

From: [PSC Public Comment](#)
To: [Jana Hackathorn](#)
Subject: RE: Case # 2025-00354
Date: Wednesday, January 14, 2026 8:41:00 AM

Case No. 2025-00354

Thank you for your comments on the application of Bluegrass Water Utility Operating Company, LLC. 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 \(ky.gov\)](#).

Thank you for your interest in this matter.

From: Jana Hackathorn [REDACTED]
Sent: Monday, January 12, 2026 11:41 AM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Case # 2025-00354

[REDACTED]

[REDACTED]

To whom it may concern,

I am writing to officially complain, and beg for interference, regarding the BlueGrass Water Company attempting to raise our rates again. The first time they raised them (only a couple years ago) was the most egregious attack I have ever experienced. Our bill increased 300%. Now they are trying to do it again. I have included an official letter, attached to this email. However, the take home point - In KY the average water bill is \$25 and they want to increase our rate to \$104 for an UNMETERED shared well system that has received NO UPDATES and does NOT include sewer.

This is clearly predatory, and the KY Public Commissioners should be ashamed of themselves for allowing a company to come in and take advantage of lower income families like this. HALF of my subdivision is retired and on a fixed income. The other HALF of the homes are only used 3-4 months a year - so they would be paying \$1200 a year for water they only use for three months. RIDICULOUS.

A few years ago, this egregious and greedy corporation took advantage of Kentuckians. It was a slap in the face. It felt like a payoff to the public commission. If this happens again, then we will know it is fraud and that the commission is taking kickbacks. This is offensively ridiculous.

Jana Hackathorn

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Jana Hackathorn
Professor, Chair
Murray State University
[REDACTED], Murray KY 42071

ASK ME ABOUT STUDY ABROAD IN IRELAND SPRING 2026!

To make an appointment:

[REDACTED]

My personal meeting link for Zoom:

[REDACTED]

"Everyone has a plan until they get punched in the face." - Mike Tyson

Public Service Commission
Post Office Box 615
Frankfort, KY 40602

To the Kentucky Public Service Commissioners (2025-00354):

I am ONCE AGAIN writing a letter to plea for intervention and rejection of the application submitted by Bluegrass Water Utility Operating Company to adjust rates AGAIN for service. The company falsely claims that due to a large number of improvements to water infrastructure that they would like to increase our monthly water bill AGAIN and by another exorbitant amount. This is not only hilariously egregious and greedy, but also based on misleading claims made by the company. We strongly request that their application be denied.

I currently own a home in the subdivision of Center Ridge in Murray, KY. A mere few years ago, our original rate for unmetered water was \$22.79 a month, and your public commission allowed Bluegrass Water to increase the rates to \$77 a month. Now, like a kidnapper who got the ransom once, the company has returned for more and proposing that we pay \$104 a month. This is predatory and unethical.

The company justifies this price increase stating that millions of dollars have been spent in infrastructure. In this particular subdivision, (Center Ridge) our water is maintained through a shared well that is unmetered. Bluegrass Water, in their letter, admits that they have no knowledge of how much actual water is being used by each household and I imagine the amount is so small it would barely show up on a meter-reading.

Secondly, our subdivision has no sewer services, as most of the homes are using privately owned and maintained septic tanks. So, their proposed bill is an "estimate" based on WHAT? Many of the homeowners here do not even use the water each month, as the vast majority of the homes in this subdivision are not primary residences and are empty most of the year. But, before you, like Bluegrass Water I suspect, assume that our subdivision are all mansions on the water, note that the majority of homes are small, older houses or mobile homes that have been passed down from grandparents. The other portion of our residents are retirees who are on fixed incomes.

Bluegrass Water justified their last hike because they claimed they would be improving our water system (of which they did not) and that they would be connecting our subdivision into the Murray KY sewer service. As expected, they could not get sewer services to reach this area at all (and never will), much less in their ridiculously proposed 18 months. And yet, once again, they are proposing ridiculous goals that they will never be able to meet, and expect this lower income subdivision to foot the bill. Our subdivision is the least likely to see any improvements in service, but are impacted the greatest.

I have never written a letter like this before, and must say how deeply disgusted I am that I have had to write one today. A second water bill increase, especially of this magnitude, is simply sinister. I assure you that the vast majority of the current homeowners simply cannot afford to pay over \$1200 a year for well water. And, for Bluegrass Water to expect that they can shows a serious disconnect from reality.

The application put forth by Bluegrass Water was shocking and upsetting. It is truly an example of a greedy large company taking advantage of individuals that the Public Commission is paid to protect. I

can't imagine our local leadership, such as Governor Andy Beshear, would approve of a Missouri company taking hold of Kentucky services and strong-arming the citizens of the commonwealth AGAIN. It's a disgusting display of power, and we beg you to reject their application on the grounds of fraudulent claims and the ridiculously insidious nature of the request.

Sincerely,

A handwritten signature in cursive script that reads "Jana Hackathorn".

Jana and Todd Hackathorn, [REDACTED], Murray, KY 42071

Cc:

P.S. I am submitting this appeal in hard-copy via the Postal Service in addition to a virtual copy via email to the PCC website to ensure that we do not miss the deadline.

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