



BLUEGRASS WATER

Utility Operating Company

A CSWR Managed Utility

April 28, 2021

Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Re: First month utility performance of Bluegrass Water UOC
PSC Case No. 2020-00297, 1/14/2021 Order, ordering ¶ 6

Dear PSC staff,

In the month following the completion of the closing on Delaplain, Herrington Haven, Springcrest, and Woodland Acres 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 is in the process of entering into Agreed Orders with the Kentucky Department of Water (DOW) for the Delaplain, Herrington Haven, and Woodland Acres wastewater systems that each have significant investment needs with a schedule of compliance that Bluegrass Water will work under in order to bring each system into compliance system reliability and safety. Springcrest is a non-discharging system and does not have any monitoring or testing limits imposed on the facility.

Bluegrass Water has begun work to bring these systems into good repair by repairing or replacing failed system components. Additionally, Bluegrass Water is in the process of making repairs to site conditions at the facilities and evaluating collection systems for sources of inflow and infiltration. Engineering designs and permitting are underway for improvements required to bring the systems into compliance with Kentucky, which will be implemented following permitting and bid process.

During the first month, Bluegrass Water had 0 service interruptions and received 0 customer complaints regarding customer service at Delaplain, Herrington Haven, Springcrest, and Woodland Acres.

Bluegrass Water's customer service group received 207 calls in the months of March 2021, for all the systems served by Bluegrass Water which, as of February 23, 2021, included Delaplain, Herrington Haven, and Springcrest, and as of March 9, 2021 included Woodland Acres. The average wait time for a caller was 2 minutes and 7 seconds and the average time to handle a call was 5 minutes and 10 seconds. Only 11 of the 207 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
Vice President

