

From: [PSC Public Comment](#)
To: [REDACTED]
Subject: RE: Water Utilities Affordability/Drinking Water Viloation
Date: Monday, February 9, 2026 1:46:00 PM

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: jade ward [REDACTED]
Sent: Saturday, February 7, 2026 2:53:29 PM
To: PSC Consumer Inquiry [REDACTED] Hatton, Angie C (PSC)
[REDACTED]
Cc: [REDACTED]
Subject: Water Utilities Affordability/Drinking Water Viloation

To whom it may concern,

I Regina Kaiser have been a resident at [REDACTED] New Concord, KY since 2013. At that time I paid \$22 for water a month. I now pay \$77.63 a month and now have received documentation stating that it will be raised again to \$106.12 a 36.7% increase in order to have a clean and safe water source. I have also received documentation, which I have attached to this email, that states the water system violated a drinking water requirement. I have a SEPTIC TANK so this charge for my unsafe drinking water is outrageous. I have also received 4 texts on my phone since June of 2025 stating that I am under a boil order. My husband and I are the only two residents at our home and we live on a fixed income. It is ridiculous that the two of us must pay \$106.12 for unsafe drinking water. We have no meter as well so I'm not sure how these charges are being assessed. Please help!
Regina Kaiser

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