

Public Comments Received for Case Number: 2025-00354
Response Thursday, November 27, 2025

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, 2025-00354 in any further correspondence.

The documents in this case are available at: [View Case Filings for: 2025-00354 \(ky.gov\)](#).

Received through Public Comments

Wednesday, November 26, 2025

From: Alex Freeman
City: West Paducah
State: KY
Zip: 42086

Comments:

I FULLY OPPOSE the rate increase. If there was a way you could force them to lower the rates would be even better.

Before BGW took over, we were paying \$25/month to a NON-PROFIT. That covered maintenance and mowing, fully understandable and affordable. Then, when they sold to BGW there was little to no communication and no contract to setup billing. The first bill they sent was addressed to Current Resident. Then I paid with a check, then that allowed them to associate my name to the address. When I setup my power bill, I signed a service agreement. When I setup my water bill, I signed a service agreement. When asked about a service agreement or contract with BGW, they dont provide one.

My water bill is roughly \$35/month and in our neighborhood, each house has a septic tank that does the bulk of the work. The septic tank is my responsibility if it fails, not theirs. The current rate we have to pay Bluegrass Water is \$77.77/month and I know that Im not putting that much water through the system, let alone the other houses either.

If we were on the local sewer system, our rate for the minimum 3000gal water usage added on to our water bill would be just \$20.94. So, make it make sense why we are being price gauged.

I have submitted a complaint to the Attorney Generals office, and they reached out to Bluegrass Water. They got a response from their General Counsel, Mr. Mitten, stating they have invested X amount of dollars into our lagoon and performed all these upgrades, along with adding an access road, and a monitoring station.

Ive lived in the neighborhood before they purchased the lagoon, and I can assure you there has never been any work done, besides the monitoring station. I recently sent current pictures to the AG proving the false statements of BGW.

They purchased our lagoon in 2019 for \$15,000 and there are 32 houses being charged \$77.77. As of this year, they will have made that money back. And we arent the only neighborhood theyve done this to. The Carriage Park Neighborhood, as well as the Marshall Ridge neighborhoods. They are strictly for profit.

If you look at google reviews, they are all negative. Everyone is complaining about the unjust rate increases and are unclear of what services are even being provided. Even though they are not accredited by the BBB, they have an F rating. Again, full of complaints.

It is not moral what they are doing. Please deny the rate increase and look into making them lower their rates.

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