

Potential Topics for Discussion

(Not all topics will be covered at each session.)

New Commissioner Training will be presented at General Butler, Dale Hollow, and Lake Barkley.

Commissioner's Opening Remarks
Consumer Services
Utility Law Update
DOW Update
Energy Efficiency
Open Records/Open Meetings
Emergency Mgmt – Contingency Planning
Water Quality Operational Issues
Low-Income Customers
Budgeting and Capital Asset Planning
Basic Water Quality Law
Open Forum Panel Discussion
Rate Cases and Electronic Case Filing
Ethics
Internal Controls
For Office Personnel – Free Night Session at 2-day Seminars
For Office Personnel – Free Consumer Services Session at NKWD

Public Service Commission
Attn: Sonya Harward
P.O. Box 615
Frankfort, KY 40602

The Kentucky Public Service Commission

presents the

2011 WATER PERSONNEL TRAINING SEMINARS

With Presentations By:

KY Rural Water Association

KY Division of Water

KY Public Service Commission

March 24, 2011

Northern Kentucky Water District

May 17-18, 2011

General Butler State Resort Park

August 24-25, 2011

Dale Hollow State Resort Park

November 16-17, 2011

Lake Barkley State Resort Park

December 14, 2011

Public Service Commission

Registration Form

Choose One:

- _____ Northern Kentucky W.D. March 24, 2011 -- \$30[⁠]
- _____ General Butler S.R.P. May 17-18, 2011 -- \$50[⁠]
- _____ Dale Hollow S.R.P. Aug. 24-25, 2011 -- \$50[⁠]
- _____ Lake Barkley S.R.P. Nov. 16-17, 2011 -- \$50[⁠]
- _____ Public Service Commission Dec. 14, 2011 -- \$30[⁠]

Please return by deadline to:
Public Service Commission
Attn: Sonya Harward
P.O. Box 615
Frankfort, KY 40602
(502) 564-3940 ext. 240
Fax: (502) 564-1582
Email: Sonya.Harward@ky.gov
Make checks payable to the
Kentucky State Treasurer.

Utility Name: _____

Contact Person: _____ Phone #: _____

Complete Mailing Address: _____

Email Address: _____

(Email address is necessary to receive the agenda in advance. Please print clearly.)

Number Attending: _____ Total Amount Enclosed for Registration Fee(s) \$ _____

Name	Title / Position	If office personnel, is he/she going to attend the night session?	Is he/she a <u>NEW</u> Commissioner?
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____



Steven L. Beshear
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Secretary
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David L. Armstrong
Chairman

James W. Gardner
Vice Chairman

Charles R. Borders
Commissioner

TO: All Regulated Water Utilities, Municipal Water Utilities, County Judge Executives, and Area Development Districts

RE: 2011 Water Personnel Training Seminars

With the ever-changing environment that water utilities are operating in today, it is vital to stay informed of important industry issues. In an effort to assist utilities, we are pleased to announce the dates and locations for this year's Water Personnel Training Seminars.

- March 24th, 2011 – Northern Kentucky Water District
- May 17th and 18th, 2011 – General Butler State Resort Park
- August 24th and 25th, 2011 – Dale Hollow State Resort Park
- November 16th and 17th, 2011 – Lake Barkley State Resort Park
- December 14th, 2011 – Public Service Commission

In addition to Public Service Commission personnel, the seminars will have presenters from the Kentucky Rural Water Association, Kentucky Division of Water, and the Attorney General's Office.

Although the seminars are designed for the decision-makers, the agenda offers great benefit to office personnel who attend with their commissioners. Topics will include legal issues, consumer relations, rates, recent developments, and other issues facing water personnel.

Although the seminars are planned primarily for water districts and water associations, we believe there is great value also for municipal utility personnel and perhaps for local officials, and I encourage their attendance.

A registration form for the seminars is attached for those who plan to attend. To help defray the cost of the sessions, a non-refundable registration fee will be charged for each person attending the seminars (see registration form for details). Registration forms and fees should be returned by the registration deadline for the specific location that you plan to attend. Checks are to be made payable to the "Kentucky State Treasurer".

Should you have any questions or comments, please do not hesitate to contact Sonya Harward at (502) 564-3940, ext. 240.

Northern Kentucky Water District

Registration deadline: March 18, 2011

Date: March 24, 2011

Location: 2835 Crescent Springs Road, Erlanger, KY 41018

Fee: \$30.00[☞] See note about Special Session for Office Personnel ☞

General Butler State Resort Park

Registration Deadline: May 6, 2011

Dates: May 17-18, 2011

Location: 1608 Hwy. 227, Carrollton, KY 41008

Telephone: 866-462-8853

Fee: \$50.00[☞] See note about Night Session for Office Personnel ☞☞

Reservations: 20 rooms have been reserved for the nights of May 16th and 17th under the group name Public Service Commission. [These rooms will not be available after April 17, 2011.] The room rate is \$64.95 + tax.

Dale Hollow State Resort Park

Registration Deadline: August 19, 2011

Dates: August 24-25, 2011

Location: 5970 State Park Road, Burkesville, KY 42717

Telephone: 800-325-2282

Fee: \$50.00[☞] See note about Night Session for Office Personnel ☞☞

Reservations: 30 rooms have been reserved for the nights of Aug. 23rd and 24th under the group name Public Service Commission. [These rooms will not be available after July 24, 2011]. The room rate is \$64.95 + tax.

Lake Barkley State Resort Park

Registration deadline: November 4, 2011

Dates: November 16-17, 2011

Location: 3500 State Park Road, Cadiz, KY 42211

Telephone: 800-325-1708

Fee: \$50.00[☞] See note about Night Session for Office Personnel ☞☞

Reservations: 30 rooms have been reserved for the nights of Nov. 15th and 16th under the group name Public Service Commission. [These rooms will not be available after October 15, 2011.] The room rate is \$64.95 + tax.

Public Service Commission

Registration Deadline: December 9, 2011

Date: December 14, 2011

Location: 211 Sower Blvd., Frankfort, KY 40601

Telephone: (502) 564-3940

Fee: \$30.00[☞]

Training Credit Hours:

KPSC is requesting approval for:

*Up to 6 hours of *continuing education* for **water commissioners**;

*Up to 12 hours of *CLE accreditation* for **attorneys**;

*Up to 12 hours of credit for *new water commissioners* at the General Butler, Dale Hollow, and Lake Barkley trainings only;

*Up to 12 hours of *operator training credit* at each 2-day training seminar;

*Up to 6 hours of *operator training credit* at each 1-day seminar; and

*Up to 12 hours for the *DLG County Elected Officials Training Incentive Program*. (If you are planning to attend in order to receive this credit, please bring this to our attention.)

☞ The registration fee is *non-refundable* and *does not* include lodging costs and meals. Meals can be purchased in Park restaurants or off site.

☞ This special session is **free** and office personnel attending only this part of the training will not be charged a fee. Ginny Smith will meet with call center representatives and office personnel to discuss customer service issues in an open forum/question-answer session.

☞☞ Night sessions are **free** and office personnel attending only this part of the training will not be charged a fee. These sessions *may be cancelled* if no one registers for them. PSC employees from the tariff, consumer services, and rate design branches will present office personnel-specific topics and attendees will be able to talk in a smaller and more focused group setting.



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