

JANUARY

Welcome to Bluegrass Water Utility Operating Company!

At Bluegrass Water, we are committed to bringing you safe, reliable wastewater services today, and every day, 365 days a year.

We are working with the Kentucky Department of Environmental Protection to improve your wastewater systems so your community can count on its water resources for generations to come.

Need Emergency Service or Have Questions About Your Bill?
Contact Customer Support. [Insert box like on other websites](#)

[Click here to fill out a form and contact us with questions about your bill call us Toll Free at 1-866-752-8982.](#)

[Start/Stop Service Buttons](#)

Bluegrass Water Utility Operating Company is regulated by the Kentucky Public Service Commission (PSC). **Here is a summary of your customer rights:**

Your Utility Bill

You will receive your sewer bill in the mail for the previous month during the first week of each month. Bills are due the last business day of each month. Late fees are assessed before the next billing cycle.

The sewer service line construction and maintenance from the property line to the building is the responsibility of the customer and is subject to inspection by Bluegrass Water.

Your bill contains information about your sewer charges. Here's a guide:

- Account Number: This number should be included in any correspondence with the utility company and added to your check or money order.
- Sewer Amount: This is the flat-rate amount charged to all customers for sewer utility services.
- Previous Balance Due: The amount of unpaid previous charges as of the date of the current bill.
- Due Date ("Total Due By" date): The account is considered delinquent and may be subject to disconnection if outstanding amount due is not paid by the due date. A late fee of \$5.00 or 3% of unpaid balance (whichever is more) is added on any unpaid delinquent balance.

If you leave your residence for an extended period of time and wish to avoid discontinuance of service, you may forward your mail or sign up for automatic payment.

Monthly Rates:

Airview Estates Subdivision: \$41.36

Brocklyn Subdivision: Multi-Family Unit: \$30.40

Single-Family Unit: \$40.00

Fox Run Estates Subdivision: \$55.85

Kingswood Development: \$38.84

Lake Columbia Estates: \$50.32

Longview Estates Subdivision: \$30.00

Homestead Subdivision: \$30.00

Great Oaks Subdivision: \$28.84

Golden Acres Subdivision: \$28.84

Persimmon Ridge: Residential: \$35.00

Commercial (for each 12,000 gal) \$35.00

Paying Your Bill

Pay by Mail

Send your payment to: P.O. Box 790379, St. Louis, MO 63179. Please include your account number on all correspondence.

Pay Online

Pay your bill online (insert link: [https:// bluegrasswateruoc.secure.munibilling.com](https://bluegrasswateruoc.secure.munibilling.com)) each month by credit card, debit card, or electronic bank payment. You may enroll in monthly autopay.

If your balance is in parentheses (\$...) that means that you have a credit balance. Do not pay this amount.

If you have questions about your bill, call us at 1-866-752-8982, Monday – Friday from 8 a.m. – 5 p.m., or leave us a message outside of business hours. You can also send us an email at support@bluegrasswateruoc.com.

Fees:

Late Fee...\$5.00 or 3% of the unpaid balance

Returned Check Charge...see specific tariff online

Credit / Debit Card Convenience Fee: 2.99% of total amount paid

E-Check Convenience Fee...\$ 0.50

Disconnect and reconnect fees vary.

Avoiding a Late Payment Charge or Discontinuance of Service

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Kentucky Public Service Commission

Bluegrass Water Utility Operating Company is regulated by the Kentucky Public Service Commission (PSC).

This information is being provided in accordance with PSC regulations. If you feel that we have not responded to your issue in a satisfactory manner, you have the right to request that the PSC review the unresolved issue.

You may contact the Kentucky Public Service Commission at: 1-800-772-4636 or P.O. Box 615, 211 Sower Blvd., Frankfort, Kentucky 40602-0615 or visit <https://psc.ky.gov>.

Filing a Complaint with the Public Service Commission

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Complaints may be made by phone at 1-800-772-4636 or [online](#).

[The Department of Environmental Protection](#) regulates operations of utilities, including Bluegrass Water.

Find Us! Maps of Bluegrass Water Systems:

[Airview](#)

[Persimmon Ridge](#)

[Brocklyn](#)

[Fox Run](#)

[Kingswood](#)

[Lake Columbia](#)

[LH Treatment Company](#)

[Marshall County](#)

Systems Tariffs (Insert them into boxes like other webpages)

Read the tariffs determined by the Kentucky Public Service Commission for each system.

Airview

Persimmon Ridge

Brocklyn

Fox Run

Kingswood

Lake Columbia

LH Treatment Company

Marshall County

We need the following added to the Bluegrass Water UOC website for it to be compliant with the PSC. In specific, we need to post:

A toll-free phone number and a website that contains:

- 1) a summary of customers' rights (**This is the Bluegrass Water UOC brochure you created for us**)
- 2) tariffs, or links to the tariffs, for each system;

- 3) contact information for emergencies during regular and after-hours to report service issues; **(same as the toll-free number)**
- 4) links to any tariffs filed in the future with the Commission; and **(none at this time)**
- 5) links to Bluegrass Water's systems maps on the Kentucky Infrastructure Authority Wastewater Mapping website.



Bluegrass Water UOC · Follow

January 1, 2020 · 🌐



#WaterWednesday: Here's the truth behind the bottle... 😬 Did you know... See Less



👍 Like

💬 Comment

➦ Share

👤 1 · 3 Views

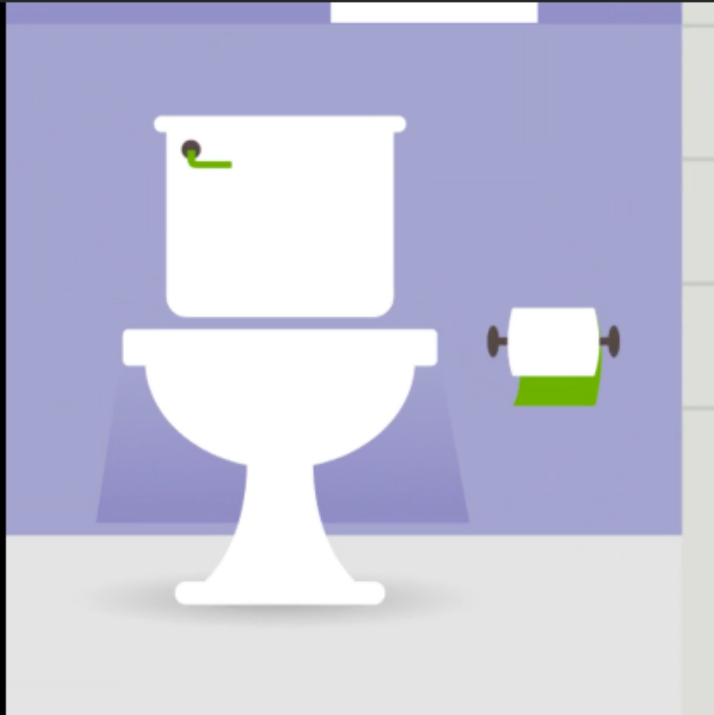


Bluegrass Water UOC · Follow
January 2, 2020 · 🌐

Caption



Straight from the industry specialists, learn how to save money on your water bill:



👍 Like

💬 Comment

➦ Share

👤 1 · 79 Views




Bluegrass Water UOC

January 3, 2020 · 🌐



It takes both work and science to make sure your water is safe to drink. If you're wondering why we have water bills, then discover why and how we make H2O clean, safe and reliable:



 About this website

CENTRALSTATESWATERRESOURCES.COM

CSWR | Why Isn't Water Free?

If you open Google and search the phrase "why isn't water," The followi...



Bluegrass Water UOC

January 6, 2020 · 🌐



We can't see the future but the experts have a prediction. Nearly everyone has access to H₂O now, but that may not always be the case. See what's creating a buzz in the world of water:



 About this website

FORTUNE.COM

The U.S. Is Going to See Water Shortages Within the 21st Century, Study Says



Bluegrass Water UOC

January 10, 2020 · 🌐



There's a silent crisis affecting all of us, and the world is unaware. Clean and safe water is hard to obtain, it's important to have upgraded systems to maintain good quality H2O and this is why:



THEGUARDIAN.COM

What's in our water? Report warns of growing 'invisible' crisis of pollution



Bluegrass Water UOC
Published by HeyOrca · January 13, 2020 · 🌐

Why is some water brown? Discover the reason H2O goes brown (for reasons besides debris): <https://bit.ly/2RDUESQ>

Edit

1

👍 Like 💬 Comment ➦ Share 🌐



Comment as Bluegr... 📷 📷 📷

Press Enter to post.



Bluegrass Water UOC · Follow

January 29, 2020 · 🌐



#WaterWednesday Here's what water can do for you: Did you know... See Less



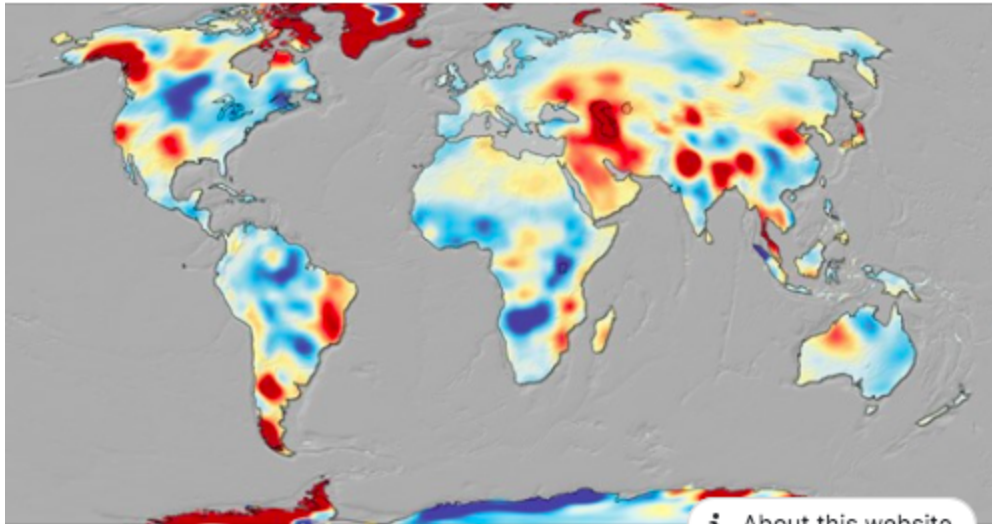


Bluegrass Water UOC

January 30, 2020 · 🌐



With various global changes occurring, the demand for H₂O across the globe is high and supply is low. Take a moment to review the shocking findings about the future of our water supply:



[About this website](#)

TREND.PEWTRUSTS.ORG

Trend Magazine | A Map of the Future of Water

Global changes are altering where and how we get fresh water, sparking...



Bluegrass Water UOC · Follow
January 31, 2020 · 🌐



Zoolander said it best:

**“WATER IS THE ESSENCE OF WETNESS.
AND WETNESS
IS THE ESSENCE OF BEAUTY.”**

- ZOOLANDER





Bluegrass Water @BluegrassUOC · Jan 1, 2020



Water Wednesday: Here's the truth behind the bottle...🤔

Did you know...





Bluegrass Water @BluegrassUOC · Jan 2, 2020



Straight from the industry specialists, learn how to lower your water bill with these tips:



Bluegrass Water @BluegrassUOC · Jan 3, 2020



Don't drown in the thought of paying for water. We break down the reason **#water** bills are a thing:

centralstateswaterresources.com/2019/10/15/why...





Bluegrass Water @BluegrassUOC · Jan 6, 2020

...

Will there be a day when there's no more water? See what the experts are saying about the future of water access: fortune.com/2019/03/04/wat...



Bluegrass Water @BluegrassUOC · Jan 10, 2020

...

Just because you can't see it doesn't mean it's not a problem.

Transforming water systems and investing in its infrastructure is necessary for clean and safe water. Read about this growing problem the world is facing: theguardian.com/global-develop...





Bluegrass Water @BluegrassUOC · Jan 13, 2020

...

Water can be wet, cool, clean, and brown...Wait, what? If you've ever wondered why water turns brown (no, not because of debris), here's your answer:

bit.ly/2rDUESQ





Bluegrass Water @BluegrassUOC · Jan 29, 2020

...

[#WaterWednesday](#) Here's what water can do for you:

Did you know...



Five glasses of water daily
decreases the risk of
colon cancer by 45%

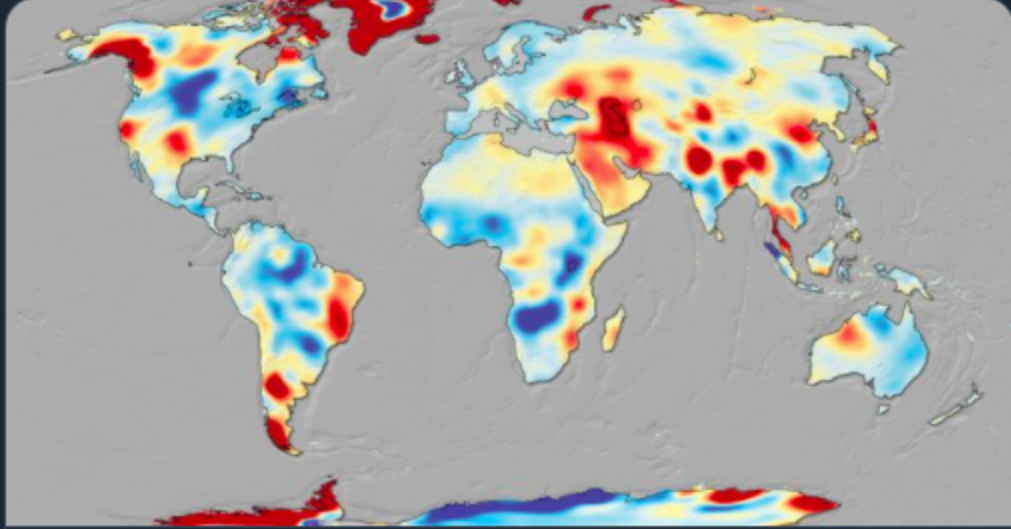
Source: www.cs.cmu.edu



Bluegrass Water @BluegrassUOC · Jan 30, 2020

...

It's hard to imagine a world without water. That may be our future. Read what researchers are saying:



A Map of the Future of Water

The availability of fresh water is rapidly changing all over the world, creating a tenuous future that requires attention from policymakers ...

[pewtrusts.org](https://www.pewtrusts.org)



FEBRUARY



Bluegrass Water UOC

February 3, 2020 · 🌐



What kind of work environment do you thrive in? People like to feel empowered on the job. The ability to make your own decisions is a great feeling. This is the reason why we believe in a self-governing work culture:



[About this website](#)

CENTRALSTATESWATERRESOURCES.COM

CSWR | The Success of a Self-Governing Culture

How employees' control over their work has helped Central States Wate...



Bluegrass Water UOC

February 17, 2020 · 🌐



Maintaining clean and reliable water requires us to know about water contamination. Here's a deep dive into what makes water polluted:



ENVIROTECH-ONLINE.COM

What Are the Different Types of Water Pollution?

The second most prevalent kind of pollution after contaminated air, wat...



Bluegrass Water UOC · Follow

February 19, 2020 · 🌐



#WaterWednesday Do you feel it in your heart? ... See More



**A human heart and brain
contains about 73% of water**

Source: usgs.gov





Bluegrass Water UOC

February 21, 2020 · 🌐



A quick meal may require boiling water in your microwave. But before you do it, there are some things you should consider beforehand for safety:



[i About this website](#)

HEALTHLINE.COM

Can You Boil Water in the Microwave, and Should You?

Microwaves are a household staple, but some people question their...



Bluegrass Water @BluegrassUOC · Feb 3, 2020



Nobody likes a micromanager boss looking over their shoulder. People like to feel in control of their own destiny in the workplace. We believe in a self-governing culture, and here's why:

centralstateswaterresources.com/2019/10/15/the...



Bluegrass Water @BluegrassUOC · Feb 4, 2020



Zoolander said it best:

[#Water](#) [#WaterIsWonderful](#)

**“WATER IS THE ESSENCE OF WETNESS.
AND WETNESS
IS THE ESSENCE OF BEAUTY.”**

- ZOOLANDER





Bluegrass Water @BluegrassUOC · Feb 17, 2020

...

Did you know that [#waterpollution](#) can be caused by too many nutrients in the water? 🤯 There are other things that can affect H2O quality too. Discover the list:

envirotech-online.com/news/water-was...



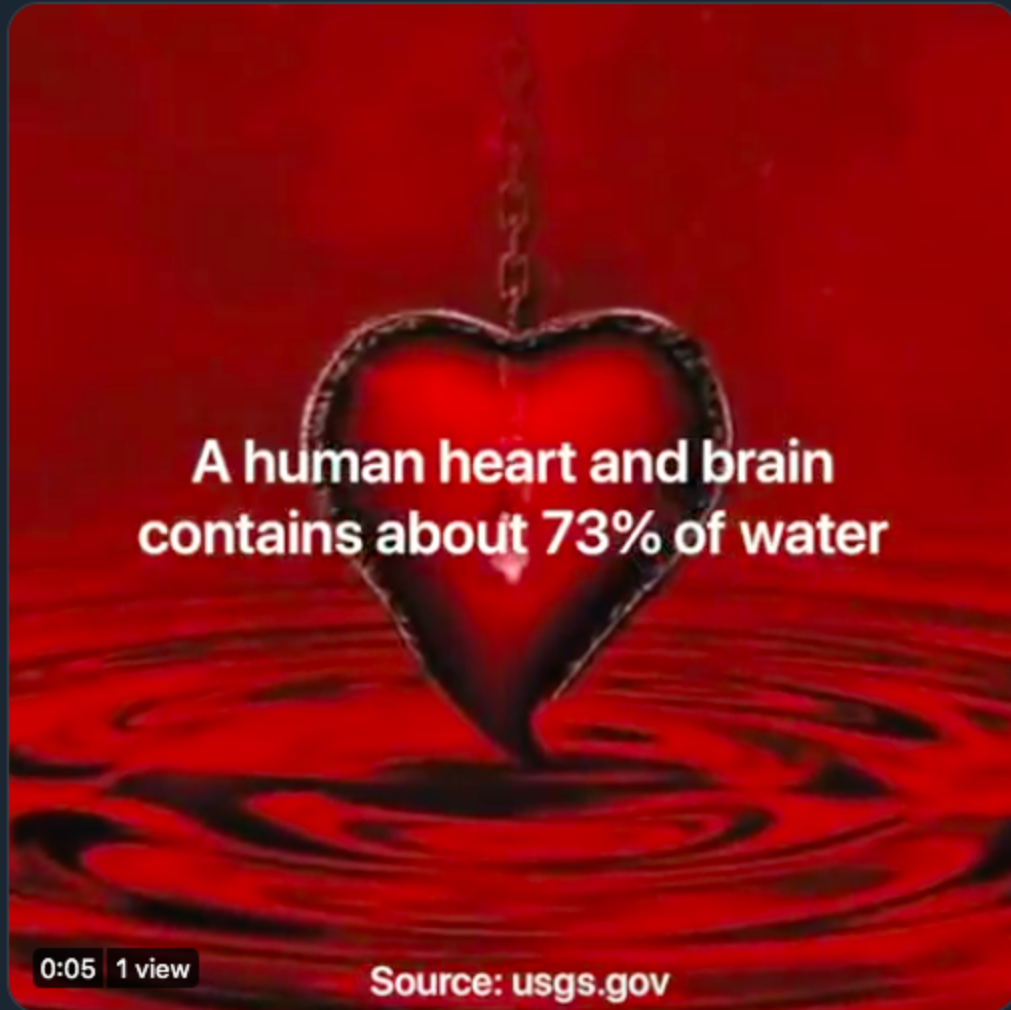


Bluegrass Water @BluegrassUOC · Feb 19, 2020

...

[#WaterWednesday](#) Do you feel it in your heart?

Did you know...



0:05 1 view

Source: usgs.gov



Bluegrass Water @BluegrassUOC · Feb 21, 2020



We know you've been heating [#water](#) in the microwave in a plastic bowl for years. But it's time to stop! [@Healthline](#) explains why it's a hazard:



Can You Boil Water in the Microwave, and Should...

Microwaves are a household staple, but some people question their safety. This article reviews ...
[healthline.com](https://www.healthline.com)



Paying Your Bill

PAY BY MAIL

Send your payment to: P.O. Box 790379, St. Louis, MO 63179. Please include your account number on all correspondence.

PAY ONLINE

Visit www.bluegrasswateruoc.com and pay monthly by credit card, debit card, or electronic bank payment. You may enroll in monthly autopay. If your balance is in parentheses (\$...) that means that you have a credit balance. **Do not pay this amount.**

If you have questions about your bill, call us at **1-866-752-8982, Monday – Friday from 8 a.m. – 5 p.m.**, or leave us a message outside of business hours. You can also send us an email at support@bluegrasswateruoc.com.

FEES

Late Fee: 10% of the unpaid balance

Returned Check Charge: See specific tariff online

Credit / Debit Flat Fee: \$2.25

E-Check Convenience Fee: \$ 0.50

Disconnect and Reconnect Fees: Vary, visit www.bluegrasswateruoc.com for specific tariff rates.

Bluegrass Water Utility Operating Company, Inc., is a subsidiary of Central States Water Resources.

Contact Us

Billing and Customer Service:

1-866-752-8982 | Monday - Friday, 8 a.m. - 5 p.m.
(You can leave us a message outside of business hours.)

Email: support@bluegrasswateruoc.com

24-Hour Emergency Line: 1-866-752-8982

Bluegrass Water Utility Operating Company
500 Northwest Plaza Dr., Suite 500
St. Ann, MO 63074

www.bluegrasswateruoc.com



BLUEGRASS WATER
Utility Operating Company

A CSWR Managed Utility

Welcome to Bluegrass Water Utility Operating Company!

At Bluegrass Water, we are committed to bringing you safe, reliable wastewater services today, and every day, 365 days a year.

We are working with the Kentucky Department of Environmental Protection to improve your wastewater systems so your community can count on its water resources for generations to come.



IN THIS GUIDE, YOU WILL FIND INFORMATION ON:

- CONTACTING US
- YOUR UTILITY BILL
- PAYING YOUR BILL
- AVOIDING LATE FEES
- DISCONTINUANCE OF SERVICE
- STARTING OR STOPPING SERVICE
- PUBLIC SERVICE COMMISSION
- DEPARTMENT OF ENVIRONMENTAL PROTECTION
- FILING A COMPLAINT



Your Utility Bill

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The sewer service line construction and maintenance from the property line to the building is the responsibility of the customer and is subject to inspection by Bluegrass Water. Your bill contains information about your sewer charges. **Here's a guide:**

www.bluegrasswateruoc.com

Please return with payment.

Bluegrass Water Utility Operating Company, LLC
 P.O. Box 790379
 St. Louis MO 63179

Account: _____
 Service: _____
 From 10/1/2019 to 10/31/2019

Present	Previous	Multiplier	Usage	UOM
0.0	0.0	0.0	0.0	

Residential Sewer - \$40.00
 Brooklyn - \$0.00
 Late Fee - \$0.00
 Prior Balance - \$0.00

Amount due by 11/29/2019 \$40.00

Use the Sec Code to sign up online!
 Customer Service & Billing:
 (866) 752-8982
 support@bluegrasswateruoc.com

Richmond, KY 40475

PLEASE PAY BY DUE DATE TO AVOID LATE FEE

ACCOUNT NUMBER: This number should be included in any correspondence with the utility company and added to your check or money order.

SEWER AMOUNT: This is the flat-rate amount charged to all customers for utility services.

PREVIOUS BALANCE DUE: The amount of unpaid previous charges as of the date of the current bill.

DUE DATE ("Total Due By" date): The account is considered delinquent and may be subject to disconnection if outstanding amount due is not paid by the due date. A late fee of 10% of unpaid balance is added on any unpaid delinquent balance.

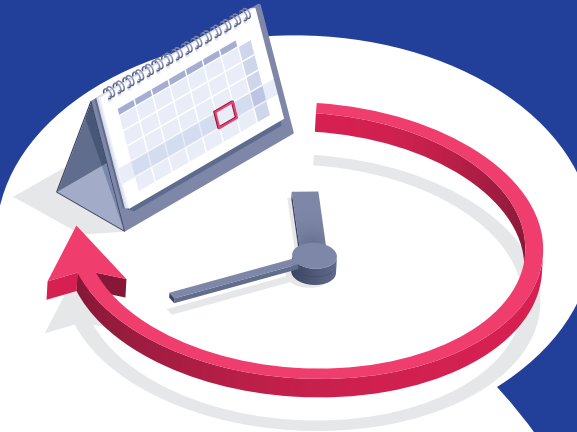
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MONTHLY RATES:

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Homestead Subdivision:	\$30.00
Great Oaks Subdivision:	\$28.84
Golden Acres Subdivision:	\$39.57
Persimmon Ridge:	Residential: \$35.00 Commercial (for each 12,000 gal) \$35.00

AVOID GETTING DISCONNECTED

— Details below —



Paying Your Bill, cont.

AVOIDING A LATE PAYMENT CHARGE OR DISCONTINUANCE OF SERVICE

Payment is considered delinquent after the due date. The due date will be the last business date of each month. A late fee will be applied if your bill is not paid by the due date.

If your account becomes delinquent, you will be in jeopardy of discontinuance of services. We will mail you a notice at least **10 days before we discontinue your service**. If you receive a notice, please take immediate action to avoid service disruption.

Restoration of service will resume after payment of your bill or settlement is made. A shut-off fee and a reconnection fee will be applied and must be paid prior to reconnection.

If you are unable to pay the entire billed amount and wish to enter into a payment agreement, please call **Customer Service at 1-866-752-8982** to inquire about your eligibility. The payment plan will consist of payment of the current month's billing plus a portion of the past due amount, due and payable on the current month's due date.

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Start & Stop Service

You can start or stop your service: www.bluegrasswateruoc.com.



KENTUCKY PUBLIC SERVICE COMMISSION

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This information is being provided in accordance with PSC regulations. If you feel that we have not responded to your issue in a satisfactory manner, you have the right to request that the PSC review the unresolved issue.

You may contact the **Kentucky Public Service Commission** at: **1-800-772-4636** or **P.O. Box 615, 211 Sower Blvd., Frankfort, Kentucky 40602-0615** or visit <https://psc.ky.gov>



KENTUCKY DEPARTMENT OF ENVIRONMENTAL PROTECTION

The Department of Environmental Protection regulates operations of utilities, including Bluegrass Water.

You may contact the Kentucky Department of Environmental Protection at: **502-564-0323** or **300 Sower Blvd, 3rd Floor, Frankfort, Kentucky 40601** or email psc.consumer.inquiry@ky.gov



FILING A COMPLAINT WITH THE PUBLIC SERVICE COMMISSION

Bluegrass Water Utility Operating Company will work to resolve every problem as we investigate your complaint.

If we cannot resolve the issue to your satisfaction, you may file a complaint with the Kentucky Public Service Commission. We will not disconnect your service if you have a billing complaint pending before the Public Service Commission as long as you pay the undisputed amount of your bill and continue to pay your regular monthly bills.

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In this guide, you will find information on:

- Paying your bill
- Your utility bill
- Contacting Bluegrass Water
- Avoiding late fees or discontinuance of service
- Starting or stopping service
- Billing procedures
- Kentucky Public Service Commission
- Complaint procedures

Contact Us

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www.bluegrasswateruoc.com

Inside

Paying Your Bill **[Image of Bill]**

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About Us

Bluegrass Water Utility Operating Company, Inc., is a subsidiary of Central States Water Resources.

MARCH



Bluegrass Water UOC

March 10, 2020 · 🌐



You've probably heard the term "wastewater" before. What is it? How do you manage it? The [Safe Drinking Water Foundation](#) spills about wastewater and its role in our communities:



SAFEWATER.ORG



Wastewater Treatment — Safe Drinking Water Foundation

There are several levels of wastewater treatment; these are primary, secondary and tertiary levels of treatment. Most municipal wastewater...

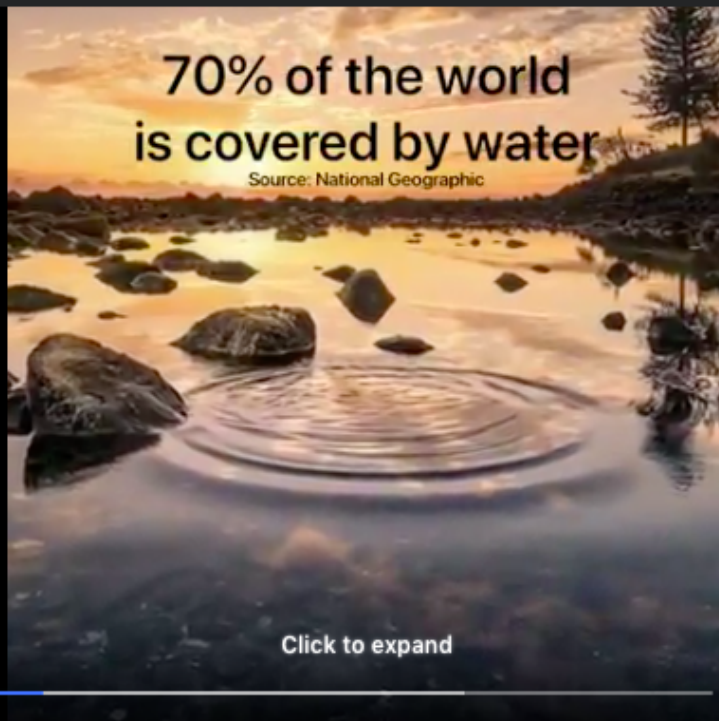


Bluegrass Water UOC · [Follow](#)

March 11, 2020 · 🌐



#WaterWednesday That's a ton of water! 🌊... See More



⏸ 0:01 / 0:10



👍 Like 💬 Comment ➦ Share

👍 1 · 2 Views



Bluegrass Water UOC

March 13, 2020 · 🌐



Not-so-great habits are hard to break. Save yourself from an accident and learn the correct way to cool off your hot pot:



FOXNEWS.COM

Why you never wash hot pans in cold water

Turn off the cold water — Hot pans need some time before they can tak...



Bluegrass Water UOC

March 16, 2020 · 🌐



You can drink it but also use it for the environment. We're talking about beer! Discover how this small community used the beverage to treat wastewater:



NPR.ORG

Beer Waste Helps Montana Town Save Money On Water Treatment



Bluegrass Water UOC

March 20, 2020 · 🌐



We've drank it, bathed in it, and cleaned with it. But water accessibility is slowly drifting away for some. Just take a peek at how H2O scarcity developed over the years:



DOWNTOEARTH.ORG.IN

Look back at the decade: Water Scarcity

In this series to highlight what was crucial in the second decade of the...



Bluegrass Water UOC

March 23, 2020 · 🌐



Washing your hand is crucial to getting rid of germs and the new coronavirus. There's a process for it. Here's how to do it right:



CDC.GOV

When and How to Wash Your Hands | Handwashing | CDC

Information about handwashing and hand hygiene



Bluegrass Water UOC

March 27, 2020 · 🌐



We've got a game you can play at home: does it sink or float? Test some of your household items in a bowl of water and let us know what sinks or floats. Here's a guide to help you:



[LEARNING-CENTER.HOMESCIENCETOOLS.COM](https://learning-center.homesciencetools.com)

Sink or Float Experiment - Sinking & Floating Objects | HST

HST's Sink or Float Experiment using household items will surprise you....



Bluegrass Water @BluegrassUOC · Mar 10, 2020

...

There's a lot of work that goes into making water safe to drink. Want to learn more about how it's done? Read on: [safewater.org/fact-sheets-1/...](https://safewater.org/fact-sheets-1/)



Wastewater Treatment — Safe Drinking Water Fo...

There are several levels of wastewater treatment; these are primary, secondary and tertiary levels o...

safewater.org



Bluegrass Water @BluegrassUOC · Mar 11, 2020

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[#WaterWednesday](https://twitter.com/BluegrassUOC) That's a ton of water! 🤯

Did you know...

[#NeedToBuyABoat](https://twitter.com/BluegrassUOC)





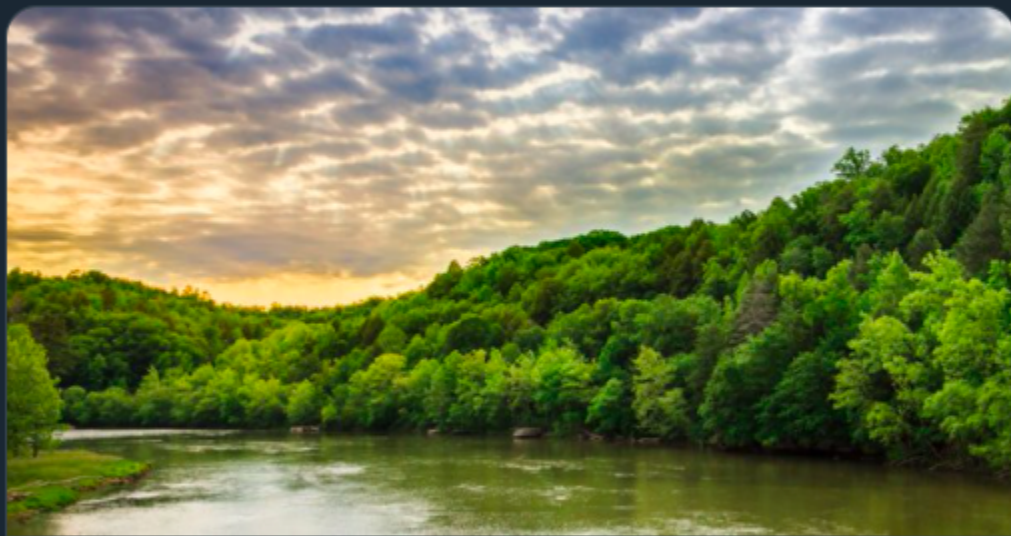
Bluegrass Water @BluegrassUOC · Mar 13, 2020

Cold water + hot pan = cool pan, right? Wrong! Learn how to properly cool off your hot pot: foxnews.com/food-drink/nev... foxnews.com/food-drink/nev...



Bluegrass Water @BluegrassUOC · Mar 13, 2020

🚨 ATTN: 🚨 We know that water is critical to human health. To support nationwide efforts to slow the spread of coronavirus, we will discontinue any service shut-off due to non-payment for at least the next 30 days. Visit: centralstateswaterresources.com/bluegrass-wate... or call 1866-752-8982 for more info



Bluegrass Water | CSWR

centralstateswaterresources.com





Bluegrass Water @BluegrassUOC · Mar 16, 2020

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Beer isn't just for drinking, it can also help make cleaner water. If you find this hard to believe, learn what this small town discovered:

[npr.org/2020/02/12/804...](https://www.npr.org/2020/02/12/804...) [npr.org/2020/02/12/804...](https://www.npr.org/2020/02/12/804...)



Bluegrass Water @BluegrassUOC · Mar 20, 2020

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Throughout the years water has changed. We're not talking about its taste, but the ability to access it. Find out when water scarcity started:

downtoearth.org.in/news/water/loo... downtoearth.org.in/news/water/loo...



Bluegrass Water @BluegrassUOC · Mar 23, 2020

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☕ Drinking water early in the AM won't save your kidneys! Get the truth about this and more [#water](#) myths you've probably heard:

[#RealFacts](#)

thehealthy.com/hydration/hydr...



Bluegrass Water @BluegrassUOC · Mar 26, 2020

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Jam to your favorite song while washing your hand with this process:

[cdc.gov/handwashing/wh...](https://www.cdc.gov/handwashing/wh...)





Bluegrass Water @BluegrassUOC · Mar 27, 2020



At home? Play a science game with us: does it sink or float? Take a few household items and put them in water and let us know what happens. Here's a guide to get you started:

[#WaterFun](#) [#Quarantip](#)

learning-center.homesciencetools.com/article/sink-a...



Bluegrass Water @BluegrassUOC · Mar 30, 2020



We know there are many questions about the safety of water during this time of quarantine. Our team explains what we're doing to ensure water reliability and more:



CSWR | COVID-19 Update: We're Here to Make S...

The COVID-19 crisis has thrust our nation into an unprecedented time unlike anything our generati...

centralstateswaterresources.com

