



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

June 2, 2021

Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Re: Six-month utility performance of Bluegrass Water UOC
PSC Case No. 2020-00028, 6/21/20 Order, ordering ¶ 5

Dear PSC staff,

In the six months 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 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 has begun making improvements to the Arcadia Pines, Carriage Park, Marshall Ridge, and Randview systems. Immediate repairs have been made to eliminate illegal discharge of wastewater from these facilities, and further repair to lagoon berms and drainage fields is ongoing. Fencing repairs are being made to prevent further damage to berms by wildlife. Where applicable, lift station overhauls are beginning to restore proper function to conveyance systems. Collection system repairs are also beginning to eliminate inflow and infiltration flows to the facility, which can overload the lagoons, compromise treatment, and cause illegal discharges. These systems are non-discharging and do not have any monitoring or testing limits imposed on their facilities. There is no discharge or report of discharge quality.

During the first six months, Bluegrass Water had 0 service interruptions and received 0 customer complaints regarding customer service at Arcadia Pines, Carriage Park, Marshall Ridge, or Randview. Please see the attached information about the nine customer service work orders created from 11/2020 until 5/2021.

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 Arcadia Pines, Carriage Park, Marshall Ridge, and Randview. 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 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. Please do not hesitate to contact Bluegrass Water with any questions regarding this report.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mike Duncan', is written over a horizontal line.

Mike Duncan
Vice President

Attachments: 00028 Work Order Info

AssetDescription	StartDate	DateDue	WorkFlowTitle	WorkOrderDescription	WorkOrder
Parcel - KY-AP-P-13 (Arcadia Pines)	4/1/2021 12:45:00 PM	4/1/2021 12:45:00 PM	CS - Request for New Service Investigation	Can you please confirm we service [redacted] Paducah KY 42086? Thank You!	Closed
Wastewater System Customer Service Call - BG - Marshall Ridge	1/29/2021 8:45:00 AM	1/29/2021 8:45:00 AM	CS - Request for New Service Investigation	[redacted] - Paducah, KY 42003 Please confirm if we service this address	Closed
Wastewater System Customer Service Call - BG - Marshall Ridge	5/6/2021 11:30:00 AM	5/6/2021 11:30:00 AM	CS - Request for New Service Investigation	[redacted] - Paducah Ky 42003 Please confirm if we service this address	Closed
Wastewater System Customer Service Call - BG - Randview			CS - Corrective Work Order	Call out for sewage backing up. Breaker was tripping at the liftstation.	Complete
Wastewater System Customer Service Call - BG - Randview	2/27/2021 6:00:00 PM	2/27/2021 6:00:00 PM	CS - Corrective Work Order	Randview - Lot [redacted], [redacted] - 1) determine if this house has been connected to the sewer 2) determine if the house is still under construction, for sale or occupied.	Closed
Wastewater System Customer Service Call - BG - Randview	2/26/2021 6:15:00 PM	2/26/2021 6:15:00 PM	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.	Closed
Parcel - KY-CP-P-44 (Carriage Park)	1/13/2021 9:45:00 AM	1/13/2021 9:45:00 AM	CS - Request for New Service Investigation	We list [redacted] in our system. Customer says that they actually own an empty lot with no sewer or water and that the address should be [redacted]. Please verify that the address is actually [redacted]. Please verify that it is an empty lot with no sewer or water. Thanks!	Closed
Wastewater System Customer Service Call - BG - Carriage Park	3/5/2021 10:15:00 AM	3/5/2021 10:15:00 AM	CS - Request for New Service Investigation	Please verify that [redacted] and [redacted] West Paducah, KY 42086 are part of Bluegrass Water Utility's service area (Carriage Park). Could you also verify if the spelling of the street is [redacted] or [redacted]? Thank you!	Closed

AssetDescriptio	StartDate	DateDue	WorkFlowTitle	WorkOrderDescription	WorkOrder
Parcel - KY-CP-P-29 (Carriage Park)	3/10/2021 1:15:00 PM	3/10/2021 1:15:00 PM	CS - Request for New Service Investigation	Can you please confirm [REDACTED], West Paducah, KY 42086 in Carriage Park Subdivision is park of our service area? customer already has service, but we need to confirm they are connected to our water system as we didn't receive their address in the info when we purchased the system. Thank You!	Closed