

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ACCREDITATION AND APPROVAL OF THE )  
PUBLIC SERVICE COMMISSION WATER ) CASE NO. 2009-00360  
PERSONNEL TRAINING SEMINARS AS A WATER )  
DISTRICT COMMISSIONER TRAINING PROGRAM )

ORDER

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, in association with the Kentucky Rural Water Association, will conduct training seminars at Cumberland Falls State Resort Park, Carter Caves State Resort Park, and Kentucky Dam Village State Resort Park. These seminars include instruction regarding, inter alia, trends in applicable law and regulations, utility rate-making, management, finance, and administration.<sup>1</sup>

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

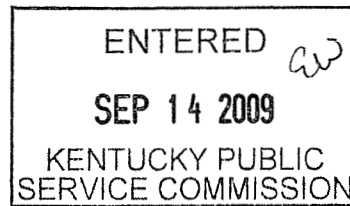
1. The courses of instruction provided at these seminars would enhance a water district commissioner’s understanding of his or her duties.
2. The seminars conducted at Cumberland Falls State Resort Park, Carter Caves State Resort Park, and Kentucky Dam Village State Resort Park should be approved for 12.5 credit hours of water district management training.

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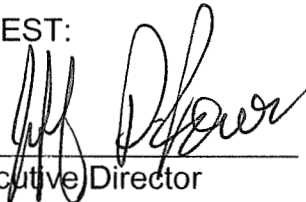
<sup>1</sup> A course syllabus for each seminar is appended to this Order as Appendix A.

IT IS THEREFORE ORDERED that the 2009 Water Personnel Training Seminars, which the Commission, in association with the Kentucky Rural Water Association, will conduct on September 29-30, 2009 at Cumberland Falls State Resort Park, on October 20-21, 2009 at Carter Caves State Resort Park and on November 4-5, 2009 at Kentucky Dam Village Resort Park, are approved for a maximum of 12.5 credit hours.

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. 2009-00360 DATED **SEP 14 2009**

# PSC/KRWA Water Personnel Training

## Cumberland Falls State Resort Park

### September 29-30, 2009

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#### **September 29**

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

**8:00-8:30 Welcome and Commissioner's Opening Remarks**

**8:30-9:40 Recent Developments in Utility Regulation – Gerald Wuetcher, PSC**

This is a review of the recent developments in public utility law and regulation and recent changes in Kentucky statutes affecting the operation of water utilities. Recent Public Service Commission's decisions that affect water utilities and personnel and organizational changes at the Public Service Commission are also examined. An update on new Public Service Commission initiatives are provided as well.

**9:50-10:50 Roundtable: Common Concerns when Dealing with the PSC – Staff and Audience discussion**

Public Service Commission Staff discuss the most common problems that occur in formal proceedings involving water utilities and possible approaches to avoid those problems and to speed the regulatory process. Members of the audience are encouraged to share their experiences and opinions and to identify problems and conflicts that they have experience with Commission Staff.

**11:00-12:00 Rates – Sam Reid and Mark Frost, PSC**

Review of utility rate case filing requirements and a description of the rate case process.

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

**1:00-2:00 High Water Loss together with Leak Detection – George Wakim, PSC and Clem Wethington, KRWA**

This is a joint presentation of both the PSC's perspective on water loss – the regulations governing water loss, presentation of water loss in the inspection report, and PSC's follow-up – and the KRWA's effort to aid those utilities in need of leak detection assistance.

**2:10-3:10 How to Accept Credit Cards the Right Way – Robert Mohon**

This presentation covers the following topics: Simple ways to recover your costs of this service; What's involved in setting it up; What liability Commissioners and GMs have; Ways to prevent card fraud; How your staff can save time on payments and disconnects; How recurring payments on credit and debit cards will make life easier; and Why card payments are better than checks and cash.

**3:20-4:20 Management Audits and Best Practices –John Rogness, PSC and Joe Burns, KRWA**

This presentation is an overview of the review process and utility business best practices. It includes examples and a discussion of common mistakes and areas for improvement that can be implemented by utilities.

## **September 30**

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

**8:00-9:00 Water District Commissioner/Water Association Board of Director Open Records and Open Meetings: A Practical Exercise – Virginia Gregg**

This presentation begins with a review of the statutes, attorney general opinions and court decisions that govern open records and open meetings as applied to water districts, municipalities and, in limited situations, water associations. The audience is then presented with various scenarios, based upon actual events, and is required to analyze the conduct of the hypothetical water utility decision makers.

**9:10-10:10 Public Education – Clem Wethington, KRWA**

Recent changes in regulations require water utilities to provide education to their consumers on a variety of issues. The mailing and publishing of these education documents can be very costly and confusing. Even though some types of public education are required on a determined schedule there are some that may be required in as short a time period as twenty-four hours. This session provides instructions on the following: Lead and Copper Rule, Public Notification Rule; Disinfection By-product Risk; Consumer Confidence Report.

**10:20-11:30 Legal Issues in Water District Operations – Gerald Wuetcher, PSC**

This is a review of the provisions of Chapter 74 involving the creation, management, operation and dissolution of water districts and water associations. Other statutory provisions, such as the Whistle Blowers Act, Claims against Local Government Act, Bidding Requirements provision of KRS Chapter 424, Eminent Domain, and Local Model Procurement Code are also discussed.

**11:30-12:30 Lunch**

**12:30-1:30 Capacity Development from a DOW Perspective – Julie Roney, DOW**

This presentation covers the progress being made at the Division of Water regarding drinking water capacity development. It includes a discussion of the revised capacity development (CD) strategy sent to EPA Region 4 in March 2009 and the assessment process that resulted from the CD subcommittee. Sanctions, water budgets, tracking forms and other related topics are also presented.

**1:40-2:50 Current Consumer Concerns and Complaints – Virginia Smith, PSC**

This presentation covers the complaint process, the Customer's Bill of Rights, termination of service, and customer relations.

**3:00-4:00 Tariffs, Electronic Filing and Special Types of Cases – Brent Kirtley and Sam Reid, PSC**

The session covers tariff requirements, the electronic tariff filing system, and types of cases that require the utility to revise its tariff.

**PSC/KRWA Water Personnel Training**  
**Carter Caves State Resort Park**  
**October 20-21, 2009**

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**October 20**

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

**8:00-8:30 Welcome and Commissioner's Opening Remarks**

**8:30-9:40 Recent Developments in Utility Regulation – Gerald Wuetcher, PSC**

This is a review of the recent developments in public utility law and regulation and recent changes in Kentucky statutes affecting the operation of water utilities. Recent Public Service Commission's decisions that affect water utilities and personnel and organizational changes at the Public Service Commission are also examined. An update on new Public Service Commission initiatives are provided as well.

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

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This presentation begins with a review of the statutes, attorney general opinions and court decisions that govern open records and open meetings as applied to water districts, municipalities and, in limited situations, water associations. The audience is then presented with various scenarios, based upon actual events, and is required to analyze the conduct of the hypothetical water utility decision makers.

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# PSC/KRWA Water Personnel Training

## Kentucky Dam Village State Resort Park

### November 4-5, 2009

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#### **November 4**

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

**8:00-8:30 Welcome and Commissioner's Opening Remarks**

**8:30-9:40 Recent Developments in Utility Regulation – Gerald Wuetcher, PSC**

This is a review of the recent developments in public utility law and regulation and recent changes in Kentucky statutes affecting the operation of water utilities. Recent Public Service Commission's decisions that affect water utilities and personnel and organizational changes at the Public Service Commission are also examined. An update on new Public Service Commission initiatives are provided as well.

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## **November 5**

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

### **8:00-9:00 Water District Commissioner/Water Association Board of Director Open Records and Open Meetings: A Practical Exercise – Virginia Gregg**

This presentation begins with a review of the statutes, attorney general opinions and court decisions that govern open records and open meetings as applied to water districts, municipalities and, in limited situations, water associations. The audience is then presented with various scenarios, based upon actual events, and is required to analyze the conduct of the hypothetical water utility decision makers.

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