

**BEFORE THE PUBLIC SERVICE COMMISSION  
COMMONWEALTH OF KENTUCKY**

*In the Matter of:*

**ELECTRONIC PROPOSED  
ACQUISITION OF WASTEWATER  
SYSTEM FACILITIES BY  
BLUEGRASS WATER UTILITY  
OPERATING COMPANY, LLC**

**Case No. 2021-00265**

**ORDERING PARAGRAPH 6 REPORT**

In compliance with the Kentucky Public Service Commission's Order entered on February 24, 2022, (the "Final Order"), approving Bluegrass Water Utility Operating Company, LLC's ("Bluegrass Water") Application for the transfer of a wastewater system operated by Darlington Creek Homeowner's Association, Inc. ("Darlington Creek HOA"), and ordering paragraph 6, Bluegrass Water submits the following Status Report listing: (1) discharge quality; (2) number of service interruptions; (3) employee or contractor response times; and (4) any violations or citations for the preceding month.

**(1) Discharge Quality:** The Darlington Creek HOA system's effluent is tested quarterly. Testing samples were drawn on June 21, 2022; June 30, 2022; August 17, 2022; and August 20, 2022. A Discharge Quality Report from this test is attached hereto as Exhibit A. Bluegrass Water has entered into an Agreed Order with the Kentucky Department of Water ("DOW") for the Darlington Creek wastewater system that has significant investment needs with a schedule of compliance that Bluegrass Water will work under in order to bring the system into compliance in both reliability and safety. Please see Agreed Order, attached hereto as Exhibit B.

Bluegrass Water has begun work to bring this system 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 facility and evaluating collection systems for sources of inflow and infiltration. Engineering designs and permitting are underway for improvements required to bring the system into compliance, which will be implemented following permitting and bid process.

(2) **Number of Service Interruptions:** Bluegrass Water received 1 customer Work Order, 0 service interruptions, and 0 customer complaints regarding customer service during the last six months of operations. The single customer Work Order opened was subsequently cancelled as the customer meant to call their water company for an issue with their water meter. As a sewer provider, the Company was unable to assist but directed the customer to call their water provider.

(3) **Employee or Contractor Response Times:** Bluegrass Water's customer service group received 1,987 calls from March 31, 2022 to September 30, 2022, for all the systems served by Bluegrass Water which, as of March 31, 2022, included Darlington Creek. The average wait time for a caller was 3 minutes and the average time to handle a call was 4 minutes and 58 seconds. 100 of the 1,987 callers abandoned their call during the wait period. In the preceding six months, Bluegrass Water adopted a new customer service platform in order to provide more methods for the customer to pay, an easier interface for customers to find their own data, and to expand the Company's customer outreach abilities. This transition prompted a spike in call volume.

(4) **Violations or Citations for the Preceding Month:** Bluegrass Water had no DOW violations or citations at this location in the preceding month.

This the 26th day of October, 2022.

Respectfully submitted,

/s/ Edward T. Depp  
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*Counsel to Bluegrass Water Utility  
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**Certification**

Pursuant to the Commission's July 22, 2021 Order in Case No. 2020-00085, a paper copy of this filing has not been transmitted to the Commission. I hereby certify that a copy of this Reply in Support of Motion to Intervene has been served electronically on all parties of record for whom an e-mail address is given in the online Service List for this proceeding through use of the Commission's electronic filing system.

/s/ Edward T. Depp

*Counsel to Bluegrass Water Utility  
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