

Public Comments Received for Case Number: 2025-00354
Response Thursday, December 25, 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, December 24, 2025

From: Jenna Goodin
City: Elizabethtown
State: KY
Zip: 42701

Comments:

You have got to be kidding me....this company is obvious with what its doing. I honestly believe these people have no intention what so ever to upgrade our sewer system or even bring it compliant. WE SMELL THE SEWER EVERY DAY AND THIS IS GETTING RIDICULOUS!! THIS COMPANY NEEDS TO BE HELD ACCOUNTABLE AND BARRED FROM PURCHASING ANY MORE SYSTEMS!!! The people in my neighborhood are so fed up. I am calling on all branches of government to investigate this whole deal starting in 2019....something is definitely not right and I mean come on people, if all of CSWR aka Bluegrass Waters customers can see exactly what is happening here then you should be able to see it too. I can only hope that your sense of urgency and willingness to protect your very own citizens from companies like this whose only goal is to profit, not fix, is better than the previous commission who chose not to protect us, but instead victimize us

.I have talked to many many many of other customers and they all say the same exact thing. This is criminal, it truly is. Please do not disappoint us by letting this happen. This is a very low income neighborhood and most of the people here are old and on a fixed income. My neighbors are struggling with the rate increase from 2020 that was for improvements that never happened. They have had going on 6 years and if they tell you or put on any kind of report that they have been out here then let me tell you and I will say it under oath- they have not done anything. Nothing. They do not respond to complaints about the smell. You better check their numbers because there are many of us who will tell you that they havent done anything in their neighborhoods either. People in Texas and Louisiana have brown water and there are numerous outages in other states- what are they doing with their money? Nevermind they all live in million dollar homes....do some research youd be surprised at what you find out. They are not even compliant with the PSC findings from 2020 so how about some accountability please?

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