



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

July 20, 2020

Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Re: First month utility performance of Bluegrass Water UOC (Center Ridge water)

Dear PSC staff,

In the month following the completion of the closing on the Center Ridge system on May 29, 2020, 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 service reliability and customer service provided to each service area now served by our company.

During the first month, Bluegrass Water had 4 service interruptions, but received no other customer complaints regarding customer service to Center Ridge:

These 4 service interruptions were the result of water main leaks found in Districts 2 and 4. In each case, boil advisory notices were distributed to affected customers and each customer was notified when the boil advisories were lifted. Please see example attachments of advisory notices and lift notices.

Bluegrass Water's customer service group received 109 calls in the last month. The average wait time for a caller was 50 seconds and the average time to handle a call was 4 minutes and 47 seconds. Only 5 of the 109 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,
/s/ Mike Duncan
Mike Duncan
Assistant Vice President

Attachments: Center Ridge Testing Results, Center Ridge Work Orders, Boil Advisory Notice Example, Boil Advisory Lift Example

AssetDescription	StartDate	Work Flow Title	Work Order Description	Work Order Priority	Work Order Status	Work Order Type	Date Created
Water System Customer Service Call - BG - CR - Water District 4	6/23/2020 3:30:00 PM	CS - Request for New Service Investigation	Lot #120 on Wooded Acres Lane in Center Ridge 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 190 Wooded Acres Ln, but we do not list that property in the database. The only address on that road that we list is 221 wooded acres.	Major	Open	PM	6/23/2020 3:23:59 PM
Water System Customer Service Call - BG - CR - Water District 4	6/29/2020 8:45:00 AM	CS - Corrective Work Order	<p>██████s of 220 Hollytree Dr (Bluegrass/Center Ridge 4) called to report that he has no water to his home. Stated that others in the area are also without. His number ██████</p> <p>████████████████████</p> <p>████████████████████</p> <p>462 HOLLY TREE DRIVE NO WATER ████████████████████</p> <p>████████████████████</p> <p>56 WATERLILY LANE (42071) IRRATE CUSTOMER: STATED THIS IS THE 3RD TIME WAKING UP TO HAVING NO WATER. (████████████████████)</p>	Emergency	Open	PM	6/29/2020 8:44
Well Head - BG - CR - Water District 4	6/29/2020 12:25:00 PM	Corrective Work Order	Well number 4 is down. Several homes without water.	Emergency	Open	Repair	6/29/2020 12:23:54 PM

AssetDescription	StartDate	Work Flow Title	Work Order Description	Work Order Priority	Work Order Status	Work Order Type	Date Created
Water System Customer Service Call - BG - CR - Water District 1	6/30/2020 2:00:00 PM	CS - Corrective Work Order	██████████ of 157 Daybreak Lane (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 intersection of Hwy 732 and Daybreak Ln. His phone is ██████████	Minor	Open	PM	6/30/2020 1:57:31 PM
Water System Customer Service Call - BG - CR - Water District 1	7/1/2020 9:30:00 AM	CS-Water Account Reads/On/Off /Rereads	Center Ridge-1 Premise # : 242 Whisper Dr. Please confirm water is on and get a meter reading at this address by 7/2	Minor	Open	PM	7/1/2020 9:25:43 AM
Water Treatment Plant - BG - Center Ridge - Water District 3 - WTP	6/18/2020 2:45:00 PM	CS-Water Account Reads/On/Off /Rereads	Center Ridge-3 Premise # : 847 Ridge Rd. Please confirm water is on and get a meter reading at this address by 6/19	Minor	Open	PM	6/18/2020 2:45:43 PM
Water Treatment Plant - BG - Center Ridge - Water District 3 - WTP	6/18/2020 3:00:00 PM	CS-Water Account Reads/On/Off /Rereads	Center Ridge-3 Premise # : 258 Waterway Trl. Please confirm water is on and get a meter reading at this address by 6/19	Minor	Open	PM	6/18/2020 2:50:21 PM
Water System Customer Service Call - BG - CR - Water District 3	6/25/2020 11:15:00 AM	CS - Corrective Work Order	██████████ works with McKenzie Tree Service, he ran over a main and water is leaking near 331 Marguerite Blvd (Center Ridge 3/Bluegrass).	Emergency	Open	PM	6/25/2020 11:16:12 AM
Water System Customer Service Call - BG - CR - Water District 3	6/25/2020 1:00:00 PM	CS - Corrective Work Order	██████████ of 845 Waterway Trl (Center Ridge 3/Bluegrass) 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. ██████████ number is ██████████	Critical	Open	PM	6/25/2020 1:13:02 PM

AssetDescription	StartDate	Work Flow Title	Work Order Description	Work Order Priority	Work Order Status	Work Order Type	Date Created
Water System Customer Service Call - BG - CR - Water District 2	6/16/2020 3:30:00 PM	CS - Corrective Work Order	██████████ 376 Fawnwood Dr (center ridge/ district 2) 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.	Emergency	Open	PM	6/16/2020 3:40:05 PM
Water System Customer Service Call - BG - CR - Water District 2	7/17/2020 11:30:00 AM	CS-Water Account Reads/On/Off /Rereads	Center Ridge-2 Premise # : 619 Lakeshore Dr. Please confirm water is on and get a meter reading at this address on 7/17	Minor	Open	PM	6/26/2020 11:25:51 AM
Water System Customer Service Call - BG - CR - Water District 2	7/1/2020 12:15:00 PM	CS-Water Account Reads/On/Off /Rereads	Center Ridge-2 Premise # : 43 Barnicle. Please confirm water is on and get a meter reading at this address on 7/1	Minor	Open	PM	6/26/2020 12:06:31 PM
Water System Customer Service Call - BG - CR - Water District 2	7/2/2020 9:15:00 AM	CS-Water Account Reads/On/Off /Rereads	372 Windsong Circle - Murray , KY 42071 Please turn on water TODAY. Please get a meter reading.	Minor	Open	PM	7/2/2020 9:09:25 AM

PRECAUTIONARY

BOIL WATER ADVISORY IN EFFECT

for CENTER RIDGE District 4

Today, June 29, 2020, due to an emergency replacement of a well motor, Center Ridge District 4 (near Aurora, KY) will be on a boil water advisory. Streets affected are: Cedarhaven, Creekview, Deercrest, Greywolf, Hollyhock, Hollytree, Kinglett, Landmark, Onyx, Stargrass, Water Lilly, Waterleaf, Windsong and Wooded Acre.

The boil water advisory takes effect on Monday, June 29, 2020 at 12:00 pm and will remain in effect until water sample results indicate that no contamination is present.

We hope to have this resolved soon and we will make every effort to keep you informed. We are posting signs in the subdivision, updating our website and putting door hangers on doors of affected consumers. We will make every effort to keep you updated on the boil advisory and will be posting notices on our website and facebook page at regular intervals. Please visit our website at: <https://www.bluegrasswateruoc.com> and pull down the tab in the middle of the page for 'Current Advisories' or visit us on Face Book at: <https://www.facebook.com/BluegrassWaterUOC/>.

Please notify your neighbors and anyone who may be at risk. Customers with infants, elderly, or immunocompromised individuals in the household should seek advice about drinking water from their health care providers.

To receive future boil advisory notifications, please send your email address along with your service address to: support@bluegrasswateruoc.com

When water pressure is low, conditions exist which could allow contamination to enter the distribution system or household plumbing. When large areas of a system are involved the probability that contamination has occurred is high.

GENERAL BOIL WATER INFORMATION

Anyone served by the affected public water system should observe the following precautions:

- Boil water vigorously for three minutes (rolling boil) prior to use for cooking or drinking.
- Disinfect food contact surfaces (dishes) by immersing them for at least one minute in clean tap water that contains one teaspoon of unscented household bleach per gallon of water.
- Dispose of ice cubes and remake with water that has been boiled
- Continue boiling all water that is to be used for cooking or drinking until the cause of the contamination has been found and corrected.
- Water used for bathing does not need to be boiled.
- LET WATER COOL SUFFICIENTLY BEFORE DRINKING (approximately 110 degrees F)

Bluegrass Utility Operating Company

**LIFT OF
PRECAUTIONARY
BOIL WATER ADVISORY
for CENTER RIDGE District 4**

The following areas are no longer under a Boil Water Advisory: Center Ridge District 4
Streets affected are: Cedarhaven, Creekview, Deercrest, Greywolf, Hollyhock, Hollytree, Kinglett,
Landmark, Onyx, Stargrass, Water Lilly, Waterleaf, Windsong and Wooded Acre.

The boil water advisory took effect on Monday, June 29, 2020 at 12:00 pm .Water sample results indicate that no contamination is present, and the advisory is lifted as of 4:30 pm today, July 1, 2020.

Please visit our website at: <https://www.bluegrasswateruoc.com> and pull down the tab in the middle of the page for 'Current Advisories' or visit us on Face Book at: <https://www.facebook.com/BluegrassWaterUOC/>.

Please notify your neighbors and anyone who was affected that the advisory is lifted.

To receive future boil advisory notifications, please send your email address along with your service address to: support@bluegrasswateruoc.com

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