



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

November 9, 2020

Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Re: 1 Year utility performance of Bluegrass Water UOC in 19-104

Dear PSC staff,

In the year following the completion of the closing on 9 wastewater utility assets, Bluegrass Water has implemented a utility asset management program, put in place qualified certified operations personnel, launched a multi-platform billing and customer service program, completed several construction projects, and in general made an effort to increase sewerage service reliability and customer service provided to each service area now served by our company.

Bluegrass Water had entered into the previously discussed Agreed Orders with the Kentucky Department of Water (DOW) for the nine plants which each have significant investment needs under Bluegrass Water's operation with a schedule of compliance that Bluegrass Water will work under in order to bring each systems into compliance. Those can be seen as attachments in Bluegrass Water's One Month Performance Report. Bluegrass Water has made numerous repairs and replacements of failed equipment at several WWTPs to increase plant performance. Effluent testing results for the WWTP operations for September 2020 are also attached.

In regards to customer service, Bluegrass Water has one significant complaint regarding service to account in this performance report:

- A customer in the Golden Acres system had sewer back up into his basement due to root intrusion on the opposite side of the road at the lateral. The system was jetted to allow for adequate flow and the lateral line is scheduled for replacement/repair.

Bluegrass Water's customer service group received 163 calls in the last month. The average wait time for a caller was 36 seconds and the average time to handle a call was 4 minutes and 45 seconds. Only 8 of the 163 calls abandoned their call during the wait period.

Bluegrass Water is pleased to serve its customers with excellent customer service and Bluegrass Water is working to improve plant operations over the coming months via on-going investments and professionalized operations with a plan to bring all the systems into full compliance with DOW. Please do not hesitate to contact Bluegrass Water with any questions regarding this report.

Sincerely,

Mike Duncan
Vice President

Attachments: Bluegrass Water Effluent Testing Results, WorkOrders_Redacted

WorkOrderID	AssetDescription	AssetID	StartDate	DateDue	WorkFlowTitl	WorkOrderDescription	WorkOrderPriority
270814296	Sanitary Pipe- KY-GO-SP-22	KY-GO-SP-22	9/1/2020 5:00:00 AM	9/1/2020 5:00:00 AM	Sewer Jetting	██████████ Ln, ██████████ has requested that we jet the line in front of her home once a month due to backing up. She stated that the previous company would jet once a month to avoid	Minor
270889058	Parcels - KY-GO-P-78	KY-GO-P-78	9/9/2020 2:30:00 PM	9/9/2020 2:30:00 PM	CS - Corrective Work Order	██████████ (claims dept rep for KFB) reached out to us on the behalf of Mr. ██████████. He stated that the sewer backed up into the basement and would like to speak to someone regarding the layout of the sewer pipes between us and the customers to determine if they are to provide coverage for the damages. Contact # ██████████ **EDIT on 9/10: Mr. ██████████ s of ██████████ Ln called to report that there is a root knot where the lateral line meets our main, identified by a plumber. His phone is ██████████.**	Critical
270900419	Wastewater Treatment Plant - BG - Persimmon Ridge - WWTP	WWTP-29	9/15/2020 5:15:00 PM	9/15/2020 5:15:00 PM	CS - Request for New Service Investigation	Can you please confirm ██████████ Louisville, KY 40245 is part of our service area? Thank You!	Minor
270913263	Parcel - KY-KW-P-51	KY-KW-P-51	9/22/2020 4:00:00 PM	9/22/2020 4:00:00 PM	CS - Corrective Work Order	██████████ Ct. (Bluegrass/Kingswood) Customer is experiencing nightly sewer odors coming from outside her house. States extremely toxic smelling. Has no sewer backup in house. Smells are worse at night. Started Sat 9/19. She is aware could be her pipes and is willing to pay any charges to have crew come out	Minor
270960959	Lift Station - KY-GA-LS-1	KY-GA-LS-1	9/13/2020 2:15:00	9/13/2020 2:15:00	Capital Improvement	Installed new LS lid.	Minor