



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

January 5, 2022

Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Re: 1 Year Utility Performance of Bluegrass Water UOC
PSC Case No. 2020-00028, 6/21/20 Order, ordering ¶ 7

Dear PSC staff,

In the year following the 11/19/20 completion of the closing on Arcadia Pines, Carriage Park, Marshall Ridge, and Randview 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, and generally worked to increase sewerage service reliability and customer service provided to each service area now served by our company.

Bluegrass Water has continued making improvements to the Arcadia Pines, Carriage Park, Marshall Ridge, and Randview systems. We have completed the overhaul of one lift station at the Randview system and are in final negotiations with the property owner at the drainage field prior to final repairs. At Arcadia Pines, berm repairs have continued, and while the original leak has been repaired, several smaller leaks have since been identified and repairs are ongoing. At Carriage Park, the new all weather facility access has been constructed (linked to entrance of Timberland). General repairs are nearing completion at Marshall Ridge. There were no DOW violations or citations for these service areas in the preceding month.

During the first year, Bluegrass Water received 0 customer complaints regarding customer service at Arcadia Pines, Carriage Park, Marshall Ridge, or Randview. Please see the attached information about the customer service work orders created from 11/2020 until 11/2021.

Bluegrass Water's customer service group received 3,079 calls overall for all the systems served by Bluegrass Water which, as of November 2020, included Arcadia Pines, Carriage Park, Marshall Ridge, and Randview. The average wait time for a caller was 2 minutes and 47 seconds and the average time to handle a call was 7 minutes and 05 seconds. Only 356 of the 3,079 calls abandoned their call during the wait period.

Bluegrass Water is pleased to serve its customers with excellent customer service and is working to improve system operations over the coming months via on-going investments and



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professionalized operations with a plan to bring all the systems into full compliance. Please do not hesitate to contact Bluegrass Water with any questions regarding this report.

Sincerely,

/s/ Aaron Silas

Aaron Silas
Regulatory Case Manager

Attachments: 00028 Work Order Info

AssetDescription	WorkflowTitle	WorkOrderDescription	WorkOrderPriority	WorkOrderStatus	WorkOrderType	DateCreated
Wastewater System Customer Service Call - BG - Randview	CS - Corrective Work Order	Call out for sewage backing up. Breaker was tripping at the liftstation. Rewired and repaired junction box, and replaced faulty pump breaker.	Emergency	Complete	Repair	12/13/2020 6:08:14 PM
Wastewater System Customer Service Call - BG - Randview	CS - Corrective Work Order	Randview - Lot 92, Greenhill Ct - 1) determine if this house has been connected to the sewer 2) determine if the house is still under construction, for sale or occupied. Lot 92 appeared to be an empty lot	Major	Closed	PM	2/24/2021 6:01:20 PM
Wastewater System Customer Service Call - BG - Randview	CS - Corrective Work Order	Randview - new construction on Mitchell (sorry I don't have a more specific location) - 1) determine if this house has been connected to the sewer 2) determine if the house is still under construction, for sale or occupied. Under construction	Major	Closed	PM	2/24/2021 6:06:57 PM
Wastewater System Customer Service Call - BG - Randview	CS - Corrective Work Order	Mr. [REDACTED] at [REDACTED], Mayfield, KY 42066 (Randview) is reporting that the pump station located below his home on Mitchell Drive has some issues. The last rain, the previous Thursday, washed away a lot of the gravel around it and now there are alarms and lights going off. Contact #: [REDACTED] [REDACTED] Replacing gravel in and around lift station/road	Emergency	Closed	PM	7/21/2021 9:38:48 AM
Wastewater Treatment Plant - BG - Randview	Corrective Work Order	leak repair of the berm	Minor	Complete	Repair	8/19/2021 3:42:15 PM
Wastewater System Customer Service Call - BG - Randview	CS - Corrective Work Order	Mr. [REDACTED] at [REDACTED], KY 42066 (Randview) sent letter confirming he received permission from the Graves County Health Dept. to install a traditional septic drainage system. It was installed 9-1-21 and he will no longer have hook up to the Randview septic system. Please confirm that septic is installed and that the address has been disconnected from our sewer system. Confirmed	Critical	Closed	PM	9/27/2021 5:22:24 PM

AssetDescription	WorkflowTitle	WorkOrderDescription	WorkOrderPriority	WorkOrderStatus	WorkOrderType	DateCreated
Wastewater System Customer Service Call - BG - Marshall Ridge	CS - Corrective Work Order	Mr. [REDACTED] at [REDACTED], West Paducah, KY 42086 (Marshall Ridge) called to report that sewage is coming out of the ground in his back yard. He said there is a sewage pond behind his home, so he is thinking a line that runs to it is broken. Contact #: [REDACTED] Was not sewage, it was gutters hooked up from house and buried draning into the yard	Emergency	Closed	PM	6/22/2021 10:24:19 AM