



Kentucky Rural Water Association

Helping water and wastewater utilities help themselves

December 14, 2016

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Public Service
Commission

Ms. Talina R. Mathews, Executive Director
Public Service Commission
P. O. Box 615
Frankfort, KY 40602-0615

Dear Ms. Mathews:

Kentucky Rural Water Association will host its 2017 Management Conference on February 15-16, 2017, at the Sloan Convention Center in Bowling Green, Kentucky. Please find enclosed a training summary which includes a timed agenda describing each session and speaker biographies.

These sessions will offer six (6) hours each day with a maximum of twelve hours of continuing education credit for water district commissioners. Approval for continuing education credit for operators has been requested from the Kentucky Board of Water Treatment and Water Distribution System Operators. A copy of that application is included.

With this letter and enclosures, Kentucky Rural Water Association respectfully requests that this training be approved for continuing education credit for commissioners as referenced in regulation 807 KAR 5:070. If additional information is needed, please do not hesitate to contact our office.

Sincerely,

Janet Cole
Education Coordinator
j.cole@krwa.org

Enclosures
(Original and 10 copies)

**Kentucky Rural Water Association
2017 Management Conference
February 15-16, 2017
Holiday Inn University Plaza and Sloan Convention Center
Bowling Green, Kentucky**

Learning Objective: The management conference will be directed toward the operators, managers, office personnel, and decision-makers of water and wastewater utilities. This year's conference will offer discussions on trends and ideas affecting our industry and will present ideas for planning and preparing for the future of drinking water and wastewater services in the Commonwealth.

A timed agenda and brief description of each session follows.

Day One – Wednesday, February 15, 2017

Session 1: 8:00 a.m. – 9:00 a.m. (DW/WW Operators/Commissioners - 1 hr.)
Core Content: Communication skills, community/public relations

Topic: The Power of Your Words

Presenter: Robert Mohon, The Neil Group

How utility managers, administrators, and staff communicate within their organization can significantly impact the success of a utility. There is internal communication with management and staff, but communication extends to customers, regulators, vendors and suppliers. These various transmissions can be done in an open, honest and timely fashion or they can be muddled, confused and dishonest; ultimately affecting the utility's relationship within all these groups. There is power in your words.

Session 2: 9:20 a.m. – 10:20 a.m. (DW/WW Operators/Commissioners - 1 hr.)
Core Content: Rate setting

Topic: Alternative Rate Adjustment Filing Procedures: Rate Adjustments Made Easy

Presenter: Gerald Wuetcher, Stoll Keenon Ogden, PLLC

Most water and wastewater utilities regulated by the Public Service Commission use the alternative rate filing (ARF) procedure to obtain a rate adjustment. This presentation explains that procedure and the ratemaking process in general. Practical suggestions for preparing an application will be addressed. Discussion will include suggestions for identifying issues that frequently slow down the review process, adversely affect the size of rate adjustment, or create embarrassment for an applicant, and how to successfully address those issues.
(Part 1 of 2)

Session 3: 10:40 a.m. – 11:40 a.m. (DW/WW Operators/Commissioners - 1 hr.)
Core Content: Rate setting

Topic: Alternative Rate Adjustment Filing Procedures: Rate Adjustments Made Easy

Presenter: Gerald Wuetcher, Stoll Keenon Ogden, PLLC

This is a continuation of the previous session (Part 2 of 2)

Lunch 11:40 a.m. – 1:00 p.m.

Session 4: 1:00 p.m. – 2:00 p.m. (DW/WW Operators/Commissioners - 1 hr.)
Core Content: Finance, budget, and rate setting

Topic: Accounting and Auditing Issues for Water and Wastewater Utilities

Presenter: Brian S. Woosley, Stiles, Carter and Associates, CPAs

This session is a review of current issues that water and wastewater utilities encounter through accounting for transactions and the audit process. The presentation will provide insight into auditor selection, management and board responsibilities, the fraud triangle, preparing for and undergoing an audit, and current GASB statements (including statement 68, which significantly changed the accounting for pension obligations).

Session 5: 2:15 p.m. – 3:15 p.m. (DW/WW Operators/Commissioners - 1 hr.)
 Core Content: Metering, flow measurement
Topic: Portable Flow Meters for Validation/Calibration - Know the Difference
Presenter: Jeff Merman, Automatic Controls Company

Clamp on ultrasonic meters are the most misunderstood meter as a management tool. Ultrasonic meters can be a great trouble shooting tool and can even be used to calibrate certain devices. However, they can also get utilities in trouble when they are misused. This session teaches the use of meters in wastewater & drinking water utilities for proving flow and where calibration may be acceptable.

Session 6: 3:30 p.m. – 4:30 p.m. (DW Operators/Commissioners - 1 hr.)
 Core Content: Water treatment, disinfection by-products
Topic: It's Not What You Know; It's How Fast You Know it!
Presenter: Bob Cashion, S4 Water Sales and Service

As water professionals we are now under the microscope more than ever to provide water free from contaminants and pleasing to site, taste and smell of our customers. With the recent issues of lead and copper from corrosive waters we must learn new methods of continuously monitoring corrosion and scale. This presentation will discuss corrosion monitoring utilizing current and new technologies, to provide on-line corrosion rates from within the water treatment process and in the distribution system. The new systems provide real time data which allow for pH changes and increased inhibitor feed rates without waiting months to determine corrosion rates.

Day Two – Thursday, February 16, 2017

Session 7: 8:00 a.m. – 9:00 a.m. (DW/WW Operators/Commissioners - 1 hr.)
 Core Content: Security, financial and technical capacity
Topic: Cyber Security and Utilities
Presenter: Earl Rose, Department of Homeland Security

Numerous drinking water and wastewater utilities have websites and/or take credit card payments. Many utilities also have SCADA systems that use web based information transfer or can be viewed remotely on portable devices. New technology can be very convenient and can make access to information instantaneous. However, ensuring that these information sources are secure from threats is a major concern. This session will focus on what the Department of Homeland Security views as the major cyber security threats utilities may face, who the bad actors are, and what is being done to combat them.

Session 8: 9:15 a.m. – 10:15 a.m. (DW/WW Operators/Commissioners - 1 hr.)
 Core Content: Capacity development, regulations
Topic: Certified Operator Staffing Requirements and Strategies
Presenter: Ruth Lancaster, Louisville Water Company

The presentation recaps regulatory staffing requirements for drinking water and wastewater operators in the state of Kentucky, discusses the innovative alternative staffing program implemented by the KY Division of Water, discusses recruiting and retention strategies, and provides a current snapshot of the number and level of operators certified in Kentucky.

Session 9: 10:30 a.m. – 11:30 a.m. (DW/WW Operators/Commissioners - 1 hr.)
 Core Content: Capacity development
Topic: How to Attract and Keep Great Employees
Presenter: Robert Mohon, The Neil Group

Many utilities face the problem of training staff, only to have them leave for another utility or leave the industry all together. Selecting and enticing the right individual to join your staff is paramount to the success of your organization. This session examines ways to attract potential employees and offers strategies and tactics that can be implemented to retain your most valuable assets - your best employees.

Lunch 11:45 a.m. – 1:00 p.m.

Session 10: 1:00 p.m. – 2:00 p.m. (DW/WW Operators/Commissioners - 1 hr.)
Core Content: Drinking water and wastewater regulatory compliance

Topic: **What Managers Need to Know About Compliance (Part 1 of 3)**

Presenters: **Donna McNeil and Steve Capps, Kentucky Rural Water Association**

Even the best run utilities can make mistakes. This topic will be broken into three sessions and will cover a variety of issues managers need to be aware of for maintaining compliance in wastewater and drinking water utilities. Reporting and recordkeeping requirements will be outlined to help utilities avoid a common cause for violations. Information provided in these sessions will include inspection requirements and policies, the enforcement process, Notice of Violations, and Corrective Action Plans. Also covered will be relevant regulations including acronyms and a Quick Links reference for finding pertinent regulations online. Updated information on DOW personnel changes and their move to new offices will be provided. Utilities have a bewildering array of information to keep track of in order to maintain compliance with state and federal regulations. These sessions offer information to guide utility personnel through the compliance maze.

Session 11: 2:15 p.m. – 3:15 p.m. (DW/WW Operators/Commissioners - 1 hr.)

Topic: **What Managers Need to Know About Compliance (Part 2 of 3)**

Presenters: **Donna McNeil and Steve Capps, Kentucky Rural Water Association**

This is a continuation of the above session.

Session 12: 3:30 p.m. – 4:30 p.m. (DW/WW Operators/Commissioners - 1 hr.)

Topic: **What Managers Need to Know About Compliance (Part 3 of 3)**

Presenters: **Donna McNeil and Steve Capps, Kentucky Rural Water Association**

This is a continuation of the above session.

Criteria for Training Credits: Operators & Commissioners will be granted credit for actual time attending the training sessions. An individual sheet will be provided to each attendee 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.

With the information provided, Kentucky Rural Water Association requests approval for continuing education credit for operators as follows:

DW operators/Commissioners – 6 hours each day for a maximum of 12 hours

WW operators – 5 hours on day one and 6 hours on day two for a maximum of 11 hours

Speaker Bios

Robert Mohon of The Nell Group is a veteran of the credit card, debit card and check processing industry. 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 is an Ambassador of the Brentwood Chamber of Commerce (TN), a Board Member of the Nashville Investors Group, and past member of the Minds In Motion Advisory Board and Nashville Business Breakfast Club. His expertise includes advising clients on security (customer, employee, office), technology, internal controls, interpersonal skills, leadership, and social media/public relations.

Gerald E. Wuestcher joined the law firm of Stoll/Keenon/Ogden in March, 2014. He was employed from 1987- 2014 as a staff attorney with the Public Service Commission of Kentucky, where he represented the Public Service Commission in administrative and judicial proceedings involving the rates and service of electric, gas, telecommunications, water and sewer utilities. He was principally assigned to the electric, water and sewer utility areas. Jerry served as a judge advocate with the United States Army from September 1984 through July 1987. He is a graduate from John Hopkins University (May 1981) with a Bachelor of Arts Degree in History (with Honors). He received a Juris Doctorate Degree from Emory University Law School in May 1984 and was admitted to the State Bars of Georgia and Kentucky.

JEFF MERMAN, President, Automatic Controls Co., has over 30 years of experience in Kentucky in the Industrial Instrumentation and controls business. Jeff holds an Associate's degree in Industrial Engineering from Northern Kentucky University.

Robert K. (Bob) Cashion is a Nationally Certified Water Technologist, he holds class IV Water & Wastewater operators licenses in several states and has been providing water & wastewater related training for over 38 years, he is the Business Development Manager for S4 Water Sales & Services, and is involved extensively in operations and maintenance issues of filtration systems and water quality assessment projects. He is an active member in the AWWA and NRWA and various State associations where he has won several outstanding educational leadership awards. He has a BS degree in Environmental Health & Technology from Missouri Southern State University and a graduate of the Water & Wastewater Technical College, Neosho, MO.

Earl Rose currently serves as the Senior Intelligence Officer for Kentucky for the Department of Homeland Security's Office of Intelligence and Analysis. Mr. Rose is responsible for facilitating the sharing of intelligence between the federal government, state, local, tribal and private sector partners. He has a total of 17 years in the intelligence field. His experience includes service in the US Army, Arizona Department of Public Safety, New Mexico Department of Homeland Security and Emergency Management and the National Nuclear Security Administration.

Ruth Lancaster has been an instructor performing water and wastewater training since 1992, teaching at IVY Tech State College, Western KY University, and with the Kentucky Division of Water. Ruth has BA's in Chemistry and English from Bellarmine University and a Master of Arts in Teaching in Natural Science from the University of Louisville with additional graduate coursework at WKU. She has held the position of plant supervisor in both water and wastewater systems and is currently a plant operations supervisor at the Louisville Water Company. She holds KY IV-A Drinking Water and KY IV Wastewater certification, and serves as a representative on the KY Drinking Water and Wastewater Boards of Certification.

Donna McNell has been with Kentucky Rural Water Association since November 2013. She received her Bachelor of Science Degree in Civil Engineering from the University of Kentucky. In her position as a Compliance Specialist, Donna helps coordinate KRWA's Compliance Check program and assists Kentucky water utilities with compliance issues. Donna serves as the coordinator of the small system technical assistance project since 2013 and is directly involved with emergency response planning and the KYWARN Initiative. Prior to joining the KRWA staff, Donna was the Environmental Control Manager for the Kentucky Division of Water, where she was responsible for Kentucky's Drinking Water Program. Donna coordinated and implemented the capacity development program and the Drinking Water State Revolving Loan Program from 1997 to 2001. Donna also has experience in providing training on a wide-variety of water topics, reviewing engineering plans and specifications, on-site inspections, regulation development, and working with water-related groups and organizations. She also authored the CT Values guidance document and provided technical evaluation of the water treatment units.

Steve Capps came to Kentucky Rural Water Association in 1994 from the City of Burkesville, Kentucky where he had served as Director of Public Works for twelve (12) years. He also had experience as the Water Treatment Plant Operator and also the Wastewater Treatment Plant Operator for six (6) years. He is currently certified in water treatment, wastewater treatment and holds a certificate as a water distribution system operator. Mr. Capps served as the Wastewater Technician for the Kentucky Rural Water Association from June 1994 to June 1999. His primary duties as Wastewater Technician were to provide technical assistance and hands-on training to rural wastewater utility personnel throughout Kentucky. Mr. Capps' position with the Kentucky Rural Water Association from June 1999 to the present is that of Wastewater Trainer/Technician and Compliance. In that capacity he provides on-site technical assistance and training to small rural municipal wastewater treatment systems and rural systems in unincorporated areas.

<p>Mail to:</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>Application for Approval of Courses for Continuing Education Credit</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>COPY</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: 3251 Spring Hollow Avenue

City, State and Zip: Bowling Green, KY 42104

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: 2017 Management Conference

Holiday Inn University Plaza/Sloan Convention Center, Bowling Green, KY

B. Location and Date/s: February 15-16, 2017

C. Cost per Student or Group: \$ 150.00

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

Classroom Web/Online Laboratory Exhibition
 Field CD-ROM Video/Audio Correspondence
 Other (Explain)



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

Drinking Water Treatment, Distribution and/or Bottled Water: 12 hrs.

Wastewater Treatment and/or Collection: 11 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

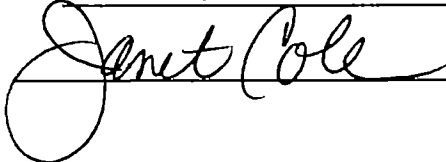
IV. Additional Attachments (required for distance learning courses, optional for other training):

- 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: 

December 2, 2016