

JOHN N. HUGHES
Attorney at Law
Professional service Corporation
124 West Todd Street
Frankfort, Kentucky 40601

Telephone: (502) 227-7270

jnhughes@fewpb.net

TELEFAX (502) 875-7059

April 20 , 2011

Jeff Derouen
Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601

RECEIVED

APR 20 2011

PUBLIC SERVICE
COMMISSION

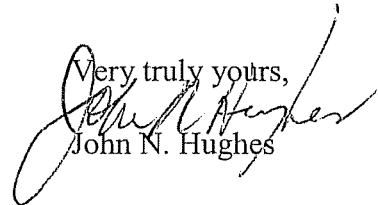
Re: Case No. 2010-00476

Dear Mr. Derouen:

Water service Corporation of Kentucky files the responses to the Attorney General's and Commission's data requests. The responses to the Attorney General's Request for Information dated March 30, 2011, Items 13, 17 and 18 have been provided in paper format. The request of April 12th to submit those responses only in electronic format is withdrawn. Only items 15 and 21 are submitted on disk.

If you have any questions about this matter, please contact me.

Very truly yours,



John N. Hughes

Attorney for WSCK

Cc: Attorney General

JOHN N. HUGHES
Attorney at Law
Professional service Corporation
124 West Todd Street
Frankfort, Kentucky 40601

Telephone: (502) 227-7270

jnhughes@fewpb.net

TELEFAX (502) 875-7059

April 20, 2011

Jeff Derouen
Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601

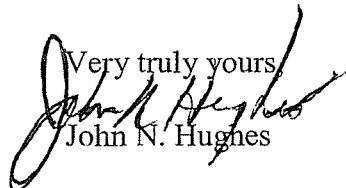
RECEIVED
APR 20 2011
PUBLIC SERVICE
COMMISSION

Re: Case No. 2010-00476

Dear Mr. Derouen:

Attached are the responses to Attorney general's first data request. A copy has been delivered to the Attorney General.

If you have any questions about this matter, please contact me.

Very truly yours,

John N. Hughes

Attorney for WSCK

attachments

AFFIDAVIT

STATE OF ILLINOIS

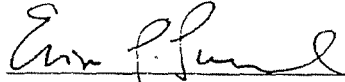
COUNTY OF COOK

Affiant, Brian Shrake, after being first sworn, deposes and says that the foregoing responses are true and correct to the best of his knowledge and belief except as to those matters that are based on information provided to him and as to those he believes to be true and correct.



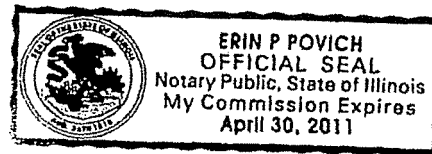
Brian Shrake

This instrument was produced, signed and declared by Brian Shrake to be his act and deed the 18th day of April, 2011.



Notary Public

My Commission expires: April 30, 2011



**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 1**

1. Please explain how WSCK removes or otherwise prevents the wastewater contract operations from impacting the test period upon which rates for water service are set. (Specifically, identify each adjustment and/or action taken.)

Response: Witness – Brian Shrake: The Company records costs directly attributable to contract sewer operations in the general ledger to business unit 345103. Those costs are removed on work paper [q], “Expenses & UPIS Allocated to the City of Clinton Sewer Operations” on the line titled “Direct Expenses excluding salary.” An estimate was calculated based on the average pro-forma salary expense attributed to contract operations for those expenses not directly ascribed to contract operations. The calculation of this estimate can be found on work-papers [q-1] through [q-4] in the filing.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 2**

2. Please explain how WSCK monitors (or otherwise reviews) cost allocations from the service company affiliate and include in the narrative a discussion of the steps taken by WSCK to control or otherwise minimize service company cost allocations (for both direct charges as well as the allocation of service company overhead).

Response: Witness – Brian Shrake: UI prepares an annual operating budget for each of its operating subsidiaries.

The budgets are compiled by regional operations, then reviewed and approved by the Regional Vice President, from that point it is submitted to the Executive Team for final approval. The budgets are compared to actual operating expenses throughout the year, and any major variances are investigated by support personnel for accuracy and reasonableness.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 3**

3. Please identify the members of WSCK's board of directors.

Response: Witness – Brian Shrake: WSCK's members of the Board of Directors are Lisa Sparrow and John Stover.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 4**

4. For each member of the WSCK board of directors
 - a. Indicate whether the director also serves as a director or an officer of Utilities, Inc., or a Utilities, Inc., subsidiary; and,
 - b. If applicable, identify the corresponding affiliate and position held.

Response: Witness – Brian Shrake: They are not Directors of Utilities, Inc., but they are Officers of Utilities, Inc, with the following titles:

- Lisa Sparrow – President and CEO;
- John Stover – Vice President and Secretary.

Ms. Sparrow and Mr. Stover are also directors of, and hold the above described titles in, all other subsidiaries of UI, including WSCK.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 5**

5. Please identify the officers of WSCK.

Response: Witness – Brian Shrake: The current Officers of WSCK are as follows:

- Lisa A. Sparrow – President;
- John P. Hoy – Vice President Operations;
- Jim Japczyk – Vice President and Treasurer;
- John Stover – Vice President and Secretary;
- Don Sudduth – Vice President Customer Service; and
- Carl Daniel – Regional Vice President Operations.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 6**

6. Reference: WCK Annual Report to the Kentucky Public Service Commission for the period ending 31 December 2009. Please provide the following.
- a. Explain the decrease in Customer Deposits from \$65,955 for the Previous Year to \$24,825 as of 31 December 2009.
 - b. Please identify the Customer Deposit amounts for the following dates: (i) 30 September 2010; and (ii) 31 December 2010.
 - c. Explain any increase or decrease in the Customer Deposit amount during the test period.

Response: Witness – Brian Shrake:

- a. WCK refunds its customer deposit's once a twelve month period of good credit is established or when a customer leaves the service area. Any decrease in the Customer Deposit account would be the result of customers getting refunds for maintaining timely bill payments or from them leaving the service area.
- b. The Customer Deposit balance was \$34,316 and \$38,719 on September 30, 2010 and December 31, 2010, respectively.
- c. Any increase in customer deposits would be from customers not maintaining timely bill payments or from customers with an unproven or bad credit history moving into the service area.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 7**

7. Reference: Application, Item Number 30 of the Application states “an operating budget is not prepared by the company.” Item 4 of WSCK’s Response to the PSC Staff’s First Request for Information (hereinafter WSCK Response PSC 1 – 4) identifies a process flow “Income Statement Budget Creating and Approval.” With regard to this information, please answer the following.
- a. Does Utilities, Inc., prepare an operating budget or an “income statement budget” for WSCK? If yes, then please provide the current budget. If no, then explain why not.
 - b. Does Water Service Corporation prepare an operating budget or an “income statement budget” for WSCK? If yes, then please provide the current budget. If no, then explain why not.
 - c. Is an operating budget or an “income statement budget” prepared for the Midwest Region? If yes, then (i) identify who prepares the budget; (ii) provide a copy of the current budget; and (iii) indicate whether the budget is prepared following the process flow depicted on page 54 of the Business Rules and Process.

Response: Witness – Brian Shrake:

I incorrectly replied that an operating budget for WSCK was not prepared by the company in my reply to the initial data request. It was discovered that WSC began creating operating budgets at the company level in 2010 upon further investigation. Please see the attached 2011 operating budget for both WSCK and the Midwest Region. Both budgets are prepared using the same process described in the response to AG DR1; Item 2. The operating budget for WSCK was prepared at the company level to include contract operations as a budgeted expense.

Account	Account Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
5430	PURCHASED WATER	7,100	7,100	7,100	7,100	7,100	7,100	7,100	7,100	7,100	7,100	7,100	7,100	85,200
5435	PURCHASED WATER-WATER SYS	-	-	-	-	-	-	-	-	-	-	-	-	-
5440	PURCHASED WATER-SEWER SYS	-	-	-	-	-	-	-	-	-	-	-	-	-
5445	PURCHASED WATER- BILLINGS	-	-	-	-	-	-	-	-	-	-	-	-	-
5455	PURCHASED WATER EXPENSE	7,100	7,100	7,100	7,100	7,100	7,100	7,100	7,100	7,100	7,100	7,100	7,100	85,200
5465	PURCHASED SEWER TREATMENT	-	-	-	-	-	-	-	-	-	-	-	-	-
5468	PURCHASED SEWER - BILLINGS	-	-	-	-	-	-	-	-	-	-	-	-	-
5465.10	PURCHASED SEWER TREATMENT	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	72,000
5465.11	ELEC PWR - WTR SYSTEM SRC SUPPLY	-	-	-	-	-	-	-	-	-	-	-	-	-
5465.12	ELEC PWR - WTR SYSTEM WTR TREAT	-	-	-	-	-	-	-	-	-	-	-	-	-
5465.13	ELEC PWR - WTR SYSTEM TRANS DIS	-	-	-	-	-	-	-	-	-	-	-	-	-
5470.10	ELEC PWR - WTR SYSTEM ADMIN	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	72,000
5470.11	ELEC PWR - WATER SYSTEM	600	1,500	1,500	1,500	600	600	600	600	600	600	600	600	9,900
5470.12	ELEC PWR - SWR SYSTEM COLL	-	-	-	-	-	-	-	-	-	-	-	-	-
5470.13	ELEC PWR - SWR SYSTEM PUMP	-	-	-	-	-	-	-	-	-	-	-	-	-
5470.14	ELEC PWR - SWR SYSTEM TRT DISF	-	-	-	-	-	-	-	-	-	-	-	-	-
5470.15	ELEC PWR - SWR SYSTEM ADMIN	-	-	-	-	-	-	-	-	-	-	-	-	-
5485	ELEC PWR - SWR SYSTEM REUSE WT	-	-	-	-	-	-	-	-	-	-	-	-	-
5490	ELEC PWR - SWR SYSTEM REUSE DE	600	1,500	1,500	1,500	600	600	600	600	600	600	600	600	9,900
5495	ELEC PWR - SWR SYSTEM	3,250	3,250	3,250	3,250	3,250	3,250	3,250	3,250	3,250	3,250	3,250	3,250	39,000
5498	CHLORINE	6,600	6,600	6,600	6,600	6,600	6,600	6,600	6,600	6,600	6,600	6,600	6,600	79,200
5499	ODOR CONTROL CHEMICALS	9,850	9,850	9,850	9,850	9,850	9,850	9,850	9,850	9,850	9,850	9,850	9,850	118,200
5505	METER READING	-	-	-	-	-	-	-	-	-	-	-	-	-
5510	AGENCY EXPENSE	1,674	1,513	1,998	1,925	1,698	1,833	2,004	1,920	1,755	1,934	1,981	1,787	21,322
5515	UNCOLLECTIBLE ACCOUNTS	1,674	1,513	1,998	1,925	1,698	1,833	2,004	1,920	1,755	1,934	1,981	1,787	21,322
5525	BAD DEBT EXPENSE	-	-	-	-	-	-	-	-	-	-	-	-	-
5530	BILL STOCK	-	-	-	-	-	-	-	-	-	-	-	-	-
5535	BILLING COMPUTER SUPPLIES	-	-	-	-	-	-	-	-	-	-	-	-	-
5540	BILLING ENVELOPES	-	-	-	-	-	-	-	-	-	-	-	-	-
5545	BILLING POSTAGE	-	-	-	500	1,000	300	-	-	-	-	-	-	200
5555	CUSTOMER SERVICE PRINTING	-	-	-	500	1,000	500	-	-	-	-	-	-	2,000
5565	BILLING & CUSTOMER SERVICE EXPENSE	-	-	-	500	1,000	700	-	-	-	-	-	-	2,200
5625	401K/ESOP CONTRIBUTIONS	-	-	-	-	-	-	-	-	-	-	-	-	-
5630	HEALTH & DENTAL PREMIUMS	-	-	-	-	-	-	-	-	-	-	-	-	-
5635	DENTAL INS REIMBURSEMENTS	-	-	-	-	-	-	-	-	-	-	-	-	-
5640	EMP PENSIONS & BENEFITS	-	-	-	-	-	-	-	-	-	-	-	-	-
5645	EMPLOYEE INS DEDUCTIONS	-	-	-	-	-	-	-	-	-	-	-	-	-
5650	HEALTH COSTS & OTHER	-	-	-	-	-	-	-	-	-	-	-	-	-
5655	HEALTH INS REIMBURSEMENTS	-	-	-	-	-	-	-	-	-	-	-	-	-
5660	OTHER EMP PENSIONS/BENEFITS	-	-	-	-	-	-	-	-	-	-	-	-	-
5665	PENSION CONTRIBUTIONS	-	-	-	-	-	-	-	-	-	-	-	-	-
5670	TERM LIFE INS	-	-	-	-	-	-	-	-	-	-	-	-	-
5675	TERM LIFE INS-OPT	-	-	-	-	-	-	-	-	-	-	-	-	-
5680	DEFEND LIFE INS-OPT	-	-	-	-	-	-	-	-	-	-	-	-	-
5685	SUPPLEMENTAL LIFE INS	-	-	-	-	-	-	-	-	-	-	-	-	-
5690	TUTORING	-	-	-	-	-	-	-	-	-	-	-	-	-
5700	EMPLOYEE BENEFITS	-	-	-	-	-	-	-	-	-	-	-	-	-
5705	INSURANCE-VEHICLE	-	-	-	-	-	-	-	-	-	-	-	-	-
5710	INSURANCE-GEN LIAB	-	-	-	-	-	-	-	-	-	-	-	-	-
5715	INSURANCE-WORKERS COMP	-	-	-	-	-	-	-	-	-	-	-	-	-
5725	INSURANCE-OTHER	-	-	-	-	-	-	-	-	-	-	-	-	-
5735	INSURANCE EXPENSE	-	-	-	-	-	-	-	-	-	-	-	-	-
5740	COMPUTER MAINTENANCE	-	-	-	-	-	-	-	-	-	-	-	-	-
5745	COMPUTER SUPPLIES	-	-	-	-	-	-	-	-	-	-	-	-	-
5750	COMPUTER AMORT & PROG COST	-	-	-	-	-	-	-	-	-	-	-	-	-
5755	INTERNET SUPPLIER	-	-	-	-	-	-	-	-	-	-	-	-	-
5760	MICROFILMING	-	-	-	-	-	-	-	-	-	-	-	-	-
5765	WEBSITE DEVELOPMENT	-	-	-	-	-	-	-	-	-	-	-	-	-
5785	IT DEPARTMENT	-	-	-	-	-	-	-	-	-	-	-	-	-
5795	ADVERTISING/MARKETING	-	-	-	-	-	-	-	-	-	-	-	-	-

Account	Account Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
5760	BANK SERVICE CHARGE	130	130	130	130	130	130	130	130	130	130	130	130	1,560
5785	CONTRIBUTIONS	-	-	-	-	-	-	-	-	-	-	-	-	-
5800	LETTER OF CREDIT FEE	-	-	-	-	-	-	-	-	-	-	-	-	-
5805	LICENSE FEES	350	-	-	-	-	-	-	-	-	-	-	-	350
5810	MEMBERSHIPS	4,580	-	-	-	-	-	-	-	-	-	-	-	4,580
5815	PENALTIES/FINES	-	-	-	-	-	-	-	-	-	-	-	-	-
5820	TRAINING EXPENSE	80	80	80	80	80	80	80	80	80	80	80	80	1,330
5825	OTHER MISC EXPENSE	-	-	-	-	-	-	-	-	-	-	-	-	-
5835	MISCELLANEOUS EXPENSE	5,140	210	210	210	210	210	210	210	210	210	210	210	8,130
5855	ANSWERING SERVICE	-	50	50	50	50	50	50	50	50	50	50	50	600
5860	CLEANING SUPPLIES	-	-	-	-	-	-	-	-	-	-	-	-	-
5865	COPY MACHINE	-	-	-	-	-	-	-	-	-	-	-	-	-
5870	HOLIDAY EVENTS/PICNICS	-	-	-	-	-	-	-	-	-	-	-	-	-
5875	KITCHEN SUPPLIES	-	-	-	-	-	-	-	-	-	-	-	-	-
5880	OFFICE SUPPLY STORES	400	400	400	400	400	400	400	400	400	400	400	400	4,800
5885	PRINTING/BLEEDPRINTS	-	-	-	-	-	-	-	-	-	-	-	-	-
5890	PUBL SUBSCRIPTIONS/TAPES	350	600	350	350	600	350	350	600	350	350	600	350	5,200
5895	SHIPPING CHARGES	450	450	450	450	450	450	450	450	450	450	450	450	5,400
5900	OTHER OFFICE EXPENSES	1,250	1,500	1,250	1,250	1,500	1,250	1,250	1,500	1,250	1,250	1,500	1,250	16,000
5930	OFFICE EXPENSE	250	250	250	250	250	250	250	250	250	250	250	250	3,000
5935	OFFICE ELECTRIC	250	250	250	250	250	250	250	250	250	250	250	250	3,000
5938	OFFICE GAS	75	75	75	75	75	75	75	75	75	75	75	75	900
5940	OFFICE WATER	-	-	-	-	-	-	-	-	-	-	-	-	-
5945	OFFICE TELECOM	140	30	30	30	140	30	30	30	30	30	30	30	800
5950	OFFICE GARBAGE REMOVAL	-	-	-	-	-	-	-	-	-	-	-	-	-
5955	OFFICE LANDSCAPE / MOW / PLOW	-	-	-	-	-	-	-	-	-	-	-	-	-
5960	OFFICE ALARMS/PHONE EXP	250	250	250	250	250	250	250	250	250	250	250	250	3,000
5965	OFFICE MAINTENANCE	360	360	360	360	360	360	360	360	360	360	360	360	4,320
5970	OFFICE CLEANING SERVICE	-	-	-	-	-	-	-	-	-	-	-	-	-
5975	OFFICE MACHINE/HEAT/COOL	10	10	10	10	10	10	10	10	10	10	10	10	120
5980	OTHER OFFICE UTILITIES	-	-	-	-	-	-	-	-	-	-	-	-	-
5985	TELEMETERING PHONE EXPENSE	1,695	1,285	1,285	1,285	1,695	2,585	2,585	2,585	1,935	2,045	1,285	1,285	22,660
6005	ACCOUNTING STUDIES	-	-	-	-	-	-	-	-	-	-	-	-	-
6010	AUDIT FEES	-	-	-	-	-	-	-	-	-	-	-	-	-
6015	EMPLOY FINDER FEES	-	-	-	-	-	-	-	-	-	-	-	-	-
6020	ENGINEERING FEES	-	-	-	-	-	-	-	-	-	-	-	-	-
6025	LEGAL FEES	-	-	-	-	-	-	-	-	-	-	-	-	-
6030	MANAGEMENT FEES	-	-	-	-	-	-	-	-	-	-	-	-	-
6035	PAYROLL SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-
6040	TAX RETURN REVIEW	-	-	-	-	-	-	-	-	-	-	-	-	-
6045	TEMP EMPLOY - CLERICAL	-	-	-	-	-	-	-	-	-	-	-	-	-
6050	OTHER OUTSIDE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-
6065	OUTSIDE SERVICE EXPENSE	4,461	4,461	4,461	4,461	4,461	4,461	4,461	4,461	4,461	4,461	4,461	4,461	53,527
6070	RATE CASE AMORT EXPENSE	-	-	-	-	-	-	-	-	-	-	-	-	-
6075	MISC REG MATTERS COMM EXP	4,461	4,461	4,461	4,461	4,461	4,461	4,461	4,461	4,461	4,461	4,461	4,461	53,527
6090	WATER RESOURCE CONSERV EXP	410	410	410	410	410	410	410	410	410	410	410	410	4,920
6095	REGULATORY COMMISSION EX	410	410	410	410	410	410	410	410	410	410	410	410	4,920
6105	RENT EXPENSE	-	-	-	-	-	-	-	-	-	-	-	-	-
6110	SALARIES-SYSTEM PROJECT	-	-	-	-	-	-	-	-	-	-	-	-	-
6115	SALARIES-ACTG/FINANCE	-	-	-	-	-	-	-	-	-	-	-	-	-
6120	SALARIES-ADMIN	-	-	-	-	-	-	-	-	-	-	-	-	-
6125	SALARIES-OFFICERS/STHLDR	-	-	-	-	-	-	-	-	-	-	-	-	-
6130	SALARIES-HR	-	-	-	-	-	-	-	-	-	-	-	-	-
6135	SALARIES-MIS	-	-	-	-	-	-	-	-	-	-	-	-	-
6140	SALARIES-LEADERSHIP OPS	2,116	2,113	2,123	2,180	2,183	2,183	2,180	2,187	2,183	2,180	2,183	2,183	25,994
6145	SALARIES-REGULATORY	-	-	-	-	-	-	-	-	-	-	-	-	-
6150	SALARIES-CUSTOMER SERVICE	-	-	-	-	-	-	-	-	-	-	-	-	-
6155	SALARIES-BILLING	-	-	-	-	-	-	-	-	-	-	-	-	-
6160	SALARIES-CORP SERVICE ADMIN	32,714	31,419	35,206	33,696	35,030	35,030	35,030	36,365	35,030	35,696	35,030	35,030	412,042
6165	SALARIES-OPERATIONS FIELD	2,506	2,387	2,745	2,581	2,704	2,704	2,704	2,827	2,704	2,581	2,704	2,704	31,728
6170	SALARIES-OPERATIONS OFFICE	-	-	-	-	-	-	-	-	-	-	-	-	-
6175	SALARIES-CHGO TO PLT/HSC	-	-	-	-	-	-	-	-	-	-	-	-	-

Account	Account Name	Jan (4,190)	Feb (4,276)	Mar (4,917)	Apr (4,624)	May (4,844)	Jun (4,844)	Jul (4,624)	AUG (5,065)	SEP (4,844)	OCT (4,624)	Nov (4,844)	Dec (4,844)	Total (56,840)
6165	CAPITALIZED TIME ADJUSTMENT	-	-	-	-	-	-	-	-	-	-	-	-	-
6170	CAPITALIZED TIME ADJ-CORPORATE	32,846	31,643	35,257	33,833	35,073	35,073	33,833	36,314	35,073	33,833	35,073	35,073	412,924
6185	SALARIES & WAGES	-	-	600	-	200	-	-	-	200	-	-	-	1,200
6185	TRAVEL LODGING	-	-	400	-	-	-	-	-	-	-	-	-	400
6190	TRAVEL AIRFARE	-	-	30	-	-	-	-	-	-	-	-	-	30
6195	TRAVEL TRANSPORTATION	-	-	300	50	50	100	50	50	100	50	50	100	1,000
6200	TRAVEL MEALS	50	-	-	-	-	-	-	-	-	-	-	-	50
6205	TRAVEL ENTERTAINMENT	-	-	-	-	-	-	-	-	-	-	-	-	-
6207	TRAVEL OTHER	-	-	-	-	-	-	-	-	-	-	-	-	-
6207	TRAVEL OTHER	50	50	1,330	50	50	300	50	50	300	50	50	300	2,650
6215	FUEL	-	-	-	-	-	-	-	-	-	-	-	-	-
6220	AUTO REPAIR/TIRES	-	-	-	-	-	-	-	-	-	-	-	-	-
6225	AUTO LICENSES	-	-	-	-	-	-	-	-	-	-	-	-	-
6230	OTHER TRANS EXPENSES	-	-	-	-	-	-	-	-	-	-	-	-	-
6230	OTHER TRANS EXPENSES	-	-	-	-	-	-	-	-	-	-	-	-	-
6255	FIEST TRANSPORTATION EXP	1,700	1,700	1,700	1,700	1,700	1,700	1,700	1,700	1,700	1,700	1,700	1,700	20,400
6260	TEST-WATER	300	300	300	300	300	300	300	300	300	300	300	300	3,600
6265	TEST-EQUIP/CHEMICAL	-	-	-	-	-	-	-	-	-	-	-	-	-
6265	TEST-EQUIP/WATER DRINKING	-	-	-	-	-	-	-	-	-	-	-	-	-
6270	TEST-SEWER	400	400	400	400	400	400	400	400	400	400	400	400	4,800
6285	MAINTENANCE TESTING	2,400	2,400	2,400	2,400	2,400	2,400	2,400	2,400	2,400	2,400	2,400	2,400	28,800
6285	WATER-MAINT SUPPLIES	500	500	500	500	500	500	500	500	500	500	500	500	6,000
6280	WATER-MAINT REPAIRS	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	18,000
6290	WATER-MAIN BREAKS	-	-	-	-	-	-	-	-	-	-	-	-	-
6300	WATER-ELEC EQUIPT REPAIR	-	-	-	-	-	-	-	-	-	-	-	-	-
6305	WATER-PERMITS	500	500	500	500	500	500	500	500	500	500	500	500	6,000
6310	WATER-OTHER MAINT EXP	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	30,000
6320	MAINTENANCE-WATER PLANT	130	130	130	130	130	130	130	130	130	130	130	130	1,560
6325	SEWER-MAINT SUPPLIES	150	150	150	150	150	150	150	150	150	150	150	150	1,800
6325	SEWER-MAINT REPAIRS	125	125	125	125	125	125	125	125	125	125	125	125	1,500
6330	SEWER-MAIN BREAKS	20	20	20	20	20	20	20	20	20	20	20	20	240
6335	SEWER-ELEC EQUIPT REPAIR	-	-	-	-	-	-	-	-	-	-	-	-	-
6340	SEWER-PERMITS	-	-	-	-	-	-	-	-	-	-	-	-	-
6345	SEWER-OTHER MAINT EXP	425	425	425	425	425	425	425	425	425	425	425	425	5,100
6355	MAINTENANCE-SEWER PLANT	585	585	585	585	585	585	585	585	585	585	585	585	7,020
6360	DEFERRED MAINT EXPENSE	-	-	-	-	-	-	-	-	-	-	-	-	-
6365	COMMUNICATION EXPENSE	-	-	-	-	-	-	-	-	-	-	-	-	-
6365	EQUIPMENT RENTALS	-	-	-	-	-	-	-	-	-	-	-	-	-
6370	OPER CONTRACTED WORKERS	-	-	-	-	-	-	-	-	-	-	-	-	-
6375	OUTSIDE LAB FEES-LAB/LAND	-	-	-	-	-	-	-	-	-	-	-	-	-
6380	REPAIRS & MAINT-MAINT/LAND	-	-	-	-	-	-	-	-	-	-	-	-	-
6385	UNIFORMS	-	-	-	-	-	-	-	-	-	-	-	-	-
6390	WEATHER/DURABLE CANE COSTS	40	40	40	40	40	40	40	40	40	40	40	40	480
6400	MAINTENANCE-WATRESWR PLAN	625	625	625	625	625	625	625	625	625	625	625	625	7,500
6410	SEWER HOODING	300	300	300	1,500	300	300	300	1,500	300	300	300	300	7,200
6410	SLUDGE HAULING	77,325	71,772	76,900	76,583	76,137	78,121	76,322	93,350	80,764	73,993	74,169	75,776	933,213

Account	Account Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
5430	PURCHASED WATER													
5435	PURCHASED WATER-WATER SYS													
5440	PURCHASED WATER-SEWER SYS													
5445	PURCHASED WATER - BILLINGS													
5455	PURCHASED WATER EXPENSE													
5460	PURCHASED SEWER TREATMENT													
5465.10	PURCHASED SEWER - BILLINGS													
5465.11	PURCHASED SEWER TREATMENT													
5465.12	ELEC PWR - WTR SYSTEM SFC SUPPLY													
5465.13	ELEC PWR - WTR SYSTEM WTR TREAT													
5470.10	ELEC PWR - WTR SYSTEM TRANS DIS													
5470.11	ELEC PWR - WTR SYSTEM ADMIN													
5470.12	ELEC PWR - WATER SYSTEM													
5470.13	ELEC PWR - SWR SYSTEM COLL													
5470.14	ELEC PWR - SWR SYSTEM PUMP													
5470.15	ELEC PWR - SWR SYSTEM TRT DISP													
5471	ELEC PWR - SWR SYSTEM ADMIN													
5480	ELEC PWR - SWR SYSTEM REUSE WT													
5485	ELEC PWR - SWR SYSTEM REUSE OS													
5490	ELEC PWR - SWR SYSTEM													
5495	ELEC PWR - OTHER													
5500	CHLORINE													
5505	ODOR CONTROL CHEMICALS													
5510	OTHER TREATMENT CHEMICALS													
5515	CHEMICALS													
5520	METER READING													
5525	AGENCY EXPENSE													
5530	UNCOLLECTIBLE ACCOUNTS													
5535	UNCOLL ACCOUNTS ACCRUAL													
5540	BAD DEBT EXPENSE													
5545	BILL STOCK													
5550	BILLING COMPUTER SUPPLIES													
5555	BILLING ENVELOPES													
5560	BILLING POSTAGE	100												100
5565	CUSTOMER SERVICE PRINTING													
5570	BILLING & CUSTOMER SERVICE EXPENSE	100												100
5575	401K/ESOP CONTRIBUTIONS													
5580	HEALTH & DENTAL PREMIUMS													
5585	DENTAL INS REIMBURSEMENTS													
5590	EMP PENSIONS & BENEFITS													
5595	EMPLOYEE INS DEDUCTIONS													
5600	HEALTH COSTS & OTHER													
5605	OTHER EMP PENSION/BENEFITS													
5610	PENSION CONTRIBUTIONS													
5615	TERM LIFE INS													
5620	TERM LIFE INS-OPT													
5625	DEPEND LIFE INS-OPT													
5630	SUPPLEMENTAL LIFE INS													
5635	TUITION													
5640	EMPLOYEE BENEFITS													
5645	INSURANCE-VEHICLE													
5650	INSURANCE-GEN LMB													
5655	INSURANCE-WORKERS COMP													
5660	INSURANCE-OTHER													
5665	INSURANCE-EXPENSE													
5670	COMPUTER MAINTENANCE													
5675	COMPUTER SUPPLIES													
5680	COMPUTER AMORT & PROG COST													
5685	INTERNET SUPPLIER													
5690	MICROFILMING													
5700	WEBSITE DEVELOPMENT													

Account	Account Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
IT DEPARTMENT														
5785	ADVERTISING/MARKETING													
5790	BANK SERVICE CHARGE													
5795	CONTRIBUTIONS				500						500			1,000
5800	LETTER OF CREDIT FEE													
5805	LICENSE FEES													
5810	MEMBERSHIPS			100										125
5815	PENALTIES/FINES					25								
5820	TRAINING EXPENSE													
5825	OTHER MISC EXPENSE			100	500	25					500			1,125
5835	MISCELLANEOUS EXPENSE													
5855	ANSWERING SERVICE													
5860	CLEANING SUPPLIES													
5865	COPY MACHINE													
5870	HOLIDAY EVENTS/PICNICS						1,900						1,300	3,200
5875	KITCHEN SUPPLIES													
5880	OFFICE SUPPLY STORES	150	150	150	150	150	150	150	150	150	150	150	150	1,800
5885	PRINTING/BLUEPRINTS													
5890	PUBL SUBSCRIPTIONS/TAPES													
5895	SHIPPING CHARGES	230	230	230	230	230	230	230	230	230	230	230	230	2,760
5900	OTHER OFFICE EXPENSES	50	50	50	50	50	50	50	50	50	50	50	50	600
5930	OFFICE EXPENSE	430	430	430	430	430	430	430	430	430	430	430	430	5,160
5935	OFFICE ELECTRIC													
5940	OFFICE GAS													
5945	OFFICE WATER													
5948	OFFICE TELECOM													
5950	OFFICE GARBAGE REMOVAL													
5955	OFFICE LANDSCAPE / MOW / PLOW													
5960	OFFICE ALARM SYS PHONE EXP													
5965	OFFICE MAINTENANCE													
5970	OFFICE CLEANING SERVICE													
5975	OFFICE MACHINE/HEAT&COOL													
5980	OTHER OFFICE UTILITIES													
5985	TELEMETERING PHONE EXPENSE													
6005	OFFICE UTILITIES/MAINTENANCE													
6010	ACCOUNTING STUDIES													
6015	AUDIT FEES													
6020	EMPLOY FINDER FEES													
6025	ENGINEERING FEES													
6030	LEGAL FEES	6,250	6,250	6,250	6,250	6,250	6,250	6,250	6,250	6,250	6,250	6,250	6,250	75,000
6035	MANAGEMENT FEES													
6040	PAYROLL SERVICES													
6045	TAX RETURN REVIEW													
6050	TEMP EMPLOY - CLERICAL													
6065	OTHER OUTSIDE SERVICES													
6070	OUTSIDE SERVICE EXPENSE	6,250	6,250	6,250	6,250	6,250	6,250	6,250	6,250	6,250	6,250	6,250	6,250	75,000
6075	RATE CASE AMORT EXPENSE													
6090	MISC REG MATTERS COMM EXP	650	650	650	650	650	650	650	650	650	650	650	650	7,800
6105	WATER RESOURCE CONSERV EXP	650	650	650	650	650	650	650	650	650	650	650	650	7,800
6110	REGULATORY COMMISSION EX													
6115	RENT EXPENSE													
6120	SALARIES-SYSTEM PROJECT													
6125	SALARIES-ACCTS/FINANCE													
6130	SALARIES-ADMIN													
6135	SALARIES-OFFICERS/STIC/DR													
6140	SALARIES-HR													
6145	SALARIES-MIS													
6150	SALARIES-LEADERSHIP OPS	9,365	9,365	9,365	9,365	9,365	9,365	9,365	9,365	9,365	9,365	9,365	9,365	114,909
6155	SALARIES-REGULATORY													
6160	SALARIES-CUSTOMER SERVICE													
6165	SALARIES-BILLING													

Conf 800 MWR Cost Center
2011 O&M Budget

Account	Account Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
6147	SALARIES-CORP SERVICE ADMIN	9,365	9,365	9,365	9,646	9,646	9,646	9,646	9,646	9,646	9,646	9,646	9,646	114,969
6150	SALARIES-OPERATIONS FIELD	600	300	600	800	600	300	600	1,000	600	300	600	600	6,900
6155	SALARIES-OPERATIONS OFFICE	350	350	350	700	350	350	350	400	350	350	350	350	4,250
6160	SALARIES-CHGD TO FLT-WSC	60	60	60	60	60	60	60	60	60	60	60	60	720
6165	CAPITALIZED TIME ADJUSTMENT	300	150	300	150	300	150	300	400	300	150	300	300	3,100
6170	CAPITALIZED TIME ADI-CORPORATE													
6185	SALARIES & WAGES	9,365	9,365	9,365	9,646	9,646	9,646	9,646	9,646	9,646	9,646	9,646	9,646	114,969
6190	TRAVEL LODGING	600	300	600	800	600	300	600	1,000	600	300	600	600	6,900
6195	TRAVEL/FARE	350	350	350	700	350	350	350	400	350	350	350	350	4,250
6200	TRAVEL TRANSPORTATION	60	60	60	60	60	60	60	60	60	60	60	60	720
6205	TRAVEL MEALS	300	150	300	150	300	150	300	400	300	150	300	300	3,100
6205	TRAVEL ENTERTAINMENT													
6207	TRAVEL OTHER													
6215	TRAVEL EXPENSE	1,310	510	2,360	1,710	960	860	960	1,890	960	860	1,310	1,310	14,970
6220	FUEL													
6220	AUTO REPAIR/TIRES													
6225	AUTO LICENSES													
6230	OTHER TRNS EXPENSES													
6255	FLEET TRANSPORTATION EXP													
6260	TEST-WATER													
6260	TEST-EQUIP/CHEMICAL													
6265	TEST-SAFE WATER DRINKING													
6270	TEST-SEWER													
6285	MAINTENANCE TESTING													
6290	WATER-MAINT SUPPLIES													
6295	WATER-MAINT REPAIRS													
6300	WATER-MAIN BREAKS													
6300	WATER-ELEC EQUIPT REPAIR													
6305	WATER-PERMITS													
6310	WATER-OTHER MAINT EXP													
6320	MAINTENANCE-WATER PLANT													
6325	SEWER-MAINT SUPPLIES													
6330	SEWER-MAINT REPAIRS													
6335	SEWER-MAIN BREAKS													
6340	SEWER-ELEC EQUIPT REPAIR													
6345	SEWER-PERMITS													
6345	SEWER-OTHER MAINT EXP													
6355	MAINTENANCE-SEWER PLANT													
6360	DEFERRED MAINT EXPENSE													
6365	COMMUNICATION EXPENSE													
6370	EQUIPMENT RENTALS													
6375	OPER CONTRACTED WORKERS													
6380	OUTSIDE LAB FEES-LAB/LAND													
6385	REPAIRS & MAINT-MAINT/LAND													
6390	UNIFORMS													
6390	WEATHER/HURRICANE COSTS													
6400	MAINTENANCE-WTR&SEWR PLAN													
6410	SEWER HODDING													
6410	SLUDGE HAULING													
		18,105	17,205	19,155	19,186	17,961	17,836	19,816	18,836	17,936	18,336	18,286	19,546	222,264

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 8**

8. Reference: WSCK Response PSC 1 – 4 (Business Rules and Processes, VII. Capital Projects, 1.1 CP-01P: Capital Projects Initial Budget Creation, page 92). Please answer the following.
 - a. Is there a capital projects budget for WSCK? If yes, then who creates it and thereafter approves it? If no, then why not?
 - b. Does the Income Statement Budget Creation/Approval by the Executive Team uniquely identify capital projects for WSCK? If yes, then please explain how. If no, then please explain why not.
 - c. The Business Rules and Process for capital projects includes the term “Project Owner” (page 105). Please identify the Project Owner(s) for WSCK capital projects from 1 January 2009 until 31 March 2011. If there were no capital projects within this time frame, then please identify the individual(s) who would have served as Project Owner(s) had there been capital projects.

Response: Witness – Brian Shrake:

- a. There is a capital project budget for WSCK. It is created by the Regional Manager and approved by the Regional Vice President.
- b. During the budgeting process each capital project is individually identified, justified and approved for on a project by project basis.
- c. The project owner for WSCK capital projects would be the Regional Manager of the area in which the project was to be developed.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 9**

9. Reference, WSCK Response PSC 1 – 4 (Business Rules and Processes, 1.10 AP-10P: Expense Reimbursement, page 81). Please answer the following. Identify the “Supervisor” for Approval and Distribution of non-HR-Related expenses.

Response: Witness – Brian Shrake:

“Supervisor” is a generic term referring to a person with a supervisory role over the employee submitting their expense report for the purpose of the above referenced flow chart.

**Water Service Corporation of
Kentucky**

Case No. 2010-00476

AG DR 1 Item 10

10. Please provide a schedule for the outside consulting fees paid during the test period and for the post-test year to date.

Response: Witness – Brian Shrake:

Please see attached schedule titled "OAG DR 1-10."

Water Service Corp of Kentucky
Case No. 2010-00476
OAG DR 1-10
Schedule of Consulting Fees

Witness: BWS

Account:	Account Description	Expense for the test period.	Expense for the 6 months ended 3/31/11
6010	AUDIT FEES	8,277	3,453
6015	EMPLOY FINDER FEES	2,323	781
6025	LEGAL FEES	2,541	851
6035	PAYROLL SERVICES	2,922	1,097
6040	TAX RETURN REVIEW	2,128	900
6050	OTHER OUTSIDE SERVICES	8,259	4,691
	Total:	<u>26,449</u>	<u>11,774</u>

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 11**

11. Please provide a narrative that identifies and explains any divestitures made by Utilities, Inc., since 1 January 2009.

Response: Witness – Brian Shrake:

Please see attached schedule titled “OAG DR 1-11” for a list of divestitures made since January 1, 2009.

SALE DATE	JDE CO	JDE BU	JDE COMPANY/BU NAME	W/S	COUNTY	STATE	PURCHASER
5/18/2009	243	243100	EASTLAKE WATER SERVICE	W	HILLSBOROUGH	FL	Pluris LLC
	243	243101	EASTLAKE WATER SERVICE	S	HILLSBOROUGH	FL	Pluris LLC
	243	243102	EASTLAKE WATER SERVICE	C	HILLSBOROUGH	FL	Pluris LLC
5/22/2009	116	116100	COUNTY LINE WATER COMPANY	W	COOK	IL	City of Palatine
7/6/2009	258	258100	SOUTH GATE UTILITIES INC	W	SARASOTA	FL	Pluris LLC
	258	258101	SOUTH GATE UTILITIES INC	S	SARASOTA	FL	Pluris LLC
	258	258102	SOUTH GATE UTILITIES INC	C	SARASOTA	FL	Pluris LLC
7/21/2009	244	244100	PEBBLE CREEK UTILITIES INC	W	HILLSBOROUGH	FL	Pluris LLC
	244	244101	PEBBLE CREEK UTILITIES INC	S	HILLSBOROUGH	FL	Pluris LLC
	244	244102	PEBBLE CREEK UTILITIES INC	R	HILLSBOROUGH	FL	Pluris LLC
	244	244103	PEBBLE CREEK UTILITIES INC	C	HILLSBOROUGH	FL	Pluris LLC
8/31/2009	189	189100	NORTH TOPSAIL UTILITIES INC	S	ONSLow	NC	Pluris LLC
11/9/2009	253	253100	MILES GRANT	C	MARTIN	FL	Martin County
	253	253101	MILES GRANT	W	MARTIN	FL	Martin County
	253	253102	MILES GRANT	S	MARTIN	FL	Martin County
	253	253103	MILES GRANT	C	MARTIN	FL	Martin County
11/9/2009	254	254100	HUTCHINSON ISLAND IRRIGATION	N	MARTIN	FL	Martin County
	254	254102	ACME FL Hutchinson Island Irr	N	MARTIN	FL	Martin County
	254	254106	ACME FL Martin Correctional Fa	N	MARTIN	FL	Martin County
11/9/2009	261	261100	UTILITIES INC OF HUTCHINSON ISLAND	W	MARTIN	FL	Martin County
	261	261101	UTILITIES INC OF HUTCHINSON ISLAND	S	MARTIN	FL	Martin County
	261	261102	UTILITIES INC OF HUTCHINSON ISLAND	C	MARTIN	FL	Martin County
11/18/2009	247	247100	WEDGEFIELD UTILITIES INC	W	ORANGE	FL	Pluris LLC
	247	247101	WEDGEFIELD UTILITIES INC	S	ORANGE	FL	Pluris LLC
	247	247102	WEDGEFIELD UTILITIES INC	C	ORANGE	FL	Pluris LLC
3/1/2010	900	900160	BIO TECH NC ADMIN			NC	Dissolved
	900	900161	BIO TECH NC MECHANICAL			NC	Dissolved
	900	900162	BIO TECH NC EXCAVATING			NC	Dissolved
	900	900163	BIO TECH NC CARPENTRY			NC	Dissolved
	900	900164	BIO TECH NC SLUDGE HAULING			NC	Dissolved
	900	900165	BIO TECH NC SWR MAIN CLEANING			NC	Dissolved
	900	900166	BIOTECH LAND & LAB CHR NC			NC	Dissolved
3/15/2010	182	182192	EMERALD POINT	W	MECKLENBURG	NC	Charlotte-Mecklenburg Utility Division
	182	182193	EMERALD POINT	S	MECKLENBURG	NC	Charlotte-Mecklenburg Utility Division
	182	182194	EMERALD POINT	C	MECKLENBURG	NC	Charlotte-Mecklenburg Utility Division
7/19/2010	403	403110	RIVER FOREST	S	SPARTANBURG	SC	Spartanburg County
	403	403111	STONECREEK	S	SPARTANBURG	SC	Spartanburg County
9/15/2010	245	245100	ALAFAYA UTILITIES INC	S	SEMINOLE	FL	City of Oviedo
	245	245101	ALAFAYA UTILITIES INC	R	SEMINOLE	FL	City of Oviedo
	245	245102	ALAFAYA UTILITIES INC	C	SEMINOLE	FL	City of Oviedo

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 12**

12. With regard to any divestitures by Utilities, Inc., please explain the impact on the calculation and application of the ERC factor used in allocating certain service company expenses.

Response: Witness – Brian Shrake:

A divestiture would result in a lower total denominator for the Utilities, Inc. This would reduce the denominator in the allocation calculation which would result in an increase of the allocation percentage.

**Water Service Corporation of
Kentucky**

Case No. 2010-00476

AG DR 1 Item 13

13. Reference: Application, Exhibit 4 W/p[b-1]. The full-time employee head count decreased from 446 as of 31 October 2009 to 400 as of 30 September 2010. Please explain the reason for the decrease, and, if the decrease during the period is in whole or part due to a divestiture of operations by Utilities, Inc., then please provide an updated schedule that depicts the full-time employee head count by month "as if" the divestiture had occurred prior to 31 October 2009.

Response: Witness -- Brian Shrake:

The decrease in headcount can be attributed to turnover, divestment of operating companies and business reorganization strategy. Nine positions were eliminated from October 31, 2009 to September 30, 2010 due to divestments; six occurred in November 2009, one in December 2009 and two in September 2010. Please see the attached schedule titled "OAR DR 1-13."

WATER SERVICE CORPORATION OF KENTUCKY

Witness BWS

Case No. 2010-00476

Calculation of Health and Other Benefits Removing Divested positions

OAG DR 1-13

Account Number	Account Name	Balance 03/31/08	Average Full Time Empl Count for the 12 months ended 9/30/10	Benefit Calculation
5630	HEALTH & DENTAL PREMIU.	559,637		
5635	DENTAL INS REIMBURSEMEN	(219)		
5640	EMP PENSIONS & BENEFITS	-		
5645	EMPLOYEE INS DEDUCTIONS	(1,193,798)		
5650	HEALTH COSTS & OTHER	33,143		
5655	HEALTH INS REIMBURSEMEN	3,925,217		
	Total Health Insurance	<u>3,323,981</u>	416	7,997
5660	OTHER EMP BENEFITS	55,256		
5670	TERM LIFE INS	185,487		
5675	TERM LIFE INS-OPT	(26,036)		
5680	DEPEND LIFE INS-OPT	(3,443)		
5685	SUPPLEMENTAL LIFE INS	-		
5690	TUITION	47,820		
	Total Other Benefits	<u>259,085</u>	416	623

Month	Full time employee Head Count	Positions not yet eliminated due to divestment	Adjusted Head Count
10/31/2009	446	9	437
11/30/2009	438	3	435
12/31/2009	436	2	434
1/31/2010	436	2	434
2/28/2010	416	2	414
3/31/2010	411	2	409
4/30/2010	411	2	409
5/31/2010	404	2	402
6/30/2010	410	2	408
7/31/2010	405	2	403
8/31/2010	405	2	403
9/30/2010	400	0	400
12 month Average	<u>418</u>		416

**Water Service Corporation of
Kentucky**

Case No. 2010-00476

AG DR 1 Item 14

14. Reference: Application. Exhibit 4 w/p [b] and w/p [b-2]. Please confirm that "Sup 2" per w/p [b-2] is the Regional Vice President and explain why the Percentage Allocated amount of 6.56% differs from the 21.57% factor corresponding to "Sup 1."

Response: Witness – Brian Shrake:

"Sup 2" is the Regional Vice President. The Regional Vice President oversees companies in Illinois, Indiana, Kentucky, Tennessee, North Carolina, Virginia, Maryland and Pennsylvania. The companies in those states have a total ERC count of 112,060. "Sup 1" is one of two Regional Directors who report to the Regional Vice President. "Sup 1" oversees companies in Illinois, Indiana, Kentucky and Tennessee. These companies have a total of 34,074 ERCs. The allocation percentages are different because each of the people in these positions services a different number of areas.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 15**

15. Reference: Reference: Application, Exhibit 15 (Income Statement for Twelve Months Ending September 30, 2010. Please provide the following.
- a. All vouchers or charge documentation for 5180 Memberships;
 - b. All vouchers or charge documentation for 5815 Penalties/Fines;
 - c. All vouchers or charge documentation for 5825 Other Misc Expe;
 - d. All vouchers or charge documentation for 5780 Miscellaneous Ex;
 - e. Explain the charges for 5855 Answering Servi and how these amounts are necessary for the provision of reasonable water service;
 - f. All vouchers or charge documentation for 5870 Holiday Events/;
 - g. All vouchers or charge documentation for 5890 Publ Subscripti;
 - h. All vouchers or charge documentation for 6180 Travel Expense;
 - i. All vouchers or charge documentation for 6190 Travel Airfare;
 - j. All vouchers or charge documentation for 6195 Travel Transport;
 - k. All vouchers or charge documentation for 6200 Travel Meals;
 - l. All vouchers or charge documentation for 6205 Travel Entertai.; and
 - m. All vouchers or charge documentation for 6390 Weather/Hurrica.

Response: Witness – Brian Shrake:

- a. Please see attached electronic files
- b. The company incorrectly included \$27.22 of Penalties and Fines in the calculation of its revenue requirement. These expenses should be removed.
- c. Please see attached electronic files
- d. There were no charges to that account during the test year.
- e. The company has an answering service to answer customer calls during non-business hours and to notify the on-call operators of any customer emergencies requiring an immediate response during non-business hours.
- f. Please see attached electronic files
- g. Please see attached electronic files
- h. Please see attached electronic files
- i. Please see attached electronic files
- j. Please see attached electronic files
- k. Please see attached electronic files
- l. Please see attached electronic files
- m. Please see attached electronic files

Missing documentation will be filed in a supplemental attachment when available.

WSC expenses were allocated to WSCK on a monthly basis during the test year. The WSCK allocation factor for those expenses ranged between 2.50% and 2.63% for the test period.

RVP Expenses were allocated to WSKK on a monthly basis during the test year. The WSKK allocation factor for those expenses ranged between 6.15% and 6.56% for the test period.

Atlantic Region expenses were allocated to WSKK on a monthly basis from 10/01/09 to 6/30/10 of the test year. The WSKK allocation factor for those expenses ranged between 9.37% and 9.67% for the test period.

Midwest region expenses were allocated to WSKK on a monthly basis from 7/01/10 to 9/30/10 of the test year. The WSKK allocation factor for those expenses ranged between 21.6% and 21.7% for the test period.

State of Kentucky Cost center expenses were allocated to WSKK on a monthly basis during the test year. The WSKK allocation factor for those expenses was 100%

**Water Service Corporation of
Kentucky**

Case No. 2010-00476

AG DR 1 Item 16

16. Reference: WSCK Response PSC 1 – 11. Sub-part c indicates, in terms of the employer retirement contribution rate, “This rate is determined at the end of the year by the Board of Directors.” With regard to this statement, please answer the following.
- a. Please identify the corresponding corporate entity for this Board of Directors. (Is it the WSCK Board of Directors? If no, then who?)
 - b. Notwithstanding the prior request, explain the role that the WSCK’s Board of Directors plays in determining the compensation of employees who provide service in Kentucky.

Response: Witness – Brian Shrake:

- a. The corporate entity in question would be Utilities Inc.
- b. All employees who provide service in Kentucky are employees of Water Service Corporation and not WSCK. The Director’s of WSCK play no role in determining the compensation of employees who provide service in Kentucky.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 17**

17. Reference: WSCK Response PSC 1 – 19. Please provide a summary of the “Customer service reorganization” noted in 2010. Include in the explanation the reasons why the Corporate HQ employees grew from 64 in 2009 to 90 in 2010 and, for any new employee added since 1 January 2009, provide, by employee (although the name may be redacted in favor of a separate, unique identifier):
- a. The date of hire; and
 - b. The corresponding job description.

Response: Witness – Brian Shrake:

In March 2011, WSC consolidated its multiple customer service offices into three regional offices. These regional offices are located in Florida, North Carolina and Nevada. Before this reorganization; the Customer Service Representatives (CSRs) in each state office interacted with customers in a specific region or state. This was reflected in the allocation of CSRs based on the state or region they served. Currently, the representatives in each of these offices interact with all of the customers and operators in Water Service Corporations’ service areas. CSRs are now considered corporate employees and are allocated as a group across all of WSC’s service areas using the WSC allocation factors.

- a. Please see the response to DR 1-18.
- b. Please see the response to DR 1-18.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 18**

18. Reference: WSKK Response PSC 1 – 19. For each employee who left Utilities, Inc., or who was promoted (or reclassified) since 1 January 2009, provide, by employee (although the name may be redacted in favor a separate, unique identifier):
- a. The date of termination or promotion;
 - b. For new hires, the corresponding job description;
 - c. For individuals who were promoted (or reclassified), (i) the corresponding job description for the position left, and (ii) the corresponding job description for the new job; and
 - d. For each separation, promotion, or reclassification, by employee, identify whether the change was due to (i) retirement, (ii) promotion, (iii) reclassification, or (iv) other (which includes both voluntary and involuntary separations).

Response: Witness – Brian Shrake:

- a. Please see attached schedule "OAG DR 1-18."
- b. Please see attached schedule "OAG DR 1-18."
- c. Please see attached schedule "OAG DR 1-18c."
- d. Please see attached schedule "OAG DR 1-18."

Water Service of Kentucky
Case No. 2010-00476
OAG DR 1-18 New Hires

Employee	Position	Region	Date of Hire
New Hire 1	Field Technician	SE	3/2/2009
New Hire 2	Accounting Analyst	MW	2/4/2009
New Hire 3	Operator	Atl	2/13/2009
New Hire 4	Operator	SE	2/13/2009
New Hire 5	Field Tech	West	2/17/2009
New Hire 6	Lead Operator	Atl	2/25/2009
New Hire 7	Operator	Atl	3/2/2009
New Hire 8	CSR	Atl	3/2/2009
New Hire 9	CSR	West	3/5/2009
New Hire 10	Billing Specialist	MW	4/1/2009
New Hire 11	Field tech	FL	4/8/2009
New Hire 12	Field Tech	FL	4/13/2009
New Hire 13	Chief Financial Officer	MW	5/4/2009
New Hire 14	CSR	SE	5/11/2009
New Hire 15	Operator	Atl	5/11/2009
New Hire 16	Operator	SE	5/11/2009
New Hire 17	Field Tech	MW	5/18/2009
New Hire 18	Field Tech	MW	5/20/2009
New Hire 19	Operator	Atl	6/8/2009
New Hire 20	Admin Assistant	W	7/20/2009
New Hire 21	Meter Reader	FL	7/21/2009
New Hire 22	Operator	MW	7/29/2009
New Hire 23	Operator	Fl	8/17/2009
New Hire 24	CSR	West	8/17/2009
New Hire 25	Warehouse Clerk	Atl	8/21/2009
New Hire 26	CSR	West	8/24/2009
New Hire 27	Lead Operator	FL	9/14/2009
New Hire 28	Lead Operator	MW	9/15/2009
New Hire 29	Benefits Administrator	MW	9/16/2009
New Hire 30	Admin Assistant	W	9/23/2009
New Hire 31	Operator	SE	9/29/2009
New Hire 32	Field Tech	W	10/1/2009
New Hire 33	Financial Planning and Analyst Manager	MW	10/1/2009
New Hire 34	CSR	Atl	10/1/2009
New Hire 35	Operator	MW	10/7/2009
New Hire 36	Area Manager	MW	11/2/2009
New Hire 37	CSR	W	11/5/2009
New Hire 38	CSR	W	11/6/2009
New Hire 39	Maintenance	S	11/9/2009
New Hire 40	Maintenance	S	11/9/2009
New Hire 41	Field Tech	Fl	11/9/2009

Water Service of Kentucky
Case No. 2010-00476
OAG DR 1-18 New Hires

New Hire 42	Maintenance	S	11/9/2009
New Hire 43	Field Tech	MW	11/16/2009
New Hire 44	Regulatory Staff Accountant I	MW	11/16/2009
New Hire 45	Operator	ATL	12/7/2009
New Hire 46	Lead Operator	FL	12/7/2009
New Hire 47	Field Tech	W	12/9/2009
New Hire 48	Driver	Bio	12/16/2009
New Hire 49	Field Tech	FL	12/18/2009
New Hire 50	Field Tech I	SE	1/4/2010
New Hire 51	Field Tech I	SE	1/4/2010
New Hire 52	Administrative Assistant	W	1/5/2010
New Hire 53	Water-Wastewater Operator II	SE	1/13/2010
New Hire 54	Field Technician	MW	1/25/2010
New Hire 55	Operator	SE	2/1/2010
New Hire 56	Fixed Asset Acctg Mgr	C AF	2/1/2010
New Hire 57	Customer Care Manager	C CS	2/10/2010
New Hire 58	Lead Operator	SE	2/11/2010
New Hire 59	Field Tech III	ATL	2/22/2010
New Hire 60	Field Technician	W	2/22/2010
New Hire 61	Water-Wastewater Operator II	ATL	4/1/2010
New Hire 62	HR Manager	C HR	4/7/2010
New Hire 63	Field Tech I	MW	4/8/2010
New Hire 64	Lead Water-Wastewater Oper	ATL	4/12/2010
New Hire 65	Controller	C AF	4/13/2010
New Hire 66	Field Tech II	MW	4/14/2010
New Hire 67	CSR II	C CS	4/26/2010
New Hire 68	CSR I	C CS	4/27/2010
New Hire 69	Water-Wastewater Operator II	SE	5/17/2010
New Hire 70	Regional Finance Manager	ATL	6/1/2010
New Hire 71	CSR I		6/1/2010
New Hire 72	Field Tech II		6/7/2010
New Hire 73	CSR I		6/14/2010
New Hire 74	Field Tech I		6/16/2010
New Hire 75	Field Tech I	SE	6/24/2010
New Hire 76	Lead Water-Wastewater Operator	ATL	7/6/2010
New Hire 77	Field Tech III	ATL	7/12/2010
New Hire 78	Water-Wastewater Operator I	ATL	7/21/2010
New Hire 79	Maintenance Worker	S	8/2/2010
New Hire 80	Operator II	ATL	8/11/2010
New Hire 81	Lead Operator	SE	8/11/2010
New Hire 82	CSR I	C CS	8/25/2010
New Hire 83	CSR I	C CS	8/25/2010

Water Service of Kentucky
Case No. 2010-00476
OAG DR 1-18 New Hires

New Hire 84	Lead Operator	SE	8/30/2010
New Hire 85	CSR I	C CSR	9/13/2010
New Hire 86	Lead Water-Wastewater Operator	AtI	9/15/2010
New Hire 87	Field Tech I	W	9/20/2010

Water Service of Kentucky
Case No. 2010-00476
OAG DR 1-18 Seperations

Employee #	Position	Region	Date of Seperation
Sep. Emp. 1	Benefits Admin	MW	1/11/2009
Sep. Emp. 2	Operator	Atl	1/13/2009
Sep. Emp. 3	Field Tech	FL	1/19/2009
Sep. Emp. 4	Operator	Atl	2/11/2009
Sep. Emp. 5	Regional Manager	MW	2/13/2009
Sep. Emp. 6	Project Manager	MW	2/13/2009
Sep. Emp. 7	Operator	FL	2/17/2009
Sep. Emp. 8	Maintenance	Bio	3/2/2009
Sep. Emp. 9	Area Manager	West	3/6/2009
Sep. Emp. 10	Director of Finance	MW	3/13/2009
Sep. Emp. 11	Area Manager	West	3/19/2009
Sep. Emp. 12	Operator	MW	3/19/2009
Sep. Emp. 13	CSR	FL	3/31/2009
Sep. Emp. 14	Lead Operator	MW	3/31/2009
Sep. Emp. 15	CSR	SE	4/2/2009
Sep. Emp. 16	Operator	SE	4/2/2009
Sep. Emp. 17	Lead Operator	Atl	4/3/2009
Sep. Emp. 18	Lead Operator	MW	4/7/2009
Sep. Emp. 19	Area Manager	MW	4/16/2009
Sep. Emp. 20	Director of Operations	Bio	4/30/2009
Sep. Emp. 21	Operations Analyst	MW	4/30/2009
Sep. Emp. 22	Operator	SE	5/6/2009
Sep. Emp. 23	Operator	MW	5/14/2009
Sep. Emp. 24	Operator	FL	5/31/2009
Sep. Emp. 25	Customer Service Supervisor	W	6/5/2009
Sep. Emp. 26	Lead CSR	SE	6/5/2009
Sep. Emp. 27	CSR	W	6/5/2009
Sep. Emp. 28	Lead Operator	Atl	6/12/2009
Sep. Emp. 29	Capital projects Analyst	MW	6/15/2009
Sep. Emp. 30	Lead Operator	Atl	6/16/2009
Sep. Emp. 31	Field Tech	Bio	6/18/2009
Sep. Emp. 32	Field Tech	W	6/25/2009
Sep. Emp. 33	Driver	Bio	7/2/2009
Sep. Emp. 34	Meter Reader	FL	7/7/2009
Sep. Emp. 35	CSR	Atl	7/10/2009
Sep. Emp. 36	Admin Assistant	W	7/16/2009
Sep. Emp. 37	Lead Operator	FL	7/17/2009
Sep. Emp. 38	CSR	SE	7/24/2009
Sep. Emp. 39	Operator	W	7/31/2009
Sep. Emp. 40	Driver	bio	8/3/2009
Sep. Emp. 41	Field Tech	MW	8/13/2009
Sep. Emp. 42	Admin Assistant	SE	9/2/2009
Sep. Emp. 43	CSR	SE	9/3/2009
Sep. Emp. 44	CSR	W	9/14/2009

Water Service of Kentucky
Case No. 2010-00476
OAG DR 1-18 Separations

Employee #	Position	Region	Date of Separation
Sep. Emp. 45	VP and Chief Financial Officer	MW	9/15/2009
Sep. Emp. 46	Lead Operator	W	9/15/2009
Sep. Emp. 47	Field Tech	W	9/18/2009
Sep. Emp. 48	Benefits/Performance Mgmt Spec	MW	9/22/2009
Sep. Emp. 49	CSR	W	9/25/2009
Sep. Emp. 50	AP Clerk	MW	9/30/2009
Sep. Emp. 51	Warehouse Clerk	Atl	9/30/2009
Sep. Emp. 52	Tax and Regulatory Analyst	MW	9/30/2009
Sep. Emp. 53	CSR	Atl	10/5/2009
Sep. Emp. 54	Lead Operator	FL	10/16/2009
Sep. Emp. 55	Operator	MW	10/16/2009
Sep. Emp. 56	Field Tech	FL	10/23/2009
Sep. Emp. 57	Field Tech	FL	10/23/2009
Sep. Emp. 58	Field Tech	FL	10/23/2009
Sep. Emp. 59	Field Supervisor	FL	10/23/2009
Sep. Emp. 60	Operator	Atl	10/24/2009
Sep. Emp. 61	Operator	Atl	10/24/2009
Sep. Emp. 62	Supervisor	Atl	10/24/2009
Sep. Emp. 63	Operator Manager	Atl	10/24/2009
Sep. Emp. 64	Lead Operator	Atl	10/24/2009
Sep. Emp. 65	Operator	Atl	10/24/2009
Sep. Emp. 66	Lead Operator	FL	10/24/2009
Sep. Emp. 67	Driver	Bio	10/29/2009
Sep. Emp. 68		FI	11/8/2009
Sep. Emp. 69	Lead Operator	MW	11/9/2009
Sep. Emp. 70	Operator	FI	11/9/2009
Sep. Emp. 71	Operator	FI	11/10/2009
Sep. Emp. 72	Lead Operator	FI	11/10/2009
Sep. Emp. 73	Lead Operator	Atl	11/10/2009
Sep. Emp. 74	Field Tech	FI	11/10/2009
Sep. Emp. 75	Regulatory Assistant	MW	11/17/2009
Sep. Emp. 76	Field Tech	FI	11/18/2009
Sep. Emp. 77	Operator	FI	11/18/2009
Sep. Emp. 78	Field Tech	FI	11/18/2009
Sep. Emp. 79	Lead Operator	FI	11/30/2009
Sep. Emp. 80	CSR	Atl	11/30/2009
Sep. Emp. 81	CSR	W	11/30/2009
Sep. Emp. 82	Operator	SE	12/3/2009
Sep. Emp. 83	Facilities Inspector	SE	12/3/2009
Sep. Emp. 84	Operator	MW	12/4/2009
Sep. Emp. 85	Regional VP	W	12/7/2009
Sep. Emp. 86	Operator	FL	12/7/2009
Sep. Emp. 87	Operator	MW	12/8/2009
Sep. Emp. 88	CSR	ATL	12/11/2009

Water Service of Kentucky
Case No. 2010-00476
OAG DR 1-18 Separations

Employee #	Position	Region	Date of Separation
Sep. Emp. 89	President and CEO	MW	12/16/2009
Sep. Emp. 90	CSR	W	12/18/2009
Sep. Emp. 91	Operator	ATL	12/29/2009
Sep. Emp. 92	Billing	MW	12/31/2009
Sep. Emp. 93	Administrative Assistant	MW	1/11/2010
Sep. Emp. 94	Executive Assistant	C EXEC	1/15/2010
Sep. Emp. 95	Operations Support Director	C OL	1/18/2010
Sep. Emp. 96	Operator	W	1/18/2010
Sep. Emp. 97	Lead Operator	SE	1/22/2010
Sep. Emp. 98	Lead Operator	SE	1/26/2010
Sep. Emp. 99	Field Technician	W	1/26/2010
Sep. Emp. 100	Field Technician	BIO	2/1/2010
Sep. Emp. 101	Fixed Asset Accountant	C AF	2/1/2010
Sep. Emp. 102	Senior Fixed Asset Accountant	C AF	2/1/2010
Sep. Emp. 103	Regulatory Accounting Manager	C REG	2/2/2010
Sep. Emp. 104	Customer Service Rep	C CS	2/4/2010
Sep. Emp. 105	Field Technician	SE	2/25/2010
Sep. Emp. 106	Customer Service Rep	SE	2/25/2010
Sep. Emp. 107	Customer Service Rep	SE	2/26/2010
Sep. Emp. 108	Customer Service Rep	ATL	2/26/2010
Sep. Emp. 109	Customer Service Rep	C CS	2/26/2010
Sep. Emp. 110	Customer Service Rep	C CS	2/26/2010
Sep. Emp. 111	Customer Service Rep	ATL	2/26/2010
Sep. Emp. 112	Customer Service Rep	SE	2/26/2010
Sep. Emp. 113	Customer Service Rep	C CS	2/26/2010
Sep. Emp. 114	Customer Service Rep	SE	2/26/2010
Sep. Emp. 115	Customer Service Rep	C CS	2/26/2010
Sep. Emp. 116	Customer Service Rep	C CS	2/26/2010
Sep. Emp. 117	Customer Service Rep	C CS	2/26/2010
Sep. Emp. 118	Customer Service Rep	C CS	2/26/2010
Sep. Emp. 119	Customer Service Supervisor	ATL	2/28/2010
Sep. Emp. 120	Customer Care Manager	ATL	2/28/2010
Sep. Emp. 121	Operator	BIO	2/28/2010
Sep. Emp. 122	Field Technician	BIO	2/28/2010
Sep. Emp. 123	Driver	BIO	2/28/2010
Sep. Emp. 124	Customer Care Manager	C CS	2/28/2010
Sep. Emp. 125	Financial Planning and Analyst Manager	MW	3/26/2010
Sep. Emp. 126	Lead Water-Wastewater Oper	MW	4/1/2010
Sep. Emp. 127	Lead Water-Wastewater Oper	MW	4/1/2010
Sep. Emp. 128	Field Tech II	SE	4/7/2010
Sep. Emp. 129	Operator	S	4/8/2010
Sep. Emp. 130	Operator	S	4/13/2010
Sep. Emp. 131	Operator	BIO	4/24/2010
Sep. Emp. 132	Administrative Assistant	C CS	4/24/2010

Water Service of Kentucky
Case No. 2010-00476
OAG DR 1-18 Seperations

Employee #	Position	Region	Date of Seperation
Sep. Emp. 133	Regional Director	MW	4/30/2010
Sep. Emp. 134	HR Generalist		5/3/2010
Sep. Emp. 135	Field Tech II	SE	5/4/2010
Sep. Emp. 136	AP Supervisor	BIO	5/5/2010
Sep. Emp. 137	Rate Specialist	C BILL	5/14/2010
Sep. Emp. 138	Water-Wastewater Operator I	ATL	5/14/2010
Sep. Emp. 139	Water-Wastewater Operator I	ATL	5/15/2010
Sep. Emp. 140	Lead Water-Wastewater Oper	MW	5/17/2010
Sep. Emp. 141	Systems Administrator	C IT	5/19/2010
Sep. Emp. 142	Reg. Business Operations Mgr	ATL	5/27/2010
Sep. Emp. 143	Water-Wastewater Operator I	SE	7/2/2010
Sep. Emp. 144	Lead Operator	SE	7/8/2010
Sep. Emp. 145	Project Manager	SE	7/10/2010
Sep. Emp. 146	Field Tech	MW	7/13/2010
Sep. Emp. 147	Water-Wastewater Operator II	MW	7/13/2010
Sep. Emp. 148	Water-Wastewater Operator I	ATL	7/14/2010
Sep. Emp. 149	Field Tech II	W	7/26/2010
Sep. Emp. 150	Lead CSR	C CS	7/30/2010
Sep. Emp. 151	Lead Operator	ATL	7/31/2010
Sep. Emp. 152	Lead Water-Wastewater Operator	SE	8/4/2010
Sep. Emp. 153	CSR I	C CS	8/12/2010
Sep. Emp. 154	CSR I	C CS	8/19/2010
Sep. Emp. 155	Lead Water-Wastewater Operator	SE	8/20/2010
Sep. Emp. 156	Water-Wastewater Operator I	S	8/20/2010
Sep. Emp. 157	Administrative Assistant	SE	9/7/2010
Sep. Emp. 158	Maintenance Worker	S	9/9/2010
Sep. Emp. 159	CSR I	C CS	9/10/2010
Sep. Emp. 160	Water-Wastewater Operator II	SE	9/16/2010
Sep. Emp. 161	Water-Wastewater Operator II	SE	9/16/2010
Sep. Emp. 162	Field Tech II	SE	9/16/2010
Sep. Emp. 163	Water-Wastewater Operator I	W	9/18/2010
Sep. Emp. 164	Senior Corporate Accountant	C AF	9/20/2010
Sep. Emp. 165	Water-Wastewater Operator II	ATL	9/30/2010
Sep. Emp. 166	Operator	MW	5/17/2009

Water Service of Kentucky
Case No. 2010-00476
OAG 1-18 Promotions

Employee	Old Position	New Position	Change	Region	Date of Change
Prom/Reclass 1	Field Technician	Water-Wastewater Operator I	RECLASSIFICATION	W	4/1/2010
Prom/Reclass 2	Operator	Field Tech III	RECLASSIFICATION	MW	4/1/2010
Prom/Reclass 3	Facility Inspector	Field Tech II	RECLASSIFICATION	SE	4/1/2010
Prom/Reclass 4	Area Manager	Water-Wastewater Operator II	DEMOTION	MW	4/1/2010
Prom/Reclass 5	Operator	Lead Water-Wastewater Oper	RECLASSIFICATION	SE	4/1/2010
Prom/Reclass 6	Meter Reader	Field Tech II	RECLASSIFICATION	SE	4/1/2010
Prom/Reclass 7	Maintenance	Field Tech I	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 8	Maintenance	Field Tech II	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 9	Maintenance	Water-Wastewater Operator I	PROMOTION	S	5/1/2010
Prom/Reclass 10	Operator	Lead Water-Wastewater Oper	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 11	Facility Inspector	Field Tech II	RECLASSIFICATION	SE	4/1/2010
Prom/Reclass 12	Customer Service Supervisor	Operations Support	RECLASSIFICATION	W	6/1/2010
Prom/Reclass 13	Operating Manager	Lead Water-Wastewater Oper	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 14	Operating Manager	Lead Water-Wastewater Oper	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 15	Meter Reader	Field Tech II	RECLASSIFICATION	SE	4/1/2010
Prom/Reclass 16	Operator	Lead Water-Wastewater Oper	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 17	Facility Inspector	Field Tech II	RECLASSIFICATION	SE	4/1/2010
Prom/Reclass 18	Facility Inspector	Water-Wastewater Operator I	RECLASSIFICATION	SE	3/1/2010
Prom/Reclass 19	Operator	Lead Water-Wastewater Oper	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 20	Operating Manager	Lead Water-Wastewater Oper	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 21	Operator	Lead Water-Wastewater Oper	RECLASSIFICATION	MW	4/1/2010
Prom/Reclass 22	Facility Inspector	Field Tech II	RECLASSIFICATION	SE	4/1/2010
Prom/Reclass 23	Operator	Lead Operator	RECLASSIFICATION	S	3/1/2010
Prom/Reclass 24	Operating Manager	Area Manager	RECLASSIFICATION	ATL	6/1/2010
Prom/Reclass 25	Operator	Lead Water-Wastewater Oper	RECLASSIFICATION	MW	4/1/2010
Prom/Reclass 25	Operator	Lead Operator	RECLASSIFICATION	S	3/1/2010
Prom/Reclass 27	Operating Manager	Lead Water-Wastewater Oper	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 28	Meter Reader	Field Tech I	RECLASSIFICATION	MW	4/1/2010
Prom/Reclass 29	Field Technician	Water-Wastewater Operator I	RECLASSIFICATION	W	4/1/2010
Prom/Reclass 30	Operating Manager	Area Manager	RECLASSIFICATION	ATL	6/1/2010
Prom/Reclass 31	Operating Manager	Field Tech I	RECLASSIFICATION	SE	3/1/2010
Prom/Reclass 32	Meter Reader	Field Tech I	RECLASSIFICATION	SE	3/1/2010
Prom/Reclass 33	Field Tech II	Lead Operator	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 34	Meter Reader	Field Tech I	RECLASSIFICATION	SE	4/1/2010
Prom/Reclass 35	Water-Wastewater Operator I	Area Manager	PROMOTION	MW	9/1/2010
Prom/Reclass 36	Facility Inspector	Field Technician	RECLASSIFICATION	SE	3/1/2010
Prom/Reclass 37	Meter Reader	Field Tech I	RECLASSIFICATION	MW	3/1/2010
Prom/Reclass 38	Operating Manager	Area Manager	RECLASSIFICATION	ATL	6/1/2010
Prom/Reclass 39	President	President & CEO	PROMOTION		9/1/2010
Prom/Reclass 40	Field Supervisor	Lead Water-Wastewater Oper	RECLASSIFICATION	S	4/1/2010
Prom/Reclass 41	Maintenance	Operator	RECLASSIFICATION	S	4/1/2010
Prom/Reclass 42	Laborer	Water-Wastewater Operator I	RECLASSIFICATION	MW	4/1/2010
Prom/Reclass 43	Field Supervisor	Field Tech III	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 44	Field Supervisor	Field Tech III	RECLASSIFICATION	SE	3/1/2010
Prom/Reclass 45	Operator	Field Tech II	RECLASSIFICATION	ATL	4/1/2010
Prom/Reclass 46	Construction Inspector	Lead Water-Wastewater Oper	RECLASSIFICATION	W	4/1/2010
Prom/Reclass 47	Regulatory Staff Accountant II	Senior Regulatory Accountant	PROMOTION		4/1/2010
Prom/Reclass 48	CSR	Lead CSR	RECLASSIFICATION	SE	8/1/2009
Prom/Reclass 49	Field Tech	Area Manager	PROMOTION	MW	12/1/2009
Prom/Reclass 50	Laborer	Field Tech	RECLASSIFICATION	Bio	6/1/2009
Prom/Reclass 51	Operator	Lead Operator	RECLASSIFICATION	FL	5/1/2009
Prom/Reclass 52	Operator	Lead Operator	RECLASSIFICATION	Atl	5/1/2009
Prom/Reclass 53	CSR	Lead CSR	RECLASSIFICATION	SE	5/1/2009
Prom/Reclass 54	Regional Office Manager	Customer Care Manager	RECLASSIFICATION	W	11/1/2009
Prom/Reclass 55	Meter Reader	Maintenance	RECLASSIFICATION	Atl	6/1/2009
Prom/Reclass 56	Operator	Lead Operator	RECLASSIFICATION	MW	4/1/2009
Prom/Reclass 57	Operating Manager	Operator	RECLASSIFICATION	Atl	5/1/2009
Prom/Reclass 58	Lead Operator	Operator	RECLASSIFICATION	Atl	9/1/2009
Prom/Reclass 59	Field Tech	Operator	RECLASSIFICATION	Bio	5/1/2009
Prom/Reclass 60	Operator	Field Tech	RECLASSIFICATION	MW	4/1/2009
Prom/Reclass 61	Lead Operator	Operator	RECLASSIFICATION	FL	5/1/2009
Prom/Reclass 62	Operator Manager	Operator	RECLASSIFICATION	Atl	5/1/2009
Prom/Reclass 63	Field Tech	Operator	RECLASSIFICATION	W	8/1/2009
Prom/Reclass 64	Operating Manager	Operator	RECLASSIFICATION	Atl	5/1/2009
Prom/Reclass 65	Operator	Lead Operator	RECLASSIFICATION	West	4/1/2009
Prom/Reclass 66	Operator	Field Tech	RECLASSIFICATION	Atl	4/1/2009
Prom/Reclass 67	Regulatory Accountant	Financial Analyst	PROMOTION	MW	6/1/2009
Prom/Reclass 68	Regional Office Manager	Customer Care Manager	RECLASSIFICATION	Atl	12/1/2009
Prom/Reclass 69	CC Specialist	Operator	RECLASSIFICATION	MW	6/1/2009
Prom/Reclass 70	Operator	Field Tech	RECLASSIFICATION	MW	4/1/2009
Prom/Reclass 71	Operator	Lead Operator	RECLASSIFICATION	West	4/1/2009
Prom/Reclass 72	Operator In training	Field Tech	RECLASSIFICATION	West	4/1/2009
Prom/Reclass 73	Project manager	Regional manager	PROMOTION	W	8/1/2009
Prom/Reclass 74	Manager	Operator	RECLASSIFICATION	Bio	6/1/2009
Prom/Reclass 75	Operator	Field Tech	RECLASSIFICATION	West	4/1/2009

Water Service of Kentucky
Case No. 2010-00476
OAG 1-18 Promotions

Employee	Old Position	New Position	Change	Region	Date of Change
Prom/Reclass 76	Land Site Operator	Driver	RECLASSIFICATION	Bio	6/1/2009
Prom/Reclass 77	Maintenance	Operator	RECLASSIFICATION	Atl	5/1/2009
Prom/Reclass 78	Maintenance Crew Leader	Operator	RECLASSIFICATION	Atl	5/1/2009
Prom/Reclass 79	Water Sample Tech	Operator	RECLASSIFICATION	Atl	5/1/2009
Prom/Reclass 80	Operator	Field Tech	RECLASSIFICATION	West	4/1/2009
Prom/Reclass 81	Operator	Lead Operator	RECLASSIFICATION	Atl	6/1/2009
Prom/Reclass 82	Operator	Lead Operator	RECLASSIFICATION	MW	4/1/2009
Prom/Reclass 83	Operator in Training	Field Tech	RECLASSIFICATION	MW	6/1/2009
Prom/Reclass 84	Operator	Field Tech	RECLASSIFICATION	MW	4/1/2009
Prom/Reclass 85	VP and Chief Operating Officer	President	PROMOTION	MW	11/1/2009
Prom/Reclass 86	Operator	Field Tech	RECLASSIFICATION	Bio	6/1/2009
Prom/Reclass 87	Maintenance	Operator	RECLASSIFICATION	Atl	6/1/2009
Prom/Reclass 88	Maintenance	Driver	RECLASSIFICATION	Bio	6/1/2009
Prom/Reclass 89	Operator	Field Tech	RECLASSIFICATION	MW	4/1/2009
Prom/Reclass 90	Field Tech	Operator	RECLASSIFICATION	MW	5/1/2009
Prom/Reclass 91	Maintenance	Driver	RECLASSIFICATION	Bio	6/1/2009
Prom/Reclass 92	Operating Manager	Operator	RECLASSIFICATION	MW	4/1/2009
Prom/Reclass 93	Field Tech	Operator	RECLASSIFICATION	Atl	5/1/2009
Prom/Reclass 94	Maintenance	Crew Leader	RECLASSIFICATION	Atl	5/1/2009
Prom/Reclass 95	Operator	Lead Operator	RECLASSIFICATION	Atl	5/1/2009

OAG DR 1-18c



JOB TITLE	Field Technician I
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for the accurate and timely reading and recording of water meters to facilitate customer billing; to identify water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Walks 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Documents customer interaction and field activities in CC&B. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Maintains accurate and up-to-date records. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Performs minor meter maintenance and repair duties. ▪ Assists with repairs of water/wastewater treatment plant equipment. ▪ Assists with ordering parts and job costing. ▪ May assist with on-site customer communication. ▪ May assist with customer inquiries, requests and minor issues regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ May prepare a variety of operational reports related to water meter reading activities. ▪ Assists with the installation and disconnect of water meters. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word; ability to learn internal software programs Preferred: MS Excel, Outlook



ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently in the absence of supervision. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to learn to read a variety of water meters. ▪ Ability to learn and understand tariffs as they apply to assigned duties. ▪ Ability to learn the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters. ▪ Ability to read maps, electrical schematics, blueprints, etc. ▪ Ability to follow verbal and written instructions. ▪ Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. *May be in the process of obtaining Distribution and/or Collections Systems certification or first-level plant operating license.
EXPERIENCE	Some water meter reading experience preferred, in addition to previous mechanical or maintenance experience. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions. General knowledge of water meters, care and operation of a variety of tools and equipment, and safe work practices is helpful.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Field Technician II
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for maintaining and cleaning water/wastewater system; identifying water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains. ▪ Maintains and tests water meters; performs new meter installation. ▪ Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation. ▪ Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic plumbing tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools. ▪ Inspects area for cross connection violations and other unsafe conditions. ▪ Maintains accurate and up-to-date records. ▪ Documents customer interaction and Field Activities in CC&B. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ Provides on-site customer communication. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ May assist with repairs of water/wastewater treatment plant equipment. ▪ May walk 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases of water usage to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Assists with ordering parts and job costing. ▪ Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems. ▪ Assists with the installation and/or disconnection of water and/or sewer services. ▪ May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment.



	<ul style="list-style-type: none"> ▪ May assist in maintaining plant compliance with Federal, state and local regulatory requirements. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently in the absence of supervision. ▪ Demonstrates initiative and desire to learn new tasks. ▪ Possesses strong electrical and mechanical maintenance skills in the area of water and wastewater maintenance and repair, including working knowledge of collection and distribution systems, pumps, motors, controls and piping. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to read a variety of water meters. ▪ Ability to apply the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters. ▪ Ability to understand tariffs as they apply to assigned duties. ▪ Ability to read maps, electrical schematics, blueprints, etc. ▪ Ability to follow verbal and written instructions. ▪ Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. Preferred: Distribution and/or Collections certification as required by statute or regulation. *May be in the process of obtaining first-level operating license.
EXPERIENCE	A minimum of one year water meter reading experience preferred, in addition to previous mechanical or maintenance experience. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions. General knowledge of water meters, care and operation of a variety of tools and equipment, and safe work practices is helpful.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Field Technician III
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for maintaining and cleaning water/wastewater systems; identifying water meter equipment problems; and performing water meter and/or system maintenance activities.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains. ▪ Maintains and tests water meters; performs new meter installation. ▪ Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation. ▪ Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic plumbing tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools. ▪ Inspects area for cross connection violations and other unsafe conditions. ▪ Maintains accurate and up-to-date records. ▪ Documents customer interaction and Field Activities in CC&B. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ Provides on-site customer communication. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ May assist AM with overseeing the daily tasks of other field technicians. ▪ May assist with repairs of water/wastewater treatment plant equipment. ▪ May walk 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases of water usage to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Assists with ordering parts and job costing. ▪ Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems. ▪ Assists with the installation and disconnection of water meters and sewer services. ▪ May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment. ▪ May assist in maintaining plant compliance with Federal, state and local regulatory requirements. ▪ Performs other related duties as assigned.



COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently in the absence of supervision. ▪ Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to motivate others in pursuit of Company goals. ▪ Demonstrates initiative to take on new tasks. ▪ Possesses strong electrical and mechanical maintenance skills in the area of water and wastewater maintenance and repair, including working knowledge of collection and distribution systems, pumps, motors, controls and piping. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to read a variety of water meters. ▪ Ability to apply the methods, techniques, tools, equipment and materials used in the repair, installation and testing of water and flow meters. ▪ Ability to understand tariffs as they apply to assigned duties. ▪ Ability to read maps, electrical schematics, blueprints, etc. ▪ Ability to follow verbal and written instructions. ▪ Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. Preferred: Distribution and/or Collections certification as required by State regulatory laws, or the ability to attain certification within 12 months of hire. *May be in the process of obtaining dual certifications or first-level operating license.
EXPERIENCE	A minimum of three years water meter reading experience preferred, in addition to previous mechanical or maintenance experience; in-depth, working knowledge of water meters, care and operation of a variety of tools and equipment used in maintaining water/wastewater systems, and safe work practices. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Water/Wastewater Treatment Operator II
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under general supervision, performs routine tasks related to the operation of water and/or wastewater treatment facilities. Maintains plant compliance with EPA standards and state water Commission. Performs general cleaning of grounds and buildings. Ensures plant safety and sanitary requirements.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Operates and maintains water and/or wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. ▪ Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when below-standard variances are detected. Samples water prior to exiting system. ▪ Detects and reports atypical conditions, such as: damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. ▪ Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. ▪ Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. ▪ Assists Lead Operator with emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol. ▪ Adds chemicals to water by predetermined formula. Advises Lead Operator when minimum inventory levels of these materials have been reached. ▪ Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. ▪ Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state. ▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. ▪ Cleans and maintains treatment plant, pumping stations and wells; prepares and paints equipment, walls and floors. ▪ Ensures regulatory compliance and adherence to Company policies and standards. ▪ Maintains a safe working environment and reports safety concerns to Area Manager.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Completes facility and vehicle inspections, along with related follow-up. ▪ Installs and reads water meters. ▪ Acts as liaison between customers and customer service; provides on-site customer communication.



	<ul style="list-style-type: none"> ▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. ▪ Ensures that facilities and grounds are kept clean and orderly and comply with Company standards. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations. ▪ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. ▪ Ability to review, classify, categorize, prioritize and/or analyze data. ▪ Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. ▪ Ability to follow verbal and written instructions. ▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Currently holds second-level operator license per state regulation, may be in the process of obtaining third-level license; must maintain a valid driver's license.
EXPERIENCE	Requires 3 – 5 years mechanical experience, including at least 3 years specializing in chemical treatment of water and/or wastewater and/or a minimum of 3 years in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Lead Water/Wastewater Treatment Operator
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under limited supervision, performs routine tasks related to the operation of a water/wastewater treatment facility. Responsible for maintaining plant compliance with EPA standards and state water Commission. Assists with training of other personnel and leading work crews. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes and works cooperatively to provide quality seamless utility service. Works with AM and RM to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees the operation and maintenance of water/wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. ▪ Oversees the organization and delegation of team tasks. ▪ Develops and maintains operational records and prepares reports in compliance with regulatory standards. ▪ Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment. ▪ Installs and repairs pumps, motors, valves and piping; diagnoses, repairs and clarifies aeration equipment, ion exchange bins, filtration equipment and other major apparatuses. ▪ Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when non-standard variances are detected. Samples water prior to exiting system. ▪ Detects and reports atypical conditions, such as: identifying damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. ▪ Cleans and maintains treatment plant, pumping stations and wells. Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. ▪ Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. ▪ Implements emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol and notifies local emergency responders. ▪ Adds chemicals to water by predetermined formula. Maintains minimum inventory levels of these materials. ▪ Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. ▪ Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state.



	<ul style="list-style-type: none"> ▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. ▪ Ensures regulatory compliance and adherence to Company policies and standards. ▪ Coordinates construction and excavation involved in system repairs; estimates required labor and materials; identifies equipment needed for all projects; orders necessary parts. ▪ Maintains a safe working environment and reports safety concerns to Area Manager. ▪ Trains personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures. ▪ Ensures all operators are equipped with necessary tools, parts and safety equipment to work effectively. ▪ Stays abreast of Federal, State and local regulations and environmental guidelines regarding water/wastewater treatment and distribution.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ May assist with training personnel on safety procedures. ▪ Assists with overseeing and inspections of local construction projects. ▪ Assists with the development of short and long term plans for operation of facilities, including contingency plans as well as plant and equipment removal/replacement. ▪ Assists with the design and construction of extension and improvement projects. ▪ Provides on-site customer communication. ▪ Acts as liaison between the customers and customer service. ▪ Responds to requests and inquiries from the general public. ▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	<p>Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook, Internet Explorer</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently and under limited supervision. ▪ Demonstrates initiative to take on new tasks. ▪ Ability to mentor and guide co-workers to increase skill level, morale and efficiency. ▪ Ability to motivate others in pursuit of Company goals. ▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations. ▪ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. ▪ Ability to review, classify, categorize, prioritize and/or analyze data. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies.



	<ul style="list-style-type: none"> ▪ Ability to follow verbal and written instructions. ▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Currently holds the minimum licensing in order to be responsible operator in charge per state regulation, or holds the minimum licensing to be classified as an Operator II with the ability to attain minimum licensing to be responsible operator in charge within 1 year of employment; must maintain a valid driver's license.
EXPERIENCE	Requires a minimum of 5 years progressive experience working in utility management or the utility industry. Requires knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water/wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; operates and oversees the use of heavy equipment, including agricultural sludge spreaders.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. Requires 24 hour responsiveness to various situations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Area Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Manager
JOB SUMMARY	Oversees the operation and maintenance of water and wastewater treatment plants. Provides leadership and guidance in water and wastewater plant management. Works with Regional Manager and Regional Director to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Develops strategic plans for water and wastewater facility needs; manages the design and construction of facilities and infrastructure. ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees, including meter readers, operators, field technicians, etc, engaged in the operation of water/wastewater plants and distribution systems. ▪ Manages the operation of multiple water systems and wastewater treatment facilities. ▪ Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment. ▪ Ensures water and wastewater quality consistently meet Federal, state and local laws. ▪ Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations. ▪ Stays abreast of Federal, state and local regulations and environmental guidelines regarding water/wastewater treatment and distribution. ▪ Oversees the training of personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures; trains employees of safety policies and procedures. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Responds to all emergency situations, including coordination of contractors, public notification and informing UI personnel and governmental agencies as needed. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Ability to objectively coach employees through complex, difficult and emotional issues.



	<ul style="list-style-type: none"> ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to delegate responsibility and authority to maximize use of employees' skills. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Ability to effectively communicate and interact with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Proven ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: HS Diploma or GED Preferred: Bachelor's degree, this may be required in some circumstances; completion of multiple utility industry related courses, seminars, management and supervisory training is preferred.
CERTIFICATIONS/LICENSES	Required: Must hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment; must maintain a valid driver's license.
EXPERIENCE	Requires a minimum of 6 years progressive experience working in utility management or the utility industry. Requires knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment.
TRAVEL REQUIRED	Within service area.
SHIFT	Requires 24 hour responsiveness to various situations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Maintenance Worker
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under general supervision, performs a variety of work in the general maintenance and repair of grounds, buildings, facilities and equipment.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Maintains grounds in clean and orderly manner, including mowing, trimming, weeding, aerating and fertilizing lawns; replaces plants as needed. ▪ Maintains grounds maintenance equipment; adjusts, cleans and performs minor mechanical work on grounds equipment. ▪ Trims tree branches that create hazardous situations.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Follows established safety policies and procedures to ensure safe work environment. ▪ Removes trash and debris from grounds. ▪ Assists with annual water system flushing and valve maintenance activities. ▪ Assists with required annual testing of fire hydrants. ▪ Assists with annual, periodic maintenance of fire hydrants. ▪ Performs other related duties as assigned.
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to use a variety of hand and power tools. ▪ Ability to work in different weather conditions with exposure to the elements. ▪ Ability to work independently in the absence of supervision. ▪ Ability to follow verbal and written instructions.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license.
EXPERIENCE	Any combination of training and experience which demonstrates the ability to perform the duties and responsibilities as described, including related work experience.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), bending or stooping repeatedly, climbing and mechanical repair. Expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; may encounter various potential hazards.
EQUIPMENT USED	Operates lawn and grounds equipment, including power mowers, string trimmers, edgers and hedge shears.
SHIFT	This is a part-time position; Monday – Friday with variations in hours.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Regional Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for the management of water and wastewater treatment operations for the region, including directing, planning, managing, staffing, and organizing the safe and efficient operation of all UI subsidiaries in assigned region. Provides leadership and guidance in water and wastewater plant management. Works with Area Managers and Regional Director to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees plant operations and maintenance, customer contact and capital planning. ▪ Provides support and follow up to Area Managers. ▪ Maintains accurate and timely reports, records and permits associated with facility operations and customer relations, ensuring they meet compliance regulations. ▪ Assists Regional Director in the development and implementation of operational and regional strategies. ▪ Ensures water and wastewater quality consistently meet Federal, state and local laws. ▪ Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations. ▪ Provides expertise as required to maintain compliance with local, state, regional and Federal regulatory requirements regarding water/wastewater treatment and distribution. ▪ Offers opportunities to increase efficiency by identifying and implementing operational cost saving ideas. ▪ Serves as the contact for inquiries regarding operational issues; answers routine and ad hoc information requests that are regional or unit-specific in nature. ▪ Responsible for safety and maintaining a safe work environment. ▪ Oversees the training of personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures, in addition to safety policies and procedures. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Provides leadership and guidance in energy management. ▪ Acts as point of contact with developers, engineers, consultants, regulators and customers. ▪ Assists Regional Director in executing any additional assigned duties. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: PowerPoint, Outlook and Explorer



<p>ADDITIONAL SKILLS</p>	<ul style="list-style-type: none"> ▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to provide vision and leadership. ▪ Ability to objectively coach employees and managers through complex, difficult and emotional issues. ▪ Ability to define specific problems and offer variable solutions. ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to specify goals and effectively achieve them. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Must have ability to effectively communicate with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Ability to motivate others in the pursuit of Company goals.
<p>EDUCATION</p>	<p>Required: Bachelor's degree in Business, Engineering, Environmental Science or similar field, or a combination of education and experience. Preferred: Completion of multiple utility industry related courses, seminars, management and/or supervisory training.</p>
<p>CERTIFICATIONS/LICENSES</p>	<p>Required: Must maintain a valid driver's license. Preferred: Ability to hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment.</p>
<p>EXPERIENCE</p>	<p>Requires a minimum of 7 years progressive experience working in utility management or the utility industry. Requires extensive knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes. Experience in strategic planning and execution is strongly preferred.</p>
<p>PHYSICAL DEMANDS</p>	<p>Light to moderate physical activity; requires normal hearing and vision.</p>
<p>EQUIPMENT USED</p>	<p>PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.</p>
<p>TRAVEL REQUIRED</p>	<p>Within region.</p>
<p>ADDITIONAL COMMENTS</p>	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
<p>CONTACT INFORMATION</p>	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Customer Service Representative I
DEPARTMENT	Customer Service
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Care Manager
JOB SUMMARY	Responds to inquiries received through phone, email and/or written correspondence with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under direct supervision.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Answers all incoming calls from customers and resolves billing and service issues. ▪ Responds to customers via telephone, email or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints; forwards complex issues on to CSR II, Lead CSR or Customer Care Manager. ▪ Opens and closes customer accounts. ▪ Reviews customer correspondence. ▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. ▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction. ▪ Monitors system-generated shut off field activities for non-payment; makes payment arrangements in accordance with state regulations and company policy. ▪ Processes customer payments and maintains the requisite financial tracking systems. ▪ Initiates and terminates service as requested. ▪ Applies tariffs for all states, as required.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with account adjustments as necessary. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, ShoreTel Call system
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Friendly, customer service focus. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Ability to multitask in a fast-paced environment. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.



	<ul style="list-style-type: none"> ▪ Detail oriented. ▪ Ability to work within a team environment, as well as independently. ▪ Maintains high level of confidentiality.
EDUCATION	Required: HS Diploma or GED
EXPERIENCE	0 -1 year of related experience is preferred. Knowledge of commonly used concepts, practices and procedures relating to customer service is helpful. Relies on instructions and pre-established guidelines to perform job functions.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

*Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.*



JOB TITLE	Customer Service Representative II
DEPARTMENT	Customer Service
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Care Manager
JOB SUMMARY	Responds to inquiries received through phone, email and/or written correspondence with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under general supervision.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Answers all incoming calls from customers and resolves billing and service issues. ▪ Responds to customers via telephone, email or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints; responds to escalated calls from CSR; forwards complex issues on to Lead CSR or Customer Care Manager. ▪ Opens and closes customer accounts. ▪ Reviews customer correspondence. ▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. ▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction. ▪ Monitors system-generated shut off field activities for non-payment; makes payment arrangements in accordance with state regulations and company policy. ▪ Processes customer payments and maintains the requisite financial tracking systems. ▪ Initiates and terminates service as required. ▪ Reviews various billing reports to resolve issues prior to billing. ▪ Reviews accounts receivable reports and takes appropriate action to collect on debt owed to the company. ▪ Files liens where appropriate. ▪ Applies tariffs for all states, as required.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with account adjustments as necessary. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, ShoreTel Call system
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently and under limited supervision. ▪ Ability to successfully research and resolve customer issues with some assistance. ▪ Demonstrates initiative to take on new tasks. ▪ Friendly, customer service focus.



	<ul style="list-style-type: none"> ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Ability to multitask in a fast-paced environment. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented. ▪ Ability to work within a team environment, as well as independently. ▪ Maintains high level of confidentiality.
EDUCATION	Required: HS Diploma or GED
EXPERIENCE	2 – 5 years experience in customer service or related area. Familiar with standard concepts, practices and procedures related to customer service. Relies on limited experience and judgment to plan and accomplish goals.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

*Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.*



JOB TITLE	Customer Care Manager
DEPARTMENT	Customer Service
STATUS	Exempt
SUPERVISOR'S TITLE	Customer Service Manager
JOB SUMMARY	Responsible for providing quality and efficient customer service to customers through the daily management of a team of employees, including hiring, motivating, recognition and rewarding, coaching, counseling, training and problem solving. This position will serve as the primary contact for problem resolution and information gathering regarding customer inquiries.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary. ▪ Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient and knowledgeable manner. ▪ Provides training to all customer service employees in the areas of billing, tariff compliance, rate cases and quality customer service. ▪ Responsible for scheduling customer service representative work schedules. ▪ Monitors appropriate usage of overtime by the customer service staff and follows policy regarding overtime. ▪ Ensures employees receive appropriate training and other resources to perform their jobs. ▪ Analyzes monthly Customer Service reports; creates reports as requested. ▪ Identifies and informs management of trends by reviewing, analyzing and summarizing special reports. ▪ Conducts monthly audits of monetary transactions. ▪ Responds to and resolves employee relations issues expressed by team members; creates and maintains a high quality work environment so team members are motivated to perform at their best level. ▪ Addresses disciplinary and/or performance problems according to Company policy. ▪ Provides continual evaluation of processes and procedures. Responsible for suggesting methods to improve area operations, efficiency and service to customers. ▪ Resolves escalated customer calls and complex service issues.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Maintains contact with and serves as liaison to State Public Utilities Commissions regarding customer service issues or complaints for assigned regions. ▪ Assists with evaluating the Customer Service Department's effectiveness by reviewing daily, weekly and monthly reports. ▪ Assists with establishing work procedures and processes that support Company and departmental standards, procedures and strategic directives.



	<ul style="list-style-type: none"> ▪ Periodically monitors the interaction between CSR's and customers to ensure quality control. Gives direction and makes recommendations as necessary. ▪ Works to maintain high level of cooperation and proper attitude within the department. ▪ Executes special projects assigned by CSM. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, ShoreTel Call system
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to perform all duties of a Customer Service Representative. ▪ Communicates clearly and effectively, both verbally and in writing. ▪ Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to delegate responsibility and authority to maximize use of employees' skills. ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to motivate others in pursuit of Company goals. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented. ▪ Maintains high level of confidentiality. ▪ Friendly, customer service focus.
EDUCATION	Preferred: Associates Degree in business administration or other business related field.
EXPERIENCE	Requires a minimum of 5 years experience in customer service or related area. Must be familiar with standard concepts, practices and procedures related to customer service. 2 years of previous supervisory experience is preferred. Experience in public utility customer service work is highly desirable.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

*Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.*



JOB TITLE	Customer Service Manager
DEPARTMENT	Customer Service
STATUS	Exempt
SUPERVISOR'S TITLE	Vice President, Corporate Services
JOB SUMMARY	Responsible for the overall direction, coordination and evaluation of the Customer Service Department, in addition to maintaining effective customer service for all customers.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Develops and implements procedures pertinent to the effective and efficient operation of the Customer Service Department. ▪ Monitors programs and procedures to ensure customer satisfaction. Maintains in-depth working knowledge of company systems and processes. ▪ Sets performance standards to meet service goals of company; coaches Customer Service Team in order to achieve high performance. ▪ Evaluates performance of Customer Service offices within defined indicators to improve work flow, efficiency, customer issue resolution and documentation. ▪ Provides feedback to operations and senior management regarding service failures or customer concerns. ▪ Analyzes monthly customer service reports; creates reports as requested. ▪ Identifies and informs management of trends by reviewing, analyzing and summarizing special reports. ▪ Provides information to staff and corporate office in a timely and comprehensive manner. ▪ Monitors financial performance for the Customer Service cost center.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees. ▪ Develops and maintains positive relationships with Public Utility Commissions and the community. ▪ Remains up to date on new and revised regulations that may impact the company. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, ShoreTel Call system
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to think ahead and plan over a 3-12 month time span. ▪ Strong customer orientation. ▪ Maintains high level of confidentiality. ▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.



	<ul style="list-style-type: none"> ▪ Ability to provide vision and leadership. ▪ Ability to objectively coach employees and managers through complex, difficult and emotional issues. ▪ Ability to define specific problems and offer variable solutions. ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to specify goals and effectively achieve them. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Ability to motivate others in the pursuit of Company goals. ▪ Excellent analytical, communication and organizational skills.
EDUCATION	Preferred: Bachelors Degree in a business related field and/or related experience in a public utility customer service department.
EXPERIENCE	Requires a minimum of 7-10 years of progressively responsible experience in customer service or related area. Must be familiar with standard concepts, practices and procedures related to customer service. 5 years of previous supervisory experience and previous experience with customer service systems development and deployment is preferred. Experience in public utility customer service work is highly desirable.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

*Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.*



JOB TITLE	Lead Customer Service Representative
DEPARTMENT	Customer Service
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Care Manager
JOB SUMMARY	Responsible for assisting the Customer Care Manager with daily responsibilities, including leading a team of CSR's, OTJ training, new-hire training and performance feedback. Responds to inquiries received through phone, electronic and/or written correspondence with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under limited supervision.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Answers all incoming calls from customers and resolves billing and service issues. ▪ Responds to customers via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints. ▪ Acts as primary point of contact for department in the absence of Customer Care Manager. ▪ Approves CSR adjustments on a daily basis, prior to posting. ▪ Oversees the maintenance of files for customer correspondence, legal notices, reports and other records. ▪ Tracks all reporting and filing for the department. ▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction. ▪ Coordinates with the Billing Department, Customer Care Manager and field operations to ensure all customers are issued a timely, accurate bill. ▪ Communicates with employees and management so that customer service calls are answered in a timely, efficient and knowledgeable manner. ▪ Evaluates the Customer Service Department's effectiveness by identifying and informing management of call trends, billing issues and field issues that affect and drive the department's daily operations. ▪ Creates and maintains a high quality work environment so team members are motivated to perform at their best level. ▪ Responsible for suggesting methods to improve area operations, efficiency and service to customers.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists CCM in resolving escalated customer calls and complex issues. ▪ Opens and closes customer accounts. ▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. ▪ Monitors system-generated shut off field activities for non-payment; makes payment arrangements in accordance with state regulations and company policy. ▪ Processes customer payments and maintains the requisite financial



	<p>tracking systems.</p> <ul style="list-style-type: none"> ▪ Initiates and terminates service as required. ▪ Reviews various billing reports to resolve issues prior to billing. ▪ Reviews accounts receivable reports and takes appropriate action to collect debt owed to the company. ▪ Files liens where appropriate. ▪ Applies tariffs for all states, as required. ▪ Performs other duties as assigned.
COMPUTER SKILLS	<p>Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, ShoreTel Call system</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently and under limited supervision. ▪ Ability to successfully research and resolve customer issues with minimal assistance. ▪ Demonstrates initiative to take on new tasks. ▪ Ability to mentor and guide co-workers to increase skill level, morale and efficiency. ▪ Friendly, customer service focus. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Ability to motivate others in pursuit of Company goals. ▪ Ability to multitask in a fast-paced environment. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented. ▪ Ability to work within a team environment, as well as independently. ▪ Maintains high level of confidentiality.
EDUCATION	<p>Required: HS Diploma or GED Preferred: Associates Degree in accounting, business administration or other business related field</p>
EXPERIENCE	<p>Requires a minimum of 3 – 5 years experience in customer service or related area. Must be familiar with standard concepts, practices and procedures related to customer service. Relies on experience and judgment to plan and accomplish goals.</p>
PHYSICAL DEMANDS	<p>Light to moderate physical activity, requires normal hearing and vision.</p>
EQUIPMENT USED	<p>PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.</p>
ADDITIONAL COMMENTS	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
CONTACT INFORMATION	

*Management maintains the right to assign or reassign duties and responsibilities at any time.
 This description is a working draft, subject to revision.*



JOB TITLE	Regulatory Staff Accountant I
DEPARTMENT	Regulatory Accounting
STATUS	Exempt
SUPERVISOR'S TITLE	Regulatory Accounting Manager
JOB SUMMARY	Assists and supports regulatory manager and fellow accountants during rate increase filings and other regulatory matters. Prepares analyses and responses for Commission staff during regulatory revenue increase requests.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Performs miscellaneous regulatory functions required by various state commissions. ▪ Runs various reports in legacy accounting system, JDE and CC&B. ▪ Assists and supports Regulatory Accountant II, Senior Regulatory Accountant and Manager on rate case filings and other proceedings. ▪ Provides audit trail and documentation to easily support work product.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Acts as a back-up to other staff accountants, including administrative support. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: Word, Excel, Outlook and Internet Explorer Preferred: Power Point and JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Excellent analytical, organizational, and interpersonal skills. ▪ General knowledge of double-entry accounting. ▪ Ability to read and comprehend financial statements. ▪ Detail oriented. ▪ Technology savvy.
EDUCATION	Required: Bachelors Degree in Accounting
EXPERIENCE	0 – 1 year of accounting experience.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, photo copier, fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Financial Analyst
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Financial Planning & Analysis Manager
JOB SUMMARY	Performs financial and business related analyses and research in such areas as financial and expense performance, rate of return, depreciation, working capital and investments. Prepares forecasts and analyzes trends in revenue, finance, general business conditions and other related issues.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Analyzes actual v. budget/forecast variances and year-over-year variances to provide explanations to management and to assist with financial decision making. ▪ Uses internal databases and other tools to support qualitative and quantitative analyses and metrics for business regions. ▪ Works with all functional areas to receive and effectively communicate financial results to support operations. ▪ Compiles and prepares monthly, quarterly and annual financial reports and analyses for internal use. ▪ Assists in preparing supporting documentation during annual external audit. ▪ Assists in analyzing trends and developments in competitive environments. ▪ Supports Company accounting principles, practices and procedures.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists Manager of Finance in creating annual budget and quarterly forecasting process. ▪ Participates in special projects as assigned. ▪ Assists in the development of business policies. ▪ Conducts special financial and business related studies and cooperates with other departments in the preparation of analyses. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Excel, Word, Excel, Outlook and Explorer Preferred: JD Edwards, Legacy billing system, CC&B, PowerPoint
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to maintain confidential information. ▪ Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Communicates clearly in both written and verbal communications. ▪ Excellent problem solving skills. ▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ▪ Duties require broad conceptual judgment, initiative and ability to deal with complex accounting issues.



	<ul style="list-style-type: none"> ▪ Ability to coach others on key accounting concepts and mathematical processes and serve as a reference for the Corporate Accounting team. ▪ Ability to work well in a team environment.
EDUCATION	Required: Bachelors Degree in Accounting or Finance
CERTIFICATIONS/LICENSES	Preferred: CFA
EXPERIENCE	Required: A minimum of 3 years of accounting experience with increasing levels of responsibility. Must possess an in-depth understanding of GAAP. Preferred: Familiarity of utility accounting standards.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Water/Wastewater Treatment Operator I
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under direct supervision, performs routine tasks related to the operation of water and/or wastewater treatment facilities. Assists with maintaining plant compliance with EPA standards and state water Commission. Performs general cleaning of grounds and buildings. Ensures plant safety and sanitary requirements.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Operates and maintains water and/or wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. ▪ Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when below-standard variances are detected. Samples water prior to exiting system. ▪ Detects and reports atypical conditions, such as: damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. ▪ Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. ▪ Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. ▪ Assists Lead Operator with emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol. ▪ Adds chemicals to water by predetermined formula. Advises Lead Operator when minimum inventory levels of these materials have been reached. ▪ Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. ▪ Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state. ▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. ▪ Cleans and maintains treatment plant, pumping stations and wells; prepares and paints equipment, walls and floors. ▪ Ensures regulatory compliance and adherence to Company policies and standards. ▪ Maintains a safe working environment and reports safety concerns to Area Manager.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Completes facility and vehicle inspections, along with related follow-up. ▪ Assists w repairs of water/wastewater treatment plant equipment. ▪ Forwards customer inquiries on to Operator II or Lead Operator.



	<ul style="list-style-type: none"> ▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. ▪ Ensures that facilities and grounds are kept clean and orderly and comply with Company standards. ▪ May install and read water meters. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations. ▪ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. ▪ Ability to review, classify, categorize, prioritize and/or analyze data. ▪ Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. ▪ Ability to follow verbal and written instructions. ▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Currently holds first-level operator license per state regulation, or ability to attain within 1 year of employment; may be in the process of obtaining second-level license; must maintain a valid driver's license.
EXPERIENCE	Requires 2 – 4 years mechanical experience, including at least 1 year specializing in chemical treatment of water and/or wastewater and/or a minimum of 1 year in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Senior Regulatory Accountant
DEPARTMENT	Regulatory Accounting
STATUS	Exempt
SUPERVISOR'S TITLE	Regulatory Accounting Manager
JOB SUMMARY	Provides state regulatory and accounting expertise to Commissions and other regulatory bodies. Testifies on behalf of operating entities before state regulatory Commissions. Actively participates at formal and informal meetings as a company representative. Speaks knowledgeably regarding appropriate accounting treatment of rate and regulatory issues, current and emerging accounting issues, and accounting related to compliance issues.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Directly assists manager with regulatory responsibilities such as, rate cases, limited proceedings, indices/pass-throughs, etc. ▪ Organizes, delegates and monitors progress of team tasks in order to meet deadlines. ▪ Performs complex analytical accounting analyses and reconciliations. ▪ Prepares Commission-ordered adjustments. ▪ Files large-dollar rate cases or upon request, supplies required regulatory information to consultants. ▪ Performs all follow-up compliance issues in accordance with Commission order. ▪ Provides financial support documentation. ▪ Oversees and assists with Commission staff performed audits and discovery. ▪ Reviews exceptions and explains exceptions to outside parties. ▪ Provides audit trail and documentation to easily support work product.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with the supervision of regulatory staff. ▪ Oversees and assists with the training of new regulatory staff. ▪ Acts as a back-up to regulatory managers. ▪ Runs various reports in Legacy Accounting Systems, JDE and CC&B as requested. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: Word, Excel, Outlook and Internet Explorer Preferred: Power Point and JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Exceptional interpersonal skills with ability to build professional relationships with attorneys, Commissioners, staff, auditors, analysts, etc. Will be working closely with other departments and outside resources on a daily basis. ▪ Exhibits confidence, quality and consistency in work product. ▪ Communicates clearly and effectively. ▪ Ability to read and comprehend regulatory financial statements. ▪ Knowledge of internal accounting processes. ▪ Excellent analytical and organizational skills.



	<ul style="list-style-type: none"> ▪ Detail oriented. ▪ Technology savvy.
EDUCATION	Required: Bachelors Degree in Accounting
CERTIFICATIONS	Preferred: CPA
EXPERIENCE	Required: 2 - 4 years of regulatory accounting experience. Must possess an in-depth understanding of NARUC accounting procedures. Proven ability to articulate company's policies, accounting and billing systems, accounting and regulatory adjustments, processes and specific regulatory proceedings to regulatory staff, attorneys, Commissioners, staff, auditors, analysts, etc. Familiarity of utility accounting standards.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Regulatory Staff Accountant II
DEPARTMENT	Regulatory Accounting
STATUS	Exempt
SUPERVISOR'S TITLE	Regulatory Accounting Manager
JOB SUMMARY	Prepares analyses and responses for Commission staff during regulatory revenue increase requests. Assists and supports regulatory manager and fellow accountants during rate increase filings and other regulatory matters.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Reconciles several regulatory GL components for multiple companies. ▪ Performs analytical accounting analyses and reconciliations. ▪ Prepares commission-ordered adjustments. ▪ Files rate cases or, upon request, supplies required regulatory information to consultants. ▪ Follows all required steps to close rate cases. ▪ Researches and resolves accounting system issues. ▪ Provides financial support documentation. ▪ Assists with commission staff performed audits and discovery. ▪ Reviews exceptions and explains exceptions to outside parties. ▪ Runs various reports in legacy accounting system, JDE and CC&B. ▪ Provides audit trail and documentation to easily support work product.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with the training of new regulatory staff. ▪ Acts as a back-up to other staff accountants. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: Word, Excel, Outlook and Internet Explorer Preferred: Power Point and JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to read and comprehend regulatory financial statements. ▪ Exceptional interpersonal skills. Will be working closely with other departments and outside resources on a daily basis. ▪ Excellent analytical and organizational skills. ▪ Detail oriented. ▪ Technology savvy.
EDUCATION	Required: Bachelors Degree in Accounting
EXPERIENCE	Required: 1 -- 2 years of regulatory accounting experience. Must possess a general understanding of NARUC.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, photo copier, fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 19**

19. For WSCK, what was the average monthly cost of billing a residential customer during the test period?

Response: Witness – Brian Shrake:

The company does not track billing costs by customer. We estimate the cost to be roughly \$0.65 a month per customer. Please see attached schedule "OAG DR 1-19" for the calculation of the estimate.

Water Service Corporation of Kentucky

Case No. 2010-00476

OAG DR 1-19

Estimated billing costs by customer

<u>Item</u>	<u>Test Period Costs</u>
BILL STOCK	2,731.60
BILLING COMPUTER SUPPLIES	452.15
BILLING ENVELOPES	1,638.25
BILLING POSTAGE	23,936.93
CUSTOMER SERVICE PRINTING	1,808.13
DEPRECIATION EXPENSE CC&B	23,429
WSCK Allocation of Billing Personnel Net Salaries	<u>2,964.31</u>
Total Annual Billing Costs	56,960.37
9/30/10 Customers	7,349
Average Monthly Billing cost per customer	\$ 0.65

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 20**

20. With regard to the average monthly cost of billing a residential customer during the test period, how did this cost compare to the average monthly cost of billing a residential customer in the other jurisdictions sharing a Region (within Utilities, Inc.) with WSCK

Response: Witness – Brian Shrake:

The company does not track billing costs by customer. Billing costs are allocated the same way across all of UI's service areas, and therefore, the costs should be analogous.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 21**

21. Reference: Application, Direct Testimony of Patrick Baryenbruch. Please provide the following.
- a. A schedule listing, for the period beginning 1 January 2007 to the present, each (i) jurisdiction in which Mr. Baryenbruch has provided testimony, (ii) the docket number for each proceeding in which Mr. Baryenbruch has provided testimony, (iii) the corresponding final order for the docket (and if there is no final order, indicate the procedural status of the proceeding), and (iv) the name of the client;
 - b. Provide a copy of the request for proposal or other document through which Mr. Baryenbruch's assistance was sought;
 - c. Provide a copy of Mr. Baryenbruch's proposal;
 - d. Provide a copy of the contract with Mr. Baryenbruch;
 - e. Provide a copy of each testimony that Mr. Baryenbruch has submitted since 1 January 2007. (With regard to providing the information to the Office of the Attorney General) Each testimony may be submitted in a pdf file;
 - f. Please provide a copy of Mr. Baryenbruch's work-papers for his testimony.
 - g. With regard to Mr. Baryenbruch's participation in the "Massanutten PSC's" rate case (page 2 of Mr. Baryenbruch's testimony), please provide the same information for that proceeding sought by sub-parts b, c, and d of this request for information as well as a copy of the report or testimony that corresponds to Massanutten; and
 - h. Please indicate whether Mr. Baryenbruch has studied any other water utility operating within the Commonwealth of Kentucky. If yes, identify (i) the utility or utilities, and (ii) the docket number(s).

Response: Witness – Brian Shrake:

Please see attached electronic files.

**Water Service Corporation of
Kentucky
Case No. 2010-00476
AG DR 1 Item 22**

22. For the period beginning 1 January 2009 to the present, please identify any favorable tax benefit(s) available and/or realized associated with any provisions under the Federal Tax Code including but not limited to statutes and regulations concerning depreciation practices (for example, The Tax Relief Unemployment Insurance Reauthorization and Job Creation Act of 2010 or The Small Business Jobs Act of 2010).

Response: Witness – Brian Shrake:

The company uses accelerated depreciation for tax purposes. The difference between tax and book depreciation is recognized in WSCK's accumulated deferred income tax accounts. ADIT is removed from rate base in Schedule C of the filing. With respect to the two statutes listed as examples, the company has not used any of the provisions regarding depreciation expense in the calculation of Federal Taxable Income. We have discussed the provisions with our tax advisor and may file amended returns for 2009 and 2010 in the future if our advisor feels it would be beneficial to the company.

**Water Service Corporation of
Kentucky**

Case No. 2010-00476

AG DR 1 Item 23

23. Notwithstanding any prior request, please identify each capital project (and its corresponding cost) scheduled or anticipated to be completed, in process, or commenced during the period from 30 September 2010 until 31 December 2014 that is for the primary purpose of complying with a provision of the Safe Drinking Water Act (for example, a capital project necessary in order to meet Stage 2 of the Disinfectants and Disinfection By-products Rule).

Response: Witness – Brian Shrake:

There are no scheduled capital projects relating to the Safe Drinking Water Act at this time.

