



NEWS RELEASE

BOWLING GREEN MUNICIPAL UTILITIES

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FOR IMMEDIATE RELEASE

BGMU AWARDED OPERATIONAL EXCELLENCE, CUSTOMER SERVICE AWARDS

Bowling Green Municipal Utilities received an Operational Excellence Award for continued outstanding operation of its Water Recovery Facility (WRF) from The Clean Water Professionals of Kentucky & Tennessee for calendar year 2020. This is BGMU's eleventh consecutive year for receiving this distinction.

This award is given annually to publicly owned and industrial water recovery facilities that have achieved permit compliance during the previous calendar year by having no more than one violation of their National Pollutant Discharge Elimination System (NPDES) permit. Each qualifying facility must present written documentation, with the appropriate state agency confirming the applicant's overall regulatory compliance. BGMU has had zero violations during its eleven years of receiving this award.

BGMU's water recovery system is staffed by professionals in engineering, operations, maintenance, industrial systems and instrumentation systems. The industrial pretreatment program works with local industries to ensure waste output complies with standards for environmental protection. Class III and IV treatment plant operators complete 24 CEU training hours every two years to maintain competence on operational procedures and technological advances.

Additionally, Whitney Hussey, was the recipient of a Customer Service Award of Excellence. This award acknowledges individual utility employees who demonstrate outstanding customer service, flexibility and personal attention to develop and maintain relationships with customers. Hussey, Director of Customer Service, has been with BGMU since 2009 and has consistently demonstrated a customer-focused approach during her time in this position.

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About BGMU

Bowling Green Municipal Utilities provides electricity, water, wastewater services and high-speed commercial data services to the Bowling Green area. The utility serves approximately 30,000 electric customers, 20,000 water/wastewater customers and 800 commercial fiber customers. For more information, please visit our website, www.bgmu.com.
