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

I ask that you please look into this case and put an end to it. I understand a rate increase, but it needs to be a realistic one. They propose one that is almost 700% more than we pay now. This is ridiculous and will put a strain on families who are struggling to buy food during these times of high inflation! It is sad that an unrealistic sewer rate increase may take food out of children's mouths because, if passed, the family's will have to pay the overpriced sewer bill before buying food cause the company will shut services off.... They purchased the plant and now expect the customers to pay for all the updates. The company should have some of this responsibility and only increase the rate by a realistic amount.

Thank you for your consideration and help!

Respectfully,  
Melissa Shepard  
105 Alexandra Jett Ln  
Georgetown  
Ky  
40325  
[REDACTED]

**From:** Nitosha Depew [REDACTED]  
**Sent:** Friday, March 03, 2023 01:32 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

My name is Nitosha Depew and I am a resident of the Darlington Creek Subdivision in Alexandria, KY.

I am submitting this request for intervention from PSC to prevent Bluegrass Water from enacting the proposed rate increase application on our waste water services.

I am extremely concerned and against Bluegrass Water proposing to raise the monthly rate from our current \$45 to \$99.37, which represents an increase of \$54.37 or 120.8%. I understand a need for rate increases over time to cover repairs, etc. but the amount of this rate increase is unacceptable and excessive, considering Bluegrass Water purchased our system only a year ago and there were no repairs needed at the time of the sale, according to our HOA.

If Bluegrass Water was unable to service and maintain our system at our current rate, then why would they even consider purchasing our system knowing they'd likely have to ask the homeowners for a significant rate increase?

Other waste water services in our area have only raised their rates by \$2-5 a month. So what is Bluegrass Water doing inappropriately that requires a 120.8% increase?

Justification needs to be provided to detail the specific repairs and maintenance with estimates solely for our neighborhood to ask for such a drastic rate increase. We demand full transparency PRIOR to any rate increase and a detailed breakdown of our current rate's alleged insufficiency.

I urge you to please consider how this will affect not only families in my neighborhood, but other families in other neighborhoods that Bluegrass Water services.

I am worried that this significant rate increase will cause additional financial hardship not only for myself, but also for my fellow neighbors, especially coming off of the heels of all the financial burdens that have come in the last several years due to the COVID Pandemic.

Thank you for your time and consideration on this matter.

Respectfully,  
Nitosha Depew  
941 Willow Creek Dr  
Alexandria

**From:** Sara Stacey [REDACTED]  
**Sent:** Friday, March 03, 2023 12:30 PM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

I am submitting this request for intervention from PSC to prevent Bluegrass water from enacting the proposed rate increase application on our wastewater services. As a resident of the Darlington creek subdivision, I am concerned about the stated need for Bluegrass water to increase operating revenues by \$1,291,491. This drastic increase needs to be justified by detailing specific repairs with estimates for solely our neighborhood. We demand full transparency prior to any rate increase and a detailed breakdown of our current rate's alleged insufficiency. We the residents are not exactly privy to shopping around for a better waste management system or one with lower rates. We didn't ask to be bought out by this company less than a year ago and when we were we were told we would keep our established rates. How was this company permitted to buy our water treatment system if they can't afford to service it?

Respectfully,  
Sara Stacey  
12872 Sycamore Creek Drive  
Alexandria  
KY  
41001  
[REDACTED]

**From:** Thomas Schaefer [REDACTED]  
**Sent:** Sunday, March 05, 2023 11:54 AM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

When Bluegrass Water Utility Operating Co. took over for our neighborhood in 2021, our rates went up @141%. Since that time I have not seen or am aware of any improvements completed in our area. Less than 2 years later they are now asking to increase our prices, per their mailer, by 15.6%. Please do not accept their rate increase! Flat rate increases help the company revenues without helping neighborhoods that have not seen improvements. Thank you for your time.

Respectfully,  
Thomas Schaefer  
117 Persimmon Ridge Dr, 117  
Louisville  
KY  
40245  
[REDACTED]

**From:** Wade Hoskins [REDACTED]  
**Sent:** Friday, March 03, 2023 11:55 AM  
**To:** PSC Comments  
**Subject:** 2022-00432 - Bluegrass Water Utility Operating Company, LLC

This rate change is extremely high and would put undue hardship on my ability to pay my bills. 120% increase is too substantial and specific details of where these funds are allocated to is not included in the information mailed. In addition, requesting these rate changes to be immediate does not allow us to try to make the necessary changes.

Respectfully,  
Wade Hoskins  
12806 Sycamore Creek Drive  
Alexandria  
KY  
41001  
[REDACTED]

Received through Public Comments page - [psc.ky.gov](https://psc.ky.gov)

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC  
**Date:** Thursday, March 9, 2023 9:37:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** KY Public Service Commission Public Comments <psc.comment@ky.gov>  
**Sent:** Wednesday, March 8, 2023 9:37 AM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Public Comments for Case 2022-00432 submitted by ([REDACTED]) on Wednesday, March 8, 2023 at 9:37 AM

-----  
Name: Charles Bailey  
Address: 104 Blowing Tree Dr  
City: Georgetown  
State: KY  
Zip Code: 40324

Phone number where you can be reached: [REDACTED]

Home phone:

Comments: This is the second rate increase by this operating company since they have had ownership for 3 years. The first increase was granted for an increase from \$30.00 to \$85.97 per month. This was an increase of 286%. Now they are requesting an additional 15.6%. My salary has not increased and with the cost increases of everything from electricity, gasoline, food, etc. this increase is unwarranted. What happened to all of the money they were granted for infrastructure upgrades they were granted earlier? Please deny this increase.

-----

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC  
**Date:** Thursday, March 9, 2023 9:37:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** KY Public Service Commission Public Comments <psc.comment@ky.gov>  
**Sent:** Wednesday, March 8, 2023 11:16 AM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Public Comments for Case 2022-00432 submitted by [REDACTED] on Wednesday, March 8, 2023 at 11:16 AM

-----  
Name: Kelly Shepard  
Address: 240 Gemini Trail  
City: Georgetown  
State: Kentucky  
Zip Code: 40324  
Phone number where you can be reached:  
Home phone: [REDACTED]

Comments: Our sewer provider has requested a 694.9% increase of our bill from \$12.50 to \$99.37. We cannot afford this very significant increased amount. It is exorbitant, and with inflation affecting every home and business, it's an amount that will detrimentally affect everyone who has them as a provider. Furthermore, they are the only provider that we know of in this area, so we can't even switch to a different provider. Please do not allow this increase. Thank you, Kelly Shepard

-----

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC  
**Date:** Thursday, March 9, 2023 9:38:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** KY Public Service Commission Public Comments <psc.comment@ky.gov>  
**Sent:** Wednesday, March 8, 2023 11:18 AM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Public Comments for Case 2022-00432 submitted by ([REDACTED]) on Wednesday, March 8, 2023 at 11:18 AM

-----  
Name: Kellie King  
Address: 918 Darlington Creek Dr.  
City: Alexadria  
State: KY  
Zip Code: 41001

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Comments: We received a letter today stating they are wanting to raise out neighborhood sewage bill from \$45 a month to \$99.37! That is a 120% increase from our current bill. Over the past 12 years of either renting or owning a home, I have never paid a sewage bill that would be this high. Our water is separate, and we pay that and now they are wanting to more than double what our bill is. This is absolutely absurd to propose a bill raise of this height. I could understand 20% or so with the inflation that we have faced over the past year but now, when people are struggling the most with raises on groceries, gas, everyday living necessities, they are wanting to propose more a 100% raise! It is disheartening to see a company think that this is appropriate. When our HOA sold our sewer company to Bluegrass, we were told that them doing this would "save us money" in case machinery, equipment, etc. would need to be replaced. They stated that our current utility was in good shape so if they are stating "repairs" and who knows what else for this proposed increase, then things are not adding up from what we were originally told when our HOA sold to this company. There are articles all throughout the state of Kentucky where Bluegrass is trying to do this to their whole customer base, some are even bigger increases then they are proposing for our area. Clearly

this company is money hungry and trying to make massive profits off of those they service.

-----

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC  
**Date:** Thursday, March 9, 2023 9:41:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** KY Public Service Commission Public Comments <psc.comment@ky.gov>  
**Sent:** Wednesday, March 8, 2023 2:58 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** Public Comments for Case: 2022-00432 - Bluegrass Water Utility Operating Company, LLC

Public Comments for Case 2022-00432 submitted by ([REDACTED]) on Wednesday, March 8, 2023 at 2:58 PM

-----  
Name: Gail Widmer

Address: 143 Gemini Trail

City: Georgetown

State: KY

Zip Code: 40324

Phone number where you can be reached:

Home phone:

Comments: Dear Public Service Commission, I am writing as a resident of Moonlake Estates in Georgetown, KY, that currently has a proposed rate increase by Bluegrass Water Company of 694.9% from \$12.50 to \$99.37. As you know, this amount for a monthly sewer charge is not feasible for most homeowners, especially those on fixed incomes, and is at least double what someone would pay for a normal sewer charge in any community in Scott County. This would create undue hardships for many residents of these neighborhoods. I understand upgrades are needed to the Delaplain Disposal sewer systems and the rate of \$12.50 was likely not enough to keep the system in compliance. However, with that being said, there needs to be another way to recover costs at more reasonable rates. I would make a suggestion that the PSC deny the 694.9% rate increase requested by Bluegrass Water Company. The PSC should deny all PERMANENT rate increases of this magnitude since it also includes a charge to residents for upgrade costs. When the upgrade costs have been recouped, they would continue to charge the exorbitant rate at a profit to them only. Bluegrass Water should submit a request for a normal sewer charge rate increase that is comparable to all sewer systems in Scott County that would be the basis for its PERMANENT monthly sewer charge.

Charges to residents to recover UPGRADE COSTS should be a separate request by Bluegrass Water to the PSC. Once Bluegrass Water has recouped their upgrade costs, residents should no longer be paying that portion in future years. Bluegrass Water should be required to provide a monthly invoice to each resident that clearly segregates the normal sewer rate from the cost recovery charges with a line item such as "special assessment-sewer upgrades". This line would then go away, once costs have been recouped. In addition, the PSC should request financial projections and forecasts from Bluegrass Water that presents different cost recovery scenarios, i.e. 5, 7, 10 years and a reasonable recovery period should be used in order to keep the recoupment of upgrade costs to residents at a reasonable monthly amount that can be considered affordable by the residents. I appreciate your consideration regarding this matter and hope that the PSC will consider all of the requests submitted by the residents of Scott County in these neighborhoods. Sincerely, GAIL WIDMER

-----

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Bluegrass Water Rate Increase Case # 2022-00432  
**Date:** Thursday, March 9, 2023 9:43:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
**Sent:** Thursday, March 9, 2023 7:39 AM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** FW: Bluegrass Water Rate Increase Case # 2022-00432

**From:** [REDACTED]  
**Sent:** Wednesday, March 8, 2023 7:57 PM  
**To:** PSC Consumer Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Cc:** West, Michael (KYOAG) [REDACTED]  
**Subject:** Bluegrass Water Rate Increase Case # 2022-00432



We are writing this notice to make you aware that Bluegrass Water, a company out of Missouri, is attempting to monopolize the cost of sewage across Kentucky by purchasing smaller sewage companies and then raising the rates to their customers. We have lived in Northern Jessamine County for over 20 years and the ratio of water usage to sewer usage has been reasonable for our community.

When Bluegrass Water purchased our existing sewage company, it was not long before they requested a **268 percent rate increase!!** Our sewage system is not a treatment plant, filtration system, or chemical treatment plant, but for the 40 customers on our system, it consists of having two holding tanks in our backyard. The pumps in these holding tanks are purchased by each homeowner at a cost of approximately \$1,000/pump with a life expectancy of 5 years. The sewage is

then pumped to a static leach field on a nearby leased farm. The homeowner incurs the cost of the working parts of this type of septic system and we pay to pump the effluent to the leased property. The proposed rate increase by Bluegrass Water is 3-4 times our monthly water bill which is totally unjustified. This "Unified" rate is grossly unfair to smaller communities now owned by Bluegrass Water. While Bluegrass Water's investment are constantly increasing, it is breaking the backs of the customers on these smaller systems. We urgently request that the PSC and the AG office look into this price gouging method that Bluegrass Water is requesting and come to the aid of your fellow Kentuckians.

Respectfully Submitted,

Curt and Sheila Myers  
107 Wood Duck Court  
Nicholasville, Ky. 40356

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: KY PSC Utility Inquiry  
**Date:** Thursday, March 9, 2023 10:46:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
**Sent:** Wednesday, March 8, 2023 3:11 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** FW: KY PSC Utility Inquiry

[REDACTED]

---

**From:** KY Public Service Commission <[pscfilings@ky.gov](mailto:pscfilings@ky.gov)>  
**Sent:** Tuesday, March 7, 2023 7:53 PM  
**To:** PSC Consumer Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Subject:** KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by ([REDACTED]) on Tuesday, March 7, 2023 at 7:52 PM

-----  
Name: Bethany Muncy  
Address: 128 Thomas Lane  
City: Georgetown  
State: Kentucky  
Zip Code: 40324  
Phone number where you can be reached: [REDACTED]  
Home phone:  
Utility Name: Central States Water Resources

State the nature of your concern: We live in Homestead Subdivision. We moved in in October 2021 and we're paying \$85.97 for sewer alone! They just sent a letter stating the rise to \$99 monthly now!!!! This is UNREAL. The price gaging for us to pay monthly just for sewer and an increase within a year? We moved from cynthiana and never paid this amount or separate billing! We are looking to move back to cynthiana because this is ridiculously priced. It should have never been passed of approval!

Have you contacted the utility about the problem: Yes

-----

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: KY PSC Utility Inquiry  
**Date:** Thursday, March 9, 2023 10:45:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** PSC Consumer Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Sent:** Wednesday, March 8, 2023 3:12 PM  
**To:** PSC Public Comment <[PSC.Comment@ky.gov](mailto:PSC.Comment@ky.gov)>  
**Subject:** FW: KY PSC Utility Inquiry

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** KY Public Service Commission <[pscfilings@ky.gov](mailto:pscfilings@ky.gov)>  
**Sent:** Tuesday, March 7, 2023 7:07 PM  
**To:** PSC Consumer Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Subject:** KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, March 7, 2023 at 7:07 PM

-----  
Name: Caleb Dowell  
Address: 114 Thomas Ln  
City: Georgetown  
State: KY  
Zip Code: 40324  
Phone number where you can be reached: [REDACTED]  
Home phone:  
Utility Name: Central States Water Resources

State the nature of your concern: Our whole neighborhoods water comes from this utility. They have raised our water rates from \$30-\$40 a month to \$85 last year and now they are raising it up to \$95. This is insanity. There is no other water utility for my area.  
Have you contacted the utility about the problem: No

-----

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: KY PSC Utility Inquiry  
**Date:** Thursday, March 9, 2023 10:43:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
**Sent:** Wednesday, March 8, 2023 3:12 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** FW: KY PSC Utility Inquiry

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** KY Public Service Commission <[pscfilings@ky.gov](mailto:pscfilings@ky.gov)>  
**Sent:** Tuesday, March 7, 2023 6:37 PM  
**To:** PSC Consumer Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Subject:** KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, March 7, 2023 at 6:36 PM

-----  
Name: Vickie Fraley  
Address: 109 Agena rd  
City: Georgetown  
State: Ky  
Zip Code: 40324  
Phone number where you can be reached: [REDACTED]  
Home phone: [REDACTED]  
Utility Name: Bluegrass Water

State the nature of your concern: Please intervene in the upcoming increase of our sewer bill. It is increasing by almost 700%. Yes that's 700%. Increasing from \$12.50 per month to \$99 per month.  
Have you contacted the utility about the problem: Yes

-----

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: KY PSC Utility Inquiry  
**Date:** Thursday, March 9, 2023 10:42:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
**Sent:** Wednesday, March 8, 2023 3:13 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** FW: KY PSC Utility Inquiry

[REDACTED]

---

**From:** KY Public Service Commission <[pscfilings@ky.gov](mailto:pscfilings@ky.gov)>  
**Sent:** Tuesday, March 7, 2023 5:56 PM  
**To:** PSC Consumer Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Subject:** KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by ([REDACTED]) on Tuesday, March 7, 2023 at 5:56 PM

-----  
Name: Katelyn Wuchte  
Address: 115 majestic court  
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: I received a letter stating that monthly prices would be increased yet again. The price was originally \$32. They increased it to \$89. Now they want to increase it another 15%. I cannot afford this. We should not have to pay this much money for a sewer bill. They are only doing this because they know we have to pay the bill because we live in the neighborhood. They are taking advantage of us.

Have you contacted the utility about the problem: Yes

-----

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: KY PSC Utility Inquiry  
**Date:** Thursday, March 9, 2023 10:41:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
**Sent:** Wednesday, March 8, 2023 3:13 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** FW: KY PSC Utility Inquiry

[REDACTED]

---

**From:** KY Public Service Commission <[pscfilings@ky.gov](mailto:pscfilings@ky.gov)>  
**Sent:** Tuesday, March 7, 2023 4:38 PM  
**To:** PSC Consumer Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Subject:** KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, March 7, 2023 at 4:37 PM

-----  
Name: Joshua Bales  
Address: 100 Thomas Lane  
City: Georgetown  
State: Kentucky  
Zip Code: 40324  
Phone number where you can be reached: [REDACTED]  
Home phone:  
Utility Name: Central States Water Resources

State the nature of your concern: The price hike that continues for our sewer usage. It used to be \$30-\$35 a month. They raised it to \$88 out of no where and now are wanting to raise it to \$99 a month. This is outrageous as there is no control.

Have you contacted the utility about the problem: Yes

-----

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: KY PSC Utility Inquiry  
**Date:** Thursday, March 9, 2023 10:41:00 AM

---

Case No. 2022-00432

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, 2022-00432, in any further correspondence. The documents in this case are available at [View Case Filings for: 2022-00432 \(ky.gov\)](#)

Thank you for your interest in this matter.

---

**From:** PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
**Sent:** Wednesday, March 8, 2023 3:21 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** FW: KY PSC Utility Inquiry

[REDACTED]

---

**From:** KY Public Service Commission <[pscfilings@ky.gov](mailto:pscfilings@ky.gov)>  
**Sent:** Tuesday, March 7, 2023 4:33 PM  
**To:** PSC Consumer Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Subject:** KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by ([REDACTED]) on Tuesday, March 7, 2023 at 4:33 PM

-----  
Name: Becky Fletcher  
Address: 128 Devin Dr  
City: Georgetown  
State: KY  
Zip Code: 40324  
Phone number where you can be reached: [REDACTED]  
Home phone: [REDACTED]  
Utility Name: Central States Water

State the nature of your concern: The rate increase is absolutely ridiculous. Nobody should have to pay this amount for this type of service. Something needs to be done about this! Stop increasing our prices - it's unnecessary and it makes it harder for people to afford to live on their budget!

Have you contacted the utility about the problem: No

-----