

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: case# 2020-00297 and case# 2020-00290
Date: Friday, April 2, 2021 10:25:00 AM

Thank you for your comments on the applications of Bluegrass Water Utility Operating Company, LLC. Your comments in the above-referenced matter have been received and will be placed into the case files for the Commission's consideration. Please cite the case numbers in this matter, 2020-00290 and 2020-00297, in any further correspondence. The documents in this case are available at <https://psc.ky.gov/Case/ViewCaseFilings/2020-00297/> and http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00290.

Thank you for your interest in this matter.

Best Regards,

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From: PSC Public Information Officer <PSC.Info@ky.gov>
Sent: Thursday, April 1, 2021 6:06 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: FW: case# 2020-00297 and case# 2020-00290

From: Keith May [REDACTED]
Sent: Thursday, April 1, 2021 1:56 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: case# 2020-00297 and case# 2020-00290

We are contacting you in a difficult time for our world, our country, our state and most importantly a very difficult time for many individuals as we all continue to struggle with the effects that the COVID pandemic has unleashed on all of us.

We are concerned about the way in which this acquisition has taken place. As homeowners in the Delaplain Disposal service area we have not had any issues with any typical sewer problems that might arise from a struggling company. All of us in the service area were caught off guard when we received the letter informing us of the proposed take over of our seemingly adequate sewer service provider. We were of course notified of the proposed take over, an unacceptable rate increase, and that our current sewer service provider was (according to Bluegrass Water Utility Operating Company) unable to properly treat wastewater. This is the first indication that we have seen about Delaplain Disposal being unable to properly treat our wastewater. These facts bring us to some of many concerns.

* Who is responsible for monitoring sewer service providers?

* When it is determined that a sewer service provider is unable to properly treat the wastewater, what actions do the entities responsible for the monitoring of the sewer service providers take to correct the deficiencies or inform the consumers of the sewer service providers issues with maintaining the proper treatment of wastewater?

*How and when are the clients of a failing utility company informed their service provider is failing to provide services that meet State or federal standards?

We are not saying we want inadequate wastewater treatment but that someone should have been notified of the deficiencies of Delaplain Disposal, such as the consumers of their services and county, state and federal officials. Hopefully these actions could have resulted in an acceptable outcome for the affected consumers of Delaplain Disposal's services and corrected deficiencies related to treatment of wastewater. We consider this a public service with the possibility of Delaplain Disposal being taken over by the county or controlled by the state and possibly helped with some type of grant money or other alternative financing to help correct the issues with treating the wastewater. We are not opposed to the acquisition of Delaplain Disposal by any company or government agency that will treat their clients fairly and that can take the time to come up with a plan to regulate the acquisition and manage other alternative means of financing. The proposed rate increase highlights other major concerns for the homeowners of the proposed acquisition.

* With the effects that the COVID pandemic have had on people, their finances and job status is not advisable or manageable to implement an unacceptable (669.1%) rate increase at this time.

* With the millions of dollars needed to bring the sewer treatment plant up to acceptable standards have all other means of financing these improvements been explored without increasing the rates 669.1%?

* Is this proposed rate increase(669.1%) only for improvements to the facilities that provide for our wastewater treatment ? Or are the increased rates to enable the new owners to expand and grow, acquiring more water and wastewater treatment facilities as a result of these unacceptable rate increases?

* After the repairs and upgrades have been completed will the rates be reduced?

* Can any rate increases have a time limit on them so that they must return to the original rates and rate increases must be submitted again because of the changing conditions of the wastewater treatment plant?

We do not speak for all of the clients of Delaplain Disposal, only for our household, but we feel many other clients would agree with us. Finding out that our wastewater treatment was inadequate was a surprise. The fact that a company had plans to buy Delaplain Disposal and raise the rates 669.1% was also a surprise. We understand that changes need to be made to improve the treatment of our wastewater but this is an unacceptable method which will have unacceptable consequences for the clients of Delaplain Disposal.

Please help us to find a better solution to this problem!

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