



January 29, 2024

Welcome New Bluegrass Water Customer!

Bluegrass Water Utility Operating Company, a Central States Water Resources company, is proud to be the new wastewater service provider for our *McCracken County* based residents. We are committed to delivering safe, reliable, and environmentally responsible wastewater resources to your community today and every day.

We are excited to bring you our first-in-class **Customer Support** with a Customer Service department available for general inquiries Monday through Friday from 7am to 7pm, and 24/7 for emergencies at our toll-free number, **866-752-8982**. You can also email us at support@bluegrasswateruoc.com

When it comes to billing and payments, you have options – visit us at bluegrasswateruoc.com to learn how many payment options there are and more. We also have a **Customer Portal** online where you can create an online account. Your first bill will provide additional information. And as always, you may mail in your payment to the location provided on your billing statement.

We look forward to serving you and your community! Please see the backside of this page for information on the current state of your facility.

Sincerely,

Bluegrass Water Utility Operating Company

Scan to visit our website



First Steps

Before we purchase a wastewater system, we evaluate its current conditions and any environmental or regulatory violations with the state. We then create a plan to address that system's aging infrastructure and ongoing deficits. Compliant, well maintained and adequately running sewer service enhances community value by ensuring safety and reliability for all customers and ending years of unsafe, improperly treated wastewater from polluting local water bodies.

Your Facility



Rust at the Clarifier



Ineffective spacing between bars on screen

Current State of Your Facility (extended aeration)

Aging infrastructure - much of the system is rusted due to its old age and will require structural repairs, process upgrades, and operational improvements

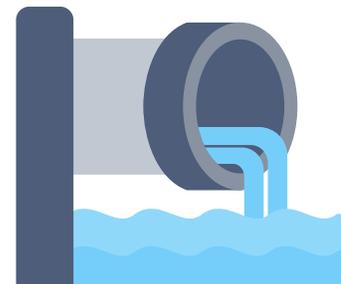
The bar screen that is intended for the removal of rags, plastics, and stringy material from the influent has bars that are too separated to be able to work effectively

Poor operational configuration is causing less optimal treatment and causing effluent violations

No ability to connect to emergency power, which may lead to service interruptions

No remote monitoring system in place, which may lead to delays in addressing service outages or emergencies affecting service

We take these deficiencies seriously and will be working diligently to make the necessary improvements that help to safeguard your community. We will continue to keep you informed as we make these improvements to your facility.



Bluegrass Water
Bringing safe, reliable, and environmentally responsible water resources to our customers every day.

Case No. 2025-00354
Bluegrass Water Response to PSC 2-8



Exhibit PSC 2-8a

Page 2 of 2