



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

June 29, 2021

Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Re: One year utility performance of Bluegrass Water UOC (River Bluffs, Timberland, Center Ridge Water)

Dear PSC staff,

In the year following the completion of the closing on the River Bluffs, Timberland, and Center Ridge systems, 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 water and sewerage service reliability and customer service provided to each service area now served by our company.

Improvements are well underway at the River Bluffs, Timberland, and Center Ridge Water systems. To date we have regraded the entire Timberland site. This includes rebuilding the lagoon berms, rehabilitating the influent lift station, patching repairs to facility tanks, and replacing gates. Currently the aeration system overhaul is underway. The River Bluffs facility has undergone improvements including fixing and properly installing the damaged and exposed influent line, rehabilitating the influent lift station, installing lighting in the overhanging canopy, and replacing a blower. Currently, the aeration system overhaul is underway, the blower shack is being replaced, and steel repair is being completed throughout facility structures. At the Center Ridge water systems, general repairs and improvements have occurred at all water production facilities. This includes total replacement of the well house at District 3, renovation of the formerly inactive well 2 at District 2, and tank rehabilitations, insulation improvements, and disinfection system improvements at all 4 water districts. All 4 districts continue to undergo structural and equipment improvements to ensure reliable drinking water will be available for the communities served.

There were nine customer service work orders created from 11/2020 until 5/2021, please see the attached information regarding these work orders.

Since the last performance report filed, Bluegrass Water had 0 service interruptions and received two customer complaints regarding customer service to Center Ridge:

- River Bluffs – A customer alerted the Company to a lift station failure that caused backup into the customer's basement. The Company promptly fixed the issue.
- Timberland – A customer alerted the Company to a sewer backup they were experiencing, which was caused by a backup in the customer's line. The Company quickly fixed this issue.



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Bluegrass Water's customer service group received 1,279 calls overall for all the systems served by Bluegrass Water which, as of May 2020, included River Bluffs, Timberland, and Center Ridge. The average wait time for a caller was 2 minutes and 13 seconds and the average time to handle a call was 5 minutes and 50 seconds. Only 119 of the 1,279 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 system 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: 00360 Performance Testing Results, 00360 Redacted Work Orders

BG - Center Ridge Water District #1 - KY0180549

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|--------------------|------------------------|----------------------|-------------|---------------|--------|------------------------|------------|-----------------------------------|
| Bac-t test | | | | | | | | |
| Average Daily Flow | | | | | | | | |
| Total Monthly Flow | | | | | | | | |
| | | | | | | | | |
| Bac-t test | 1/1/2020 | 1/31/2020 | 1/22/2020 | | Absent | Detection for Bacteria | Yes | RT 6 BOX 242 |
| Bac-t test | 2/1/2020 | 2/29/2020 | 2/19/2020 | | Absent | Detection for Bacteria | Yes | RT 6 |
| Bac-t test | 3/1/2020 | 3/31/2020 | 3/25/2020 | | Absent | Detection for Bacteria | Yes | RT 6 BOX 265 |
| Bac-t test | 4/1/2020 | 4/30/2020 | 4/29/2020 | | Absent | Detection for Bacteria | Yes | RT 6 BOX 261 |
| Bac-t test | 5/1/2020 | 5/31/2020 | 5/20/2020 | | Absent | Detection for Bacteria | Yes | RT 6 BOX 266A Purchased |
| Bac-t test | 6/1/2020 | 6/30/2020 | 6/30/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 7/1/2020 | 7/31/2020 | 7/15/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 8/1/2020 | 8/31/2020 | 8/12/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 9/1/2020 | 9/30/2020 | 9/9/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 10/1/2020 | 10/31/2020 | 10/7/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 11/1/2020 | 11/30/2020 | 11/4/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 12/1/2020 | 12/31/2020 | 12/2/2020 | | Absent | Detection for Bacteria | Yes | |
| | | | | | | | | |
| Bac-t test | 1/1/2021 | 1/31/2021 | 1/6/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 1/1/2021 | 1/31/2021 | 1/11/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 1/1/2021 | 1/31/2021 | 1/11/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 1/1/2021 | 1/31/2021 | 1/11/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 2/1/2021 | 2/28/2021 | 2/2/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 3/1/2021 | 3/31/2021 | 3/2/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 3/1/2021 | 3/31/2021 | 3/11/2021 | | Absent | Detection for Bacteria | Yes | Special |
| Bac-t test | 3/1/2021 | 3/31/2021 | 3/11/2021 | | Absent | Detection for Bacteria | Yes | Special |
| Bac-t test | 3/1/2021 | 3/31/2021 | 3/11/2021 | | Absent | detection for Bacteria | Yes | Special |

BG - Center Ridge Water District #1 - KY0180549

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|------------|------------------------|----------------------|-------------|---------------|--------|------------------------|------------|-------|
| Bac-t test | 4/1/2021 | 4/30/2021 | 4/6/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 5/1/2021 | 5/31/2021 | | | | Detection for Bacteria | | |
| Bac-t test | 6/1/2021 | 6/30/2021 | | | | Detection for Bacteria | | |
| Bac-t test | 7/1/2021 | 7/31/2021 | | | | Detection for Bacteria | | |
| Bac-t test | 8/1/2021 | 8/31/2021 | | | | Detection for Bacteria | | |
| Bac-t test | 9/1/2021 | 9/30/2021 | | | | Detection for Bacteria | | |
| Bac-t test | 10/1/2021 | 10/31/2021 | | | | Detection for Bacteria | | |
| Bac-t test | 11/1/2021 | 11/30/2021 | | | | Detection for Bacteria | | |
| Bac-t test | 12/1/2021 | 12/31/2021 | | | | Detection for Bacteria | | |

BG - Center Ridge Water District #2 - KY0180509

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|--------------------|------------------------|----------------------|-------------|---------------|--------|------------------------|------------|--|
| Bac-t test | | | | | | | | |
| Average Daily Flow | | | | | | | | |
| Total Monthly Flow | | | | | | | | |
| | | | | | | | | |
| Bac-t test | 1/1/2020 | 1/31/2020 | 1/22/2020 | | Absent | Detection for Bacteria | Yes | 283 LAKEPOINT LN. |
| Bac-t test | 2/1/2020 | 2/29/2020 | 2/19/2020 | | Absent | Detection for Bacteria | Yes | 81 LAKESHORE DR |
| Bac-t test | 3/1/2020 | 3/31/2020 | 3/25/2020 | | Absent | Detection for Bacteria | Yes | 38 FAWNWOOD DR |
| Bac-t test | 4/1/2020 | 4/30/2020 | 4/29/2020 | | Absent | Detection for Bacteria | Yes | 216 LAKEPOINT LN. |
| Bac-t test | 5/1/2020 | 5/31/2020 | 5/20/2020 | | Absent | Detection for Bacteria | Yes | 6632 DUNBAR RD. Purchased 05/29/20 |
| Bac-t test | 6/1/2020 | 6/30/2020 | 6/26/2020 | | Absent | Detection for Bacteria | Yes | Sampled for boil order |
| Bac-t test | 6/1/2020 | 6/30/2020 | 6/30/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 7/1/2020 | 7/31/2020 | 7/15/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 8/1/2020 | 8/31/2020 | 8/12/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 8/1/2020 | 8/31/2020 | 8/28/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 8/1/2020 | 8/31/2020 | 8/29/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 9/1/2020 | 9/30/2020 | 9/9/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 10/1/2020 | 10/31/2020 | 10/7/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 11/1/2020 | 11/30/2020 | 11/4/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 12/1/2020 | 12/31/2020 | 12/2/2020 | | Absent | Detection for Bacteria | Yes | |
| | | | | | | | | |
| Bac-t test | 1/1/2021 | 1/31/2021 | 1/6/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 2/1/2021 | 2/28/2021 | 2/2/2021 | | Absent | Detection for Bacteria | Yes | |

BG - Center Ridge Water District #2 - KY0180509

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|------------|------------------------|----------------------|-------------|---------------|--------|---------------|------------|---------|
| Bac-t test | 3/1/2021 | 3/31/2021 | 3/2/2021 | | Absent | Detection for | Yes | |
| Bac-t test | 4/1/2021 | 4/30/2021 | 4/6/2021 | | Absent | Detection for | Yes | |
| Bac-t test | 5/1/2021 | 5/31/2021 | 5/5/2021 | | Absent | Detection for | Yes | Special |
| Bac-t test | 5/1/2021 | 5/31/2021 | 5/5/2021 | | Absent | Detection for | Yes | Special |
| Bac-t test | 5/1/2021 | 5/31/2021 | 5/5/2021 | | Absent | Detection for | Yes | Special |
| Bac-t test | 5/1/2021 | 5/31/2021 | 5/5/2021 | | Absent | Detection for | Yes | Special |

BG - Center Ridge Water District #3 - KY0180502

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|--------------------|------------------------|----------------------|-------------|---------------|--------|------------------------|------------|---|
| Bac-t test | | | | | | | | |
| Average Daily Flow | | | | | | | | |
| Total Monthly Flow | | | | | | | | |
| | | | | | | | | |
| Bac-t test | 1/1/2020 | 1/31/2020 | 1/22/2020 | | Absent | Detection for Bacteria | Yes | HCR 118 |
| Bac-t test | 2/1/2020 | 2/29/2020 | 2/19/2020 | | Absent | Detection for Bacteria | Yes | GEN DEL (21 LAKESHORE) |
| Bac-t test | 3/1/2020 | 3/31/2020 | 3/25/2020 | | Absent | Detection for Bacteria | Yes | HCR 117 (23 LAKESHORE) |
| Bac-t test | 4/1/2020 | 4/30/2020 | 4/29/2020 | | Absent | Detection for Bacteria | Yes | 13 KENIANA DR |
| Bac-t test | 5/1/2020 | 5/31/2020 | 5/20/2020 | | Absent | Detection for Bacteria | Yes | HCR 119 (20 KENIANA DR) Purchased 05/29/20 |
| Bac-t test | 6/1/2020 | 6/30/2020 | 6/30/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 7/1/2020 | 7/31/2020 | 7/27/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 7/1/2020 | 7/31/2020 | 7/27/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 8/1/2020 | 8/31/2020 | 8/12/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 8/1/2020 | 8/31/2020 | 8/28/2020 | | Absent | Detection for Bacteria | Yes | |

BG - Center Ridge Water District #3 - KY0180502

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|------------|------------------------|----------------------|-------------|---------------|---------|------------------------|------------|--------------------|
| Bac-t test | 9/1/2020 | 9/30/2020 | 9/9/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 10/1/2020 | 10/31/2020 | 10/7/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 11/1/2020 | 11/30/2020 | 11/4/2020 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 12/1/2020 | 12/31/2020 | 12/2/2020 | | Present | Detection for Bacteria | No | |
| Bac-t test | 12/1/2020 | 12/31/2020 | 12/3/2020 | | Absent | Detection for Bacteria | Yes | Resample for above |
| Bac-t test | 12/1/2020 | 12/31/2020 | 12/3/2020 | | Absent | Detection for Bacteria | Yes | Resample for above |
| Bac-t test | 12/1/2020 | 12/31/2020 | 12/3/2020 | | Absent | Detection for Bacteria | Yes | Resample for above |
| Bac-t test | 12/1/2020 | 12/31/2020 | 12/3/2020 | | Absent | Detection for Bacteria | Yes | Resample for above |
| | | | | | | | | |
| Bac-t test | 1/1/2021 | 1/31/2021 | 1/6/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 2/1/2021 | 2/28/2021 | 2/2/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 3/1/2021 | 3/31/2021 | 3/2/2021 | | Absent | Detection for Bacteria | Yes | |
| Bac-t test | 3/1/2021 | 3/31/2021 | 3/2/2021 | | Absent | Detection for Bacteria | Yes | Special |
| Bac-t test | 3/1/2021 | 3/31/2021 | 3/2/2021 | | Absent | Detection for Bacteria | Yes | Special |
| Bac-t test | 4/1/2021 | 4/30/2021 | 4/6/2021 | | Absent | Detection for Bacteria | Yes | |

BG - Center Ridge Water District #3 - KY0180502**Testing Documentation**

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|------------------|-------------------------------|-----------------------------|--------------------|----------------------|---------------|------------------------|-------------------|--------------|
| Bac-t test | 4/1/2021 | 4/30/2021 | 4/27/2021 | | Absent | Detection for Bacteria | Yes | Special |
| Bac-t test | 4/1/2021 | 4/30/2021 | 4/27/2021 | | Absent | Detection for Bacteria | Yes | Special |
| Bac-t test | 5/1/2021 | 5/31/2020 | 5/5/2021 | | Absent | Detection for Bacteria | Yes | Special |
| Bac-t test | 5/1/2021 | 5/31/2021 | 5/5/2021 | | Absent | Detection for Bacteria | Yes | Special |
| Bac-t test | 5/1/2021 | 5/31/2022 | 5/5/2021 | | Absent | Detection for Bacteria | Yes | Special |
| Bac-t test | 5/1/2021 | 5/31/2023 | 5/5/2021 | | Absent | Detection for Bacteria | Yes | Special |

Timberland - NPDES KY0183106

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|--|------------------------|----------------------|-------------|---------------|--------|---------------|------------|--|
| Flow | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | 0.03 | Report (gpd) | | |
| pH | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | 6.87 | 6.0-9.0 | Yes | |
| CBOD5 (Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | <5.0 | <15mg/L | Yes | |
| CBOD5 (Monthly Average) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | <5.0 | <10 mg/L | Yes | |
| TSS (Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | 12.00 | <45 mg/L | Yes | |
| TSS (Monthly Average) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | 12.00 | <30 mg/L | Yes | |
| Ammonia (May 1 - Oct 31 Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | N/A | <3 mg/L | N/A | |
| Ammonia (May 1 - Oct 31 Monthly Avg) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | N/A | <2 mg/L | N/A | |
| Ammonia (Nov 1 - Apr 30 Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | 4.00 | <13.5 mg/L | Yes | |
| Ammonia (Nov 1 - Apr 30 Monthly Avg) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | 4.00 | <9 mg/L | Yes | |
| E Coli. (colonies/100mL) (Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | <1.0 | <240 #/100 mL | Yes | |
| E Coli. (colonies/100mL) (Monthly Avg) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | <1.0 | <130 #/100mL | Yes | |
| DO (Min) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | 12.00 | >7.0 mg/L | Yes | |
| TRC (Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | 2.20 | <0.019 mg/L | No | Contact time for decolonization tablets to small. Will increase number of tablets. |

Timberland - NPDES KY0183106

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|--|------------------------|----------------------|-------------|---------------|--------|---------------|------------|--|
| TRC (Monthly Avg) | 1/1/2021 | 1/31/2021 | 1/8/2021 | 1/22/2021 | 2.20 | <0.011 mg/L | No | Contact time for decolonization tablets to small. Will increase number of tablets. |
| Flow | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 0.03 | Report (gpd) | | |
| pH | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 7.30 | 6.0-9.0 | Yes | |
| CBOD5 (Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 21.00 | <15mg/L | No | High BOD is from lagoon turnover. |
| CBOD5 (Monthly Average) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 21.00 | <10 mg/L | No | High BOD is from lagoon turnover. |
| TSS (Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 31.00 | <45 mg/L | Yes | |
| TSS (Monthly Average) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 31.00 | <30 mg/L | No | |
| Ammonia (May 1 - Oct 31 Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | N/A | <3 mg/L | N/A | |
| Ammonia (May 1 - Oct 31 Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | N/A | <2 mg/L | N/A | |
| Ammonia (Nov 1 - Apr 30 Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 2.50 | <13.5 mg/L | Yes | |
| Ammonia (Nov 1 - Apr 30 Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 2.50 | <9 mg/L | Yes | |
| E Coli. (colonies/100mL) (Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 2.00 | <240 #/100 mL | Yes | |
| E Coli. (colonies/100mL) (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 2.00 | <130 #/100mL | Yes | |
| DO (Min) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 11.40 | >7.0 mg/L | Yes | |

Timberland - NPDES KY0183106

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|---------------------------------------|------------------------|----------------------|-------------|---------------|--------|---------------|------------|--|
| TRC (Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 2.08 | <0.019 mg/L | No | High TRC level is caused from low contact time with bisulfate. |
| TRC (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/5/2021 | 3/1/2021 | 2.08 | <0.011 mg/L | No | High TRC level is caused from low contact time with bisulfate. |
| | | | | | | | | |
| Flow | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 0.03 | Report (gpd) | | |
| pH | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 8.49 | 6.0-9.0 | Yes | |
| CBOD5 (Weekly Avg) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 16.00 | <15mg/L | No | Lagoon turning over with high solids |
| CBOD5 (Monthly Average) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 16.00 | <10 mg/L | No | Lagoon turning over with high solids |
| TSS (Weekly Avg) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 23.00 | <45 mg/L | Yes | |
| TSS (Monthly Average) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 23.00 | <30 mg/L | Yes | |
| Ammonia (May 1 - Oct 31 Weekly Avg) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | N/A | <3 mg/L | N/A | |
| Ammonia (May 1 - Oct 31 Monthly Avg) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | N/A | <2 mg/L | N/A | |
| Ammonia (Nov 1 - Apr 30 Weekly Avg) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 0.42 | <13.5 mg/L | Yes | |
| Ammonia (Nov 1 - Apr 30 Monthly Avg) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 0.42 | <9 mg/L | Yes | |
| E Coli. (colonies/100mL) (Weekly Avg) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 2.00 | <240 #/100 mL | Yes | |

Timberland - NPDES KY0183106

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|---|------------------------|----------------------|-------------|---------------|--------|-----------------|------------|---|
| E Coli. (colonies/100mL) (Monthly Avg) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 2.00 | <130 #/100mL | Yes | |
| DO (Min) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 5.90 | >7.0 mg/L | No | Lagoon turning over with high solids |
| TRC (Weekly Avg) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 0.08 | <0.019 mg/L | No | Lagoon turning over with high solids |
| TRC (Monthly Avg) | 3/1/2021 | 3/31/2021 | 3/9/2021 | 3/31/2021 | 0.08 | <0.011 mg/L | No | Lagoon turning over with high solids |
| | | | | | | | | |
| Flow | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | 0.03 | Report (gpd) | | |
| pH | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | 6.91 | 6.0-9.0 | Yes | |
| CBOD5 (Weekly Avg) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | <6.0 | <15mg/L | Yes | |
| CBOD5 (Monthly Average) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | <6.0 | <10 mg/L | Yes | |
| TSS (Weekly Avg) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | <5 | <45 mg/L | Yes | |
| TSS (Monthly Average) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | <5 | <30 mg/L | Yes | |
| Ammonia (May 1 - Oct 31 Weekly Avg) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | N/A | <3 mg/L | N/A | |
| Ammonia (May 1 - Oct 31 Monthly Avg) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | N/A | <2 mg/L | N/A | |
| Ammonia (Nov 1 - Apr 30 Weekly Avg) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | 9.70 | <13.5 mg/L | Yes | |
| Ammonia (Nov 1 - Apr 30 Monthly Avg) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | 9.70 | <9 mg/L | No | Contact time too short for TRC. Lagoon does not remove ammonia. Plant is scheduled for rehab/replacement. |

Timberland - NPDES KY0183106

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|---|------------------------|----------------------|-------------|---------------|--------|---------------|------------|---|
| E Coli. (colonies/100mL) (Weekly Avg) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | 1.00 | <240 #/100 mL | Yes | |
| E Coli. (colonies/100mL) (Monthly Avg) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | 1.00 | <130 #/100mL | Yes | |
| DO (Min) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | 7.20 | >7.0 mg/L | Yes | |
| TRC (Weekly Avg) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | 2.20 | <0.019 mg/L | No | Contact time too short for TRC. Lagoon does not remove ammonia. Plant is scheduled for rehab/replacement. |
| TRC (Monthly Avg) | 4/1/2021 | 4/30/2021 | 4/9/2021 | 5/7/2021 | 2.20 | <0.011 mg/L | No | Contact time too short for TRC. Lagoon does not remove ammonia. Plant is scheduled for rehab/replacement. |

River Bluffs - NPDES KY0043150

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|--|------------------------|----------------------|-------------|---------------|--------|--------------|------------|-------|
| Flow | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | | Report | | |
| pH | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 7.35 | 6.0-9.0 | Yes | |
| CBOD5 (Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 10.00 | <45 mg/L | Yes | |
| CBOD5 (Monthly Average) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 10.00 | <30 mg/L | Yes | |
| TSS (Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 9.00 | <45 mg/L | Yes | |
| TSS (Monthly Average) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 9.00 | <30 mg/L | Yes | |
| Ammonia (May 1 - Oct 31 Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | N/A | <6 mg/L | N/A | |
| Ammonia (May 1 - Oct 31 Monthly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | N/A | <4 mg/L | N/A | |
| Ammonia (Nov 1 - Apr 30 Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | <0.2 | 15 mg/L | Yes | |
| Ammonia (Nov 1 - Apr 30 Monthly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | <0.2 | 10 mg/L | Yes | |
| E Coli. (colonies/100mL) (Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 8.00 | <240 #/100mL | Yes | |
| E Coli. (colonies/100mL) (Monthly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 8.00 | <130 #/100mL | Yes | |
| DO (Min) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 8.10 | >7.0 mg/L | Yes | |
| TRC (Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | <0.01 | <0.019 | Yes | |
| TRC (Monthly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | <0.01 | <0.011 | Yes | |
| Total Phosphorus (Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 1.25 | Report | | |
| Total Phosphorus (Monthly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 1.25 | Report | | |
| Total Nitrogen (Weekly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 17.90 | Report | | |

River Bluffs - NPDES KY0043150

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|---|------------------------|----------------------|-------------|---------------|---------|-----------------|------------|--------------------|
| Total Nitrogen (Monthly Avg) | 1/1/2021 | 1/31/2021 | 1/12/2021 | 1/20/2021 | 17.90 | Report | | |
| Flow | 2/1/2021 | 2/28/2021 | 2/9/2021 | 2/18/2021 | | Report | | |
| E Coli. (colonies/100mL) (Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/9/2021 | 2/18/2021 | 147.00 | <240 #/100mL | Yes | Resample for above |
| E Coli. (colonies/100mL) (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/9/2021 | 2/18/2021 | 147.00 | <130 #/100mL | No | Resample for above |
| E Coli. (colonies/100mL) (Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/9/2021 | 2/18/2021 | 1553.00 | <240 #/100mL | No | Resample for above |
| E Coli. (colonies/100mL) (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/9/2021 | 2/18/2021 | 1553.00 | <130 #/100mL | No | Resample for above |
| E Coli. (colonies/100mL) (Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/10/2021 | 2/18/2021 | 2420.00 | <240 #/100mL | No | Resample for above |
| E Coli. (colonies/100mL) (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/10/2021 | 2/18/2021 | 2420.00 | <130 #/100mL | No | Resample for above |
| E Coli. (colonies/100mL) (Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/10/2021 | 2/18/2021 | 792.00 | <240 #/100mL | No | Resample for above |
| E Coli. (colonies/100mL) (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/10/2021 | 2/18/2021 | 792.00 | <130 #/100mL | No | Resample for above |
| E Coli. (colonies/100mL) (Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/12/2021 | 2/18/2021 | 579.00 | <240 #/100mL | No | Resample for above |
| E Coli. (colonies/100mL) (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/12/2021 | 2/18/2021 | 579.00 | <130 #/100mL | No | Resample for above |
| E Coli. (colonies/100mL) (Weekly Avg) | 2/1/2021 | 2/28/2021 | 2/12/2021 | 2/18/2021 | 291.00 | <240 #/100mL | No | Resample for above |
| E Coli. (colonies/100mL) (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/12/2021 | 2/18/2021 | 291.00 | <130 #/100mL | No | Resample for above |
| TRC (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/9/2021 | 2/18/2021 | 0.01 | <0.011 | Yes | |

River Bluffs - NPDES KY0043150

Testing Documentation

| Test Type | Test Period Start Date | Test Period End Date | Sample Date | Date Received | Result | Limit | Compliance | Notes |
|--------------------------------|-------------------------------|-----------------------------|--------------------|----------------------|---------------|--------------|-------------------|--------------|
| Total Phosphorus (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/9/2021 | 2/18/2021 | 0.99 | Report | | |
| Total Nitrogen (Monthly Avg) | 2/1/2021 | 2/28/2021 | 2/9/2021 | 2/18/2021 | 10.30 | Report | | |

Work Orders - Center Ridge 1

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus | WorkOrderType |
|--|--------------------------|-----------------------------|--|---|-----------------|---------------|
| Water System Customer Service Call - BG - CR - Water District 1 | 6/30/2020 2:00:00 PM | 6/30/2020 2:00:00 PM | CS - Corrective Work Order | ██████████ (Bluegrass/Center Ridge 1) contacted us about two broken water main covers that happened a while ago and were never repaired. One was was damaged by a construction company doing some work for him and is located at his address. The other was damaged by a company trimming trees around power lines and is located at the ██████████. His phone is ██████████. | Closed | PM |
| Water System Customer Service Call - BG - CR - Water District 1 | 7/1/2020 9:30:00 AM | 7/1/2020 9:30:00 AM | CS-Water Account Reads/On/Off/R ereads | Center Ridge-1 Premise # : ██████████. Please confirm water is on and get a meter reading at this address by 7/2 | Closed | PM |
| Water System Customer Service Call - BG - CR - Water District 1 | 7/30/2020 1:45:00 PM | 7/30/2020 1:45:00 PM | CS - Request for New Service Investigation | Please verify that the following Lot/Address can tie in to Bluegrass Water's system (Center Ridge 1): ██████████ ██████████ ██████████ Please determine if the lines are on the same side of the street or if there will be an additional charge to run across road. Thanks! | Closed | PM |
| Water System Customer Service Call - BG - CR - Water District 1 | 8/12/2020 9:15:00 AM | 8/12/2020 9:15:00 AM | CS - Request for New Service Investigation | Please verify that ██████████ is part of Bluegrass Water Utility. Thanks! | Closed | PM |
| Water System Customer Service Call - BG - CR - Water District 1 | 9/15/2020 12:45:00 PM | 9/15/2020 12:45:00 PM | CS - Request for New Service Investigation | Please verify that ██████████ ██████████ (Bluegrass/Center Ridge 1) is part of our system. Thank you! | Closed | PM |

Center Ridge 1

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus | WorkOrderType |
|--|---------------------------|---------------------------|--|--|-----------------|---------------|
| Water System Customer Service Call - BG - CR - Water District 1 | 9/16/2020 8:30:00 AM | 9/16/2020 8:30:00 AM | CS - Corrective Work Order | ██████████ ██████████ contacted us because a previous completed WO addressed an issue at the entrance of the subdivision/street, but not the meter pit cover near his property, he states that it services his ██████████ and was damaged 2 years ago by a construction company building an addition to his home. Please see two attached photos from Mr. Murphy. He states that one of the photos shows two water meters - one needs the repair and the other could be removed as there is no longer an address served by it. He has requested that when the repair is scheduled, we please contact him so that he can be on site to make sure the correct one is removed. ██████████. | Closed | PM |
| Water System Customer Service Call - BG - CR - Water District 1 | 9/17/2020 1:15:00 PM | 9/17/2020 1:15:00 PM | CS - Corrective Work Order | Please verify if ██████████) is an existing address. Please also verify if ██████████ is an existing address. Thanks! | Closed | PM |
| Water System Customer Service Call - BG - CR - Water District 1 | 11/23/2020 10:30:00 AM | 11/23/2020 10:30:00 AM | CS - Request for New Service Investigation | Please verify that ██████████ part of Bluegrass Water (Center Ridge 1). Thank you! | Closed | PM |
| Water System Customer Service Call - BG - CR - Water District 1 | 12/17/2020 2:15:00 PM | 12/17/2020 2:15:00 PM | CS-Water Account Service Discontinuance | Center Ridge-1 -Premise ██████████ Please turn service off, customer to have home demolished and rebuilt. | Complete | PM |
| Water System Customer Service Call - BG - CR - Water District 1 | 2/25/2021 11:15:00 AM | 2/25/2021 11:15:00 AM | CS - Request for New Service Investigation | Please verify that ██████████ is part of Bluegrass Water UOC (Center Ridge 1). Thanks! | Closed | PM |
| Water Treatment Plant - BG - Center Ridge - Water District 1 - WTP | 3/25/2021 5:30:00 PM | 3/25/2021 5:30:00 PM | CS-New Service Water/Sewer - New Meter | Center Ridge-1- ██████████ ██████████ water tap needed **single connection- **If a line extension is needed let us know- additional charges to be billed to customer.** | Closed | PM |

Center Ridge 1

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus | WorkOrderType |
|--|--------------------------|-----------------------------|--|---|-----------------|---------------|
| Water System Customer Service Call - BG - CR - Water District 1 | 3/29/2021 10:30:00 AM | 3/29/2021 10:30:00 AM | CS - Request for New Service Investigation | <p>[REDACTED]</p> <p>Please confirm if we service this address. Customer noted "The address on the form that the pervious owner receives [REDACTED] Please confirm..."</p> | Closed | PM |
| Water System Customer Service Call - BG - CR - Water District 1 | | | CS - Corrective Work Order | <p>Customer called saying line was 2" deep in his driveway. He was grading and hit a 3" water line exposing it but not creating a leak. Had the customer to call services to report it. Operator verified The depth and ordered repair parts to lower the water line once approved by Central States.</p> | Complete | PM |

Work Orders - Center Ridge 2

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrder Status |
|--|-----------------------|-----------------------|--|---|------------------|
| Water System Customer Service Call - BG - CR - Water District 2 | 6/16/2020 3:30:00 PM | 6/16/2020 3:30:00 PM | CS - Corrective Work Order | ████████████████████ No water service. Confirmed valve is on, has been a problem for over a week. Water is on, then it's off. Currently no service for over 2 days. | Closed |
| Water System Customer Service Call - BG - CR - Water District 2 | 7/17/2020 11:30:00 AM | 7/17/2020 11:30:00 AM | CS-Water Account Reads/On/Off/Rereads | Center Ridge-2 Premise # ██████████. Please confirm water is on and get a meter reading at this address on 7/17 | Complete |
| Water System Customer Service Call - BG - CR - Water District 2 | 7/1/2020 12:15:00 PM | 7/1/2020 12:15:00 PM | CS-Water Account Reads/On/Off/Rereads | Center Ridge-2 Premise # : ██████████ Please confirm water is on and get a meter reading at this address on 7/1 | Closed |
| Water System Customer Service Call - BG - CR - Water District 2 | 6/26/2020 12:15:00 PM | 6/26/2020 12:15:00 PM | CS - Request for New Service Investigation | ████████████████████. Please determine if we service this address | Complete |
| Water System Customer Service Call - BG - CR - Water District 2 | 7/2/2020 9:15:00 AM | 7/2/2020 9:15:00 AM | CS-Water Account Reads/On/Off/Rereads | ████████████████████ Please turn on water TODAY. Please get a meter reading. | Closed |
| Water System Customer Service Call - BG - CR - Water District 2 | 7/7/2020 9:00:00 AM | 7/7/2020 9:00:00 AM | CS-Water Account Reads/On/Off/Rereads | Center Ridge-2 Premise # : ██████████ Please confirm water is on and get a meter reading at this address | Closed |
| Water System Customer Service Call - BG - CR - Water District 2 | 7/10/2020 10:30:00 AM | 7/10/2020 10:30:00 AM | CS-Water Account Reads/On/Off/Rereads | Center Ridge-2 Premise # ██████████ Please confirm water is on and get a meter reading at this address | Closed |
| Water System Customer Service Call - BG - CR - Water District 2 | 7/13/2020 12:15:00 PM | 7/13/2020 12:15:00 PM | CS - Request for New Service Investigation | ████████████████████ determine if we service this address. | Closed |
| Water System Customer Service Call - BG - CR - Water District 2 | 7/17/2020 9:00:00 AM | 7/17/2020 9:00:00 AM | CS - Corrective Work Order | ████████████████████ called to report there is no water at the home. ██████████ | Closed |
| Water Treatment Plant - BG - Center Ridge - Water District 2 - WTP | | | CS - Corrective Work Order | Line repair at blue pine. And primrose | Complete |
| Water System Customer Service Call - BG - CR - Water District 2 | | | CS - Corrective Work Order | Low pressure | Complete |

Work Orders - Center Ridge 3

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus |
|--|-----------------------|-----------------------|---------------------------------------|---|-----------------|
| Water Treatment Plant - BG - Center Ridge - Water District 3 - WTP | 6/18/2020 2:45:00 PM | 6/18/2020 2:45:00 PM | CS-Water Account Reads/On/Off/Rereads | [REDACTED] Please confirm water is on and get a meter reading at this address by 6/19 | Closed |
| Water Treatment Plant - BG - Center Ridge - Water District 3 - WTP | 6/18/2020 3:00:00 PM | 6/18/2020 3:00:00 PM | CS-Water Account Reads/On/Off/Rereads | Center Ridge-3 Premise # [REDACTED] [REDACTED] Please confirm water is on and get a meter reading at this address by 6/19 | Closed |
| Water System Customer Service Call - BG - CR - Water District 3 | 6/25/2020 11:15:00 AM | 6/25/2020 11:15:00 AM | CS - Corrective Work Order | [REDACTED] works with McKenzie Tree Service, he ran over a main and water is leaking near [REDACTED] [REDACTED] | Closed |
| Water System Customer Service Call - BG - CR - Water District 3 | 6/25/2020 1:00:00 PM | 6/25/2020 1:00:00 PM | CS - Corrective Work Order | [REDACTED] [REDACTED] called to report that he and his neighbor are without water. I am assuming this is a result of the service truck that ran over and broke the main this morning. [REDACTED] [REDACTED] | Closed |
| Water System Customer Service Call - BG - CR - Water District 3 | 7/6/2020 10:00:00 AM | 7/6/2020 10:00:00 AM | CS - Corrective Work Order | [REDACTED] [REDACTED] called in to report he has been without water for almost a week now. Stated he will have periods of time that he has very low water pressure but 90% of the time the water is completely off. He has had 1 day of a good water pressure in the last week. He would like someone to come out and look into this issue. [REDACTED] [REDACTED] | Closed |

Center Ridge 3

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus |
|---|--------------------------|--------------------------|--|---|-----------------|
| Water System Customer Service Call - BG - CR - Water District 3 | 7/8/2020 5:00:00 PM | 7/8/2020 5:00:00 PM | CS - Corrective Work Order | <p>██████████ Customer water is completely off when he came home from work today. . Checked his main shutoff valve and it is open. ██████████</p> | Closed |
| Water System Customer Service Call - BG - CR - Water District 3 | 7/24/2020 3:00:00 PM | 7/24/2020 3:00:00 PM | CS - Corrective Work Order | <p>██████████ to report water just went completely off. .was working fine about 10min prior to call and then nothing. ██████████</p> | Closed |
| Water System Customer Service Call - BG - CR - Water District 3 | 8/6/2020 9:00:00 AM | 8/6/2020 9:00:00 AM | CS - Request for New Service Investigation | <p>Please confirm ██████████ ██████████ is part of Bluegrass Water Utility's system. Thank you!</p> | Closed |
| Water System Customer Service Call - BG - CR - Water District 3 | 8/18/2020 11:30:00 AM | 8/18/2020 11:30:00 AM | CS - Request for New Service Investigation | <p>Please verify that ██████████ ██████████ is part of Bluegrass Water's system (Center Ridge 3). Thanks!</p> | Canceled |
| Water System Customer Service Call - BG - CR - Water District 3 | 8/18/2020 1:30:00 PM | 8/18/2020 1:30:00 PM | CS - Corrective Work Order | <p>██████████ Water is again leaking from the road into her yard and it is not caused by rain water. It is causing damage to her yard and she would like it to be taken care of as soon as possible. ██████████</p> | Closed |

Center Ridge 3

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus |
|--|-----------------------|-----------------------|--|--|-----------------|
| Water System Customer Service Call - BG - CR - Water District 3 | 8/19/2020 1:45:00 PM | 8/19/2020 1:45:00 PM | CS - Request for New Service Investigation | Please verify that there is a house at [REDACTED] and if we should be billing them for sewer. | Closed |
| Water Treatment Plant - BG - Center Ridge - Water District 3 - WTP | | | CS-New Service Water/Sewer - New Meter | [REDACTED] new meter installation | Complete |
| Water Treatment Plant - BG - Center Ridge - Water District 3 - WTP | | | CS-New Service Water/Sewer - New Meter | [REDACTED] new meter installation | Complete |
| Water System Customer Service Call - BG - CR - Water District 3 | 12/17/2020 2:45:00 PM | 12/17/2020 2:45:00 PM | CS - Corrective Work Order | [REDACTED] has a leak in the easement next to her house. Started 4-5 days ago and is now looking like a little creek. Starts near the orange topped cable box coming out of the ground. Not threatening house but is getting worse. She understands about a possible charge [REDACTED] | Closed |
| Water System Customer Service Call - BG - CR - Water District 3 | 3/24/2021 2:30:00 PM | 3/24/2021 2:30:00 PM | CS - Corrective Work Order | [REDACTED] called to report her water went out about 20 mins ago. [REDACTED] | Canceled |
| Water System Customer Service Call - BG - CR - Water District 3 | 3/24/2021 3:45:00 PM | 3/24/2021 3:45:00 PM | CS - Corrective Work Order | [REDACTED] Property is completely without water. [REDACTED] the renter, will be on property if contact is needed. [REDACTED] | Closed |

Center Ridge 3

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus |
|---|-----------------------|-----------------------|---------------------------------------|--|-----------------|
| Water System Customer Service Call - BG - CR - Water District 3 | 4/20/2021 11:30:00 AM | 4/20/2021 11:30:00 AM | CS - Corrective Work Order | <p>██████████</p> <p>██████████ called to report a leak on ██████████, across from the mailbox at ██████████</p> <p>██████████</p> | Closed |
| Water System Customer Service Call - BG - CR - Water District 3 | 6/30/2021 7:00:00 AM | 6/30/2021 7:00:00 AM | CS-Water Account Reads/On/Off/Rereads | Center Ridge-3 Premise # ██████████. Please turn water OFF and get a meter reading at this address on 6/30 (Move out date 6/30) | Complete |

Work Orders - Center Ridge 4

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus |
|--|-------------------------|-------------------------|--|---|-----------------|
| Water System Customer Service Call - BG - CR - Water District 4 | 6/23/2020 3:30:00 PM | 6/23/2020 3:30:00 PM | CS - Request for New Service Investigation | [REDACTED] has been purchased and the customer is going to build a house. Please confirm that 1) Bluegrass Water services this address and 2) that the water main runs to this property and no extension or road bore is needed. Also, determine what other houses are on this street. This customer tells us someone lives at [REDACTED], but we do not list that property in the database. The only address on that road that we [REDACTED] | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 6/29/2020 8:45:00 AM | 6/29/2020 8:45:00 AM | CS - Corrective Work Order | [REDACTED] called to report that he has no water to his home. Stated that others in the area are also without. His number is [REDACTED] [REDACTED] [REDACTED] [REDACTED] NO WATER [REDACTED] [REDACTED] [REDACTED] [REDACTED] IRRATE CUSTOMER: STATED THIS IS THE 3RD TIME WAKING UP TO HAVING NO WATER [REDACTED] | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 7/20/2020 4:30:00 PM | 7/20/2020 4:30:00 PM | CS - Request for New Service Investigation | Center Ridge-4 Premise [REDACTED] please gather meter information. Does this address share a meter with [REDACTED] If no, please see [REDACTED] and add meter in fo for [REDACTED] | Complete |
| Water System Customer Service Call - BG - CR - Water District 4 | 7/20/2020 4:45:00 PM | 7/20/2020 4:45:00 PM | CS - Request for New Service Investigation | [REDACTED] - Please gather meter information. Does this address share a meter with [REDACTED] ? if no, please see [REDACTED] and add meter info for [REDACTED] | Complete |
| Water System Customer Service Call - BG - CR - Water District 4 | 8/7/2020 11:00:00 AM | 8/7/2020 11:00:00 AM | CS - Corrective Work Order | [REDACTED] called to report that she has no water. She checked house valve and the neighbors property and there is no water. [REDACTED] | Closed |

Center Ridge 4

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus |
|--|--------------------------|--------------------------|--|--|-----------------|
| Water System Customer Service Call - BG - CR - Water District 4 | 8/20/2020 11:00:00 AM | 8/20/2020 11:00:00 AM | CS-Water Account Reads/On/Off/Re reads | Center Ridge-4 Premise [REDACTED] Please confirm water is on 8/20 | Complete |
| Water System Customer Service Call - BG - CR - Water District 4 | 8/27/2020 12:30:00 PM | 8/27/2020 12:30:00 PM | CS - Request for New Service Investigation | [REDACTED] would like a water tap. Please determine 1) if this is a straight forward tap or if more work is needed. 2) cost of the "shut off valve" that will be installed (instead of a meter) *Do not do the tap until you receive a WO requesting it as we need to collect the fees and application prior to doing the work. *If you have any trouble locating the lot, you can [REDACTED] [REDACTED] for help locating it. | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 9/10/2020 4:45:00 PM | 9/10/2020 4:45:00 PM | CS-New Service Water/Sewer - New Meter | [REDACTED] needs a water tap. This will require a trench across the gravel road. *Please add a note to the WO stating the date the work is scheduled to be completed. | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 9/22/2020 1:30:00 PM | 9/22/2020 1:30:00 PM | CS - Request for New Service Investigation | [REDACTED] is requesting to tie into our system for water. Can you please confirm if this is possible? He stated we service surrounding streets and he believe we have water pipes that run through his street. Thank You! | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 10/12/2020 3:45:00 PM | 10/12/2020 3:45:00 PM | CS - Request for New Service Investigation | Can you please confirm [REDACTED] [REDACTED] is part of our service area? Thank You! | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 10/27/2020 1:15:00 PM | 10/27/2020 1:15:00 PM | CS - Request for New Service Investigation | Please verify that [REDACTED] [REDACTED] Customer noted the following on her start service form: "I need the water access established, but not actually physically turned on or supplied to house as my plumber wanted to run a pressure check on the lines to make sure we weren't missing something that could cause damage. He will actually turn the water supply switch to the house on, but I believe it needs a meter installed and a piece of pipe to connect to the house." Thank you! [REDACTED] called today stating the following: When she spoke with the contractor, he showed her a water connection valve and where there is missing a piece of pipe as the previous home owner tore it out. | Closed |

Center Ridge 4

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus |
|---|---------------------------|------------------------------|--|--|-----------------|
| Water System Customer Service Call - BG - CR - Water District 4 | 11/9/2020 8:00:00 AM | 11/9/2020 8:00:00 AM | CS-Water Account Reads/On/Off/Re reads | ██████████ ██████████ Please confirm water is on and get a meter reading at this address on 11/9 | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 11/9/2020 12:45:00 PM | 11/9/2020 12:45:00 PM | CS - Request for New Service Investigation | Please verify that ██████████ ██████ part of our service area. Thanks! | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 11/12/2020 1:15:00 PM | 11/12/2020 1:15:00 PM | CS-New Service Water/Sewer - New Meter | ██████████ - establish water service by installing a meter in the existing meter pit. MAKE SURE WATER IS LEFT OFF... Unless neighbor checks the house and says to leave it on. | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 11/24/2020 3:00:00 PM | 11/24/2020 3:00:00 PM | CS - Request for New Service Investigation | ██████, ████████ would like to know if he can tap in to our water ██████████ ██████████ lots are on ██████████, which is off of ██████████ ██████ an you please verify if they are in our service area and can be tapped in? I have attached a copy of a map he sent in | Closed |
| Water Treatment Plant - BG - Center Ridge - Water District 4 - WTP | 12/23/2020 3:30:00 PM | 12/23/2020 3:30:00 PM | CS-New Service Water/Sewer - New Meter | ██████████ water tap needed with shut off valve - | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 12/29/2020 12:15:00 PM | 12/29/2020 12:15:00 PM | CS - Corrective Work Order | ██████████ just lost all water in home. Was fine earlier today and then at approx 1130am went out. Checked main and checked for leaks. Main on and no leaks. ██████████ | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 2/3/2021 9:30:00 AM | 2/3/2021 9:30:00 AM | CS - Request for New Service Investigation | ██████████ Is this address in our service area? If yes, what work is required to connect? | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 2/3/2021 9:30:00 AM | 2/3/2021 9:30:00 AM | CS - Request for New Service Investigation | ██████████ There is no driveway or address yet, says it is ██████████ - don't have much info other than it might be ██████████. IF you can find this, is it in our service area? What is required to make a connection? | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 2/5/2021 11:30:00 AM | 2/5/2021 11:30:00 AM | CS - Request for New Service Investigation | Please verify ██████████ ██████████ Thanks! | Closed |

Center Ridge 4

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderStatus |
|---|--------------------------|--------------------------|--|---|-----------------|
| Water System Customer Service Call - BG - CR - Water District 4 | 2/10/2021 10:30:00 AM | 2/10/2021 10:30:00 AM | CS - Request for New Service Investigation | (This is a follow up to [REDACTED] that noted you needed more info to find this location) **Need to determine if water is available to [REDACTED]. Then take the first [REDACTED]. There will be a [REDACTED] stake just across [REDACTED]. It is visible from the road [REDACTED] (She can see the horses from her lot.) | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 2/26/2021 12:45:00 PM | 2/26/2021 12:45:00 PM | CS - Request for New Service Investigation | Can you please confirm we service [REDACTED] [REDACTED] Thank You! | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 3/1/2021 10:45:00 AM | 3/1/2021 10:45:00 AM | CS - Request for New Service Investigation | [REDACTED] Customer has marked a [REDACTED] She would like the water service to come in near there if possible. ** [REDACTED] determined we service this and that we would need to dig across the gravel road to make the connection. **Please provide the additional cost the customer will need to pay for digging across the road. This cost will be in addition to the standard connection fee. | Closed |
| Water Treatment Plant - BG - Center Ridge - Water District 4 - WTP | 3/2/2021 3:30:00 PM | 3/2/2021 3:30:00 PM | CS-Water Account Reads/On/Off/Re reads | [REDACTED] turn on water | Closed |
| Water System Customer Service Call - BG - CR - Water District 4 | 5/28/2021 5:00:00 PM | 5/28/2021 5:00:00 PM | CS - Request for New Service Investigation | Please confirm if we service [REDACTED] [REDACTED] Lot is near [REDACTED]. Owner is looking into setting up water with us. | Complete |

Work Orders - Joanne Estates - Timberland

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrderPriority | WorkOrderStatus |
|---|-----------|---------|----------------------------|---|-------------------|-----------------|
| Lift Station - BG - Timberland | | | Corrective Work Order | Replaced main Pump, Installed #2 Backup. Cleaned Liftstation to floor | Minor | Complete |
| Wastewater Treatment Plant - BG - Timberland - WWTP | | | Sewer Jetting | Line Cleaning. Inlet MH stopped up with grease stopping up collection system. Unstopped and cleaned grease in Lift Station. | Minor | Complete |
| Lift Station - BG - Timberland | | | Corrective Work Order | #1 Pump stopped up, pull and clear pump. Full of rags. | Minor | Complete |
| Lift Station - BG - Timberland | | | Corrective Work Order | Pump stopped up, not pumping/tripped. | Minor | Complete |
| Lift Station - BG - Timberland | | | Corrective Work Order | Pump stopped/tripped. Pull and clear. | Minor | Complete |
| Lift Station - BG - Timberland | | | Corrective Work Order | Lift station pumps not working. | Major | Complete |
| Lift Station - BG - Timberland | | | Corrective Work Order | Called by home owner, sewage coming from manhole. Lift station pump not working. | Major | Complete |
| Lift Station - BG - Timberland | | | Corrective Work Order | Replace bad pump with replacement grinder Pump. | Minor | Complete |
| Lift Station - BG - Timberland | | | CS - Corrective Work Order | High wetwell mission alarm, 2hp pump blew coupling. Repaired | Minor | Complete |

Work Orders - River Bluff

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrder Status |
|--|----------------------|----------------------|----------------------------|---|------------------|
| Wastewater System Customer Service Call - BG - River Bluff | 5/4/2020 1:45:00 PM | 5/4/2020 1:45:00 PM | CS - Corrective Work Order | <p>██████████ Customer is putting in a pool and upon final grading, discovered they are installing on top of the sewer line. We need to determine if this is acceptable and what next steps are needed. Please review site.</p> | Complete |
| Wastewater System Customer Service Call - BG - River Bluff | 5/23/2020 6:00:00 PM | 5/23/2020 6:00:00 PM | CS - Corrective Work Order | <p>██████████</p> <p>██████████</p> <p>POWER OUTAGE, IN HIS HOUSE, ACROSS FROM THE LIFT STATION, THERE WAS THUNDER STORM.</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>SEWER LID HAS RED EMERGENCY LIGHTS FLASHING ON IT. STATION EFFECTED DUE TO POWER OUTAGE FROM STORM</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</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>██████████</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. PLEASE CALL</p> <p>██████████</p> | Complete |
| Wastewater System Customer Service Call - BG - River Bluff | 5/27/2020 3:00:00 PM | 5/27/2020 3:00:00 PM | CS - Corrective Work Order | <p>██████████ 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</p> | Closed |

River Bluff

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrder Status |
|--|-----------------------|------------------------|----------------------------|---|------------------|
| Wastewater System Customer Service Call - BG - River Bluff | 8/18/2020 12:45:00 PM | 8/18/2020 12:45:00 PM | CS - Corrective Work Order | ██████████ Kentucky 811 and was told that they don't work with Bluegrass. He needs utilities marked for the following. I am including the 811 ticket number as well. ██████████ ██████████ Locate Rear of Properties. | Closed |
| Wastewater Treatment Plant - BG - River Bluff - WWTP | 10/19/2020 9:45:00 AM | 10/19/2020 09:45:00 AM | CS - Corrective Work Order | Turned the blowers and the liftstation pumps back on after power failure | Complete |
| Parcel - KY-RB-P-236 | 11/20/2020 1:30:00 PM | 11/20/2020 01:30:00 PM | CS - Corrective Work Order | ██████████ called in to report raw sewage leaking into his from yard from what he believes is a break in the sewer pipe. He said ██████████ circled where the break is in the front yard. ██████████ ***Update*** Repair has been completed but waiting for contractors invoice to close the work order. | Closed |
| Parcel - KY-RB-P-78 | 2/16/2021 11:00:00 AM | 2/16/2021 11:00:00 AM | CS - Corrective Work Order | ██████████ called to report she had a major backup in her home in October 2019 and she believes we never came out and fixed the blockage in our lines that caused it. She is not having current backup but 2 plumbers in 2019 told her the blockage was on our side. She states she would like to be notified when we come out to fix the issue. Let her know this could be requested but not guaranteed. ██████████ ██████████ ***Update*** 02/25/2021 The line has been camera and troubled area was found. A clean out is being installed. ****Update 03/18/2021 clean out will be put in next week | Closed |
| Parcel - KY-RB-P-17 | 3/4/2021 2:15:00 PM | 3/4/2021 2:15:00 PM | CS - Corrective Work Order | Can you please confirm ██████████ ██████████ neighborhood is able to tie in to our sewer? Thank You! ***** Update: 03/18/2021 spoke with owner and he isnt on system and doesnt want to be. He just wants to know where the line runs for reference | Closed |
| Parcel - KY-RB-P-207 | 4/8/2021 9:00:00 AM | 4/8/2021 9:00:00 AM | CS - Corrective Work Order | ██████████) called to report that sewer is backing up into his house. It has backed up into the tub and is under his furnace. He also mentioned there were techs at the pump station by his house just yesterday. ██████████ | Closed |
| Parcel - KY-RB-P-99 | 4/12/2021 4:00:00 PM | 4/12/2021 4:00:00 PM | CS - Corrective Work Order | ██████████ called reporting very strong sewer smell coming from the treatment plant located behind/near his home. He states this is the first day he has noticed it but believes something is wrong and would like it looked into ██████████ ██████████ | Closed |

River Bluff

| AssetDescription | StartDate | DateDue | WorkFlowTitle | WorkOrderDescription | WorkOrder Status |
|----------------------|----------------------|----------------------|----------------------------|---|------------------|
| Parcel - KY-RB-P-207 | 5/25/2021 2:30:00 PM | 5/25/2021 2:30:00 PM | CS - Corrective Work Order | [REDACTED] called to report there is a pump station at the front of his [REDACTED] and the alarm and light are going off. | Closed |