



Bluegrass Water Utility Operating Company Airview Community Update

OUR INVESTMENT IN OUR CUSTOMERS

Over the last several years, we have made significant investments in wastewater infrastructure serving communities like yours throughout Kentucky. The upgrades bringing systems into compliance with health and environmental standards continue to be made to ensure that we provide you with safe, reliable, and environmentally responsible wastewater service now - and for years to come.

BUILDING A STRONGER SYSTEM FOR THE FUTURE

Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Rehabilitated the lagoon**, restoring functionality
- **Replaced aging disinfection equipment**, enhancing treatment efficacy
- **Repaired the collection system**, restoring operational functionality
- **Installation of a sludge holding tank**, ensuring effective management of sludge
- **Replaced fence**, preventing unauthorized access and preventing security breaches
- **Removal of the chloring contact chamber from the creek**, ensuring the creek remains safe for aquatic life and meets environmental regulations

Looking ahead, our focus remains on sustaining and strengthening system reliability through continued infrastructure investment. Planned improvements or upgrades in progress include:

- **Smoke Testing** to identify potential weak areas and prevent leaks
- **Enzyme Treatment to Flow Equalizer Lagoon + PAA installation**, an alternative, targeted disinfection

PROTECTING OUR COMMUNITIES TOGETHER

We are dedicated to maintaining and improving treatment systems to protect public health and the environment. Our team works hard to ensure your wastewater is properly treated before being safely returned to the environment. Customers also play an important role in keeping systems running smoothly. We encourage you to properly dispose of household waste by avoiding flushing non-biodegradable items, and minimizing the disposal of fats, oils, and grease down the drains to help prevent blockages and backups.

GET A CLOSER LOOK AT OUR IMPACT

To see the types of challenges we tackle and how we improve systems, visit the Community Impact section of our website where we share several case studies and a short video showcasing the behind-the-scenes work that helps make systems stronger, more resilient, and future-ready. While your system may not appear, the improvements shown represent the upgrades we make across all acquired systems, ensuring water remains accessible throughout the year, and reducing disruptions.

We appreciate the opportunity to continue serving your community.





Bluegrass Water Utility Operating Company

Arcadia Pines Community Update

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- **Installed an access road** to facilitate site entry and exit
- **Repaired fence**, enhancing security and helping to prevent unauthorized access and site breaches
- **Repaired leaking berm and drain field**, restoring functionality to treatment basins
- **repaired considerable rodent damage inflicted on property**, ensuring the property is safe, secure, and free from the potential health risks associated with rodent infestations

Looking ahead, our focus remains on sustaining and strengthening system reliability through continued infrastructure investment. Planned improvements or upgrades in progress include:

- **Installation of solar remote technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service

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Bluegrass Water Utility Operating Company Brocklyn Community Update

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- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Replaced RAS lines from clarifier** to prevent excess sludge and improve sludge buildup
- **Replaced a blower** to restore full functionality to treatment process
- **Added catwalk and guard rails above clarifier** to address operational safety
- **Regraded lagoon** to enhance treatment efficiency
- **Installed a Moving Bed Biofilm Reactor (MBBR)** to maximize treatment process
- **Repaired equipment and added new type of disinfection to optimize treatment**

When Bluegrass Water acquired this system, it suffered from a lack of care and reinvestment. The innovative technology we've implemented through these upgrades, has strengthened the site overall. We will be sure to share additional plans with you as we move into the future.

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Bluegrass Water Utility Operating Company Carriage Park Community Update

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- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Built out the access road** to improve entrance and exit accessibility
- **Repaired fence** to prevent unauthorized access and site breach, upgrading security
- **Repaired leaking berm and drainfield**, restoring functionality to the treatment basin area
- **Repaired rodent damage inflicted on property**, ensuring the property is safe, secure, and free from the potential health risks associated with rodent infestations

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Bluegrass Water Utility Operating Company Center Ridge 1 Community Update

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Over time, we've invested in key upgrades to strengthen your drinking water system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Installed magnetic flow meter** to control and monitor the incoming and outgoing water flow
- **Installed new chlorine pump and containment unit**, upgrading disinfection and protecting against chemical exposure
- **Repainted HPT**, helping prevent corrosion and extending the tank's useful life
- **Replaced well pump and wiring**, ensuring full functionality
- **Added new fencing**, upgrading security by preventing unauthorized access
- **Performed electrical repairs and installed a new heater** in the plant building

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MANAGING YOUR ACCOUNT WITH EASE

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Bluegrass Water Utility Operating Company Center Ridge 2 Community Update

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- **Installed magnetic flow meter** to control and monitor the incoming and outgoing water flow
- **Installed new chlorine pump and containment unit**, upgrading disinfection and protecting against chemical exposure
- **Repainted HPT**, helping prevent corrosion and extending the tank's useful life
- **Replaced well pump and wiring**, ensuring full functionality
- **Added new fencing**, upgrading security by preventing unauthorized access
- **Performed electrical repairs and installed a new heater** in the plant building
- **Installed a backup generator**, facilitating the smooth transfer of power in the event of an outage
- **Replaced well motor**, ensuring seamless performance and delivery
- **Returned out-of-use well back to service**, restoring full functionality and optimizing water source and demand
- **Installed a new Hydropneumatic Tank** for water storage at the south well, meeting community water storage needs

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Bluegrass Water Utility Operating Company Center Ridge 3 Community Update

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- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Installed magnetic flow meter** to control and monitor the incoming and outgoing water flow
- **Installed new chlorine pump and containment unit**, upgrading disinfection and protecting against chemical exposure
- **Repainted HPT**, helping prevent corrosion and extending the tank's useful life
- **Replaced well pump and wiring**, ensuring full functionality
- **Added new fencing**, upgrading security by preventing unauthorized access
- **Performed electrical repairs and installed a new heater** in the plant building
- **Installed a backup generator**, facilitating the smooth transfer of power in the event of an outage
- **Built a new well house**, safeguarding the well source and preventing tampering and exposure

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- **Installation of remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Installed magnetic flow meter** to control and monitor the incoming and outgoing water flow
- **Installed new chlorine pump and containment unit**, upgrading disinfection and protecting against chemical exposure
- **Repainted HPT**, helping prevent corrosion and extending the tank's useful life
- **Replaced well pump and wiring**, ensuring full functionality
- **Added new fencing**, upgrading security by preventing unauthorized access
- **Performed electrical repairs and installed a new heater** in the plant building
- **Installed a backup generator**, facilitating the smooth transfer of power in the event of an outage
- **Replaced well motor**, ensuring seamless performance and delivery

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Bluegrass Water Utility Operating Company

Commonwealth (Wandering Hills) Community Update

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Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **General site cleanup**, essential to prevent the spread of harmful bacteria and pathogens posing risks
- **Building repairs**, to help maintain the plant's efficiency, longevity, and safety
- **Electrical rehab**, enhancing reliability, operational continuity, and reducing safety risks
- **New site fencing & combo locks**, upgrading security and preventing unauthorized access or site breach
- **new gravel access road** to facilitate secure entry and exit of the property

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PROTECTING OUR COMMUNITIES TOGETHER

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Bluegrass Water Utility Operating Company Darlington Creek Community Update

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Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Installed remote technology at the plant as well as all Lift Stations**, to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Performed site improvements at Lift Stations**, optimizing performance
- **Repaired fencing and added combo locks for added security**, preventing unauthorized access and breaches

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Bluegrass Water Utility Operating Company Delaplain Disposal Community Update

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Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Installed remote monitoring technology at all Lift Stations, alerting** Operations of potential problems and facilitating a timely response before an event can affect quality or reliability of service
- **Installed influent pump station equipment** to maximize treatment and boost performance
- **Performed site improvements at Lift Stations**, restoring any lost functionality and ensuring compliance

Looking ahead, our focus remains on sustaining and strengthening system reliability through continued infrastructure investment. Planned improvements or upgrades in progress include:

- **IFAS cage aeration units** to increase treatment capacity, enhance nitrification, and improve sludge settling
- **Addition of aeration equipment like blowers, filter, and flow equalizer** to optimize treatment and performance
- **Filter Building** to shelter and protect critical equipment
- **Additional Lift Stations as needed**, to maximize performance and meet growing community needs

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Bluegrass Water Utility Operating Company Fox Run Community Update

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- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Installed magnetic flow meter** to improve control and monitor the incoming and outgoing water flow
- **Replaced critical disinfection treatment equipment** to ensure optimized treatment
- **Overhauled the influent pump station and collection system at the Lift Station**, improving process
- **Sandblasted and painted tankage**, eliminating corrosion and extending useful functionality
- **Repaired access road**, restoring full and safe access for entry and exit points

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- **Installation of magnetic flow meter** to control and monitor incoming and outgoing flow of water
- **Replaced critical disinfection treatment equipment**, optimizing treatment and treatment process
- **Installed a sludge digester, flow equalization tank, and pump station** to improve sludge removal and sludge control
- **Regraded perimeter of facility and rebuilt access road**, ensuring full accessibility for authorized entry and exit
- **Added sanitary sewer lining and dechlorination** to enhance water quality and protect the aquatic ecosystem

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Bluegrass Water Utility Operating Company Great Oaks Community Update

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- **Installation of magnetic flow meter** to monitor and control incoming and outgoing flow of water
- **Replaced critical disinfection treatment equipment**, further optimizing treatment and treatment process
- **Overhauled the influent pump station and collection system at the Lift Station**, ensuring efficacy
- **Sandblasted and painted tankage**, eliminating corrosion and extending the useful functionality
- **Installed new sludge digester, blower and aeration**, upgrading treatment efficiency
- **Repaired fencing**, helping prevent unauthorized site access and breaches

Looking ahead, our focus remains on sustaining and strengthening system reliability through continued infrastructure investment. Planned improvements or upgrades in progress include:

- **An emergency catwalk will be installed** to reduce risk of exposure and enhance safety

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- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Installed IFAS caged aeration units** to boost treatment efficiency and improve performance
- **Installed additional critical equipment such as new blowers, digester, and lift station** to improve flow and handling of solids
- **Replaced the fencing** to shore up security and prevent unauthorized access
- **Added a new gravel access road** to facilitate operator entry

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PROTECTING OUR COMMUNITIES TOGETHER

We are dedicated to maintaining and improving treatment systems to protect public health and the environment. Our team works hard to ensure your wastewater is properly treated before being safely returned to the environment. Customers also play an important role in keeping systems running smoothly. We encourage you to properly dispose of household waste by avoiding flushing non-biodegradable items, and minimizing the disposal of fats, oils, and grease down the drains to help prevent blockages and backups.

GET A CLOSER LOOK AT OUR IMPACT

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Bluegrass Water Utility Operating Company Kingswood Community Update

OUR INVESTMENT IN OUR CUSTOMERS

Over the last several years, we have made significant investments in wastewater infrastructure serving communities like yours throughout Kentucky. The upgrades bringing systems into compliance with health and environmental standards continue to be made to ensure that we provide you with safe, reliable, and environmentally responsible wastewater service now - and for years to come.

BUILDING A STRONGER SYSTEM FOR THE FUTURE

Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Installed critical disinfection equipment** to optimize the treatment process
- **Replaced Lift Station check valves**, helping to prevent leakage and extending useful functionality
- **Cleaned up blower housing and equipment**, facilitating easier access and reducing exposure
- **Installed new UV disinfection system**, implementing new technology while maximizing treatment

Looking ahead, our focus remains on sustaining and strengthening system reliability through continued infrastructure investment. Planned improvements or upgrades in progress include:

- **Repairing structural damage**, ensuring equipment integrity and extending useful functionality

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Bluegrass Water Utility Operating Company Lake Columbia Community Update

OUR INVESTMENT IN OUR CUSTOMERS

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- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Installed aeration equipment and flow equalization** to improve treatment process and control flow
- **Installed new pumping system** to meet increased demand and maximize treatment
- **Cleaned up sludge from the creek**, reducing the risks of untreated sludge and safeguarding the waterway
- **Replaced critical treatment equipment components**, restoring full functionality while ensuring performance
- **Repaired, sandblasted and repainted tankage**, eliminating corrosion and extending useful life of tankage
- **Repaired bar screen system**, restoring full functionality to the screening process
- **Restored the Chlorine Contact Chamber tank**, ensuring full functionality

The innovative technology we've implemented through these upgrades, has strengthened lagoon performance and demonstrates how targeted improvements can be transformative.

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Bluegrass Water Utility Operating Company

LH Treatment (Homestead/Longview) Community Update

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- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Added sanitary sewer lining**, helping to prevent leaks and maintain operational efficiency and structural integrity
- **Replaced aeration tank diffusers**, contributing to a more efficient and sustainable treatment process
- **Replaced deteriorating blower**, helping achieve better process control and improve overall operational performance and sustainability
- **Cleaned up the blower house and equipment**, all of which was not only necessary, but contributes to maintaining the efficiency and longevity of the plant

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Bluegrass Water Utility Operating Company Magruder Village Community Update

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BUILDING A STRONGER SYSTEM FOR THE FUTURE

Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Performed comprehensive site cleanup** to secure and restore full operational functionality of site area

Looking ahead, our focus remains on sustaining and strengthening system reliability through continued infrastructure investment. Planned improvements or upgrades in progress include:

- **Replacement of effluent pipe and installation of Flow Meter**, to monitor incoming & outgoing water flow

MANAGE YOUR ACCOUNT WITH EASE

To better manage your account and stay informed, we encourage you to take advantage of the below services:

- **Online Account Management:** Easily access and manage your account by registering online. Through the customer portal, you may view your account history, track your billing, make payments, and sign up for other services including paperless billing (a.k.a. electronic billing).
- **Stay Connected:** Keeping your customer contact details up to date allows us to notify you promptly about any service advisories or urgent updates. You can submit a customer contact update form online at our website or call our Customer Service team at the number below.
- **Autopay Enrollment:** You can simplify your payments by enrolling in Autopay. This convenient option ensures your bill is paid on time every month, eliminating the worry of late fees.

PROTECTING OUR COMMUNITIES TOGETHER

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Bluegrass Water Utility Operating Company

Marshall Ridge/Harting Ridge Community Update

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BUILDING A STRONGER SYSTEM FOR THE FUTURE

Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Cleared extensive overgrowth**, essential to prevent the spread of harmful bacteria and pathogens posing risks
- **Repaired berm damage**, extending the useful life of the lagoon, helping prevent odor development, ensuring a safe and secure barrier around the lagoon, and helping maintain a healthy ecosystem
- **Repaired fencing**, upgrading security by preventing unauthorized access and site breach

Looking ahead, our focus remains on sustaining and strengthening system reliability through continued infrastructure investment. Planned improvements or upgrades in progress include:

- **Currently in the design phase: The installation of a new drainfield** which will help to improve filtration efficiency, reduce environmental impact, and enhance system lifespan

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Bluegrass Water Utility Operating Company Persimmon Ridge Community Update

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BUILDING A STRONGER SYSTEM FOR THE FUTURE

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- **Installation of remote monitoring and flow meter**
- **Assessed and modified chlorine pump dosage rate** to ensure accurate disinfection
- **Repaired and restored lagoon berms and improved effluent channel** to ensure safe release of treated wastewater into the environment
- **Implemented numerous electrical improvements** to maximize efficacy
- **Replaced aging aerator with a Moving Bed Biofilm Reactor (MBBR)**, adding biological surface area and improving nitrification (a crucial step in the breaking down of waste)

When we acquired this facility, the lagoon was struggling to meet ammonia permit limits due to aging aeration. The innovative technology we've implemented through these upgrades, has strengthened lagoon performance and demonstrates how targeted improvements can be transformative.

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Bluegrass Water Utility Operating Company River Bluffs Community Update

OUR INVESTMENT IN OUR CUSTOMERS

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BUILDING A STRONGER SYSTEM FOR THE FUTURE

Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Installed remote technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Replaced critical disinfection treatment equipment**, improving functionality and boosting performance. Critical components that were replaced include:
 - blowers
 - control panel
 - influent and exposed PVC pipe
 - diffusers
 - air header
 - sludge returns

Looking ahead, our focus remains on sustaining and strengthening system reliability through continued infrastructure investment. Planned improvements or upgrades in progress include:

- **Installation of PAA disinfection is currently in the design phase**, an exciting alternative treatment

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Bluegrass Water Utility Operating Company Springcrest Community Update

OUR INVESTMENT IN OUR CUSTOMERS

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BUILDING A STRONGER SYSTEM FOR THE FUTURE

Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Installation of remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Replaced critical disinfection treatment equipment**, improving functionality and boosting performance. Critical components that were replaced include:
 - **system valves**
 - **low pressure pumps and controls**
 - **4 wet well cover hatches**
 - **replaced and installed 2 irrigation pumps**

When Bluegrass Water acquired this system, it suffered from a lack of care and reinvestment. The innovative technology we've implemented through these upgrades, has strengthened the site overall. We will be sure to share additional plans with you as we move into the future.

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Bluegrass Water Utility Operating Company Timberland Community Update

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BUILDING A STRONGER SYSTEM FOR THE FUTURE

Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Added a flow meter and weir box** to ensure accurate flow monitoring
- **Installed a new chlorine contact chamber** to enhance disinfection
- **Installed new, upgraded electrical service and panel** to maximize efficiency
- **Replaced critical aeration equipment such as blowers and diffusers**, further enhancing treatment
- **Repaired air headers and clarifiers**, further enhancing treatment
- **Overhauled the lift station** to restore and maximize functionality
- **Performed much needed maintenance on the lagoon**, adding rock interior to shore it up
- **Thoroughly cleaned up the site** and treatment facility at large

The innovative technology we've implemented through these upgrades, has strengthened lagoon performance and demonstrates how targeted improvements can be transformative.

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Bluegrass Water Utility Operating Company Woodland Acres Community Update

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BUILDING A STRONGER SYSTEM FOR THE FUTURE

Over time, we've invested in key upgrades to strengthen your wastewater system's overall reliability, efficiency, and environmental compliance. Here's a look back at some of the projects completed at your facility so far:

- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **Added guardrails** to provide a fall protection barrier, reduce exposure, and ensure safety and compliance
- **Installed IFAS aeration cages units** allowing for a higher biomass concentration and sludge age
- **Added critical treatment equipment such as blowers and new chlorine contact chamber**, to increase efficiency
- **Converted the existing digester to a flow equalization basin**, providing a more stable and consistent flow rate and maximizing the treatment process

When Bluegrass Water acquired this system, it suffered from outdated equipment, inconsistent treatment, and frequent permit violations. The innovative technology we've implemented through these upgrades, has strengthened lagoon performance and demonstrates how targeted improvements can be transformative.

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Bluegrass Water Utility Operating Company Yung Farm Estates Community Update

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- **Installed remote monitoring technology** to alert Operations of potential problems, facilitating a timely response before an event can affect quality or reliability of service
- **We also graded and installed a rock access drive** to the site to facilitate entry and exit accessibility
- **Performed much needed site cleanup**, clearing nuisance vegetation and debris
- **Inspected the electrical system** and made the necessary upgrades to maximize efficiency
- **Replaced the fence** and added combination locks to prevent unauthorized breaches and site access

When Bluegrass Water acquired this system, it suffered from a lack of care and reinvestment. The innovative technology we've implemented through these upgrades, has strengthened the site overall. We will be sure to share any additional plans with you as we move into the future.

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