

2011 Water Personnel Training
Presented by the Public Service Commission
Northern Kentucky, March 24, 2011



- 7:30 - 8:00** **Registration and Breakfast**
- 8:00 - 8:10** **Welcome and Program Overview**
- 8:10 - 9:10** **Recent Developments in Utility Regulation – Gerald Wuetcher**
A review of the recent developments in public utility law and regulation. Recent changes in Kentucky statutes affecting the operation of water utilities will be discussed. Recent Public Service Commission’s decisions that affect water utilities, personnel, and organizational changes at the Public Service Commission will also be examined. An update on new Public Service Commission initiatives, including the Commission’s Small Utilities Division (SMUD), will also be provided.
- 9:20 - 10:20** **Kentucky Division of Water Update – Julie Roney**
Presentation on recent developments and activities at Kentucky Division of Water. Includes a brief overview of revisions to the agency’s administrative regulations and proposed revisions to federal drinking water laws and regulations.
- 9:45 - 10:45** **In the Green Room - *Customer Representatives Only***
Customer Representative Training – Session #1 – Virginia Smith
Question and answer session for utility customer representatives with the Director of the Commission’s Consumer Services Division. The requirements of the Commission’s regulation on customer relations will be examined in detail.
- 10:30 - 11:45** **Practical Aspects of Rate Case Applications and Other Regulatory Filings – Scott Lawless/Gerald Wuetcher**
A review of the requirements for rate case applications and other regulatory filings. Emphasis is on the practical aspects of preparing a case for submission to the PSC and its subsequent presentation. Speakers will discuss problems that regulators commonly find with such filings and practices that utilities can use to not only avoid such problems but more quickly navigate the regulatory process.
- 10:45 - 11:45** **In the Green Room - *Customer Representatives Only***
Customer Representative Training – Session #2 – Virginia Smith
Question and answer session for utility customer representatives with the Director of the Commission’s Consumer Services Division. The requirements of the Commission’s regulation on customer relations will be examined in detail.
- 11:45 - 12:45** **Lunch**
- 12:45 - 1: 50** **Roundtable Discussion – Automatic Adjustment Mechanisms for Water Utilities – Jack Bragg/David Spenard/Gerald Wuetcher**
Representatives from the water utility industry, Attorney General’s office, and Commission Staff will discuss Automatic Adjustment Mechanisms. Panelists will discuss the need for such mechanisms, describe how such mechanisms function, and address the legal, political, and practical issues inherent in the use of such mechanisms. Each panelist will make a brief presentation that will be followed by audience discussion and questions.
- 2:00 - 3:00** **Consumer Relations – Virginia Smith**
Presentation on regulatory aspects of customer relations. Topics include the Customer Bill of Rights, customer billing disputes, installation and termination of utility service, and the Commission’s informal and formal complaint processes. The suggested content and significance of a water utility’s tariff will also be addressed.
- 3:10 - 4:10** **Legal Issues in Water District and Water Association Operations – Gerald Wuetcher**
A review of the provisions of Chapter 74 involving the creation, management, operation and dissolution of water districts. Other statutory provisions, such as the Whistle Blowers Act, Claims against Local Government Act, Bidding Requirements provision of KRS Chapter 424, Eminent Domain, Local Model Procurement Law, and general laws related to special districts, will also be discussed.