



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

June 24, 2020

Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Re: First month utility performance of Bluegrass Water UOC

Dear PSC staff,

In the month following the completion of the closing on River Bluffs and the Timberland service area of Joann Estates, 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, 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 is in the process of entering into the previously discussed Agreed Orders with the Kentucky Department of Water (DOW) for the two plants that each have significant investment needs with a schedule of compliance that Bluegrass Water will work under in order to bring each system into compliance system reliability and safety. Due to the COVID-19 crisis, there has been a delay in the execution of these Agreed Orders, but Bluegrass has been directed to follow all completion dates outlined in the order while waiting on their entry. Regardless, Bluegrass Water has made numerous repairs and replacements of failed equipment at several WWTPs to increase plant performance and protect the communities. Effluent testing results for the first month WWTP operations are also attached.

During the first month, Bluegrass Water had no service interruptions and received two customer service calls regarding service from the same customer:

- A River Bluffs customer alerted Bluegrass of a sewer back up in his home. The lift station across from his house suffered a mechanical failure the day following closing and was the result of a failed pump. Bluegrass hauled waste by tanker until the replacement pump and a repaired pump were installed 2 days later. The second service call resulted from a power outage and a failed power source as a result of heavy rainfall overloading the station. Both situations have since been resolved.

Bluegrass Water's customer service group received 107 calls in the last month. The average wait time for a caller was 53 seconds and the average time to handle a call was 4 minutes and 24 seconds. Only 10 of the 107 calls abandoned their call during the wait period.



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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
Assistant Vice President

Attachments: Bluegrass Water Agreed Orders Conversation, Bluegrass Water Effluent Testing Results, Bluegrass Water Work Orders

Asset Description	Start Date	Work Flow Title	WorkOrderDescription	Work Order Priority	Work Order Status	Work Order Type	Date Created
Wastewater System Customer Service Call - BG - River Bluff	5/23/2020 6:00:00 PM	CS - Corrective Work Order	<p>[REDACTED]</p> <p>POWER OUTAGE, IN HIS HOUSE, ACROSS FROM THE LIFT STATION, THERE WAS THUNDER STORM.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>SEWER LID HAS RED EMERGENCY LIGHTS FLASHING ON IT. STATION EFFECTED DUE TO POWER OUTAGE FROM STORM</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>POWER OUTAGE, IN HIS HOUSE, ACROSS FROM THE LIFT STATION, THERE WAS THUNDER STORM. HAS SEWAGE AND WATER COMING INTO HIS HOME.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>**2ND CALL**POWER OUTAGE, IN HIS HOUSE, ACROSS FROM THE LIFT STATION, THERE WAS THUNDER STORM. HAS SEWAGE AND WATER COMING INTO HIS HOME.</p> <p>[REDACTED]</p>	Critical	Open	PM	5/26/2020 10:23:18 AM
Wastewater System Customer Service Call - BG - River Bluff		Corrective Work Order	Answered call out. Acquired pump and tank. Nursed lift station that got knocked out during storm.	Emergency	Open	PM	5/27/2020 1:24:39 PM

Asset Description	Start Date	Work Flow Title	WorkOrderDescription	Work Order Priority	Work Order Status	Work Order Type	Date Created
Wastewater System Customer Service Call - BG - River Bluff	5/27/2020 3:00:00 PM	CS - Corrective Work Order	[REDACTED] (Bluegrass/River Bluffs) customers basement is flooded with sewage she had a plumber come out and he said our lines are blocked and causing sewage to back up into her basement	Emergency	Open	PM	5/27/2020 3:05:37 PM
Wastewater System Customer Service Call - BG - River Bluff		Corrective Work Order	Removed foreign domestic debris from manhole in front of house 3702. Informed customer..	Emergency	Open	PM	5/28/2020 4:16:30 AM
Wastewater System Customer Service Call - BG - River Bluff		Corrective Work Order	Answered call out for [REDACTED]. Removed blockage 2 manholes down hill from her house. Checked flow, water was flowing in main line.	Emergency	Open	PM	6/2/2020 6:23:29 AM