



Kentucky Rural Water Association

Helping water and wastewater utilities help themselves

June 27, 2014

RECEIVED

JUN 30 2014

PUBLIC SERVICE
COMMISSION

Mr. Jeff Derouen, Executive Director
Kentucky Public Service Commission
P. O. Box 615
Frankfort, KY 40602-0615

Dear Mr. Derouen:

Kentucky Rural Water Association will host its 35th Annual Conference and Exhibition, **Water...A Growth Industry**, at the Galt House Hotel & Suites in Louisville, Kentucky on August 18-20, 2014. We respectfully request that this training be approved for Commissioners as referenced in regulation 807 KAR 5:070.

Please find enclosed a timed agenda which includes a description of each session and speaker information. Request for approval for continuing education credit for Drinking Water and Wastewater Operators was approved by the Kentucky Board of Certification of Water Treatment & Distribution System Operators and the Kentucky Board of Certification of Wastewater System Operators. A copy of their approval notification is included.

With this letter and enclosures, Kentucky Rural Water Association requests the approval of a maximum of twelve (12) hours of continuing education training for Water District Commissioners. If additional information is needed, please do not hesitate to contact our office.

Sincerely,

Janet Cole
Education Coordinator
j.cole@krwa.org

Enclosures
(Original and 10 copies)

Kentucky Rural Water Association
35th Annual Conference and Exhibition – *Water...A Growth Industry!*
August 18 – August 20, 2014
The Galt House Hotel -- Louisville, Kentucky

Learning Objective: This 3-day Annual Conference will be directed toward the operators, managers, office personnel, and decision-makers of water and wastewater utilities in Kentucky. The expertise of peers, technical assistance providers, industry professionals, and government agencies will provide useful information to attendees to help them better perform their roles as water and wastewater professionals and enhance the operations at their facilities.

Day One – Monday, August 18, 2014

Session #1 ***Data Storage and Disaster Recovery - How to Protect Your Assets*** **DW / WW** (1 hr)
8:30 - 9:30 a.m. **David Palmer, QS/1**

What if your utility lost all of its data? How would you recover? How many days/weeks would you be out of business? How would you maintain compliance? Technology is changing at a rate where these should be problems of the past. No institution should be without simple safeguards to insure minimal downtime in an emergency. This session will cover policies procedures and specific solutions that utilities can implement to safeguard all of their data.

Session #2 ***Emergency Response and Your Contract Laboratory*** **DW / WW** (1 hr)
9:40 - 10:40 a.m. **Clarence Haile, REI Consultants, Inc.**

On Thursday, January 9, 2014, it was reported that approximately 10,000 gallons of an industrial chemical was released into the Elk River near Charleston, WV, just upstream from a regional drinking water plant intake. The release resulted in use restrictions impacting roughly 300,000 residents. An emergency water testing program for the spilled chemicals was required to confirm the effectiveness of remedial actions and dilution on drinking water quality. Unfortunately, no approved analytical methods were available for these compounds. This session will cover the role and capabilities of contract laboratories during emergency response situations faced by wastewater and drinking water utilities and will describe how methods were developed to facilitate rapid response to critical testing requirements

Session #3 ***Variable Frequency Drives*** **DW / WW** (1 hr)
10:50 - 11:50 a.m. **Steve Gott, S & K Equipment Co.**

This session will cover the use of variable frequency drives. Topics will include the theories and principals of how they work, where they are best used, where they are not needed, benefits for controlling pressures in water mains and sewer force mains, and reduced electrical usage.

11:50 a.m. - 1:00 p.m. LUNCH

Session #4 ***Above-ground Coatings for New Construction and Maintenance Painting*** **DW / WW** (1 hr)
1:00 - 2:00 p.m. **Troy Fraebel, Sherwin-Williams**

This presentation will include why paints and coatings are used, identify basic components of coatings, explain how coatings protect & cure, and describe the risks and considerations when over-coating. Benefits, limitations, and uses of basic above-ground coatings will be given including zinc-rich primers, epoxies, acrylics, alkyds, surface tolerant epoxies, moisture cured urethanes (MCU), fluorourethanes, polysiloxanes, and polyurethanes.

Session #5 ***Laboratory Analysis for Water and Wastewater*** **DW / WW** (1 hr)
2:10 - 3:10 p.m. **Ted Simmons, Hach Co.**

This session will cover a number of analyses typically performed by water and wastewater operators in the treatment plants and field operations. Topics will include the methods for running the analyses, how the analytical equipment operates, calibrations, and steps involved for completion of the analyses. Also included will be the proper care and cleaning of laboratory analytical equipment and associated hardware.

Session #6 ***How KYWARN Impacted the Earthquake Drill*** **DW / WW** (1hr)
3:20 - 4:20 p.m. **Glen Mudd, Louisville Water Company**

Kentucky Water and Wastewater Agency Response Network (KYWARN) provides water & wastewater utilities a mutual aid agreement & process for sharing emergency resources statewide, along with a mutual assistance program consistent with other state programs. KYWARN is managed and run by volunteers from water & wastewater utilities throughout Kentucky. This presentation will detail how KYWARN participated in a statewide earthquake drill (CAPSTONE14) on June 16-20 that was conducted by Kentucky Emergency Management. Representatives from KYWARN will be present at the state EOC throughout the drill providing vital information regarding the need for water related resources following a large scale New Madrid earthquake. KYWARN will also provide resources directly to potentially impacted utilities by utilizing the KYWARN resource request program developed in partnership with Kentucky Infrastructure Authority (KIA).

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Session #7 *Louisville Water Company Operations: Then and Now* DW (2 hr)
2:10 – 4:20 p.m. **Kelly Dearing-Smith, Louisville Water Company**

Louisville Water Company (LWC) began as Kentucky's first public water provider in 1860. From coal and steam to electricity and computers, the changes LWC has enacted to ensure the safest possible drinking water and to ensure compliance with decades of changing federal and state regulations will be discussed as attendees tour the original pumping station and historic water tower. While touring the Water works Museum, located in the west wing of the original pumping station, attendees will see the old and new in a working water pumping station. Highlights of the history and human stories will be told through exhibits and displays. As attendees are bused to and from the Galt House to the Louisville Water Tower Park, videos will provide a glimpse of Louisville Water Company's contribution to safe drinking water through its innovations in science and engineering.

Day Two – Tuesday, August 19, 2014

1:30-4:50 p.m. **General Session**

Session #8 *Water...A Growth Industry* DW / WW (1 hr)
1:30 - 2:30 p.m. **Jim Smith, President, Kentucky Rural Water Association**

Doug Anderton, President, National Rural Water Association

John Padalino, Administrator Rural Utility Service, USDA

Peter Goodman, Director, Kentucky Division of Water

Tony Wilder, Commissioner, Department for Local Government

Water and wastewater utilities throughout Kentucky are facing a variety of issues. Some of the issues include: regulatory changes on the state and federal levels, expansion of service territories, upgrading facilities to maintain and meet current and future compliance, meeting consumer demands, emergency preparedness and disaster response, promotion of the water industry, meeting staffing requirements, and protection of our natural resources. The leaders listed above will discuss how this **growing industry** affects our utilities in Kentucky.

Session #9 *Water...A Growth Industry (cont.)* DW / WW (1 hr)
2:40 - 3:40 p.m.

This is a continuation of the above session

Session #10 *Privacy and Cybersecurity Issues for Utilities* DW / WW (1 hr)
3:50 - 4:50 p.m. **Douglas Brent, Stoll Keenon Ogden PLLC**

Water utilities have unique exposure to risks associated with data and network security breaches. They always possess Personally Identifiable Information requiring protection under state data breach laws, and also control vital infrastructure necessary to promote public health. With multiple obligations and risks, it is important to consider procedures and understand legal obligations related to cybersecurity. This session will cover many of the risks faced by utilities regarding their data and methods and solutions for limiting those risks.

Day Three – Wednesday, August 20, 2014

8:30-11:50 A.M. **Concurrent Sessions**

Concurrent A **Nunn Room**

Session #11A *Strengthening Foundations for a New Future* DW (1 hr)
8:30 - 9:30 a.m. **Paul Nesbitt, Nesbitt Engineering, Inc**

95% of Kentuckians have access to public water. As water providers, have we met our goals? Is our job done? Where do we go from here? Does this mean we no longer need funding for public infrastructure projects? Today's water professionals face a new reality of operating with tougher economic restraints, declining raw water resources and increased public expectations of quality service. Learn why today's water professionals must be focused on conservation, water loss prevention, reduced operational costs and rehabilitation of aging infrastructure systems.

Session #12A *Helium Leak Detection* DW (1 hr)
9:40 - 10:40 a.m. **Brad Gresham, Utility Service Group**

A very effective new leak detection technology has been developed in Spain using helium gas and is now available in the US market. The helium gas is injected and dissolved into a live water main and used to locate leaks in the distribution system by measuring the concentration of helium above ambient levels downstream. An elevated helium gas reading above ground indicates a break in the pipe wall or connections. Application of this new innovative technology along with case studies will be presented in which helium was used to successfully find leaks that other technologies couldn't.

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Session #13A **Tactical Advantages- Source to Tap Protection** **DW** (1 hr)
10:50 - 11:50 a.m. **Bob Cashion, S4 Water Sales & Service**

Having a "Tactical Advantage" provides the benefits to improve water quality. Knowing where to gain these advantages goes a long way in providing improved water quality from the source water to the tap. This presentation will provide real world survey techniques to provide the operational and management staff with the evidence to secure a tactical advantage to improve overall water quality. Data collection, surveying, planning and implementation will provide an improvement in overall water quality and system performance. How clean do you think your system really is?

Concurrent B **Breathitt Room**

Session #14B **Right Impeller, Right Pump** **WW** (1 hr)
8:30 - 9:30 a.m. **Josh Cravins, Wascon**

As a less expensive alternative to gravity sewer systems, pressurized sewer systems can be economical to install and can bring sewer services to customers in rural areas. Low pressure sewer systems have also proven to be a viable option for replacing old gravity sewer infrastructure. This session will cover the option of a low pressure sewer system when utilities are faced with major expenditures regarding upgrading and repairing old collection system infrastructure. Also covered will be real world examples where low pressure sewer was used to replace a conventional gravity collection system.

Session #15B **Growing Together: The SDWA and CWA - How the 2 Rules Overlap More & More as We Move Forward** **DW / WW** (1 hr)
9:40 - 10:40 a.m. **Julie Roney, Kentucky Division of Water**

The Safe Drinking Water Act and the Clean Water Act have expanded their range and scope since their passing into law. This has created the situation where the SDWA and the CWA are beginning to overlap in their regulatory coverage. This has implications for both water and wastewater systems and the governing bodies that control them. This session will cover several areas where the two rules are beginning to overlap and where this may lead in the future.

Session #16B **Wastewater Sampling "How Tos"** **WW** (1 hr)
10:50 - 11:50 a.m. **Steve Capps, Kentucky Rural Water Association**

Wastewater sampling is a critical duty of wastewater operators. As with any type of sampling, wastewater sampling requires unbiased sampling methods that follow approved methods and SOPs and use great care to ensure contamination of the sample is avoided. This session will discuss some wastewater system basic sampling "How Tos". Covered will be what to do and what not to do, how to limit contamination, and where to sample within a wastewater plant and collection system.

Concurrent C **Combs-Chandler Room**

Session #17C **Leadership in the Utility Industry: The Forgotten Task** **DW / WW** (1 hr)
8:30 - 9:30 a.m. **Greg Coker, Utility Leadership Institute**

Leadership within the Utility Industry is a needed characteristic that is often not given enough attention. Water and wastewater utilities are heavily driven by the need to maintain compliance with federal and state regulations. These regulations can come from many agencies; keeping up can be difficult. The result often is that utilities are over managed but under lead. The results of this are the same for water and wastewater utilities as it is for any business. High rates of employee turnover, low worker satisfaction, employee burn-out, and other issues can become problems under this environment. This session will cover what leadership is, how it should be practiced, and how it benefits organizations.

Session #18C **Utility Legal Forum** **DW / WW** (1 hr)
9:40 - 10:40 a.m. **Damon Talley, General Counsel, Kentucky Rural Water Association**

This session will be a forum to discuss current legal matters facing the water and wastewater industry. Topics discussed will include changes to PSC regulations, 911 surcharges to water meters rather than phone lines, and other current legal issues affecting the water and wastewater industry.

Session #19C **The History of Water and Wastewater in Kentucky** **DW / WW** (1 hr)
10:50 - 11:50 a.m. **Andy Lange, Kentucky Rural Water Association**

This session will cover factors that have led to success in Kentucky water and wastewater utilities. In many ways Kentucky utilities lead the nation. Many factors have gone into making this possible, from adequate financing allowing utilities to manage their capacity development to regulations stemming from the USEPA, KY Division of Water, and the Public Service Commission. These factors have allowed Kentucky water and wastewater utilities to operate more efficiently and serve greater areas than utilities in other states. How Kentucky arrived at this point is no accident, this session will cover the history of the water and wastewater industry in Kentucky with emphasis of the policies and organizations that made it possible.

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Request for Continuing Education Credit

The nineteen sessions presented during this three-day event will offer a total of 18 hours continuing education training for drinking water and 15 hours for wastewater. The maximum number of hours that can be earned each day is listed below.

Monday, August 18, 2014	6
Tuesday, August 19, 2014	3
Wednesday, August 20, 2014	3
	<hr/>
Total maximum continuing education credits:	12

Criteria for Training Credits: Credit will be granted for actual time attending a training session. An individual sheet will be provided to participants to record attendance at the sessions. This sheet will be stamped by Kentucky Rural Water Association (KRWA) personnel after the completion of each session. Individuals must return the completed sheet to KRWA before leaving the conference to receive continuing education credit.

With the breakdown of hours as noted above, Kentucky Rural Water Association requests the approval of a maximum of twelve (12) hours continuing education credit for drinking water and wastewater personnel.

Speaker Bios

David Palmer has been with QS/1 Data Systems since 2006 where he manages and maintains a staff overseeing data management and storage. Previous work experience includes that of Director of the Homestudy Continuing Education Department for Pharmacists at the UK College of Pharmacy and for Cardinal Health where he supervised national installations of pharmaceutical software. David has also served with the U. S. Army.

Clarence Haile is the Executive Vice President and Laboratory Director for REI Consultants, Inc. in Beaver, West Virginia and has been with the company since 2005. Dr. Haile holds a B.S. in Chemistry and Mathematics from Central Missouri State University, a M.S. in Organic Chemistry from the University of Wisconsin-Madison, and a Ph.D. in Environmental Chemistry from the University of Wisconsin-Madison. In his current position he is responsible for direction and management of a growing regional environmental laboratory and consulting firm.

Steve Gott started S & K Equipment Company in 2002. Prior to that his work experience included the companies Straeffler Pump & Supply, Hague Equipment, and Graham Equipment. He has attended various pump and systems courses as well as valve and hydraulic schools. His experience also includes extensive instruction on controls and systems.

Troy Fraebel is a Protective Coating Specialist with Sherwin-Williams. He has experience with many types of paints and coatings, adhesives, sealants, and corrosion control. Troy has been with Sherwin-Williams since 2009.

Ted Simmons has been with Hach Company since 2011. He serves as a Regional Sales Manager. Ted is a graduate of Ohio University. Hach is a leader in the industry for laboratory instruments, process analyzers and water quality monitoring.

Glen Mudd has worked for the Louisville Water Co. for 23 years in the areas of employee safety, emergency response, security management, workers' compensation and business resilience planning. Glen is currently in the Loss Control Specialist for the Louisville Water Co. His responsibilities include the development and implementation of business continuity and emergency response planning, management of security operations including serving as project manager of security related capital construction projects. Glen has a Master's Degree in Civil Engineering from the University of Louisville. He is active in several local and national organizations including the Louisville Metro Crisis Group, Infragard, Louisville Metro All-Hazards Team, Kentucky Emergency Management Private Sector Working Group and KYWARN (current chair).

Kentucky Rural Water Association

3251 Spring Hollow Avenue ♦ Bowling Green, KY 42104 ♦ Ph: 270.843.2291 ♦ Fx: 270.796.8623 ♦ www.krwa.org

Kelley Dearing Smith currently serves as the Manager of Strategic Communications for Louisville Water Company, a municipal utility that provides water to over 840,000 people in Louisville Metro and surrounding counties. In her career at Louisville Water, she has developed community partnerships that focus on children's dental health and childhood obesity. Her work includes bringing organizations and businesses together to develop systemic programs that improve the health of children. Kelley has also developed an education program for Louisville Water Company that uses water as the foundation to teach science and social studies. The work has received local and regional awards; the education materials are used by hundreds of students and teachers.

Jim Smith served as manager of Carroll County Water District #1 since January, 1995. Prior to becoming manager, Mr. Smith served on the Water District Board for twelve years. Eight of those years he served as Chairman of the Board. Jim is a graduate of Perdue University (1966) with a degree in Chemical Engineering. After college he went to work for Dow Corning and then overseas to work for Aramco. Jim Smith earned the Utility Management Professional designation in September, 2002 as a graduate of the Utility Management Institute sanctioned by Western Kentucky University and Kentucky Rural Water Association. Since graduation he has returned to the UMI classroom as a teacher on several occasions.

Doug Anderton was elected President of National Rural Water Association in September, 2013. As President, Anderton assumed a leadership role for all water professionals at the national level and will help to promote rural water issues in Washington, D. C., the 50 states, and small communities throughout the United States. Doug has been associated with the (Georgia) Dade County Water & Sewer Authority since 1971, serving as the General Manager since 1978. Anderton has served on the NRWA Executive Board since 2000.

John Charles Padalino was sworn in as Administrator of the Department of Agriculture's Rural Utilities Service (RUS), a Rural Development agency, June 12, 2013. He began his service as acting RUS administrator beginning September 17, 2012. Mr. Padalino's appointment follows his role as acting administrator for USDA Rural Development's Rural Business-Cooperative Service (RBS). Before coming to RBS, Mr. Padalino served as the Acting Principal Deputy General Counsel for the Office of General Counsel and as Chief of Staff for former USDA Rural Development Under Secretary Dallas Tonsager. Mr. Padalino holds a Bachelor of Arts degree from the University of Texas at Austin and a law degree from Rutgers School of Law. In his professional career, Mr. Padalino practiced law in El Paso, Texas, where he represented rural water districts, litigated complex commercial cases, and briefed cases before the appellate courts of Texas & the U. S. Courts of Appeal.

Peter Goodman is the Director of the Kentucky Division of Water. He earned his B.S. in Geology from the University of Iowa (1983), his M.A. in Geology from Temple University (1986), and conducted other post-graduate work at the University of Kentucky.

Tony Wilder was appointed Commissioner of the Department for Local Government in April, 2008. Prior to his appointment, Commissioner Wilder served as Boyle County Judge/Executive for over 14 years. Commissioner Wilder received his bachelor's degree in history and political science from Eastern Kentucky University.

Douglas F. Brent is Counsel to the Firm of Stoll, Keenon, Odgen. He earned his law degree from the University of Kentucky College of Law in 1986. He is chair of the Privacy & Information Security practice and the Class Action practice.

Paul Nesbitt is the President of Nesbitt Engineering. Paul is a Professional Engineer who also has a MBA and is a Professional Land Surveyor. Nesbitt Engineering was founded in 1976 and works extensively in the water and wastewater industry, water and wastewater infrastructure, and also the oil and gas industry.

Brad Gresham is a Water System Specialist with Utility Service Company whose territory includes eight southeastern states with a primary focus on Water Quality, Water Well Services, Asset Management, Water Conservation and Communications and Site Management. He has a Bachelor's degree in Political Science and a Master's degree in Public Health from Emory University and has worked in the water industry for over ten years. Before joining USG, Brad worked as the Director of the Coweta County Water and Sewerage Authority in Newnan, Georgia as well as Water Quality Municipal Sales in the southeast.

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Bob Cashion has many years of experience in the water and wastewater industry. He currently works with a company established with his son, S4 Water Sales & Service. Bob holds a Class IV Water Certification and a Class IV Wastewater Certification. He is a graduate of Missouri Southern State College and Western Kentucky University (Environmental Sciences) and numerous technical schools.

Josh Cravins is the Sales Manager for Wascon, Inc. and has had many years of experience in providing products and service to the water and wastewater industry. He has literally grown up in the business since his family started the company in 1980. Since the beginning, Wascon has provided Tennessee and Kentucky with quality products and service. With years of experience in the municipal business, Wascon is dedicated to providing quality service and products to their customers.

Julie Roney is the Manager of the Drinking Water Branch of the Division of Water. Julie earned a Bachelor's of General Studies with emphasis in Environmental Sciences from the University of Kentucky in December, 1979. She also holds a Bachelor's of Science in Biology from the University of Kentucky (December 1990) and a Masters in Biology from Eastern Kentucky University.

Steve Capps came to Kentucky Rural Water Association in 1994 from the City of Burkesville, Kentucky where he had served as Director of Public Works for twelve (12) years. He also had experience as the Water Treatment Plant Operator and also the Wastewater Treatment Plant Operator for six (6) years. He is currently certified in water treatment, wastewater treatment and holds a certificate as a water distribution system operator. Mr. Capps served as the Wastewater Technician for the Kentucky Rural Water Association from June 1994 to June 1999. His primary duties as Wastewater Technician were to provide technical assistance and hands-on training to rural wastewater utility personnel throughout Kentucky. Mr. Capps' position with the Kentucky Rural Water Association from June 1999 to the present is that of Wastewater Trainer/Technician and Compliance. In that capacity he provides on-site technical assistance and training to small rural municipal wastewater treatment systems and rural systems in unincorporated areas.

Greg Coker is the founder of *The Cathedral Institute*: a full-service leadership development and consulting firm focusing on *Empowering People, Building Teams, Transforming Organizations and Changing the World*. He has over 25+ years' experience as a senior level manager with three different fortune 500 companies, a government regulator, an elected official and a state-wide leader. His experience ranges from leading the training & development for over 80,000 employees to directing the governmental affairs and public relations at both the state and federal level. His clients include public education, business and industry, colleges and universities, nonprofit organizations and high performance individuals who benefit from his executive/life coaching. Greg is the author of "*Building Cathedrals: The Power of Purpose*" and travels the country delivering the keynote speech and conducting workshops based on the principles of leadership, employee engagement, culture and purpose, the focal point of his book.

Damon Talley serves as General Counsel for Kentucky Rural Water Association. He is a graduate of the University of Kentucky College of Law with an undergraduate degree from the University of Kentucky College of Engineering. Damon is engaged in the general practice of law with primary emphasis on representing utilities.

Andy Lange is the Assistant Director for the Kentucky Rural Water Association (KRWA) and has been employed there since 1989. Prior to joining KRWA, Mr. Lange worked for the Barren River Area Development District for five (5) years, providing administrative and financial assistance to local governments in the ten-county BRADD region. Mr. Lange has earned a Bachelor of Science in Geography and a Master of Public Administration from Western Kentucky University in Bowling Green, Kentucky.

Kentucky Rural Water Association



STEVEN L. BESHEAR
GOVERNOR

LEONARD K. PETERS
SECRETARY

ENERGY AND ENVIRONMENT CABINET
DEPARTMENT FOR ENVIRONMENTAL PROTECTION
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RECEIVED

JUN 26 2014

KY RURAL WATER
ASSOCIATION

June 20, 2014

Kentucky Rural Water Assoc
Attn: Janet Cole
3251 Spring Hollow Ave
Bowling Green, Kentucky 42104-4486

Agency Interest Number: 108571
RE: Operator Certification Training Approval for Continuing Education Hours

To Whom It May Concern:

Your training request has been received by the Division of Compliance Assistance, Certification and Licensing Branch. Course approvals are reviewed and approved based on core content outlined by the cabinet and the Kentucky Board of Certification of Wastewater System Operators and the Kentucky Board of Certification of Drinking Water Treatment and Distribution System Operators. The core content lists can be located on our website, dca.ky.gov/certification.

Your request was reviewed by the Kentucky Board of Certification of Wastewater System Operators and/or the Kentucky Board of Certification of Water Treatment and Distribution System Operators at their most recent board business meeting. This letter serves as notification of the board and/or cabinet determination for continuing education credit.

Course Title	Date	Hours & Type Approved	DCA Event ID#	Comments
Northeast Regional, Green River Regional and Western Regional Meetings	7/15/2014	DW - 2.0 Hours approved	13278	One time Approval
35 th Annual Conference and Exhibition – Water, A Growth Industry	8/18/14	WW - 15.0 Hours approved DW - 18.0 Hours approved	13277 13276	One time Approval

Upon completion of the approved training, the provider shall submit to the cabinet a completed Continuing Education Activity Report form. This form can be located on the program's website at dca.ky.gov/certification. The program will no longer accept rosters that are not submitted on the cabinet's Continuing Education Activity Report form or electronically through the cabinet's website. If a continuing education activity report was attached to the training approval request, please be aware that the operators will only receive credit for the number of hours approved by the board(s).

Sincerely,

Veronica Roland
Certification and Licensing Branch