

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.





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



Testing Documentation									
Test Type	Test Period Start Date Test	Period End Date Sa	imple Date	Date Received	Result	Limit	Compliance	Notes	
Flow	5/1/2020	5/31/2020	5/21/2020	5/29/2020		Report			
ρΗ	5/1/2020	5/31/2020	5/21/2020	5/29/2020	7.68	3 6.0-9.0	Yes		
CBOD5 (Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	N/A	24.8 lbs/Day	N/A		
CBOD5 (Monthly Average)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	N/A	16.5 lbs/day	N/A		
CBOD5 (Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	7.00	<45 mg/L	Yes		
CBOD5 (Monthly Average)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	7.00	<30 mg/L	Yes		
TSS (Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	N/A	24.8 lbs/Day	N/A		
TSS (Monthly Average)	5/1/2020	5/31/2020	5/21/2020	5/29/2020		16.5 lbs/day	N/A		
TSS (Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	22.00	<45 mg/L	Yes		
TSS (Monthly Average)	5/1/2020	5/31/2020	5/21/2020	5/29/2020		<30 mg/L	Yes		
Ammonia (May 1 - Oct 31 Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	N/A	3.30 lbs/Day	N/A		
Ammonia (May 1 - Oct 31 Monthly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	N/A	2.20 lbs/day	N/A		
Ammonia (May 1 - Oct 31 Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	4.10	0 <6 mg/L	Yes		
Ammonia (May 1 - Oct 31 Monthly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	4.10	0 <4 mg/L	No	Under AO, no NOV	
Ammonia (Nov 1 - Apr 30 Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	N/A	8.26 lbs/Day	N/A		
Ammonia (Nov 1 - Apr 30 Monthly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	N/A	5.5 lbs/day	N/A		
Ammonia (Nov 1 - Apr 30 Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	N/A	15 mg/L	N/A		
Ammonia (Nov 1 - Apr 30 Monthly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	N/A	10 mg/L	N/A		
E Coli. (colonies/100mL) (Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	98.00	<240 #/100mL	Yes		
E Coli. (colonies/100mL) (Monthly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	98.00	<130 #/100mL	Yes		
DO (Min)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	8.04	1 >7.0 mg/L	Yes		
TRC (Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	<0.01	<0.019 mg/L	Yes		
TRC (Monthly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	<0.01	<0.011 mg/L	Yes		
Total Phosphorus (Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	0.96	2.0 mb/L			
Total Phosphorus (Monthly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020		5 1.0 mg/L			
Total Nitrogen (Weekly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	5.90	Report			
Total Nitrogen (Monthly Avg)	5/1/2020	5/31/2020	5/21/2020	5/29/2020	5.90	Report			

Timberland - NPDES KY0183106									
Testing Documentation									
Test Type	Test Period Start Date Te	est Period End Date	Sample Date	Date Received	Result	Limit	Compliance	Notes	
low	5/1/2020	5/31/2020	5/29/2020	6/9/2020	0.03	Report (gpd)	Yes		
H	5/1/2020	5/31/2020	5/29/2020	6/9/2020	6.96	6.0-9.0	Yes		
BOD5 (Weekly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		3.1 lbs/Day			
BOD5 (Monthly Average)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		2.1 lbs/day			
BOD5 (Weekly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020	11.00	15mg/L	Yes		
BOD5 (Monthly Average)	5/1/2020	5/31/2020	5/29/2020	6/9/2020	11.00	10 mg/L	No	Under AO	
SS (Weekly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		9.4 lbs/Day			
SS (Monthly Average)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		6.3 lbs/day			
SS (Weekly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020	21.00	45 mg/L	Yes		
SS (Monthly Average)	5/1/2020	5/31/2020	5/29/2020	6/9/2020	21.00	30 mg/L	Yes		
mmonia (May 1 - Oct 31 Weekly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		0.6 lbs/Day			
mmonia (May 1 - Oct 31 Monthly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		0.4 lbs/day			
mmonia (May 1 - Oct 31 Weekly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020	16.00	3 mg/L	No	Under AO	
mmonia (May 1 - Oct 31 Monthly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020	16.00	2 mg/L	No	Under AO	
mmonia (Nov 1 - Apr 30 Weekly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		2.8 lbs/Day			
mmonia (Nov 1 - Apr 30 Monthly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		1.9 lbs/day			
mmonia (Nov 1 - Apr 30 Weekly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		13.5 mg/L			
mmonia (Nov 1 - Apr 30 Monthly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		9 mg/L			
Coli. (colonies/100mL) (Weekly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020	>2,419.6	240 #/100 mL	No	Under AO	
Coli. (colonies/100mL) (Monthly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020		130			
OO (Min)	5/1/2020	5/31/2020	5/29/2020	6/9/2020	6.02	7.0 mg/L	Yes		
RC (Weekly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020	0.05	0.019 mg/L	No	Under AO	
RC (Monthly Avg)	5/1/2020	5/31/2020	5/29/2020	6/9/2020	0.05	0.011 mg/L	No	Under AO	
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		Work Flow		Work Order	Work Order	Work Order	
Asset Description	Start Date	Title	WorkOrderDescription	Priority	Status	Туре	Date Created
			POWER OUTAGE, IN HIS HOUSE, ACROSS FROM THE LIFT STATION, THERE WAS THUNDER STORM.				
			SEWER LID HAS RED EMERGENCY LIGHTS FLASHINGN ON IT. STATION EFFECTED DUE TO POWER OUTAGE FROM STORM				
			POWER OUTAGE, IN HIS HOUSE, ACROSS FROM THE LIFT STATION, THERE WAS THUNDER STORM. HAS SEWAGE AND WATER COMING INTO HIS HOME.				
River Bluff		CS - Corrective Work Order	**2ND CALL**POWER OUTAGE, IN HIS HOUSE, ACROSS FROM THE LIFT STATION, THERE WAS THUNDER STORM. HAS SEWAGE AND WATER COMING INTO HIS HOME.	Critical	Open	PM	5/26/2020 10:23:18 AM
Wastewater System Customer Service Call - BG -		Corrective	Answered call out. Acquired pump and tank. Nursed				
River Bluff		Work Order		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			(Bluegrass/River Bluffs) customers basement is				
System Customer		CS -	flooded with sewage she had a plumber come out				
Service Call - BG -	5/27/2020	Corrective	and he said our lines are blocked and causing				
River Bluff	3:00:00 PM	Work Order	sewage to back up into her basement	Emergency	Open	PM	5/27/2020 3:05:37 PM
Wastewater							
System Customer							
Service Call - BG -		Corrective	Removed foreign domestic debris from manhole in				
River Bluff		Work Order	front of house 3702. Informed customer	Emergency	Open	PM	5/28/2020 4:16:30 AM
Wastewater							
System Customer			Answered call out for				
Service Call - BG -		Corrective	blockage 2 manholes down hill from her house.				
River Bluff		Work Order	Checked flow, water was flowing in main line.	Emergency	Open	PM	6/2/2020 6:23:29 AM