

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC APPLICATION OF KENTUCKY)	
RURAL WATER ASSOCIATION FOR)	CASE NO.
ACCREDITATION APPROVAL OF)	2025-00271
COMMISSIONER TRAINING AND CONTINUING)	
EDUCATION CREDIT)	

ORDER

On August 15, 2025, Kentucky Rural Water Association (KRWA) filed an application¹ for approval and accreditation, pursuant to KRS 74.020(6) and (7) and 807 KAR 5:070, for the proposed water district management training titled Water Commissioner Training (Training Program) scheduled to take place on September 27, 2025, at the Purchase Area Development District in Mayfield, Kentucky.

Having reviewed the KRWA's request and being otherwise sufficiently advised, the Commission approves the Training Program to satisfy the six hours of training described by KRS 74.020(6) and (7), subject to the conditions discussed below. KRWA did not request the Training Program be approved and accredited to satisfy any portion of the 12 hours of initial training for newly appointed commissioners required by KRS 74.020(8).

¹ All applications should be filed in an optimized pdf format (searchable or OCR) and include bookmarks to distinguish sections. Any future applications from KRWA not meeting this requirement will be rejected as deficient.

DESCRIPTION OF THE TRAINING PROGRAM

The Training Program will be conducted in person on September 27, 2025, at the Purchase Area Development District in Mayfield, Kentucky. The Training Program will consist of the following sessions:

1. It's a Sunshine Day: AN Overview of Sunshine Laws in Kentucky. Presented by Glenn D. Denton, Denton Law Firm PLLC (1 hour): Water districts are public agencies. As such, knowledge and compliance with the Kentucky Open records Act and Kentucky Open Meetings Act needs to be top of mind. Water districts must be prepared to deal with the array of legal questions that arise under those laws. This presentation intends to refresh every board member's and employee's appreciation and understanding of these important laws.
2. Questions that Water and Wastewater Utility Boards Should Ask About Their Utility's Finances. Presented by Robert Miller, StraightLine Kentucky LLC (1.5 hours): Water utility board meeting agendas typically include a review of the utility's finances. This may include an income statement, and a list of invoices paid during the previous month. While this information is necessary and appropriate for staff to prepare in anticipation of the annual audit and financial report, it may not provide sufficient information for commissioners and elected officials to assess the financial health of the utility. This presentation is intended to provide practical tools and recommended practices for water utility boards and management to prepare and present utility financial information
3. What to Expected During a PSC Inspection. Presented by Jasper Wyatt, Kentucky Rural Water Association (1.0 Hour): This presentation provides utility professionals with a comprehensive overview of the Kentucky Public Service Commission's (PSC) inspection process. Participants will gain an understanding of how inspections are scheduled, conducted, and evaluated, as well as the documentation and records required for compliance. The session also covers key areas of concern—particularly excessive water loss—and outlines how utilities can proactively address deficiencies and improve outcomes. Attendees will learn about the PSC's evolving risk-based inspection model, performance metrics, and regulatory expectations. This presentation is essential for utility managers, board members, and staff seeking to maintain compliance, avoid formal actions, and support the utility's financial and operational stability.
4. Communications: Day to Day Basics. Presented by Pete Conrad, Kentucky Rural Water Association (1.5 Hour): This presentation emphasizes the critical role of clear, respectful communication within utility organizations and with the public. It defines communication as both the exchange of

information and the building of personal rapport, highlighting that effective communication begins internally—how staff talk to each other and share essential information affects overall service. Ultimately, the presentation encourages organizations to develop a unified communication strategy, practice active listening, and continually reassess their communication plans to adapt to changing needs to maintain compliance, avoid formal actions, and support the utility’s financial and operational stability.

5. Reducing Water Loss Step by Step. Presented by Joe Burns, Kentucky Rural Water Association (1.0 Hour): Excessive water loss is one of the most common regulatory problems among PSC-governed water utilities. This session aims to highlight the value of water and equip decision-makers with tools to manage it effectively. Topics will include water accountability, calculate the value of lost water, and utilize reports for tracking water usage, such as monthly and annual reports. The discussion will also cover expected system demand and its implications for utilities, data collection, distribution management, and methods for identifying and addressing water loss.

DISCUSSION

KRS Chapter 74 authorizes the creation of water districts for the purpose of operating drinking water facilities and wastewater treatment and collection facilities. Water districts organized under KRS Chapter 74 must be administered by a board of commissioners that shall control and manage the affairs of the district.² KRS 74.020(8) requires each newly appointed water district commissioner to complete 12 instructional hours of training regarding the laws governing the management and operation of water districts, and other subjects as determined appropriate by the Commission within 12 months of the commissioners’ initial appointment.³ KRS 74.020(6) and (7) encourage water district commissioners to complete six instructional hours of “water district management training approved by the Public Service Commission” in each calendar year by allowing the commissioners to receive a raise if they complete the training each year.

² KRS 74.020(1).

³ KRS 74.020(8)(b) (discussing the training requirements for new water district commissioners).

KRWA indicates that it is seeking to have the Training Program approved to satisfy six hours of annual training necessary for water district commissioners to satisfy KRS 74.020(6) and (7), but it is not seeking to have it approved to satisfy the initial training requirements of KRS 74.020(8). The Commission has discretion in approving “water district management training” offered by third parties to satisfy the six hours of subsequent training described in KRS 74.020(6) and (7) if it determines that the programs are “high quality” and “will enhance a water district commissioner’s understanding of his or her responsibilities and duties.”⁴ However, third parties applying for approval of a proposed water district commissioner training program must file their applications, including a detailed description of the program, a description of the qualifications of any presenters, and a copy of the written materials to be distributed at the program among other things, 30 days prior to the first date on which the program is to be offered.⁵

KRWA provided the information required by 807 KAR 5:070 and the Commission’s Order in Case No. 2018-00085 in a timely manner. The Training Program also covers topics that will be relevant and useful to water district commissioners. Moreover, the presenters appear to have knowledge of the topics they intend to discuss, and based on a review of the materials provided, the Training Program appears to be well developed and of a high quality.

The Commission finds that the Training Program will provide water district commissioners relevant and useful knowledge that will enhance the quality, management,

⁴ See KRS 74.020(7)(c) (stating that the Commission “shall 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 responsibilities and duties”).

⁵ Case No. 2018-00085, *Review of Training Required and Authorized by KRS 74.020 for the Commission of Water Districts* (Ky. PSC Mar. 15, 2018), Order at 4–5.

operation, or maintenance of the water systems they operate, and therefore the Training Program should be conditionally approved to satisfy the training requirements set forth in KRS 74.020(6) and (7) or a portion thereof.

IT IS THEREFORE ORDERED that:

1. KRWA's Training Program scheduled to take place on September 27, 2025, is hereby conditionally approved and accredited for up to six hours of annual water district management training for water district commissioners seeking to satisfy training requirements set forth in KRS 74.020(6) and (7).

2. KRWA's Training Program may not be used by water district commissioners seeking to satisfy any portion of the initial training requirement for water district commissioners required by KRS 74.020(8).

3. KRWA shall retain a record of all water district commissioners attending the Training Program.

4. No later than 45 days after each scheduled offering of the Training Program, KRWA shall file with the Commission:

a. A sworn statement attesting that the accredited instruction was performed, including a statement that the materials regarding each session were distributed as required by the Commission herein;

b. A description of any changes in the presenters or proposed curriculum that occurred after the application;

c. The name of each attending water district commissioner, his or her water district, the number of hours that he or she attended; and

d. A copy of any written material given to water district commissioners attending the sessions that was not previously provided to the Commission.


5. Upon receipt of the materials identified in ordering paragraph 4 and provided there are no material changes to the program, the Commission shall issue a final order approving and accrediting the Training Program.


6. KRWA shall permit a representative of the Commission to attend the Training Program at the Commission's discretion, without charge, to assess compliance with this Order or the quality of instruction for any other purpose deemed necessary by the Commission.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

PUBLIC SERVICE COMMISSION


Chairman


Commissioner


Commissioner

ATTEST:


Executive Director



*Honorable Damon R Talley
Attorney at Law
STOLL KEENON OGDEN PLLC
300 West Vine Street
Suite 2100
Lexington, KY 40507-1801

*Joe Burns
Kentucky Rural Water Association
Post Office Box 1424
1151 Old Porter Pike
Bowling Green, KY 42102-1424

*Janet Cole
Education Services Coordinator
Kentucky Rural Water Association
Post Office Box 1424
1151 Old Porter Pike
Bowling Green, KY 42102-1424