

12/18/2025

Kentucky Public Service Commission
PO Box 615
Frankfort, KY 40602

RECEIVED

DEC 23 2025

RE: Bluegrass Water request for rate increase.

PUBLIC SERVICE
COMMISSION

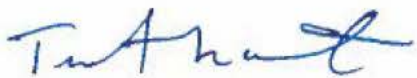
To whom it may concern,

I am writing to oppose the request submitted by Bluegrass Water of Kentucky on 12/11/2025 to increase rates from \$77.77 per month to \$114.00 per month. This will be the second large rate increase since Bluegrass Water purchased the treatment facility in my West Paducah, KY. Subdivision. Before Bluegrass purchased the treatment facility my monthly water/sewage combined bill from West McCracken Co. Water District (now non-operational) was around \$50.00 monthly and included water and sewage. This billing is now separate with Paducah Water providing the water, and Bluegrass Water the sewage. My monthly Paducah Water bill is still around \$50.00 per month (slight increase). My Bluegrass Water bill for sewage is now \$77.77 and looking to increase to \$114.00. I understand they made improvements, but it is ridiculous to pay over twice the monthly fee for sewage as for water. The monthly cost when they purchased the facility started out at \$39.00. With the increased cost of everything like groceries, gas, etc. this increase is only adding to my new inability to continue to afford my home, utilities, and cost of living. I do not want to sell my home and downsize to remain able to afford the payments. I have 3 kids, one starting college next year.

In addition, Bluegrass Water has been horrible to work with. I had a commode backing up in my basement. I called them to check the sewer main line because we stopped using water for 2 days and I was still having the overflow in my basement bathroom. They advised having a plumber come out and snake the lines before they would investigate the issue. I had this done, and it was after hours due to emergency, even though there was no way the water was coming from my home. It cost me \$500.00 to be told the issue was not with my plumbing by the plumber I hired. Bluegrass Water sent their contractor out the next morning and he discovered a main line completely clogged, that he admitted to having no knowledge of its existence and it wasn't on their "map". I effectively had the sewage of two of my neighbors backing up into my basement for 2 days doing thousands of dollars in damage. Bluegrass Water denied any responsibility for the issue and effectively ignored the damage their failure caused to my home. I was told they would research the issue, but they never responded back. I talked to two different supervisors about the issue.

This new increase is ridiculous and is driving families to be forced to leave their homes. For this monthly rate I could install a septic tank and have it paid off quickly, leaving no further monthly payments. Please deny this second rate increase request, it has become very excessive, and the service provided is sub-par at best.

Thanks for your consideration,



Trent Mathis



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

12/11/2025

Dear Customer:

We are writing to update you on the wastewater services that serve your community.

Since purchasing the wastewater system that serves you, Bluegrass Water Utility Operating Company, LLC (Bluegrass Water) has invested nearly \$18.6 million in Kentucky communities to ensure that you, your families and your neighbors have access to clean, safe and reliable wastewater resources. The infrastructure upgrades to the wastewater system serving you may include installation of remote monitoring equipment to assure facilities are closely tracked and working properly at all times; sewer plant improvements to ensure proper treatment including flow equalization, replacement of blowers, pipes, and diffusers in aeration tankage, and many more necessary repairs. As a result of these efforts and additional improvements planned, Bluegrass Water expects to submit a request on December 11, 2025 to the Kentucky Public Service Commission (PSC) for a general adjustment of rates charged for service in order to increase annual wastewater operating revenues by \$2,669,423.86.

Please take notice of the following information about the proposed rate adjustment that is presented below:

The rates contained in this notice are the rates proposed by Bluegrass Water, but the PSC, the state agency that regulates all utility services in Kentucky, may order rates to be charged that differ from the proposed rates found in this notice. The Company has proposed raising residential rates from the present rate of \$77.77 to the proposed rate of \$114.00 which represents an increase of \$36.23 or 46.6%. The Company has also proposed raising the multi-residential rate from \$58.33 to \$85.50 and the commercial rate from \$197.43 to \$285.00. Respectively, these changes represent an increase of \$27.17 or 46.6% and \$87.57 or 44.4%. The date the proposed rates are expected to be filed with the PSC is 12/11/2025; the proposed effective date of the rates is for service rendered on and after 1/31/2026. As there are only flat rates included in the existing tariff or which affect existing customers, the average customer usage is unknown and the effect the proposed rate will have on (i) the residential class is an increase of \$36.23 or 46.6%; (ii) the multi-residential class is an increase of \$27.17 or 46.6%; and (iii) the commercial class is an increase of \$87.57 or 44.4%

You may examine Bluegrass Water's application at the offices of Dinsmore & Shohl LLP, 101 South Fifth St., Suite 2500, Louisville, KY 40202. If you would like to make prior arrangements to view the application at Dinsmore & Shohl LLP, please contact (866) 752-8982 or support@bluegrasswateruoc.com. Bluegrass Water's application may also be examined at the PSC'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 Web site at <http://psc.ky.gov>. Comments regarding the application may be submitted to the PSC through its Web site or by mail to:

Public Service Commission, Post Office Box 615, Frankfort, Kentucky 40602.

You may submit a timely written request for intervention to the PSC, establishing the grounds for the request including your status and interest in the proceeding, by mail to:

Public Service Commission, Post Office Box 615, Frankfort, Kentucky 40602.

If the PSC does not receive a written request for intervention within thirty (30) days of the mailing of this notice, the PSC may take final action on the application.

Josiah Cox

President

Bluegrass Water Utility Operating Company, LLC