



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

January 8, 2021

Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

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

Dear PSC staff,

In the month 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 work to bring these systems into good repair. We are in the process of making repairs to fencing around the facilities, repairing varmint damage and other wear on the berms around the lagoons, and evaluating the collection systems for repairs. 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 month, 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 a 12/10/20 Work Order, the only Work Order issued for these systems during the first month after the closing.

Bluegrass Water's customer service group received 120 calls in the month of November 2020, for all the systems served by Bluegrass Water which, as of November 19, 2020, included Arcadia Pines, Carriage Park, Marshall Ridge, and Randview. The average wait time for a caller was 1 minute and 35 seconds and the average time to handle a call was 4 minutes and 52 seconds. Only 8 of the 120 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. Please do not hesitate to contact Bluegrass Water with any questions regarding this report.

Sincerely,

Mike Duncan
Director, Business Operations

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.	Emergency	Complete	Repair	12/13/2020 6:08:14 PM