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JAN 20 2026

PUBLIC SERVICE  
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2025-00354

To Whom it May Concern,

This letter was sent to the address  
that Bluegrass Water gave us to send  
our complaint to and they sent it back  
weeks later saying it was an incorrect  
address.

I wonder how many more people got  
their letter back the same way.

Maybe the plan was for our complaint  
not to get to the correct destination  
on time.

Thanks Clarinda Shepherd 1-15-2026

Clarinda Shepherd

2517 1/2 Cincinnati Road

Georgetown, KY 40324

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Page 1

To Whom it may Concern

Unfortunately, I am writing today to file a complaint against Bluegrass water for my sewer bill which is separate from my water bill.

I pay 77.77 monthly for sewer only.

Bluegrass water has one set rate for everybody whether your income is 15,000 or 1000.00 everybody pays the same.

I am 77 years old and live by myself so I don't require a lot. I am very conservative with all my utilities.

The rate was 12.50 until Bluegrass water took it over and that was when it jumped so high 77.77 monthly. Now they are back asking for another large increase.

I am on a fixed income my social security payments are under 1000.00 a month and I have other bills and this rate increase will put a hardship on me.

If we can get some help with this problem it will be appreciated. Thank You

Clarinda Shepherd

12-22-2025


**BLUEGRASS WATER**

Utility Operating Company

A CSWR Managed Utility

12/11/2025

Dear Customer:

We are writing to update you on the wastewater services that serve your community.

Since purchasing the wastewater system that serves you, Bluegrass Water Utility Operating Company, LLC (Bluegrass Water) has invested nearly \$18.6 million in Kentucky communities to ensure that you, your families and your neighbors have access to clean, safe and reliable wastewater resources. The infrastructure upgrades to the wastewater system serving you may include installation of remote monitoring equipment to assure facilities are closely tracked and working properly at all times; sewer plant improvements to ensure proper treatment including flow equalization, replacement of blowers, pipes, and diffusers in aeration tankage, and many more necessary repairs. As a result of these efforts and additional improvements planned, Bluegrass Water expects to submit a request on December 11, 2025 to the Kentucky Public Service Commission (PSC) for a general adjustment of rates charged for service in order to increase annual wastewater operating revenues by \$2,669,423.86.

**Please take notice of the following information about the proposed rate adjustment that is presented below:**

The rates contained in this notice are the rates proposed by Bluegrass Water, but the PSC, the state agency that regulates all utility services in Kentucky, may order rates to be charged that differ from the proposed rates found in this notice. The Company has proposed raising residential rates from the present rate of \$77.77 to the proposed rate of \$114.00, which represents an increase of \$36.23 or 46.6% and also represents the effect upon the average bill for residential customers. The Company has also proposed raising the non-residential minimum charge from \$197.43 to \$285.00 which represents an increase of \$87.57 or 44.4%. The non-residential usage charge has been proposed to increase from \$11.67 per 1,000 gallons to \$55.86 per 1,000 gallons representing an increase of \$44.19 or 378.7%. The date the proposed rates are expected to be filed with the PSC is 12/11/2025; the proposed effective date of the rates is for service rendered on and after 1/31/2026. For the non-residential Delaplain customers, the average customer usage is 86,879 gallons and the effect the proposed rate will have on the average bill for each customer is an increase of \$3,926.86 or 324.2%.

You may examine Bluegrass Water's application at the offices of Dinsmore & Shohl LLP, 101 South Fifth St., Suite 2500, Louisville, KY 40202. If you would like to make prior arrangements to view the application at Dinsmore & Shohl LLP, please contact (866) 752-8982 or support@bluegrasswateruoc.com. Bluegrass Water's application may also be examined at the PSC's offices located at 211 Sower Boulevard, Frankfort, Kentucky, Monday through Friday, 8:00 a.m. to 4:30 p.m., or through the commission's Web site at <http://psc.ky.gov>. Comments regarding the application may be submitted to the PSC through its Web site or by mail to:

Public Service Commission, Post Office Box 615, Frankfort, Kentucky 40602.

You may submit a timely written request for intervention to the PSC, establishing the grounds for the request including your status and interest in the proceeding, by mail to:

Public Service Commission, Post Office Box 615, Frankfort, Kentucky 40602.

*Bluegrass Water give this Address and it is in correct*

If the PSC does not receive a written request for intervention within thirty (30) days of the mailing of this notice, the PSC may take final action on the application.

Josiah Cox

President

Bluegrass Water Utility Operating Company, LLC



This letter sent to

Page 2

Public Service Commission

PO Box 615

Frankfort, KY 40602

Joe Pat Covington

101 East main Street

Suite 210 PO Box 973

Georgetown KY 40324

Tony Hampton

702 Capital Ave

Annex Room 424

Frankfort KY 40601

Andy Barr

U.S House of Representative

Washington, DC 20515