

Public Comments Received for Case Number: 2025-00354
Response Friday, September 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

Thursday, September 17, 2026

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

Comments:

I would like to be at the formal hearing in person, but unfortunately I cannot attend. I still want these comments entered into the record because I believe the Commission needs to seriously consider what customers are telling you—not just what the spreadsheets and forecasts say.

I have been very involved in this case. I have read the testimony, reviewed the financial information and spreadsheets, submitted comments, attended the public comment process, and spent considerable time looking at what Bluegrass Water says it has spent on our systems compared with what customers can actually see in their communities.

I have lived in Arcadia Pines since before CSWR acquired our system in 2019. I know what our system looked like before they took it over, and I know what it looks like today. When I see the company's claimed expenditures for our system compared with the condition and work actually visible on the ground, I have serious questions.

And that's the point I want to make to the Commission: please don't make this decision based solely on spreadsheets, forecasts and corporate financial models. Look at the customers who have to live with these systems every day.

I also want the Commission to watch the recordings of the public comment meetings. In the first meeting, I watched Aaron Silas laughing during questions from residents. Whether that was his intention or not, that is how it came across to people who were standing there asking legitimate questions about their utility bills and their communities.

There was also confusion among residents about the fact that Bluegrass Water representatives were present. The Commission specifically required Bluegrass Water to have representatives at these meetings, and the recordings are part of the case record. (KY PSC) If company representatives are going to attend, the Commission should identify them to the public at the beginning of the meeting.

The same applies when the company's president attended the second meeting. Customers deserve to know who is sitting in the room representing the company that is asking them for substantially more money.

And then look at the public response.

I have watched customer after customer come forward opposing this increase. Local governments have also become involved and are standing up for their residents. The Commission's own docket shows public comments continuing to be filed into September, along with participation from local government, including Scott County. (KY PSC)

At some point, the sheer volume of people telling you the same thing has to matter.

These aren't numbers on a spreadsheet. These are people paying the bills.

The customers are telling you they don't believe the proposed increases are justified. They're telling you what they're seeing—or, in many cases, what they're not seeing—on their systems.

And I want to be very clear about one other thing: customers should not have to go through this every couple of years.

I am asking the Commission to consider whether approving this increase would simply set the stage for another rate case and another round of customers having to fight to explain what they're experiencing.

Please listen to the people who actually use these systems.

Please consider the customers who have taken the time to read this case, attend these meetings, submit comments and speak directly to the Commission.

Please consider the local governments that are stepping in on behalf of their residents.

And most importantly, look beyond what looks good on paper and look at what is actually happening on the ground.

For those reasons, I ask the Commission to deny Bluegrass Water's proposed rate increase and to take seriously the concerns being raised by its customers and the communities it serves.

Service List for 2025-00354

* Angela M Goad
Assistant Attorney General
Office of the Attorney General Office of Rate Intervention
700 Capitol Avenue
Suite 20
Frankfort, KY 40601-8204

* Aaron Silas
Central States Water Resources
1650 Des Peres Road
Suite 303
St. Louis, MO 63131

* R. Brooks Herrick
Dinsmore & Shohl, LLP
101 South Fifth Street
Suite 2500
Louisville, KY 40202

* Cameron R Culbertson
Scott County Attorney
198 E. Washington St.
Georgetown, KY 40324

* Honorable David Edward Spenard
Strobo Barkley PLLC
239 South 5th Street
Ste 917
Louisville, KY 40202

* Hannah Thompson
Dinsmore & Shohl, LLP
101 South Fifth Street
Suite 2500
Louisville, KY 40202

* Joe Pat Covington
Judge/Executive
101 East Main Street
Suite 210
Georgetown, KY 40324

* John Horne
Office of the Attorney General Office of Rate Intervention
700 Capitol Avenue
Suite 20
Frankfort, KY 40601-8204

* Denotes served by Email

* Lawrence W Cook
Assistant Attorney General
Office of the Attorney General Office of Rate Intervention
700 Capitol Avenue
Suite 20
Frankfort, KY 40601-8204

* J. Michael West
Office of the Attorney General Office of Rate Intervention
700 Capitol Avenue
Suite 20
Frankfort, KY 40601-8204

* Bluegrass Water Utility Operating Company, LLC
655 Maryville Centre Drive, Suite 200
St. Louis, MO 63141

* Bluegrass Water Utility Operating Company, LLC
655 Maryville Centre Drive, Suite 200
St. Louis, MO 63141

* Russ Mitten
Bluegrass Water Utility Operating Company, LLC
655 Maryville Centre Drive, Suite 200
St. Louis, MO 63141

* Randal A. Strobo
Strobo Barkley PLLC
239 South 5th Street
Ste 917
Louisville, KY 40202

* Sreenu Dandamudi
Central States Water Resources
1650 Des Peres Road
Suite 303
St. Louis, MO 63131

* Toland Lacy
Office of the Attorney General
700 Capital Avenue
Frankfort, KY 40601

* Edward T Depp
Dinsmore & Shohl, LLP
101 South Fifth Street
Suite 2500
Louisville, KY 40202

* Timothy Mayer
Strobo Barkley PLLC
239 South 5th Street
Ste 917
Louisville, KY 40202