

# Kentucky Rural Water Association

Helping water and wastewater utilities help themselves

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January 3, 2013

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PUBLIC SERVICE  
COMMISSION

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

Dear Mr. Derouen:

Kentucky Rural Water Association will host its 2013 Management & Technology Conference at the Holiday Inn University Plaza and Sloan Convention Center in Bowling Green, Kentucky on February 20-21, 2013. We respectfully request that this training be approved for commissioners as referenced in 807 KAR 5:070.

Please find enclosed a training summary which includes a timed agenda, a description of each session, and speaker biographies. Approval has been requested from the Kentucky Board of Water Treatment and Water Distribution System Operators. A copy of that application is also included.

With this letter and enclosures, Kentucky Rural Water Association requests the approval of nine (9) hours of continuing education credit for commissioner and board member training. If additional information is needed please do not hesitate to contact us.

Sincerely,



Janet Cole  
Education Coordinator

Enclosures (Original and 10 packets)

**Kentucky Rural Water Association**  
**2013 Management and Technical Conference**  
**February 20-21, 2013**  
**Holiday Inn University Plaza and Sloan Convention Center**  
**Bowling Green, Kentucky**

Learning Objective: The objective of this conference is to provide useful information to operators, managers, office personnel, and decision-makers of water and wastewater utilities to help them better perform their roles and enhance the operations at their facilities.

A timed agenda and brief description of each session follows.

**Day One – Wednesday, February 20, 2013**

- |          |                        |   |
|----------|------------------------|---|
| Topic #1 | 8:00 - 9:00 A.M.       | <b>The Changing Realities of Rural Kentucky</b> (1.0 hr.)<br><i>Ron Crouch, Director Research and Statistics, Office of Employment and Training</i><br>Kentucky is a state in transition with changing demographics, changing housing needs and a changing economy. These changes are even more dramatic in our rural counties. The good news is Kentucky is a state where most of our rural counties are growing which in not the case in many states. What does the face of our rural counties look like as to age and race? What are the housing needs for the future for our rural counties? How are our rural counties economies changing regarding where people live and where they work? This session will address the trends and implications that impact water and wastewater management in Kentucky.  |
| Topic #2 | 09:20 – 10:20 A.M.     | <b>Kentucky Retirement System Update</b> (1.0 hr.)<br><i>Bill Thielen, Executive Director, Kentucky Retirement Systems</i><br>While it wouldn't seem obvious at first glance, pension costs have an effect on the daily operations of Kentucky water and wastewater utilities. Funding pension plans is an increasingly expensive proposition for utilities. The pressure of providing pensions for operators and other utility employees has the potential for negatively affecting budgets. Further the potential is there for utilities' operational budgets to be negatively impacted due to the costs of funding pension plans. Small utilities in particular have a difficult time providing operator retirement plans, and thus have a difficult time with finding, hiring, and retaining qualified operators. This session will provide an update on the Kentucky Retirement System and also the Pension Reform Effort. |
| Topic #3 | 10:40 – 11:40 P.M.     | <b>New Developments in WRIS</b> (1.0 hr.)<br><i>John Covington, Executive Director, Kentucky Infrastructure Authority</i><br>The WRIS Portal has been developed through the cooperative efforts of water and wastewater treatment systems and local, regional and state agencies. It is used by all of these entities, and provides much of the information needed for all aspects of water planning and emergency management decision making. The WRIS portal is designed to bring together information from a multitude of sources and display that information in one easy to use web application. The Portal is linked to databases at the Kentucky Division of Water, Kentucky Department for Local Government, the Kentucky Public Service Commission, Kentucky Department of Education, Kentucky Department of Parks, and the Kentucky Infrastructure Authority.   |
|          | 11:40 A.M. – 1:00 P.M. | Lunch Break   |
| Topic #4 | 10:40 – 11:40 A.M.     | <b>Kentucky Division of Water Regulatory Update</b> (1.0 hr.)<br><i>Julie Roney, Kentucky Division of Water</i><br>Regulations governing the operations of water and wastewater treatment facilities, distribution systems, and collection systems seem to perpetually change. These changes can occur from both the federal level (USEPA) and the state level (KDOW). Keeping track of these changes is a difficult but crucial job for managers of water and wastewater utilities. This session will provide an update from the Kentucky Division of Water on changes to the drinking water and wastewater regulations.   |

Topic #5            2:15 – 3:15 P.M.            **Emergency Management for Utilities**            (1.0 hr.)  
*Charles M. O’Neal, Asst. Div. Director, KY Division of Emergency Management*  
Nationally, 9-11 brought an increased interest to water and wastewater emergency response. Here in Kentucky, the ice storm of 2009 severely tested the emergency preparedness of Kentucky utilities, with poor results in some cases. Since then, emergency preparedness has been a growing concern. This session will discuss state efforts in emergency management and emergency preparedness both in general and with regards to water and wastewater utilities. Further, emergency management requirements and recommendations for water and wastewater utilities will be covered.

Topic #6            3:30 -- 4:30 P.M.            **Information Security for Water and Wastewater Utilities**            (1.0 hr.)  
*James Goatley, SDG Blue*  
As more and more utilities develop websites and use SCADA systems, control and the security of critical information becomes increasingly important. This session will cover information security technologies available for utilities. Topics will include vulnerability assessments for utilities, information technology structure review, and the security and management of critical data.

**Utility Technology Workshop -- Wednesday, February 20, 2013 (runs concurrently with topics #4 through #6)**

UTW#1            1:00 – 1:45P.M.            **Electronic Bill Payments**            (.75 hr.)  
*Sam McGill, Arista Information*  
This session will cover electronic bill presentment and payment service for utilities. Topics covered will included PDF images, E-billing, credit card and e-check payment, scheduling payments and applications for mobile devices.

UTW#2 1:45 – 2:30P.M.            **Cloud Computing & Technology Solutions for Utilities**            (.75 hr.)  
*Brian Taylor, QS/I*  
This session will concentrate on the technology of cloud computing including how it works, the benefits and risks associated with cloud computing and options that are available. Also covered will be technology solutions for the office that will cover upgrading your technology, protecting your data, bill printing options, ways to automate taking payments (including bank draft, credit cards, bar coding bills, IVR payments), etc.

2:30 P.M. – 3:00 P.M            Break

UTW#3 3:00 – 3:45P.M.            **Off-Site Storage of Data**            (.75 hr.)  
*Scott Smith, United Systems & Software*  
In the spring of 2012, tornados severely damaged several Kentucky towns. Utilities located within these towns were exposed to significant damage. Tornadoes, floods, fires, theft, and terrorism can all threaten the security of utility data. Storing data off site is a critical step for utilities to take that will enable them to recover quickly from man caused and human disasters. This session will cover various methods used for off-site storage of data, the costs, and the pros and cons.

UTW#4 3:45 – 4:30P.M.            **Social Media & Websites for Public Relations and Public Notifications**            (.75 hr.)  
*Robert Mohon, The Neil Group*  
This session will cover ways water and wastewater utilities can use social media tools as a means of communicating with and educating their customers. In addition, this session will cover what is necessary to know in order to make your website pertinent to your utility, your customers, and your community. The instructor will use language understandable by all and will provide attendees with a simple plan to develop a website.

## **Day Two – Thursday, February 21, 2013**

- Topic #7                      8:00 – 9:00 A.M.    **Physical Security for Utilities**                      (1.0 hr.)  
*Robert Mohon, The Neil Group*  
Since 9/11 and the creation of the Homeland Security Department, more attention has been given to security issues at utilities. Many utilities have purchased and installed surveillance systems to increase the security of their offices, plants, and associated facilities. While cameras and technological aids are important, training of utility personnel is just as important. This session will educate utility personnel in the importance of awareness of their surroundings, ways to improve their daily routines, and the importance of maintaining a relationship with local law enforcement.
- Topic #8                      9:20 - 10:20 A.M.    **GIS and GPS – A Utility’s Perspective**                      (1.0 hr.)  
*B.J. Malone and John Dix, Warren County Water District*  
Making accurate maps is only the beginning of the benefits GPS/GIS can provide for water and wastewater utilities. This session will provide an overview of GPS/GIS, a summary of data and the applications of that data (such as a fire flow viewer, automated vehicle location, valve exercising, and leak tracking). Also covered will be the use of mobile applications such as daily data transfer, inspections, mobile mapping, and valve isolations and meter isolation reporting.
- Topic #9                      10:40 - 11:40 A.M.    **Broadband: Turning Assets into Opportunities**                      (1.0 hr.)  
*Brian Mefford, Connected Nation*  
Many rural water and wastewater utilities are located in areas that are un-served or under-served by broadband communications. Water and wastewater utilities own and manage properties that can be turned into broadband and communications assets and are often approached by private companies who wish to use these assets, such as water towers, for mounting communication hardware. The problem is that most utilities are unfamiliar with the rules and regulations, the technologies, and the pros and cons of dealing with private communication companies. New technologies and investment plans from the private sector are changing the game and making it increasingly important for utilities to strategically manage assets that can support broadband expansion or else miss out on significant opportunities. Further, these advancements in communication technologies can benefit utilities in under-served areas allowing them to update their communication systems. In this session, participants will learn about technology trends and national policy initiatives that could make their vertical assets increasingly valuable and will also aid utilities in understanding the pros and cons when working with private communication firms.

Kentucky Rural Water Association requests the approval of nine (9) hours of continuing education credit for water district commissioners during this two-day Management Conference.

Criteria for Training Credits: Attendees will be granted credit for actual time attending the training sessions. The maximum number of hours earned for day one will be six (6) hours. The maximum number of credit hours for day two will be three (3) hours. An individual sheet will be provided to each person to record their attendance. This sheet will be stamped by KRWA personnel after the completion of each session. Individuals must return the completed sheet to KRWA in order to receive credit for attendance.

## **SPEAKER BIOS (Sessions #1 through #6):**

**Ron Crouch:** Ron currently serves as Director of Research and Statistics, Kentucky Education and Workforce Development Cabinet overseeing the development of data bases on demographic, social, educational, workforce, and economic issues and trends relating to the state of Kentucky, October, 2009 to present. Crouch retired the end of May, 2009 from the Kentucky State Data Center (KSDC) which is a federal-state cooperative effort and acts as an information clearinghouse for the Census Bureau and other data sources.

**William A. (Bill) Thielen** began serving as Chief Operations Officer for the Kentucky Retirement Systems in July 2006. In that capacity, Bill was responsible for overall guidance and supervision of the agency's accounting, information technology, information security, communications, office support, and constituency services and planning divisions. Bill also served as a primary advisor to the agency Executive Director on financial, legislative, regulatory, facilities management matters, and on the functions of the various divisions under his supervision. He was also responsible for the development and management of the agency's administrative and capital planning budgets. In April 2011, Bill was appointed Interim Executive Director of KRS by the Board of Trustees and in August 2012, the KRS Board named Bill the permanent Executive Director at KRS. In that capacity, Bill is responsible for overseeing all operations of KRS, which employs 250 persons and administers three retirement systems serving over 320,000 state and local government active employees, inactive members and retirees. Bill is a graduate of the University of Kentucky College of Law and he also received an undergraduate degree in Political Science from UK. Prior to joining KRS, Bill served for 23 years as General Counsel for the Kentucky League of Cities, a statewide nonprofit organization representing city governments, and he has held a variety of positions in both federal and state government.

**John Covington** was appointed as the Executive Director of Kentucky Infrastructure Authority in May, 2008. Covington worked for the KIA for 16 years as a Financial Analyst and Treasurer. He has over 25 years combined service working in Kentucky State Government with a Bachelor of Arts in Government and History from Centre College and a Bachelor of Science in Accounting from Western Kentucky University.

### **Charles O'Neal, Kentucky Division of Emergency Management; Lawrenceburg, KY**

Charles M. "Charlie" O'Neal is the Assistant Division Director for the Kentucky Division of Emergency Management and also serves as the State Search and Rescue Coordinator. He attended Hopkinsville Community College and graduated from Louisiana Baptist University in Shreveport Louisiana with a B.A. in Business Management. Prior to his appointment to the position of Assistant Director for the Kentucky Division of Emergency Management, he served as Director of Medical Center Ambulance Service in Madisonville, Ky., Program Director for Air Evac Lifeteam in West Plains, Mo., Director of Public Safety for Anderson County Fiscal Court in Lawrenceburg, Ky. and as Executive Director for the Kentucky Board of Emergency Medical Services. Mr. O'Neal is certified by the Kentucky Division of Emergency Management and the CDP as an instructor in Incident Command and has served as a Command Staff Officer in multiple large scale incidents including the 2009 Ice Storm, 2011 Floods and 2012 Tornado Outbreak.

**James Goatley:** James has worked for SDG Blue, Inc as an Account Manager Since 2008 and has expertise in managed services . He graduated from the University of Kentucky in 2008 with a BA in Communications.

## **SPEAKER BIOS (Utility Technology Workshop):**

**Sam McGill,** Sales Consultant: Sam has 27 years of business to business sales and sales management experience. He has worked four years with Arista focusing on finding optimal billing solutions for customers in the utility industry. He graduated from the University of Tennessee with a BA degree.

**Brian Taylor,** Marketing Representative, QS/1: Brian has been with QS/1 for over 5 years and cover Kentucky, Arkansas, Tennessee, North Georgia and North Alabama as Marketing Representative for QS/1. Brian has given numerous presentations at both annual and management conferences, as well as region meetings and training session throughout these states. Brian specializes in both developing and presenting on emerging technology topics such as Cloud Computing. He has a BS from Clemson Representative.

**Scott Smith**, Territory Manager covering Kentucky, So. Illinois, So. Indiana & So. Ohio for United Systems & Software, Inc. (USS). Scott obtained a Bachelor degree in Accounting and Computer Information Systems (CIS) from Murray State University. He has 7 years support & training background with USS and 4 years' experience as territory manager. Scott has been responsible for over 150 utility software conversion implementations along with over 50 AMR project deployments including handheld, mobile & fixed network environments. His past hands-on technical experience provides Scott with a unique perspective in fulfilling customer needs as territory manager.

**Robert Mohon's** responsibilities at The Neil Group include sales and marketing. In 1995, Robert began his career in the credit card processing industry and set up one of the very first websites to accept online credit card payments. With a degree in marketing from Auburn University, Robert has helped grow the client base of the company through sales process development, CRM, and client support improvements. Robert's areas of expertise have expanded beyond websites and electronic payments to include security issues that affect utilities.

### **SPEAKER BIOS (Sessions #7 through #9):**

**Robert Mohon's** responsibilities at The Neil Group include sales and marketing. In 1995, Robert began his career in the credit card processing industry and set up one of the very first websites to accept online credit card payments. With a degree in Marketing from Auburn University, Robert has helped grow the client base of the company through sales process development, CRM, and client support improvements. Robert's areas of expertise have expanded beyond websites and electronic payments to include security issues that affect utilities.

**B.J. Malone** – Mr. Malone has been working with Warren, Butler, and Simpson County Water Districts since 2006 as GIS Coordinator. Prior to joining the Water Districts, he worked as GIS Manager for Barren River Area Development District.

**John M. Dix, P.E.** – Mr. Dix serves as Manager of Engineering and Construction for Warren, Butler, and Simpson County Water Districts. Mr. Dix graduated from Virginia Polytechnic Institute and State University with a Bachelor of Civil Engineering and has over 28 years of engineering consulting and utility management experience.

**Brian Mefford:** Connected Nation founder and Chairman Brian Mefford helps corporations, policy makers, and community leaders design and implement technology that support local development. He has been featured in numerous publications including The Economist, The Wall Street Journal and Forbes. Mr. Mefford works with leaders at the highest levels of U.S. industry and government and has advised a number of government leaders globally. At heart Mr. Mefford is an entrepreneur, having led and founded successful high-tech startups in various parts of the U.S. Most recently, he co-founded 10/20 Digital and serves as the company's CEO. He received his International MBA from the Thunderbird School in Arizona, and an economics degree from Centre College. He is a proud native Kentuckian and is blessed to be able to live with his wife and three kids on their farm in Warren County.

<p><b>Mail to:</b></p> <p>Division of Compliance Assistance          Certification and Licensing Branch          Operator Certification Program          300 Fair Oaks Lane          Frankfort, KY 40601</p>	<p>Commonwealth of Kentucky          Department for Environmental Protection</p> <p><b>Application for Approval of Courses for          Continuing Education Credit</b></p> <p><i>Drinking Water Treatment, Drinking Water Distribution,          Bottled Water,          Wastewater Treatment and Collection System</i></p> <p>Telephone: 1-800-926-8111          www.dca.ky.gov/certification</p>	<p><i>For Official Use Only          Do not write in this space</i></p> <p><b>COPY</b></p>
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**I. Course Sponsor Information:** Agency Interest Number: 108571

A. Sponsoring Organization (school, business, association, etc.):

Kentucky Rural Water Association

Key Contact Person:

Name and Title: Janet Cole, Education Coordinator

Address: PO Box 1424

City, State and Zip: Bowling Green, KY 42102-1424

Phone and Fax: Ph: 270.843.2291 Fx: 270.796.8623

E-mail: j.cole@krwa.org

Web Page: www.krwa.org

One-Time Approval Requested

Two-Year Approval Requested

B. If individual requesting approval is different than the key contact person for the sponsor, please complete the following information:

Name and Title: \_\_\_\_\_

Address: \_\_\_\_\_

City, State and Zip: \_\_\_\_\_

Phone and Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

**II. General Course Information:**

A. Title: 2013 Management and Technical Conference

B. Location and Date/s: Holiday Inn/Sloan Convention Center, Bowling Green, KY

C. Cost per Student or Group: \$ 150.00

D. Delivery Format or Media (check those that apply):

- |   |                                     |                                      |   |
|---|-------------------------------------|--------------------------------------|---|
| <input checked="" type="checkbox"/> Classroom | <input type="checkbox"/> Web/Online | <input type="checkbox"/> Laboratory  | <input type="checkbox"/> Exhibition     |
| <input type="checkbox"/> Field                | <input type="checkbox"/> CD-ROM     | <input type="checkbox"/> Video/Audio | <input type="checkbox"/> Correspondence |
| <input type="checkbox"/> Other (Explain)      | _____                               |                                      |   |



E. Continuing Education Credits (**hours**) Requested for Target Audience:

Drinking Water Treatment, Distribution and/or Bottled Water: 9 hrs.

Wastewater Treatment and/or Collection: 9 hrs.

**(Attach a detailed description explaining how this training relates to the wastewater treatment process.)**

**III. Required Items** (must be attached to submittal, check off as completed):

- A.  Course Learning Objectives
- B.  Criteria for Successful Completion by Operators
- C.  Agenda (timed with instructors identified and brief description of topics)
- D.  Credentials for All Instructors

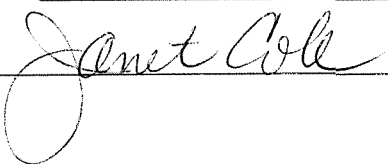
**IV. Additional Attachments** (required for distance learning courses, optional for other training):

- A.  Instructional Design (developed by whom/their credentials)
- B.  Curriculum Content (subject matter experts/their credentials)
- C.  Required Assignments and/or Examinations (type, passing score, etc.)
- D.  Mandatory Time Constraints (deadlines, granting of extensions, etc.)

**V. Signature of Sponsor's Contact Person**

I confirm that all information provided with this application is accurate to the best of my knowledge. A complete list of attendees and credits to be awarded to them will be forwarded on a "Continuing Education Activity Report" to the Kentucky Division of Compliance Assistance (within 30 days of completing the course when possible).

Printed Name and Title: Janet Cole, Education Coordinator

Signature and Date: 

12-6-12