



**BLUEGRASS WATER**

Utility Operating Company

A CSWR Managed Utility

June 22, 2022

Kentucky Public Service Commission  
211 Sower Boulevard  
P.O. Box 615  
Frankfort, Kentucky 40601

**Re: One Year Utility Performance of Bluegrass Water UOC  
PSC Case No. 2020-00297, 1/14/2021 Order, ordering ¶ 11**

Dear PSC Staff:

Pursuant to the January 14, 2021 Order in Ky. PSC. Case No, 2020-00297 (the "Order"), this filing constitutes the final Status Report due to be submitted in this matter. Consistent with the Order, Bluegrass Water provides the following status update.

In the year following the completion of the closing on the 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 continued its efforts to increase water and sewerage service reliability and customer service provided to each service area now served by our company.

Bluegrass Water has obtained Agreed Orders with the Kentucky Department of Water (DOW) for the Delaplain, Herrington Haven, and Woodland Acres wastewater systems. Each has significant investment needs, but Bluegrass Water has a schedule of compliance that it will follow in order to bring each system into compliance and improve system reliability and safety. Springcrest is a non-discharging system and does not have any monitoring or testing limits imposed on the facility. In addition, Bluegrass Water notes that it has had no DOW violations or citations at these locations in the previous month.

Bluegrass Water has neared completion of the work to bring these systems into good repair by repairing or replacing failed system components. Bluegrass has replaced blowers, installed guard rails and protective grating, and placed a small storage shed and a filter screen on the outfall of Herrington Haven. Similarly, a small storage shed, a dechlorination process, and additional grating has been added to the Woodland Acres system. For Springcrest, the work is approximately 75% completed, and the material for the rehab of the controls has been ordered and will be completed upon arrival. Finally, for Delaplain, the backup pump has been installed, pump replacements have been completed, and repairs to reduce inflow & infiltration have been finalized.

Please see the attached workorder listing for service interruptions since the prior 6 month report. Bluegrass Water has received no complaints regarding customer service at Delaplain, Herrington Haven, Springcrest, and Woodland Acres. In total, Bluegrass Water's customer service group received 2,648 calls in past 12 months, 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 20 seconds and the average time to handle a call was 5 minutes and 28 seconds. Only 344 of the 2,648 callers abandoned their call during the wait period. Bluegrass Water's recent rate increase resulted in a spike of calls concerning the affected rates and the impact to customers.

Bluegrass Water is pleased to serve its customers with excellent customer service, and Bluegrass Water is working to continue 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. Pursuant to the January 14, 2021 Order in Ky. PSC. Case No, 2020-00297, this is the final Status Report due to be submitted, and with its reporting obligations having been successfully fulfilled, we respectfully request that the Commission close this docket.



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Thank you, and please do not hesitate to contact Bluegrass Water with any questions regarding this report.

Sincerely,

Aaron Silas  
Regulatory Case Manager

Attachments: 00297 Performance Testing Results, 00297 Redacted Work Orders, Agreed Orders