

Public Comments Received for Case Number: 2025-00354
Response Wednesday, February 18, 2026

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

Tuesday, February 17, 2026

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

Comments:

After looking over the recent data request from the PSC, I have a couple first-hand information from some of the questions posed in the request.

See Below.

Page 6 Sec 18 Note D. If bluegrass water has made efforts to contact customers regarding recurring delinquent bills, provide copies of any mailings or a summary of those efforts.

I purposely did not pay for quite some time because I was furious of such high rates. I called their support and asked why I was never given a contract or formal document, with my signature, stating I requested to use their service (even though it was the only one available.) Watched each bill and there was never a late charge added to it so, I threw it away. They just continued sending the bill. The bill finally got to X amount. Then, they sent a letter of disconnect scheduled for August 22, 2025. No other forms of contact regarding the missed payments, just continued to send the bill. In the letter they stated they contacted the local health department and water company informing them of the disconnect. I went to the McCracken Co. Health Dept. and Paducah Water and neither of them had ever been contacted.

Page 14 Sec 55 Provide the location and amounts of any capital or expense related to remote monitoring.

I live in the Arcadia Pines Subdivision and can confirm that the solar monitoring station has been the ONLY work done to our wastewater pond since purchasing our home in 2018 (Before Bluegrass Water took over.) I, as well as my neighbors, can attest that only the monitoring station has been added to our wastewater pond.

In a letter scanned and emailed to me by Heather Napier from the Attorney Generals office from Russ Mitten, General Counsel for Bluegrass/CSWR to my complaint about Bluegrass Water. See quoted paragraph from that letter. (Also provided in a recent comment to the PSC Case)

At the time of its acquisition, the Arcadia Pines sewer collection and treatment system did not require significant upgrades or improvements. However, since its acquisition Bluegrass has installed a new access road and remote monitoring equipment, repaired fencing (to prevent unauthorized access to the plant), repaired the leaking lagoon berm, made improvements to the effluent drain field, and repaired significant rodent damage to the facility. No specific future improvements to the Arcadia Pines system are currently planned, but the company is committed to expending whatever funds are necessary to ensure the system operates in a manner that complies with applicable health, safety, and environmental laws and provides a safe and reliable service to customers. To date, Bluegrass has invested approximately \$111,000 in the Arcadia Pines system, which includes acquisition costs, capital improvements, and working capital. Statewide, the company's investment in all its water and wastewater systems is approximately \$15 million.

I have lived in this community since early 2018 and have only seen their contractor (CWS-ClearWater Solutions) a couple of times, he is typically just sitting in his truck with his dog parked on the street. I also sent the current pictures and the most recent Google Earth image showing there has never been any work done nor an access road added. It is also worth mentioning that the McCracken County Clerks office shows the deed to Tract D (The wastewater pond) being purchased for \$15,000.

Whatever costs they report to you for our particular neighborhood, should be investigated. I know the Remote Monitoring station couldn't cost more than a couple thousand dollars. So, where has the money gone?

I work in Construction, Site-Development, and Surveying, and drive by the pond every day. There has never been any construction equipment, fence repair, or any CWS truck performing actual work. The banks are eroding from turtle damage, the fence still broken and the overflow drain has never been repaired. This neighborhood was constructed in 2006 by HG Contracting of Paducah. If I need to call 811, I also have to contact Bluegrass Water separately to come locate the sewer lines running from each house Septic Tank. In the summer, you can tell where each house septic tank is by the dead grass, but I can assure you that Bluegrass would be unable to locate the lines running from each tank to the wastewater pond. I have contacted Siteworkx, a local engineering firm doing survey work in the subdivision and they are also unaware of where the lines are, just the one manhole junction to the North-East of the pond, by the stormwater retention pond.

I have been reading every public comment, every document submitted, and even the requests from Mr. Depp, and all other individual customers of Bluegrass Water (together, "Movants") The Commission should deny Movants' requests for intervention about this case. These people live in each respected neighborhood and know just what goes on every day. I hope that the Attorney General steps in and block this unjust rate increase, denies any future rate increase, and that they would even consider having Bluegrass Water lower the current rate to match that of other service providers.

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