

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ACCREDITATION AND APPROVAL OF PUBLIC )  
SERVICE COMMISSION WATER PERSONNEL ) CASE NO. 2010-00455  
TRAINING SEMINARS AS WATER DISTRICT )  
COMMISSIONER TRAINING PROGRAMS )

O R D E R

KRS 74.020(7) requires that this Commission “encourage and promote the offering of high quality water district management training programs that enhance a water district commissioner's understanding of his or her duties.” Pursuant to this statutory mandate, the Commission conducted training seminars in three locations within Kentucky in the second half of 2010. These seminars included instruction in basic utility management, law and operations as well as recent trends in applicable law and regulations and utility administration.<sup>1</sup>

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

1. The course of instruction provided at each of these seminars would enhance a water district commissioner's understanding of his or her duties.
2. The seminar conducted at Pine Mountain State Resort Park on August 31, and September 1, 2010 should be approved for 12 credit hours of water district management training.
3. The seminar conducted at Rough River State Resort Park on October 5-6, 2010 should be approved for 12 credit hours of water district management training and for 12 hours of new commissioner training.

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

4. The seminar conducted at General Butler State Resort Park on November 9-10, 2010 should be approved for 12 credit hours of water district management training and for 12 hours of new commissioner training.

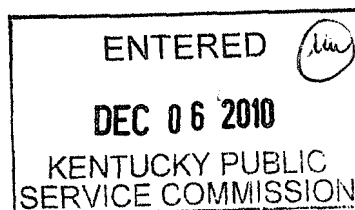
IT IS HEREBY ORDERED that:

1. The Public Service Commission's 2010 Water Personnel Training Seminar conducted at Pine Mountain State Resort Park on August 31 and September 1, 2010 is approved for a maximum of 12 credit hours of water district management training.

2. The Public Service Commission's 2010 Water Personnel Training Seminar conducted at Rough River State Resort Park on October 5-6, 2010 is approved for a maximum of 12 credit hours of water district management training and for a maximum of 12 credit hours of new commissioner training.

3. The Public Service Commission's 2010 Water Personnel Training Seminar conducted at General Butler State Resort Park on November 9-10, 2010 is approved for a maximum of 12 credit hours of water district management training and for a maximum of 12 credit hours of new commissioner training.

By the Commission



ATTEST:

  
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Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2010-00455 DATED **DEC 06 2010**

**Public Service Commission  
2010 Water Personnel Training  
Pine Mountain State Resort Park  
August 31 - September 1, 2010**



**Tuesday, August 31**

- 7:30 - 8:00 Registration and Breakfast**
- 8:00 - 8:10 Welcome and Program Overview**
- 8:10 - 9:10 Recent Developments in Utility Regulation - Gerald Wuetcher**  
A review of the recent developments in public utility law and regulation. Recent changes in Kentucky statutes affecting the operation of water utilities will be discussed. Recent Public Service Commission's decisions that affect water utilities and personnel and organizational changes at the Public Service Commission will also be examined. An update on new Public Service Commission initiatives will also be provided.
- 9:20 -10:20 Kentucky Division of Water Update - Julie Roney, Kentucky Division of Water**  
Presentation on recent developments and activities at Kentucky Division of Water. Includes a brief overview of revisions to the agency's administrative regulations and proposed revisions to federal drinking water laws and regulations.
- 10:30 - 12:00 Dealing with Regulatory Agencies - Panel Discussion - Julie Roney - (KDOW), Gary Larimore (KRWA), Melissa Melton (RCAP), and Gerald Wuetcher (PSC)**  
Panel discussion on the common problems that water and sewer utilities encounter when dealing with the Division of Water and the Public Service Commission and possible solutions to those problems. Kentucky Rural Water Association and Rural Community Assistance Program will address the issue from the regulated water utility's perspective. Potential solutions will include suggested changes to regulators' methods and procedures and suggested changes in how utilities prepare and prosecute their cases with the regulatory agencies. Audience participation is strongly encouraged.
- 12:00 - 1:00 Lunch**
- 1:00 - 2:30 Consumer Issues - PSC Staff - Audience Discussion**  
First half of presentation will focus on the regulatory aspects of customer relations. Topics include the Customer Bill of Rights, customer billing disputes, installation and termination of utility service, and the Commission's informal and formal complaint processes. Commission Staff will then lead a discussion of several significant issues including PSC review of non-recurring charges, landlord-tenant utility service issues, and fire protection service.
- 2:40 - 4: 10 Open Records, Open Meetings Acts, and Record Retention- Virginia Gregg**  
The principal provisions of the Open Records Act and Open Meetings Act are reviewed. Handling a request for information under the Open Records Act is discussed. The effect of the Open Meetings Act on meetings of the board of water district commissioners is also discussed. In addition, a short presentation on Records Retention will address the specific timelines that documentation must be maintained by water districts, water associations and municipalities.

Wednesday, September 1

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

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

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

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

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

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

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

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

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

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

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

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

Public Service Commission  
2010 Water Personnel Training  
General Butler State Resort Park  
November 9<sup>th</sup> – 10<sup>th</sup>, 2010



Tuesday, November 9<sup>th</sup>

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

**8:00 – 8:15**    **Program Overview and Welcome – Commissioner Charles Borders**

**8:15 - 9:15**    *Annual Training – Room A*

**Kentucky Division of Water Update – Julie Roney**

A 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.

*New Commissioner Training – Room B*

**Internal Controls – Scott Lawless**

This presentation explains the need for, and purpose of, internal controls and identifies common controls that every water district should consider. The Auditor of Public Accounts' recommendations for public and non-profit boards will also be reviewed and discussed.

**9:25 - 10:55**    *Annual and New Commissioner Training – Room A*

**Commissioner Board Meetings – Damon Talley**

Presentation addresses the rules and procedures that should be followed at the meetings of a water district's board of commissioners. Presenter will also discuss how board member should prepare for meeting, the roles of board members and district management at board meetings, and frequently recurring problems at such meetings and how to address them. The requirements of the Open Meetings Act will also be briefly discussed.

**11:00 - 12:00**    *Annual Training – Room A*

**Source Protection and Water Quality Operational Issues – Clem Wethington and Jack Stickney**

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

- 11:00 - 12:00** *New Commissioner Training – Room B*  
**PSC Regulatory Requirements (Part A) – Gerald Wuetcher**  
A review of the Public Service Commission’s jurisdiction over water districts and the statutory and regulatory requirements that are imposed upon water districts as a result of their status as public utilities.
- 12:00 - 1:00** **Lunch**
- 1:00 - 2:00** *Annual Training – Room A*  
**Consumer Issues – Virginia Smith**  
First half of presentation will focus on the regulatory aspects of customer relations. Topics include the Customer Bill of Rights, customer billing disputes, installation and termination of utility service, and the Commission’s informal and formal complaint processes. Commission Staff will then lead a discussion of several significant issues including PSC review of non-recurring charges, landlord-tenant utility service issues, and fire protection service.
- New Commissioner Training – Room B*  
**PSC Regulatory Requirements (Part B)/  
Operation of WD/WA – Legal Aspects (Part A) – 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. Presenter will also provide a comparison with legal requirements for water associations.
- 2:10 - 3:10** *Annual Training – Room A*  
**Contingency Planning – KY Water/Wastewater Response Network –  
Brad Murphy**  
Presentation on KYWARN – a mutual assistance organization intended to support and promote statewide emergency preparedness, disaster response, and mutual assistance matters for public and private water and wastewater utilities.
- New Commissioner Training – Room B*  
**Operation of WD/WA – Legal Aspects (Part B) – Gerald Wuetcher**
- 3:20 – 4:20** *Annual Training – Room A*  
**Risk Management – Howard Rosewell**  
Risk management activities, including insurance, retained losses, and prevention activities, are a real, but often unrecognized operational cost to utilities. This presentation will present actual claims data for water and wastewater operations in the Kentucky League of Cities’ insurance program, discuss exposures that led to claims, and strategies to reduce losses and other expenses.

**3:20 – 4:20** *New Commissioner Training – Room B*  
**Open Records/Open Meetings Acts – Todd Osterloh**  
This presentation reviews the principal provisions of the Open Records Act and Open Meetings Act. Also, handling a request for information under the Open Records Act and the effect of the Open Meetings Act on meetings of the board of water district commissioners is discussed.

**5:30 - 8:30** *Office Manager/Office Personnel Training – Room A*  
**Evening Session – Brent Kirtley, Sam Reid, and Ginny Smith**  
The evening sessions are primarily focused towards office managers/office personnel and will include discussions on issues related to Consumer Services, Tariffs, Purchased Water Adjustments, Nonrecurring Charges, and an Open Topic Discussion Forum. If you have anything you'd like to get help with concerning these topics, please be prepared to discuss it. This is your chance to get some one-on-one time with the PSC staff members.

### Wednesday, November 10<sup>th</sup>

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

**8:00 - 9:00** *Annual and New Commissioner Training – Room A*  
**Budgeting and Capital Asset Planning – Kim Padgett**  
As a new commissioner, one of your most important responsibilities is to ensure your system brings in sufficient revenue to cover the cost of delivering a safe and adequate supply of drinking water to your customers. In this session, we will discuss budget requirements and financial tools that a system can use to establish asset rehabilitation, prioritize maintenance needs, and have sufficient funds for repairs and improvements.

**9:10 - 10:10** *Annual Training – Room A*  
**Using Social Media and Other Evolving Technologies – Robert Mohon**  
A presentation on the use of new technologies to better serve and inform water utility customers. Topics include developing a website, online bill payment, and the use of social media to better address customer needs.

*New Commissioner Training – Room B*  
**Drinking Water System Basics – Julie Roney**  
This presentation is an overview of treatment and distribution, focusing on the major processes, why the processes are important in terms of public health and safety, and terms used in the industry.



- 10:20 - 11:20** *Annual and New Commissioner Training – Room A*  
**Dealing with Regulatory Agencies – Panel Discussion – Julie Roney (KDOW), Gary Larimore (KRWA), Kim Padgett (RCAP) and Gerald Wuetcher (PSC), David Spenard (AG)**  
Panel discussion on the common problems that water and sewer utilities encounter when dealing with the Division of Water and the Public Service Commission and possible solutions to those problems. Kentucky Rural Water Association and Rural Community Assistance Program will address the issue from the regulated water utility's perspective. Potential solutions will include suggested changes to regulators' methods and procedures and suggested changes in how utilities prepare and prosecute their cases with the regulatory agencies. Audience participation is strongly encouraged.
- 11:20 - 12:30** **Lunch**
- 12:30 - 1:30** *Annual and New Commissioner Training – Room A*  
**Ethics: A Practical Exercise – Gerald Wuetcher**  
A review of ethics laws and principles that affect water utility policy makers and managers through the use of diverse and commonly recurring fact situations.
- 1:40 – 3:00** *Annual Training – Room A*  
**Recent Developments in Utility Regulation – Gerald Wuetcher**  
A review of the recent developments in public utility law and regulation. Recent changes in Kentucky statutes affecting the operation of water utilities will be discussed. Recent Public Service Commission's decisions that affect water utilities and personnel and organizational changes at the Public Service Commission will also be examined. An update on new Public Service Commission initiatives will also be provided.
- New Commissioner Training – Room B*  
**Basic Water Quality Law – Julie Roney**  
This presentation will cover the primary regulations dealing with the Safe Drinking Water Act and the Clean Water Act. It will also include any applicable regulations from OSHA and Air.

Public Service Commission  
2010 Water Personnel Training  
Rough River State Resort Park  
October 5<sup>th</sup> and 6<sup>th</sup>, 2010



Tuesday, October 5<sup>th</sup>

- 7:30 - 8:00**    **Registration and Breakfast**
- 8:00 – 8:15**    **Program Overview and Welcome – Commissioner Charles Borders**
- 8:15 - 9:15**    *Annual Training – Room A*  
**Kentucky Division of Water Update – Julie Roney**  
A 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.
- New Commissioner Training – Room B*  
**Internal Controls – Scott Lawless**  
This presentation explains the need for, and purpose of, internal controls and identifies common controls that every water district should consider. The Auditor of Public Accounts’ recommendations for public and non-profit boards will also be reviewed and discussed.
- 9:25 - 10:55**    *Annual and New Commissioner Training – Room A*  
**Commissioner Board Meetings – Damon Talley**  
Presentation addresses the rules and procedures that should be followed at the meetings of a water district's board of commissioners. Presenter will also discuss how board member should prepare for meeting, the roles of board members and district management at board meetings, and frequently recurring problems at such meetings and how to address them. The requirements of the Open Meetings Act will also be briefly discussed.
- 11:00 - 12:00**    *Annual Training – Room A*  
**Using Social Media and Other Evolving Technologies – Robert Mohon**  
A presentation on the use of new technologies to better serve and inform water utility customers. Topics include developing a website, online bill payment, and the use of social media to better address customer needs.
- New Commissioner Training – Room B*  
**PSC Regulatory Requirements – Gerald Wuetcher**  
A review of the Public Service Commission’s jurisdiction over water districts and the statutory and regulatory requirements that are imposed upon water districts as a result of their status as public utilities.

**12:00 - 1:00**    **Lunch**

**1:00 - 2:30**    *Annual Training -- Room A*

**Consumer Issues – Virginia Smith and PSC Staff – Audience Discussion**

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

*New Commissioner Training – Room B*

**Operation of WD/WA – Legal Aspects – 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. Presenter will also provide a comparison with legal requirements for water associations.

**2:40 - 4:10**    *Annual and New Commissioner Training – Room A*

**Ethics: A Practical Exercise – Gerald Wuetcher**

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

**5:30 - 8:30**    *Office Manager/Office Personnel Training -- Room A*

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## Wednesday, October 6<sup>th</sup>

- 7:30 - 8:00**    **Breakfast**
- 8:00 - 9:10**    *Annual Training – Room A*  
**Recent Developments in Utility Regulation – Gerald Wuetcher**  
A review of the recent developments in public utility law and regulation. Recent changes in Kentucky statutes affecting the operation of water utilities will be discussed. Recent Public Service Commission’s decisions that affect water utilities and personnel and organizational changes at the Public Service Commission will also be examined. An update on new Public Service Commission initiatives will also be provided.
- New Commissioner Training – Room B*  
**Budgeting and Capital Asset Planning – Kim Padgett**  
As a new commissioner, one of your most important responsibilities is to ensure your system brings in sufficient revenue to cover the cost of delivering a safe and adequate supply of drinking water to your customers. In this session, we will discuss budget requirements and financial tools that a system can use to establish asset rehabilitation, prioritize maintenance needs, and have sufficient funds for repairs and improvements.
- 9:20 - 10:50**    *Annual and New Commissioner Training – Room A*  
**Dealing with Regulatory Agencies – Panel Discussion – Julie Roney (KDOW), Gary Larimore (KRWA), Kim Padgett (RCAP) and Gerald Wuetcher (PSC)**  
Panel discussion on the common problems that water and sewer utilities encounter when dealing with the Division of Water and the Public Service Commission and possible solutions to those problems. Kentucky Rural Water Association and Rural Community Assistance Program will address the issue from the regulated water utility’s perspective. Potential solutions will include suggested changes to regulators’ methods and procedures and suggested changes in how utilities prepare and prosecute their cases with the regulatory agencies. Audience participation is strongly encouraged.
- 11:00 - 12:00**    *Annual Training – Room A*  
**Source Protection and Water Quality Operational Issues – Clem Wethington and Jack Stickney**  
Presentation on the protection of water sources and contingency planning efforts to identify potential contaminant sources and develop effective response strategies in the event of accidents. Presenters will also discuss wastewater treatment activities and the need to treat wastewater before it is discharged into receiving streams.

- 11:00 - 12:00** *New Commissioner Training – Room B*  
**Open Records/Open Meetings Acts – Todd Osterloh**  
This presentation reviews the principal provisions of the Open Records Act and Open Meetings Act. Also, handling a request for information under the Open Records Act and the effect of the Open Meetings Act on meetings of the board of water district commissioners is discussed.
- 12:00 - 1:00** **Lunch**
- 1:00 - 2:00** *Annual Training – Room A*  
**Contingency Planning – KY Water/Wastewater Response Network – Paul Lashbrooke**  
Presentation on KYWARN – a mutual assistance organization intended to support and promote statewide emergency preparedness, disaster response, and mutual assistance matters for public and private water and wastewater utilities.
- New Commissioner Training – Room B*  
**Drinking Water System Basics – Julie Roney**  
This presentation is an overview of treatment and distribution, focusing on the major processes, why the processes are important in terms of public health and safety, and terms used in the industry.
- 2:10 - 3:10** *Annual Training – Room A*  
**Risk Management – Doug Oskins**  
Risk management activities, including insurance, retained losses, and prevention activities, are a real, but often unrecognized operational cost to utilities. This presentation will present actual claims data for water and wastewater operations in the Kentucky League of Cities' insurance program, discuss exposures that led to claims, and strategies to reduce losses and other expenses.
- New Commissioner Training – Room B*  
**Basic Water Quality Law – Julie Roney**  
This presentation will cover the primary regulations dealing with the Safe Drinking Water Act and the Clean Water Act. It will also include any applicable regulations from OSHA and Air.

