

From: [PSC Public Comment](#)
To: ["Anthony Caturano"](#)
Subject: RE: Case 2025-0035
Date: Monday, September 21, 2026 9:41:00 AM

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: Anthony Caturano [REDACTED]
Sent: Monday, September 21, 2026 12:37 AM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Case 2025-0035

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Hello,

I'm writing today in regards to Bluegrass Water, a company that has complicated my life significantly.

In June of this year, I was visited by one of their employees at my house who informed me they hadn't received a payment from me since January of 2021, over 5 years ago, with an unpaid bill of over \$5,000. I was told I had a week to pay it off or else they would disconnect my home from the sewage service. This was the first I had ever heard of this company, and I was understandably incredulous. We thought our sewage services were handled by the water company, and we had also set up all of our bills on autopay ever since we moved in to the house in 2018.

I called their number provided to me by the employee to figure out what was going on. During the conversation with the customer service representative, I learned that they had taken over sewage service just a couple months before January 2021. I asked why I am just now being told about my overdue bills. They said they only just now realized they "stopped" receiving payments from me back in January 2021. But later I was told they had sent me notices in the mail (both of these things can't be true simultaneously). I asked them where they mailed the notices to, and they had the wrong address on file for me. The address was 2538 New Holt Road, which is an apartment complex neither me nor my wife nor anyone in our families have ever lived in. They corrected the mailing address on file during this conversation, but obviously even if they had mailed us notices, we would have never received them. They also

had no email address on file.

I made the case that we shouldn't be on the hook for the entirety of this overdue bill, since the error was solely on their end of things: we were never informed we were using their services, no relationship was ever established, our automatic payment had somehow been disconnected when they took over sewage services, and they had the wrong address on file. Despite this, they insisted we must pay the whole bill. When we brought up Kentucky Revised Statute 278.225 and offered to pay our overdue bill from June 2024-June 2026, and then continue our sewage service from there as normal, we were told essentially that this statute would be disregarded and we must still pay the full amount.

After further negotiations, the only compromise Bluegrass Water offered was a 24 month payment plan, as opposed to the regular 12 month payment plan. This is still unsatisfactory to us as it is clear that the issues were all caused by them. (With that 24-month payment plan, that puts us at a monthly bill of \$289, including the regular \$77 monthly charge. If the rate increase to \$114 is approved, we'll be forced to pay \$326 a month for two years. To a company that does nothing for us.)

I realize that our issue here only tangentially relates to the case of Bluegrass Water attempting to raise their rates. But I feel like this situation is indicative of a company that is too mismanaged, too disorganized, too incompetent, and too uncaring of this community to be given approval for a rate increase, after several other rate increases already, that far exceeds the national average. It has reached a point that any further price gouging against this community is beyond ridiculous. But if the court sees fit to grant this rate hike, I would request that as a trade-off, any overdue bills be erased entirely, effective immediately, and without possibility of appeal, as to make the situation at least slightly more fair not just for me but for anyone else in this community victimized by corporate incompetence and extortion. A \$5,000+ bill is a lot to throw at someone, and Bluegrass Water seems perfectly at peace with forcing customers to pick up on their slack and fix their mistakes for them.

I would also like to request assistance from somebody to help me and my family rectify this situation. I don't know who to turn to or who to ask, but if this email can alert someone to our predicament who can help, please contact us. We can be reached at [REDACTED] or [REDACTED], and our email addresses are [REDACTED] and [REDACTED].

Thank you,
Anthony and Amy Caturano

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