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From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Wednesday, March 8, 2023 5:47 AM
To: PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted on Wednesday, March 8, 2023 at 5:46 AM

Name: Terri Parris

Address: 195 Harting Ridge Rd

City: West Paducah

State: KY

Zip Code: 42086

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Bluegrass Water Utility Operating Company, LLC

State the nature of your concern: Respectfully request intervention of Bluegrass Water Utility Operating Company, LLC's application for an adjustment of sewage rates - case number 2022-00432. The company's new rate proposed (from \$85.97 to \$99.37) outlined in February 27, 2023's letter to customers, is a 15.6% increase which comes right at the heels of August 2021's massive rate increase (\$28.00 to present rate) - imposed as Bluegrass Water assumed control of wastewater services. The justification for the increase is vaguely addressed in the February 27, 2023 letter and lacks any specific data points / information for consumer to understand what exactly has been done (or what will be done) to warrant such an increase. For reference, my property backs up to the two retention ponds in our subdivision (Marshall Ridge); since moving into my residence, I personally have never observed any type of maintenance, work, or upgrades being conducted, nor have I have seen any representative from the company (on-sight). As an active duty military member, I've lived in seven different homes and communities across the country throughout my career (these include high cost-of-living areas), and I've never encountered a water / sewage service rate as exorbitant as Bluegrass Water's (current and) proposed rate. With that, I can safely say that this rate would be considered outrageous anywhere in this country - let alone West Kentucky. Moving forward, I believe this rate increase is unreasonable and unsubstantiated, and worry that, unchecked, this company will continue in this disturbing pattern of moving to increase rates (without really having to prove why) every two years. Request that the KY Public Service Commission take this information into consideration, and conduct a thorough "look" into Bluegrass Water's request for sewage rate adjustment. Thank you.

Have you contacted the utility about the problem:
