

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ACCREDITATION AND APPROVAL OF A )  
PUBLIC SERVICE COMMISSION WATER )  
PERSONNEL TRAINING SEMINAR AS A ) CASE NO. 2010-00350  
WATER DISTRICT COMMISSIONER TRAINING )  
PROGRAM )

ORDER

KRS 74.020(7) requires that this Commission “encourage and promote the offering of high quality water district management training programs that enhance a water district commissioner’s understanding of his or her duties.” Pursuant to this statutory mandate, the Commission conducted a training seminar at Pineville, Kentucky on August 31 and September 1, 2010. This seminar included instruction regarding trends in applicable laws and regulations, risk management, and utility administration.<sup>1</sup>

Based upon a review of the course curriculum, the Commission finds that:

1. The course of instruction provided at this seminar would enhance a water district commissioner’s understanding of his or her duties.
2. The seminar conducted at Pineville, Kentucky should be approved for 12 credit hours of water district management training.

IT IS HEREBY ORDERED that the 2010 Water Personnel Training Seminar, which the Commission conducted on August 31 and September 1, 2010 in Pineville, Kentucky, is approved for a maximum of 12 credit hours.

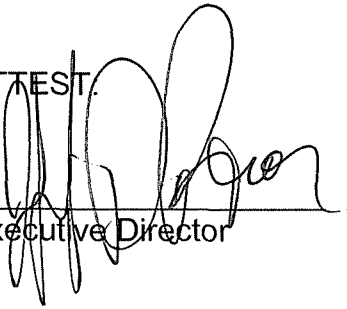
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<sup>1</sup> A course syllabus is appended to this Order.

By the Commission

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SEP - 8 2010  
KENTUCKY PUBLIC  
SERVICE COMMISSION

ATTEST.

  
Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2010-00350 DATED **SEP - 8 2010**

**PUBLIC SERVICE COMMISSION  
2010 WATER PERSONNEL TRAINING  
PINE MOUNTAIN STATE RESORT PARK  
AUGUST 31 – SEPTEMBER 1, 2010**

**Tuesday, August 31**

**7:30 - 8:00 Registration and Breakfast**

**8:00 - 8:10 Welcome and Program Overview**

**8:10 - 9:10 Recent Developments in Utility Regulation – Gerald Wuetcher**

A review of the recent developments in public utility law and regulation. Recent changes in Kentucky statutes affecting the operation of water utilities will be discussed. Recent Public Service Commission's decisions that affect water utilities and personnel and organizational changes at the Public Service Commission will also be examined. An update on new Public Service Commission initiatives will also be provided.

**9:20 - 10:20 Kentucky Division of Water Update – Julie Roney, Kentucky Division of Water**

Presentation on recent developments and activities at Kentucky Division of Water. Includes a brief overview of revisions to the agency's administrative regulations and proposed revisions to federal drinking water laws and regulations.

**10:30 - 12:00 Dealing with Regulatory Agencies – Panel Discussion – Julie Roney - (KDOW), Gary Larimore (KRWA), and Gerald Wuetcher (PSC)**

Panel discussion on the common problems that water and sewer utilities encounter when dealing with the Division of Water and the Public Service Commission and possible solutions to those problems. Kentucky Rural Water Association and Rural Community Assistance Program will address the issue from the regulated water utility's perspective. Potential solutions will include suggested changes to regulators' methods and procedures and suggested changes in how utilities prepare and prosecute their cases with the regulatory agencies. Audience participation is strongly encouraged.

**12:00 - 1:00 Lunch**

**1:00 - 2:30 Consumer Issues – PSC Staff – Audience Discussion**

First half of presentation will focus on the regulatory aspects of customer relations. Topics include the Customer Bill of Rights, customer billing disputes, installation and termination of utility service, and the Commission's informal and formal complaint processes. Commission Staff will then lead a discussion of several significant issues including PSC review of non-recurring charges, landlord-tenant utility service issues, and fire protection service.

**2:40 - 4:10 Open Records/Open Meetings Acts – Virginia Gregg**

The principal provisions of the Open Records Act and Open Meetings Act are reviewed. Handling a request for information under the Open Records Act is discussed. The effect of the Open Meetings Act on meetings of the board of water district commissioners is also discussed.

## Wednesday, September 1

**7:30 - 8:00 Breakfast**

**8:00 - 9:30 Ethics: A Practical Exercise – Gerald Wuetcher**

A review of ethics laws and principles that affect water utility policy makers and managers through the use of diverse and commonly recurring fact situations.

**9:40 - 10:40 Using Social Media and Other Evolving Technologies – Robert Mohon**

A presentation on the use of new technologies to better serve and inform water utility customers. Topics include developing a website, online bill payment, and the use of social media to better address customer needs.

**10:50 -11:50 Risk Management – Greg Partin, Kentucky League of Cities**

Risk management activities, including insurance, retained losses, and prevention activities, are a real, but often unrecognized operational cost to utilities. This presentation will present actual claims data for water and wastewater operations in the Kentucky League of Cities's insurance program, discuss exposures that led to claims, and strategies to reduce losses and other expenses.

**12:00 - 1:00 Lunch**

**1:00 - 2:00 Source Protection and Water Quality Operational Issues – Clem Wethington and Jack Stickney, Kentucky Rural Water Association**

Presentation on the protection of water sources and contingency planning efforts to identify potential contaminant sources and develop effective response strategies in the event of accidents. Presenters will also discuss wastewater treatment activities and the need to treat wastewater before it is discharged into receiving streams.

**2:10 - 3:10 Contingency Planning – KY Water/Wastewater Response Network – Ronald Herd, Corbin City Utilities Commission**

Presentation on KYWARN – a mutual assistance organization intended to support and promote statewide emergency preparedness, disaster response, and mutual assistance matters for public and private water and wastewater utilities.

