



IT IS THEREFORE ORDERED that:

1. Bluegrass Water shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

2. In addition, if the complaint is not satisfied, Bluegrass Water shall file copies of relevant billing statements, receipts, contracts, and communications regarding the sanitary sewer line tap on connecting Mr. Smith's residence for service.

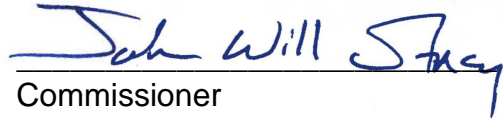
3. A copy of this Order shall be served by U.S. mail, via certified mail with return receipt requested, on Gary A. Smith at 2410 Cincinnati Road, Georgetown, Kentucky, 40324.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

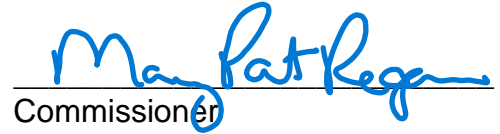
PUBLIC SERVICE COMMISSION



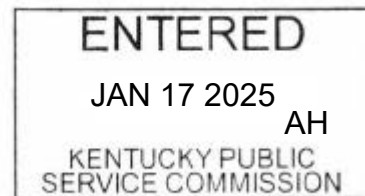
Chairman



Commissioner



Commissioner



ATTEST:



Executive Director

Case No. 2024-00302

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2024-00302 DATED JAN 17 2025

NINE PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

DEC 26 2024

PUBLIC SERVICE  
COMMISSION

In the matter of:

GARY ALLEN SMITH  
(Your Full Name) COMPLAINANT

VS.

BLUEGRASS UOC  
(Name of Utility) DEFENDANT

**COMPLAINT**

The complaint of GARY ALLEN SMITH respectfully shows:  
(Your Full Name)

(a) GARY ALLEN SMITH  
(Your Full Name)  
2410 CINCINNATI RD  
(Your Address)  
SGARY1253@GMAIL  
(Your Email Address)

(b) BLUEGRASS UTILITY OPERATORS  
(Name of Utility)  
1630 Des Peres RD STE 140 ST. LOUIS, MO  
(Address of Utility) 63131

(c) That: REQUESTING ACCESS TO SANITARY SEWER  
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,  
or facts that are the reason and basis for the complaint.)  
TO THE PROPERTY OF 2394 CINCINNATI RD Geo. KY 40324  
OUR CURRENT SEPTIC SYSTEM IS OUTDATED.  
VERY DIFFICULT TO INSTALL NEW SEPTIC SYSTEM DUE  
TO EASMENTS OF UTILITY LINES & DRIVEWAY CANNOT  
GET ENOUGH LEACH LINE INSTALLED TO MEET REQUIREMENTS

Kentucky

GARY A. SMITH

vs. BLUESGRASS UTILITY OPERATING COMPANY

Horizontal lines for additional case information.

Wherefore, complainant asks

REQUESTING PERMISSION TO ATTACH  
(Specifically state the relief desired.)

THE PROPERTY AT 2394 CINCINNATI RD TO BLUESGRASS UTILITY SEWAGE SYSTEM TO UPGRADE CURRENT SEPTIC SYSTEM

THE CURRENT SEPTIC TANK IS AT 38°17'10N 84°33'59W  
THE BLUESGRASS UTILITY TAP IS @ 38°17'14N 84°33'57W

Dated at Georgetown Kentucky, this 17<sup>TH</sup> day of

December, 2024.

[Signature] (Your Signature\*)

(Name and Address of Attorney, if any)

12-17-24 Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.



COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

GARY A. SMITH  
(Your Full Name)

COMPLAINANT

VS.

BLUEGRASS UOC  
(Name of Utility)

DEFENDANT

RECEIVED

SEP 12 2024

PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of GARY A. SMITH respectfully shows:  
(Your Full Name)

(a) GARY A. SMITH  
(Your Full Name)

2410 CINCINNATI RD GEORGETOWN KY 40324  
(Your Address)

(b) BLUEGRASS UOC  
(Name of Utility)

1630 Des Peres RD Suite 190 ST LOUIS MISSOURI 63131  
(Address of Utility)

(c) That: REQUESTING TO ATTACH A SINGLE FAMILY  
(Describe here, attaching additional sheets if necessary,

DWELLING TO CURRENT SANITARY SEWER SUPPLIED  
the specific act, fully and clearly, or facts that are the reason

BY BLUEGRASS UOC.  
and basis for the complaint.)

AFTER ACCEPTING MY TAP Fee OF \$500.00 & GIVING ME A CUSTOMER #

Continued on Next Page

Formal Complaint

SMITH

vs. BLUEGRASS UOC

Page 2 of 2

THEN FOLLOWING UP TO CONFIRM THE INSPECTION, NOTHING HAD BEEN DONE. AFTER MANY CALLS TO LOUISIANA I ASKED FOR THE INFO TO MAIN OFFICE. KERRI MC KURDY INFORMED ME THAT SHE COULDN'T HELP ME, THEN A GENTLEMAN FROM LOUISIANA SAID THEY ARE UNDER A MORATORIUM + COULDN'T ADD NEW CUSTOMERS? LATER WAS TOLD I WAS NOT IN THEIR SERVICE AREA.?

Wherefore, complainant asks Define Service Area, THE SUBDIVISION  
(Specifically state the relief desired.)

BESIDE ME + ACROSS US.25 ARE CUSTOMERS.

HAVE ADDED ADDITIONAL CUSTOMERS SINCE MY REQUEST

WHEN WILL THEIR SYSTEM BE UPGRADED (NO SIGNS OF ANYTHING STARTED)

WHY WAS I TOLD SPECIFICALLY THEY WOULDN'T PROVIDE (ME) SERVICE

HOW ARE BLUEGRASS UOC CURRENTLY TREATING SEWAGE AFTER A 300% INCREASE

Dated at 9-5-24 Georgetown, Kentucky, this 5 day  
(Your City)

of SEPTEMBER, 2024.  
(Month)

[Signature]  
(Your Signature\*)

None yet  
(Name and address of attorney, if any)

9-5-24  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.





GARY A SMITH  
 BONNIE L SMITH  
 2410 CINCINNATI RD.  
 GEORGETOWN, KY 40324

79-14/01 1279

DATE 8-28-22

PAY TO By American Water \$ 51.10  
 THE ORDER OF five one 10 DOLLARS

Central Bank  
 Central Bank & Trust Co.  
 Georgetown, Kentucky 40324  
 www.centralbank.com

MEMO Water @ Jan Gary A Smith

Ck #: 1279 \$51.10 09/02/2022

GARY A SMITH  
 BONNIE L SMITH  
 2410 CINCINNATI RD.  
 GEORGETOWN, KY 40324

79-14/01 1280

DATE 9-10-22

PAY TO By American Water \$ 500.00  
 THE ORDER OF five hundred 00 DOLLARS

Central Bank  
 Central Bank & Trust Co.  
 Georgetown, Kentucky 40324  
 www.centralbank.com

MEMO water tap Gary A Smith

Ck #: 1280 \$500.00 09/14/2022

GARY A SMITH  
 BONNIE L SMITH  
 2410 CINCINNATI RD.  
 GEORGETOWN, KY 40324

79-14/01 1281

DATE 9-10-22

PAY TO KU \$ 225.67  
 THE ORDER OF two hundred twenty five 67 DOLLARS

Central Bank  
 Central Bank & Trust Co.  
 Georgetown, Kentucky 40324  
 www.centralbank.com

MEMO electric Jan Gary A Smith

Ck #: 1281 \$225.67 09/15/2022

Central Bank  
 Central Bank & Trust Co.  
 ACCOUNT NUMBER [REDACTED]


CHECKING DEPOSIT

CASH    
 SUB TOTAL    
 LESS CASH NEEDED

Date 8/26/22  
 Prepared by vanna  
 Name Gary A Smith \$ 15,000.00

Advantage Receipt of Cash Paid, must be signed here

Ck #: 0 \$15,000.00 08/29/2022


**BLUEGRASS WATER**  
 Utility Regulatory Commission  
 Bluegrass Water UOC LLC  
 P.O. Box 676395  
 Dallas, TX 75267-6395  
 Phone: 1-866-752-8982

TEMP - RETURN SERVICE REQUESTED

Gary and Bonnie Smith  
 2410 Cincinnati Road  
 Georgetown KY 40324

|                    |            |
|--------------------|------------|
| ACCOUNT NUMBER     | [REDACTED] |
| CID                | 271578     |
| BILLING DATE       |            |
| AMOUNT DUE         | 500.00     |
| DUE DATE           |            |
| AFTER DUE DATE PAY |            |

Account Statement

MAKE CHECK PAYABLE TO: Bluegrass Water UOC LLC

Not Responsible for Mail Delivery

1-866-752-8982

CUSTOMER ACCOUNT INFORMATION RETAIN FOR YOUR RECORDS

|                       |                |                      |                |       |                     |       |                  |
|-----------------------|----------------|----------------------|----------------|-------|---------------------|-------|------------------|
| CUSTOMER NAME         |                | SERVICE ADDRESS      | ACCOUNT NUMBER |       |                     |       |                  |
| Gary and Bonnie Smith |                | 2394 Cincinnati Road | 63550 0        |       |                     |       |                  |
| METER NUMBER          | SERVICE PERIOD | METER READINGS       |                | USAGE | METER READING DATES |       | TYPE OF READINGS |
|                       | FROM           | TO                   | PRIOR          |       | PRESENT             | PRIOR |                  |

|                  |        |
|------------------|--------|
| Previous Balance | 0.00   |
| Payments         | 0.00   |
| Adjustments      | 0.00   |
| Prior Balance    | 0.00   |
| KY-Sewer Tap Fee | 500.00 |
| Current Charges  | 500.00 |
| Pay This Amount  | 500.00 |

PLEASE DETACH & RETURN WITH PAYMENT

NO SECOND NOTICE WILL BE MAILED

|  |                       |
|--|-----------------------|
| ACCOUNT NUMBER   | [REDACTED]            |
| CID  | 271578                |
| CUSTOMER NAME  | Gary and Bonnie Smith |
| SERVICE ADDRESS  | 2394 Cincinnati Road  |
| BILLING DATE   |                       |
| <a href="http://www.centralstateswaterresources.com">www.centralstateswaterresources.com</a> |                       |

|                    |        |
|--------------------|--------|
| AMOUNT NOW DUE     | 500.00 |
| DUE DATE           |        |
| AFTER DUE DATE PAY |        |

Please make checks payable to: Bluegrass Water UOC LLC

Cash     Check     Money Order

|             |    |
|-------------|----|
| AMOUNT PAID | \$ |
|-------------|----|

Gary and Bonnie Smith  
 2410 Cincinnati Road  
 Georgetown KY 40324

**Bluegrass Water UOC LLC**  
 P.O. Box 676395  
 Dallas TX 75267-6395

4:21 53% 5G 91%

← Re: 2394 Cincinnati Road

support@blue...wateruoc.com



to Me



Sep 2, 2:06 PM

Mr. Smith,

We have set up an account for [REDACTED] Cincinnati road. The account number is [REDACTED] the invoice attached is for the sewer tap. Please pay the \$500 tap in fee by phone or mail the payment to the address below. Please have your account number and last name ready for the Customer Service Specialists.

Please contact us at 866-752-8982 as soon as the fees are paid and you are ready for the sewer inspection.

To pay by phone call 855-612-3293.

Sincerely,  
Stacie - Bluegrass Water UOC

Bluegrass Water UOC  
PO Box 676395  
Dallas TX 75267



August 25, 2023

To Whom This May Concern,

Bluegrass Water Utility Operating Company is writing to confirm that once the expansion project for its Delaplain system has been completed, it will have the capability to provide service to the residence at 2394 Cincinnati Road Georgetown, KY 40324. The residence is outside the service territory for Bluegrass Water UOC and has no obligation to provide service.

Please contact us with any questions at 1-866-752-8982 or [support@bluegrasswateruoc.com](mailto:support@bluegrasswateruoc.com).

Sincerely,

Bluegrass Water Utility Operating Company





Commercial Vehicle Enforcement-Region 8

Votaws rod shop

BLU... LOC SERVICE

BLU... LOC TRIP

BLU... LOC SERVICE

NEW CONSTRUCTION

BLU... LOC TREATMENT CR

Georgetown Metal Processing

ResourceMFG

Toyota dock S1

Toyota Tsusho America

Toyota Tsusho Security Office

Atchi Forge USA

Industry Products

ORBIS Corporation

Ryder

Clarke Power Services, Inc

Rumpke - Scott County Transfer Station

W Yusen Wy

Hoover Ct

PHOENIX TRANSPORTATION

Scott County Fire Department Station No. 1

Honey Tree Farm Temporarily closed

Cincinnati Rd

Google

Layers

Gary A. Smith  
2410 Cincinnati Road  
Georgetown, KENTUCKY 40324

\*Bluegrass Water Utility Operating Company, LLC  
1630 Des Peres Road, Suite 140  
St. Louis, MO 63131