

Public Comments Received for Case Number: 2025-00354  
Response Monday, September 7, 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 \(ky.gov\)](#).

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Received through Public Comments

Saturday, September 5, 2026

From: Jennifer Hawkins  
City: New Concord  
State: KY  
Zip: 42076

Comments:

I think the rate increase that Bluegrass water is asking for extremely high and unfair really. They do not use meters so not sure how they can justify their rates now. We purchased our house here in 2007 and only used 5-6 times a year. At that time, our rate was around \$28.00 per month under a different water company. We moved here full time in 2021. All of our children had moved out, so it has been just the two of us. The last price increase granted to Blue Grass Water pushed our bill to \$77.63 per month. We do not consume enough water to justify that increase. We lived in a neighboring county, raised 5 kids, and at one time they were all at home and with a metering system, our bill averaged around \$32.00 per month. So when Blue Grass raised our rate to \$77.63 per month, we questioned why in the world so high. A large majority of residences around where we live are seasonal residences so those are using very little water for most of the year. Blue Grass say they have invested large amounts of money, and since they own many water districts, I am sure they have, maybe somewhere else, but not so much for here. We have Boil Water advisories quite often and they have a poor system of letting residents know. A hand painted sign posted in a random spot on the road leading to our neighborhood saying Boil Water, but for us, we don't leave everyday, sometimes for a week so unless a neighbor tells us, we have no idea. They have started emailing a boil water advisory, but sometimes we don't get the e-mail until a day or two later, so we have used water that we really did not need to. We have also had cloudy water and had someone from their service crew (this service is no longer who Blue Grass uses for support) come test the water and we were told not good to drink and maybe we should consider putting a filtering system on our water before it comes into the house at a cost of upwards of \$1000. I do hope this rate increase is denied. Thank you for allowing me to voice my opinion and why I feel that way. Jennifer Hawkins

## 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