

Question:

1. Refer to the Application, page 5, which states: “[the] District employs eight (8) full-time employees that perform meter inspections. To inspect all meters in the system each year would require adding twelve (12) more full-time staff. Combined with the nine (9) additional staff for valve inspections, this represents an increase of 14% of the District’s total staff.” Additionally, page 3 of the Application states that there are approximately two full-time employees who perform valve inspections.
 - a. Provide the total number of staff members currently employed by Northern Kentucky.
 - b. Provide a complete list of all staff members, by job title, currently employed by Northern Kentucky.
 - c. Confirm that the eight full-time employees who perform meter inspections are dedicated to the sole purpose of inspecting meters.
 - d. Provide the job title, description, current pay rates, and benefits that are provided to each of the eight full-time employees who perform meter inspections.
 - e. Provide the number of hours, with overtime hours separately stated, that each full-time employee who performs meter inspections worked during the calendar year 2016, and separately state the number of those hours that were dedicated to meter inspections.
 - f. Confirm that the two full-time employees who perform valve inspections are dedicated to the sole purpose of performing valve inspections.
 - g. Provide the job title, description, current pay rates, and benefits that are provided to the two full-time employees who perform valve inspections.
 - h. Provide the number of hours, with overtime hours separately stated, that each full-time employee that performs valve inspections worked during the calendar year 2016, and separately state the number of those hours that were dedicated to valve inspections.

Answer:

- a. The total number of staff members currently employed by Northern Kentucky is 144.
- b. A complete list of all staff members, by job title, currently employed by Northern Kentucky is attached as Exhibit A.
- c. Northern Kentucky does not currently employ any full-time employees that are dedicated to the sole purpose of inspecting meters. Northern Kentucky currently employs 6 full-time employees

responsible for repairing, testing, and changing out meters, including inspecting meters. In addition, these employees perform meter pit upgrades, and resolve meter leaks. Northern Kentucky also currently employs 9 full-time employees that are responsible for responding to calls, complaints or emergency events that require investigating, and resolving issues that are related to water service and/or billing inquiries. This position is also responsible for turning on and off water service, and assisting with the meter change out program, and may serve as backup to the meter shop employees. Northern Kentucky estimates that the equivalent of 8 full-time employees' time is spent on performing meter inspections.

To inspect all meters annually, Northern Kentucky would require approximately 20 full-time employees. Since Northern Kentucky currently uses 8 full-time equivalent employees, an additional 12 full-time employees would be needed. The additional 12 employees would increase Northern Kentucky's expenses for salary and benefits by approximately \$889,104 annually (12 x \$74,092). This does not include the added cost that would be needed to provide vehicles and equipment for the employees to inspect the meters and meter settings.

- d. Job title, description, current pay rates, and benefits that are provided to each employee who perform meter inspections as part of their job duties are attached as Exhibit B.
- e. The number of hours with overtime and estimated hours dedicated to meter inspections separately stated are attached as Exhibit C.
- f. Northern Kentucky currently has two staff members assigned to inspecting and operating distribution valves during a regular work week. They are not dedicated to the sole purpose of performing valve inspections, however, as they could be needed to help with emergency water main work or other assignments. The valve program, as provided as Exhibit A in the response to the first request for information, consists of inspection, repair, and replacement of valves and is supported collectively by the entire Distribution group. In addition to 1 Supervisor, this group currently consists of 22 Fieldmen, 8 Crew Leaders, and 3 Foremen.

Northern Kentucky's proposed program, as noted in response to 5.a in this second request for information, proposes to increase the number of valves currently being inspected annually, particularly the smaller mainline valves and hydrant valves, to bring the total number inspected to approximately 4,000 valves a year. At an estimated average rate of 1 hour per valve inspection for the proposed program, it is estimated that 2 full-time equivalent employees will be needed just to inspect valves. Northern Kentucky anticipates being able to meet the objectives of the proposed valve program.

To inspect all 25,000 valves annually, however, would require approximately 11 full-time employees. Since we currently use 2 equivalent full-time employees, this would mean we would need an additional 9 full-time staff. Northern Kentucky intends to add 2 additional Fieldmen to

the Distribution Department in 2017. Therefore, it is projected that 7 more full-time staff would still be needed to inspect the valves. Adding these 7 staff would increase Northern Kentucky's expenses for salary and benefits by approximately \$518,644 a year (7 x \$74,092). This does not include the added cost that would be needed to provide vehicles and equipment for the employees to inspect the valves.

- g. The valve crew consists of a Crew Leader and a Fieldman. The Crew Leader is responsible for conducting and coordinating the daily work. The Fieldman assists with the daily work. The employees assigned to the valve crew may rotate each calendar year and be supplemented by other crews throughout the year. Job title, description, current pay rates, and benefits that are provided to the crews who perform valve work are attached as Exhibit D.
- h. The number of hours employees performed valve inspections and other valve work in 2016 is shown in the table below. A total of 1,430.50 hours were spent on inspecting valves and 4,582.50 hours on other valves work for a total of 6,013.00 hours. This level is consistent with Northern Kentucky's goal of spending 5,000 hours a year on the valve program as discussed in the 2003 procedure provided as Exhibit A in the response to the first request for information.

Employee Number	Valve Inspections		Valve Work		Total Hours
	Regular	Over Time	Regular	Over Time	
30060	65.00	96.00	171.00	58.25	390.25
30100	0.00	0.00	187.00	0.00	187.00
30225	1.00	0.00	76.00	15.00	92.00
30415	0.00	0.00	157.50	13.50	171.00
30560	0.00	23.50	102.00	27.75	153.25
30630	0.00	0.00	202.50	2.00	204.50
30715	0.00	30.00	18.00	9.50	57.50
30800	4.00	154.50	16.50	95.50	270.50
30835	280.00	7.00	59.50	6.00	352.50
40515	0.00	8.50	27.50	19.00	55.00
40805	0.00	0.00	132.50	27.00	159.50
41225	3.50	87.50	98.00	31.00	220.00
41320	0.00	100.00	101.50	66.00	267.50
60453	1.00	8.00	234.50	31.00	274.50
60459	0.00	105.00	220.50	58.50	384.00
60473	0.00	30.00	112.50	30.50	173.00
60479	0.00	85.00	197.00	41.25	323.25
60482	0.00	20.00	21.00	19.50	60.50
60493	0.00	0.00	92.00	51.75	143.75
60511	0.00	0.00	41.00	36.00	77.00
60512	0.00	27.50	26.00	25.00	78.50
60516	284.00	7.00	64.50	3.50	359.00
60521	0.00	0.00	282.50	56.50	339.00
60523	0.00	0.00	32.00	13.50	45.50

60524	0.00	0.00	0.00	8.75	8.75
60526	0.00	0.00	59.50	10.00	69.50
60529	0.00	0.00	2.00	5.50	7.50
60534	0.00	2.50	114.00	20.00	136.50
60535	0.00	0.00	94.50	43.50	138.00
60540	0.00	0.00	59.50	53.50	113.00
60549	0.00	0.00	130.50	26.50	157.00
60550	0.00	0.00	144.00	58.75	202.75
60552	0.00	0.00	242.50	49.75	292.25
60561	0.00	0.00	13.50	0.00	13.50
60562	0.00	0.00	33.50	2.25	35.75
	638.50	792.00	3,566.50	1,016.00	6,013.00

Question:

2. Refer to the Application, page 5, which states that the average annual salary and benefits per field employee is \$55,250.
 - a. Provide the calculation of the average annual salary and benefits stated above.
 - b. Provide the gross pay, hourly rate, hours worked, overtime hours worked, and job title of each position that was used to generate this calculation.

Answer:

- a. The average annual salary and benefits per field employee of \$55,250 was calculated based on 2016 average annual base salaries excluding overtime. Northern Kentucky has recalculated the average annual salary and benefits per field employee as \$74,092, which reflects 2017 actual rates and annualized gross wages, which includes overtime hours worked. The calculation is attached as Exhibit E.
- b. Gross pay, hourly rate, hours worked, overtime hours worked, and job title of each position that was used to generate this calculation is attached as Exhibit E.

Question:

3. Provide the number of meter inspections that were completed for the year ended December 31, 2016.

Answer:

3. In 2016, the District inspected and changed out 8,862 meters, inspected 7,061 meters as a result of customer service inspection requests, inspected 6,177 meters due to billing inspection requests, and inspected 5,480 meters when delinquent turn-off/turn-ons were performed. In total, 27,580 meter inspections were performed during 2016, which is approximately one-third of our system.

Question:

4. Provide the number of valve inspections that were completed for the year ended December 31, 2016.

Answer:

4. A total of 567 mainline valves were inspected by Valve Crews for the year ended December 31, 2016. This does not include inspection of fire hydrant valves and other valve work and valve operation. It is estimated that 2,200 additional valves were involved in other work orders or operated for maintenance and construction.

Question:

5. Refer to Northern Kentucky's response to item 1.b. of Commission Staff's First Request for Information ("Staff's First Request").
- Confirm that the response contains Northern Kentucky's proposed inspection schedule for its valves. If the response does not contain Northern Kentucky's proposed inspection schedule, state the proposed inspection schedule for valves.
 - State whether the response contains Northern Kentucky's current inspection schedule for its valves. If the response does not contain Northern Kentucky's current inspection schedule, state the current inspection schedule for valves.
 - Identify the individual or individuals who approved the decision to utilize Northern Kentucky's current inspection procedures for its valves and state when the policy became effective.
 - For each individual identified in sub-part c. of this question, provide the job description and duties for the individual.

Answer:

- a. We confirm that the response 1.b. contains Northern Kentucky's proposed inspection schedule for valves which breaks down as shown in the table below:

Valve Size	Valve Designation	Proposed Inspection Frequency
16" & Larger	Main Line	Every Two (2) Years
4" - 14"	Main Line	Every Five (5) Years
3" & Smaller	Main Line	Every Ten (10) Years
4" & 6"	Fire Hydrant	Every Ten (10) Years

- b. The response does not contain Northern Kentucky Water District's current valve inspection schedule. The current inspection schedule is shown in the table below:

Valve Size	Valve Designation	Current Inspection Frequency
16" & Larger	Main Line	Every Two (2) Years
4" - 14"	Main Line	When Needed
3" & Smaller	Main Line	When Needed
4" & 6"	Fire Hydrant	When Needed

In addition to the valve crew operating the valves, staff visually checks for apparent leaks and other problems attributed to valves during system flushing and other distribution system work.

- c. Per Exhibit A of Northern Kentucky's response to Staff's First Request, Richard Harrison approved the current inspection procedures for its valves on October 27, 2003, and it became effective October 31, 2003. The Northern Kentucky Water District's current valve inspection procedure was approved by the Commission on November 10, 2010 as shown in Exhibit F.
- d. Richard Harrison was the Vice President of Engineering & Distribution on October 30, 2003. The job duties included the planning, procurement, design, construction, operation, and maintenance activities for the Northern Kentucky Water District's distribution system. This individual no longer works for Northern Kentucky, and the title of Vice President of Engineering and Distribution no longer exists. The job description for the position at that time is attached as Exhibit G.

Question:

6. Refer to Northern Kentucky's response to item 2.c. of Staff's First Request. State the factors in support of Northern Kentucky's position that inspecting valves 36-inch and larger not less frequently than once every two years is reasonable.

Answer:

6. As shown in Exhibit H, Page 55 of the American Water Works Association Manual M44 "Distribution Valves: Selection, Installation, Field Testing, and Maintenance, Third Edition", it was stated that condition assessment on all critical valves and all valves 16" and larger should be completed on a regularly scheduled (annual if possible) basis and that operation of the majority of valves in a distribution system should be conducted on a three-year to five-year cycle or based on the criteria established by the agency. (Note that fire hydrant valves were not included in this manual).

Based on the operational history of the large valves, Northern Kentucky has not seen a need to increase the inspection frequency from two years to one year.

Question:

7. Refer to Northern Kentucky's response to item 3 of Staff's First Request. State how long Northern Kentucky has been out of compliance with 807 KAR 5:006, Section 26(6)(b), with respect to its valves.

Answer:

7. Northern Kentucky received approval from the Commission on November 10, 2010 with respect to its inspection of valves. The Inspection Plan was prepared to comply with 807 KAR 5:006, Section 26(6)(b). Based on prior PSC inspection reports, Northern Kentucky was not aware of, nor had it been notified of, any non-compliance with this regulation. The 2016 Inspection Report was the first notice to Northern Kentucky that its previously approved inspection program was deficient.

Question:

8. Identify the individual or individuals who approved the decision to utilize Northern Kentucky's current inspection procedures for its meters and meter setting, and state when the policy became effective. For each individual, provide the job description and duties for the individual.

Answer:

8. Northern Kentucky has been following the same unwritten operational policies and procedures for inspection of its meters and meter settings since the merger of Kenton County Water District and Campbell County Kentucky Water District in 1997. The current inspection procedures were approved by Mark Lofland, VP of Account Services, who no longer works for Northern Kentucky, and Chris Wetherell, Customer Service Supervisor, who no longer works for Northern Kentucky. The VP of Account Services position no longer exists and is now combined with the position of VP of Finance and Support Services. The job description for VP of Account Service at that time and Customer Service Supervisor is attached as Exhibit I.

Question:

9. Refer to Northern Kentucky's response to item 9 of Staff's First Request. State how long Northern Kentucky has been out of compliance with 807 KAR 5:006, Section 26(6)(b), with respect to its meters and meter settings.

Answer:

9. All meters in Northern Kentucky's system are automatic meter read (AMR) meters that are read using drive-by technology, or manually read in the event of an issue with the AMR technology. The installation of AMR meters has eliminated the need for meter boxes to be accessed unless equipment failure occurs and the meter or radio requires repair or replacement. If meters and meter settings are not functioning properly, Northern Kentucky would either be notified by the customer, or be alerted by an abnormal change in customer's usage. The Northern Kentucky billing system has triggers in place to provide alerts of potential issues, including abnormal over and under usage on a bill. Thus, Northern Kentucky's current system acquires and analyzes meter functioning data electronically and more efficiently than a visual inspection annually, thereby reducing the need to send a District employee to each meter and meter setting. The information is generated at each meter read, rather than annually, giving the District more frequent information and in greater detail than with annual inspections. Because of the availability of data from the AMR, annual meter inspections are substantially replaced by the data available from the AMR. This essentially provides the District with a more frequent inspection of each meter. The approval to change all meters in Northern Kentucky's system to the AMR system was in 2008 when the effects of the recessionary pressures regarding rate management were beginning to be experienced in the Northern Kentucky area. In order to have physically inspected or examined all meters and meter settings at least once annually, Northern Kentucky would have had to increase staffing significantly, as has been noted throughout this deviation request. Northern Kentucky was therefore not in a position to increase staffing per the KAR, and relied on the AMR system to analyze meter functioning data.

Further, based upon the ruling Northern Kentucky received from the PSC on valves in 2010 as referenced in Exhibit F, Northern Kentucky believed the PSC would be understanding of our cost effective approach to inspect meters and meter settings under our current practice versus significantly increasing staffing levels to meet 807 KAR 5:006, Section 26(6)(b), with respect to its meters and meter settings. Note that our current practice involves a visual inspection of roughly a third of our meters and meter settings annually, in addition to the electronic inspections we receive from our billing system, which further justifies a request for deviation from 807 KAR 5:006, Section 26(6)(b). It is Northern Kentucky's position that strict compliance with 807 KAR 5:006, Section 26(6)(b) to visually inspect all meters and meter settings, with the additional costs that would be incurred, would not directly benefit Northern Kentucky's customers, and a deviation from this KAR is an economically sound decision that would not adversely impact the operation of the District or the security of our system. Based on prior PSC inspection reports, Northern Kentucky was not aware of, nor had it been notified of, any non-compliance with this regulation. The 2016 Inspection Report

was the first notice to Northern Kentucky that its previously approved inspection program was deficient

Question:

10. Provide a copy of the inspection procedures used to assure safe and adequate operation of Northern Kentucky's facilities and compliance with KRS Chapter 278 and 807 KAR Chapter 5 adopted by Northern Kentucky. If the inspection procedures for meters, meter settings, or valves, of any size or type, have been modified since January 1, 2010, state each modification.

Answer:

10. Northern Kentucky's current valve inspection procedure, shown in Exhibit F, was approved by the Commission on November 10, 2010. It has not been modified since then.

Northern Kentucky's meter and meter settings unwritten inspection procedures have not been modified since January 1, 2010 and are as follows:

- Obtaining the GPS coordinates of the meter location if the GPS coordinates are not currently in the system
- Opening the meter lid and verifying that the transmitter is installed through the lid properly
- Pumping any excess water out of the crock, if needed
- Visually inspecting the crock and meter setting for any possible issues
- Obtaining a visual and an electronic read, and changing out meter if needed
- Verifying that there are no leaks inside the crock
- Operating the angle valve inside the crock to ensure proper operation
- Closing lid and making sure the lid fits the ring properly and securely

Question:

11. Refer to 807 KAR 5:006, Section 26(3), which states: "Appropriate records shall be kept by a utility to identify the inspection made, the date and time of inspection, the person conducting the inspection, the deficiencies found, and the action taken to correct the deficiencies." Provide the following:
- a. Northern Kentucky's most recent inspection record for each valve 16-inch or larger.
 - b. By year, for the years 2010 through 2016, the number of valves 16-inch or larger in Northern Kentucky's system, the number of inspections conducted by Northern Kentucky of valves 16-inch or larger, and the number of valves found to have deficiencies. By year, for the same period, provide a schedule that summarizes the number of deficiencies found during the inspections by type of deficiency and the action necessary to correct the deficiency.
 - c. By year, for the years 2010 through 2016, the number of valve failure or damage in valves 16-inch or larger in Northern Kentucky's system discovered during an attempt to use the valve while not conducting an inspection. By year, for the same period, provide a schedule that summarizes the deficiencies determined to be responsible for the failures, the action necessary to correct the deficiency, and whether the valve had been inspected within 12 months prior to the failure.
 - d. By year, for the years 2010 through 2016, the number of valves smaller than 16-inch in Northern Kentucky's system, the number of inspections conducted by Northern Kentucky of valves smaller than 16-inch, and the number of valves found to have deficiencies. By year, for the same period, provide a schedule that summarizes the number of deficiencies found during the inspections by type of deficiency and the action necessary to correct the deficiency.
 - e. By year, for the years 2010 through 2016, the number of valve failures or damage in valves smaller than 16-inch in Northern Kentucky's system discovered during an attempt to use the valve while not conducting an inspection. By year, for the same period, provide a schedule that summarizes the deficiencies determined to be responsible for the failures, the action necessary to correct the deficiency, and whether the valve had been inspected within 12 months prior to the failure.

Answer:

- a. Northern Kentucky's most recent record of inspection for each valve 16-inch and larger was completed on the dates shown in Exhibit J. Using the asset inventory information in the work order system, it appears that there are approximately 1,000 mainline valves 16-inches and larger. A total of 62 of the larger valves would not be operated because they are privately owned or need to stay closed for hydraulic separation.

The total number of mainline valves, the number of inspections, and the number of valves repaired or replaced each year for 2010 through 2016 are shown in the table below. In addition to the scheduled mainline valve inspections listed in the table, Northern Kentucky estimates that another 2,200 mainline valves are operated each year for other maintenance or emergency shutdowns and construction. Using the annual average of 94 valves needing corrective action and a total of approximately 2,600 valves operated each year, this results in a rate of 3.6% of the valves needing corrective action following operation. This number seems reasonably low and is the basis for Northern Kentucky's proposed alternative inspection schedule outlined in the requested deviation. The alternative inspection schedule is less costly than complying with the regulation. Northern Kentucky strives to supply safe, reliable, and efficient service to its customers.

Year	Number of Mainline Valves	Number of Valve Inspections	Number Repaired or Replaced
2010	10,606	393	117
2011	10,958	264	76
2012	11,353	363	79
2013	11,725	279	75
2014	12,214	505	119
2015	12,578	440	116
2016	12,914	567	76
Average	11,764	402	94

- b. The number of 16-inch and larger valves in the system and the number of 16-inch and larger valves inspected in years 2010 through 2016 are shown in the table below. Northern Kentucky's records do not reflect deficiencies found during inspection, the type of deficiency, or the corrective action necessary to correct deficiency.

Year	Number of Valves $\geq 16''$	Number of Valves $\geq 16''$ Inspected
2010	848	269
2011	900	162
2012	936	262
2013	951	166
2014	985	335
2015	993	261
2016	1,012	403

- c. Northern Kentucky's records do not reflect how many of the 16-inch and larger valves were found to have deficiencies while not conducting an inspection, the type of deficiency, the

corrective action necessary to correct deficiency, or whether the valve had been inspected within 12 months of the failure.

- d. The number of 16-inch and smaller valves in the system and the number of 16-inch and smaller valves inspected in 2010 through 2016 are shown in the table below:

Year	Number of Mainline Valves <16"	Number of Mainline Valves <16" Inspected
2010	9,758	124
2011	10,058	102
2012	10,417	101
2013	10,774	113
2014	11,229	170
2015	11,585	179
2016	11,902	164

The asset inventory includes 11,902 valves smaller than 16 inches in 2016, but 675 of these would not be operated because they are privately owned or need to stay closed for hydraulic separation.

Northern Kentucky's records do not reflect how many of these valves were found to have deficiencies during inspection, the type of deficiency, or the corrective action necessary to correct deficiency.

- e. Northern Kentucky's records do not reflect how many of the valves smaller than 16 inches were found to have deficiencies while not conducting an inspection, the type of deficiency, the corrective action necessary to correct deficiency, or whether the valve had been inspected within 12 months of the failure.

Northern Kentucky Water District
Current Staff Members
Exhibit A

Job Title

Account Services Representative
Account Services Representative
Account Services Representative
Account Services Representative
Account Services Representative
Account Services Representative
Account Services Representative
Account Services Representative
Account Services Representative
Account Services Representative
Account Services Supervisor
Account Services Team Lead - Billing
Account Services Team Lead - Call
Accounting Technician
Accounting Technician
Acting Engineering Manager-Operations
Administrative Assistant
Administrative Assistant
Building & Grounds Tech
Building & Grounds Tech II
CAD Tech
Chemist
Chemist
Chemist
Chemist
Chemistry Supervisor
Clerk/Receptionist
Computer Support Tech
Construction Supervisor
Crewleader
Customer Service Field Representative
Customer Service Field Representative
Customer Service Field Representative
Customer Service Field Representative
Customer Service Field Representative
Customer Service Field Representative
Customer Service Field Representative
Customer Service Field Representative
Customer Service Foreman
Customer Service Supervisor
Database Administrator
Distribution Crew Leader
Distribution Crew Leader

Northern Kentucky Water District
Current Staff Members
Exhibit A

Job Title

GIS Specialist
HR Administrative Assistant
HR Manager
Information Services Manager
Inspector I
Inspector I
Inspector II
Inspector II
Inspector II
Inspector II
Instrumentation Tech
Instrumentation Tech
Instrumentation Tech
Instrumentation Tech
Inventory Specialist
Lab Analyst
Lab Assistant
Lab Assistant Co-Op
Lab Manager
Lab Technician
Lead Mechanic
Maintenance Foreman
Maintenance Foreman
Maintenance Foreman
Maintenance Supervisor
Mapping Technician
Meter Reader
Meter Shop Fieldman
Meter Shop Fieldman
Meter Shop Fieldman
Meter Shop Fieldman
Meter Shop Fieldman
Meter Shop Fieldman/Courier
Meter Shop Lead
Network / CIS Administrator
Plant Foreman
Plant Foreman
Plant Foreman
Plant Operator
Plant Operator
Plant Operator
Plant Operator

Northern Kentucky Water District

Current Staff Members

Exhibit A

Job Title

Plant Operator

Plant Operator

Plant Operator

Plant Operator

Plant Operator

Plant Operator U (3rd)

Plant Supervisor

President/CEO

Pump Mechanic

Pump Mechanic

Pump Mechanic

Pump Mechanic

Pump Mechanic

Safety Coordinator

Scanner

Staff Engineer

VP Engineering, Production & Distribution

VP Finance & Support Services

**Northern Kentucky Water District
 Employees Performing Meter Inspections
 Exhibit B**

Job Title	Current Pay Rate	Annualized Gross Pay	Health Insurance	Dental Insurance	Life Insurance	Pension (Avg CERS%* of Gross Wages)
Customer Service Field Representative	15.89	33,907.38	10,348.00	356.20	309.60	6,418.67
Customer Service Field Representative	15.89	33,377.36	10,348.00	356.20	309.60	6,318.33
Customer Service Field Representative	24.83	58,144.67	10,348.00	356.20	480.36	11,006.79
Customer Service Field Representative	16.90	38,655.64	10,348.00	356.20	329.04	7,317.51
Customer Service Field Representative	24.83	59,597.23	10,348.00	356.20	480.36	11,281.76
Customer Service Field Representative	16.25	40,679.52	28,559.96	356.20	313.80	7,700.63
Customer Service Field Representative	15.89	34,339.54	28,559.96	356.20	309.60	6,500.48
Customer Service Field Representative	15.89	34,885.87	10,348.00	356.20	309.60	6,603.89
Customer Service Foreman	22.07	50,073.35	28,559.96	356.20	426.48	9,478.88
Meter Shop Fieldman	17.29	36,939.18	10,348.00	356.20	333.84	6,992.59
Meter Shop Fieldman	17.04	36,300.13	10,348.00	356.20	330.72	6,871.62
Meter Shop Fieldman	15.89	33,768.76	10,348.00	356.20	309.60	6,392.43
Meter Shop Fieldman	15.89	33,181.67	16,970.72	356.20	309.60	6,281.29
Meter Shop Fieldman/Courier	19.97	41,927.02	28,559.96	356.20	386.88	7,936.78
Meter Shop Lead	23.79	50,533.09	28,559.96	356.20	460.80	9,565.91

*CERS Rate:
 19.18% 7/1/17-12/31/17
 18.68% 1/1/17-6/30/17
 18.93% Average for 2017

Job Description

Position Title: Customer Service Fieldman Representative	Department: Customer Service
Reports to: Customer Service Foreman	Classification: Exempt
Schedule: Monday – Friday	Location: Central Facility
Hours: 8:00 a.m.– 5:00 p.m.	Supervisory Responsibilities: No

Position Summary

The Customer Service Fieldman is responsible for responding to calls, complaints or emergency events that requires investigating and resolving issues that are related to water service and/or billing inquiries. This position is also responsible for turning on and off water service and assisting with the meter change out program. Additionally, this position assists in the regulatory compliance and efficient operations of the District.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Responsible for daily customer inquiries, turn on water service, delinquent account notification and disconnection program, including disconnects for the Sanitation District
- Responds to, investigates, repairs and resolves customer complaints
- Performs meter change out and repairs
- Maintains inventory and cleanliness of trucks and equipment
- Records data in the work order system and completes appropriate paperwork for tracking purposes
- Position requires on-call availability
- May serve as backup to the meter shop when needed
- Ensures compliance of company policies, including but not limited to safety concerns and incident reporting
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

Required Education and Experience

- High School Diploma/GED
- 1 year of Customer service experience

Licensing/Certifications:

- Valid Driver’s License

Additional Skills

- Ability to maintain effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups
- Ability to gain working knowledge of the entire distribution system
- Ability to interpret, understand and administer regulations
- Ability to work alone
- Ability to work with various computer software

Work Environment and Physical Demands

This job requires climbing, balancing, stooping, kneeling, crouching, crawling, pushing, reaching, standing, sitting, lifting, talking, hearing and repetitive motions. Heavy Work: exerting up to 50 pounds. Environmental conditions: subject to extreme heat, cold, humidity, wetness, noise, and vibration.

Works with equipment such as computer, copy machine, fax, and phones. Frequently required to sit, stand, walk, and reach for objects. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures. There is no regular travel expected for this position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Northern Kentucky Water District employs qualified persons in all jobs in a manner which will ensure equal employment opportunity, as well as administer personnel actions in a manner as to not discriminate against any person on the basis of race, religion, national origin, age, sexual orientation or disability.

DRAFT

Job Description

Position Title: Customer Service Field Foreman	Department: Finance
Reports to: Customer Service Supervisor	Classification: Non-Exempt
Schedule: Monday – Friday	Location: Central Facility
Hours: 7:00 a.m.– 4:00 p.m. (some flexibility with hours)	Supervisory Responsibilities: Yes

Position Summary

The Customer Service Field Foreman oversees the Customer Service Field Representatives to ensure the proper administration of service is provided to all customers. This position directs, investigates and resolves, in a timely manner, customer requests/complaints and emergency events related to water service issues and/or billing inquiries. Additionally, this position contributes to the regulatory compliance and efficient operations of the District.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Oversees the workload, assignment, efficiency and quality of work of the Customer Service Field Representative
- Acknowledge, print, and distribute work Service Orders
- Oversees and contributes to the Customer Service daily customer inquiries, delinquent account notification and disconnection program, including disconnects for the Sanitation District
- Completes necessary daily orders, billing inspections, and delinquents when required
- Create and track all Distribution field orders resulting from service inspections
- Oversees, responds to, investigates, repairs and resolves customer complaints
- Track and manage all Overtime completed by Fieldman
- Oversees and ensures compliance of regulatory bodies
- Contributes to the administration of the department annual budget
- Writes, reviews, and delivers performance evaluations
- Coordinates projects/programs with other departments
- Ensures compliance of company policies, including but not limited to safety concerns and incident reporting
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

Required Education and Experience

- High School Diploma/GED; Associates Degree in related area preferred
- 5 years of Customer service experience
- 1 year of supervisory experience preferred
- Knowledge of water systems preferred
- General knowledge of budgets

Licensing/Certifications:

- Valid Driver’s License

Additional Skills

- Ability to maintain effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups
- Ability to gain working knowledge of the entire distribution system
- Ability to interpret, understand and administer regulations

- Ability to supervise and direct others
- Ability to work with various computer software

Work Environment and Physical Demands

This job requires climbing, balancing, stooping, kneeling, crouching, crawling, pushing, reaching, standing, sitting, lifting, talking, hearing and repetitive motions. Heavy Work: exerting up to 50 pounds. Environmental conditions: subject to extreme heat, cold, humidity, wetness, noise, and vibration. Works with equipment such as computer, copy machine, fax, and phones. Frequently required to sit, stand, walk, and reach for objects. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures. There is no regular travel expected for this position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Northern Kentucky Water District employs qualified persons in all jobs in a manner which will ensure equal employment opportunity, as well as administer personnel actions in a manner as to not discriminate against any person on the basis of race, religion, national origin, age, sexual orientation or disability.

DRAFT

Job Description

Position Title: Meter Shop Fieldman	Department: Customer Service
Reports to: Meter Shop Lead	Classification: Non-Exempt
Schedule: Monday – Friday	Location: Central Facility
Hours: 7:30 a.m. – 4:00 p.m.	Supervisory Responsibilities: No

Position Summary

The Meter Shop Fieldman is responsible for repairing, testing and changing out meters. This position is also responsible for the meter change out program. Additionally, this position contributes to the regulatory compliance and efficient operations of the District.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Responsible for testing, repairing and changing out meters
- Performs meter change out and repair, meter pit upgrades, and resolving meter leaks
- Perform meter and meter setting inspections
- May serve as back-up to the meter reader on a regular route or customer service fieldman when needed
- Maintain inventory and cleanliness of trucks and equipment
- Completes appropriate paperwork for tracking purposes
- Position may require on-call availability
- Ensures compliance of company policies, including but not limited to safety concerns and incident reporting
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

Required Education and Experience

- High School Diploma/GED
- 1 year of Customer service experience

Licensing/Certifications:

- Valid Driver's License
- Ability to obtain Meter Testing License within one year

Additional Skills

- Ability to maintain effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups
- Ability to gain working knowledge of the entire distribution system
- Ability to interpret, understand and administer regulations
- Ability to work alone
- Ability to work with various computer software

Work Environment and Physical Demands

This job requires climbing, balancing, stooping, kneeling, crouching, crawling, pushing, reaching, standing, sitting, lifting, talking, hearing and repetitive motions. Heavy Work: exerting up to 50 pounds. Environmental conditions: subject to extreme heat, cold, humidity, wetness, noise, and vibration. Works with equipment such as computer, copy machine, fax, and phones. Frequently required to sit, stand, walk, and reach for objects. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures. There is no regular travel expected for this position.

Other Duties

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DRAFT

Job Description

Position Title: Meter Shop Lead	Department: Customer Service
Reports to: Customer Service Supervisor	Classification: Non-Exempt
Schedule: Monday – Friday	Location: Central Facility
Hours: 7:00 a.m.– 4:00 p.m.	Supervisory Responsibilities: Yes

Position Summary

The Meter Shop Lead is responsible for overseeing the repair, testing and changing out meters. This position is also responsible for overseeing the meter change out program. Additionally, this position contributes to the regulatory compliance and efficient operations of the District.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Oversees the scheduling of, directs and contributes to testing, repairing and changing out meters
- Oversees and responds to, investigates, repairs and resolves customer complaints
- Oversees and performs meter change out and repair, meter leaks and meter pit upgrades
- Oversees and performs meter and meter setting inspections
- Directs, oversees and contributes to the organization of work on a job site to assure work is done efficiently and the worksite is cleaned up afterwards
- Oversees and maintains inventory and cleanliness of trucks and equipment
- Oversees the recording of data in the work order system and completes appropriate paperwork for tracking purposes
- Writes, reviews, and gives performance evaluations
- Position requires after hours availability
- Coordinates projects/programs with other departments
- Ensures compliance of company policies, including but not limited to safety concerns and incident reporting
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

Required Education and Experience

- High School Diploma/GED

Licensing/Certifications:

- Valid Driver's License

Additional Skills

- Ability to maintain effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups
- Ability to gain working knowledge of the entire distribution system
- Ability to interrupt, understand and administer regulations
- Ability to work alone
- Ability to work with various computer software

Work Environment and Physical Demands

This job requires climbing, balancing, stooping, kneeling, crouching, crawling, pushing, reaching, standing, sitting, lifting, talking, hearing and repetitive motions. Heavy Work: exerting up to 50 pounds. Environmental conditions: subject to extreme heat, cold, humidity, wetness, noise, and vibration. Works with equipment such as computer, copy machine, fax, and phones. Frequently

required to sit, stand, walk, and reach for objects. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures. There is no regular travel expected for this position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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Northern Kentucky Water District
2016 Regular and OT Hours - Employees Performing Meter Inspections
Exhibit C

Job Title	2016 Regular Hours	2016 Overtime Hours	Estimated Regular Hours Dedicated to Meter Inspections	Estimated OT Hours Dedicated to Meter Inspections
Customer Service Field Representative	1,734.75	134.25	1,301.06	100.69
Customer Service Field Representative	1,871.00	104.25	1,403.25	78.19
Customer Service Field Representative	1,765.00	174.00	1,323.75	130.50
Customer Service Field Representative	1,812.00	234.00	1,359.00	175.50
Customer Service Field Representative	768.00	62.50	576.00	46.88
Customer Service Field Representative	1,619.50	149.25	1,214.63	111.94
Customer Service Field Representative	228.50		171.38	-
Customer Service Foreman	1,747.00	43.00	1,048.20	25.80
Meter Shop Fieldman	361.50	7.00	325.35	6.30
Meter Shop Fieldman	1,912.50	23.00	1,721.25	20.70
Meter Shop Fieldman	1,851.50	63.50	1,666.35	57.15
Meter Shop Fieldman/Courier	1,806.25	11.00	1,625.63	9.90
Meter Shop Lead	1,850.50	111.00	1,110.30	66.60
	19,328.00	1,116.75	14,846.14	830.14

**Northern Kentucky Water District
 Employees Performing Valve Inspections
 Exhibit D**

Job Title	Current Pay Rate	Annualized Gross Pay Based on YTD	Health Insurance	Dental Insurance	Life Insurance	Pension (Avg CERS%** of Gross Wages)
Distribution Crew Leader	28.55	72,349.83	28,559.96	356.20	553.08	13,695.82
Distribution Crew Leader	25.54	62,231.91	28,559.96	356.20	495.72	11,780.50
Distribution Crew Leader	23.63	51,721.10	10,348.00	356.20	458.76	9,790.80
Distribution Crew Leader	20.28	46,584.49	28,559.96	356.20	394.20	8,818.44
Distribution Crew Leader	24.35	54,971.41	28,559.96	356.20	471.12	10,406.09
Distribution Crew Leader	17.39	39,928.13	10,348.00	356.20	338.28	7,558.39
Distribution Crew Leader	17.18	43,589.50	28,559.96	356.20	332.40	8,251.49
Distribution Crew Leader	19.49	49,010.43	28,559.96	356.20	377.88	9,277.67
Distribution Foreman	29.49	66,454.16	28,559.96	356.20	571.44	12,579.77
Distribution Foreman	27.08	59,689.31	-	356.20	525.00	11,299.19
Distribution Foreman	29.24	61,419.39	16,970.72	356.20	565.08	11,626.69
Distribution Fieldman	16.61	41,623.35	18,546.32	356.20	322.20	7,879.30
Distribution Fieldman	24.83	55,774.71	10,348.00	356.20	480.36	10,558.15
Distribution Fieldman	16.09	37,124.92	10,348.00	356.20	309.60	7,027.75
Distribution Fieldman	17.12	40,643.56	28,559.96	356.20	331.68	7,693.83
Distribution Fieldman	24.10	51,649.15	18,546.32	356.20	467.88	9,777.18
Distribution Fieldman	17.03	41,251.37	10,348.00	356.20	330.72	7,808.88
Distribution Fieldman	17.29	38,988.72	10,348.00	356.20	333.84	7,380.57
Distribution Fieldman	17.74	41,960.70	10,348.00	356.20	342.96	7,943.16
Distribution Fieldman	16.53	38,502.18	16,970.72	356.20	321.12	7,288.46
Distribution Fieldman	17.02	40,117.93	28,559.96	356.20	330.36	7,594.32
Distribution Fieldman	15.89	37,323.94	10,348.00	356.20	309.60	7,065.42
Distribution Fieldman	16.61	46,405.06	28,559.96	356.20	322.20	8,784.48
Distribution Fieldman	16.98	41,199.96	10,348.00	356.20	330.12	7,799.15
Distribution Fieldman	15.89	38,913.98	10,348.00	356.20	309.60	7,366.42
Distribution Fieldman	15.89	34,788.02	10,348.00	356.20	309.60	6,585.37
Distribution Fieldman	15.89	34,046.00	10,348.00	356.20	309.60	6,444.91
Distribution Fieldman	16.09	39,535.88	10,348.00	356.20	309.60	7,484.14
Distribution Fieldman	23.57	50,997.11	18,546.32	356.20	458.16	9,653.75
Distribution Fieldman	24.83	52,844.12	28,559.96	356.20	480.36	10,003.39
Distribution Fieldman	15.89	33,051.20	10,348.00	356.20	309.60	6,256.59
Distribution Fieldman	15.89	33,051.20	10,348.00	356.20	309.60	6,256.59
Distribution Fieldman	15.89	33,051.20	10,348.00	356.20	309.60	6,256.59

**CERS Rate:
 19.18% 7/1/17-12/31/17
 18.68% 1/1/17-6/30/17
 18.93% Average for 2017

Job Description

Position Title: Distribution Crew Leader	Department: Distribution
Reports to: Distribution Foreman	Classification: Non-Exempt
Schedule: Monday – Friday	Location: Central Facility
Hours: 7:30 a.m.– 4:00 p.m.	Supervisory Responsibilities: Yes

Position Summary

The Distribution Crew Leader participates in the direction of Fieldmen and assists in performing duties to maintain, repair, replace and install water distribution system components that are important to the delivery of safe drinking water. This position will involve physical labor, use of hand tools and heavy equipment, and may assist other departments to ensure water delivery throughout the system. Additionally, this position contributes to the regulatory compliance and efficient operations of the District.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Contributes to overseeing routine and emergency maintenance, repair, replacement and installation of the water distribution system which includes, but is not limited to: water main, valves, water service lines, meter and fire hydrants repair & replacement.
- Oversees routine duties such as:
 - Operation of District vehicles, service trucks, handtools and heavy equipment, such as, backhoe, bobcat, jackhammers, power saws, and dump trucks
 - Daily inspection of vehicles/equipment
 - General maintenance activities, basic housekeeping, and fabrication of stock for inventory (i.e. double yokes, pressure regulators, risers)
 - Contacting police and fire departments to coordinate tasks like road closures, salting of roads, and flagging of work site
 - Restoring work area when job is complete
- Contributes to increasing knowledge of department operations and of the water system by rotating between crews
- Directs Fieldmen and complete tasks, when necessary, without the direction of the Foreman, Supervisor or Manager
- Responds during assigned on call hours
- Responsible for the determination of calling in of crews for emergency responses
- Maintains distributin jobsite working conditions to ensure all products and activities are compliant with safety guidelines
- Ensures AVL/GPS devices for assigned company vehicles is in place for proper location tracking
- Interacts effectively with the general public and customers to notify of water service interruptions/ restoration, and to direct complaints or concerns to the appropriate personnel
- Notifies Foreman and/or Supervisor of issues that may hinder the efficient operation of the department/District
- Provides feedback, documentation and recommendation for performance evaluation
- Follows department standard operating guidelines
- Contributes to the compliance of company policies, including but not limited to safety concerns and incident reporting
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

Required Education and Experience

- High School Diploma, GED or equivalent experience
- Experience supervising a water main repair crew preferred
- A background in construction or related field preferred
- General working knowledge of use of handtools and heavy equipment

Skilled In:

- Establishing and maintaining effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups
- Ability to gain working knowledge of the entire distribution system
- Good verbal and written communication skills
- Ability to read, write and use basic arithmetic and grammar
- Ability to work with customers and other employees in a courteous manner
- Basic computer skills

Licensing/Certifications:

- Commercial Driving License (CDL)
- Class IV Water Distribution License - preferred

Work Environment and Physical Demands

This job requires climbing, balancing, stooping, kneeling, crouching, crawling, pushing, reaching, standing, sitting, lifting, talking, hearing and repetitive motions. Heavy Work: exerting up to 125 pounds. Environmental conditions: subject to extreme heat, cold, humidity, wetness, noise, vibration and muddy/slippery situations. Hazardous conditions: moving parts & equipment/tools, chemicals, exposure to equipment exhaust fumes and other gases when digging. Extended hours and overtime work is required/needed.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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Job Description

Position Title: Distribution Fieldman	Department: Distribution
Reports to: Crew Leader	Classification: Non-Exempt
Schedule: Monday – Friday	Location: Central Facility
Hours: 7:30 a.m.– 4:00 p.m.	Supervisory Responsibilities: None

Position Summary

The Distribution Fieldman performs routine duties to maintain, repair, replace and install the delivery of safe drinking water to the system. This position will involve physical labor, use of hand tools and heavy equipment, and may assist other departments to ensure water delivery throughout the system. Additionally, this position assists in the regulatory compliance and efficient operations of the District.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Perform routine maintenance, repair, replacement and installation on the existing water system which includes, but is not limited to: water main repairs, valve operation and replacement, water service line installation & replacements, meter move-outs, system flushing, and fire hydrants repair & replacement.
- Perform routine duties such as:
 - Operate District vehicles, service trucks, handtools and heavy equipment, such as, backhoe, bobcat, jackhammers, power saws, and dump trucks
 - Daily inspection of vehicles/equipment
 - Ability to complete tasks, when necessary, without the direction of the crew leader and/or foreman
 - Perform general maintenance activities, basic housekeeping, and the fabrication of stock from inventory (i.e. double yokes, pressure regulators, risers)
 - Assist in contacting police and fire departments to coordinate tasks like road closures, salting of roads, and flagging
 - Restore work area when job is complete
 - Ability to work on-call hours
- Ability to increase knowledge of department operations and of the water system by rotating between crews and specialty crews to contribute to the efficient delivery of water
- Ability to interact with the general public and customers to notify of water service interruptions/ restoration, and direct complaints or concerns to the appropriate personnel
- Ability to communicate to crew leader, foreman and/or supervisor issues that may hinder the efficient operation of the department/District
- Complies with company policies, including but not limited to safety concerns and incident reporting
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

Required Education and Experience

- High School Diploma, GED or equivalent experience
- A background in construction or related field preferred
- General working knowledge of use of handtools and heavy equipment

Skilled In:

- Good verbal and written communication skills
- Ability to read, write and use basic arithmetic and grammar

- Ability to work with customers and other employees in a courteous manner
- Basic computer skills
- Establishing and maintaining effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups.

Licensing/Certifications:

- Commercial Driving License (CDL) is preferred or able to obtain within one year of employment
- Class IV Distribution License – preferred

Work Environment and Physical Demands

This job requires climbing, balancing, stooping, kneeling, crouching, crawling, pushing, reaching, standing, sitting, lifting, talking, hearing and repetitive motions. Heavy Work: exerting up to 125 pounds. Environmental conditions: subject to extreme heat, cold, humidity, wetness, noise, vibration and muddy/slippery situations. Hazardous conditions: moving parts & equipment/tools, chemicals, exposure to equipment exhaust fumes and other gases when digging. Extended hours and overtime work is required/needed.

Other Duties

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Job Description

Position Title: Distribution Foreman	Department: Distribution
Reports to: Distribution Supervisor	Classification: Non-Exempt
Schedule: Monday – Friday	Location: Central Facility
Hours: 7:00 a.m.– 3:30 p.m.	Supervisory Responsibilities: Yes

Position Summary

The Distribution Foreman directs and participates in the day-to-day operation of the Distribution department which includes coordination of the maintenance, repair and replacement of water mains and appurtenances to ensure the delivery of safe drinking water to the system. This position oversees the completion of projects in a manner that reflects the standards of the District. This position may involve physical labor, use of hand tools and heavy equipment, and may assist other departments to ensure completion of projects. Additionally, this position contributes to regulatory compliance and efficient operations of the District.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Directs and performs routine maintenance, repair, replacement and installation on the existing water system which includes, but is not limited to: water main inspection and repairs, valve operation and replacement, water service line installation & replacements, meter move-outs, system flushing, and fire hydrant repair & replacement
- Ensures the development and training of the Crew Leaders and Fieldmen
- Coordinates with Supervisor to develop a daily work schedule for field crews
- Directs and performs routine duties such as:
 - Operate District vehicles, service trucks, handtools and heavy equipment, such as backhoe, bobcat, jackhammers, power saws, and dump trucks
 - Ensures daily inspection of vehicles/equipment
 - Directs and performs general maintenance activities, basic housekeeping, and the fabrication of stock for inventory (i.e. double yokes, pressure regulator, risers)
 - Contacting and/or coordinating police and fire departments to coordinate tasks like road closures, salting of roads, and flagging
 - Ensures identification and implementation of necessary traffic control measures
 - Ensures underground utilities are notified prior to excavation and that utility notification procedures are followed
 - Oversees notification of customers impacted by work activities
 - Ensures restoration of work area when job is complete
 - Ensures contractors working for the District on restoration are working efficiently and completing work in a timely manner
 - Ability to work on-call hours
- Instruct and increase knowledge of department operations by rotating crews to allow for cross-training
- Direct Crew Leaders, Fieldmen and communicate to Supervisor issues that may hinder the efficient operation of the department/District
- Collaborates and conducts performance reviews for Crew Leaders and Fieldman
- Ability to interact with the general public and customers to notify of water service interruptions/restoration, and direct complaints or concerns to the appropriate personnel
- Ensures compliance of company policies, including but not limited to safety concerns and incident reporting
- Assists with department activities such as preparation and review of standard operating guidelines, completion of dump site reports, and information for tracking sheets
- Ensures appropriate reports and documentation for work orders are completed accurately and in a timely manner
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

Required Education and Experience

- High School Diploma or GED
- 5 years in construction or related field
- 3 years crew leader experience preferred
- Working knowledge of distribution system and how to locate a break
- Working knowledge on use of all equipment

Licensing/Certifications:

- Commercial Driving License (CDL)
- Class IV Distribution license - preferred

Skilled In:

- Establishing and maintaining effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups
- Experience working with Microsoft Office programs and various programs
- Good verbal and written communication skills
- Ability to manage multiple tasks and prioritize appropriately
- Ability to read, write and use basic arithmetic and grammar
- Ability to work with customers and other employees in a courteous manner

Work Environment and Physical Demands

This job requires climbing, balancing, stooping, kneeling, crouching, crawling, pushing, reaching, standing, sitting, lifting, talking, hearing and repetitive motions. Heavy Work: exerting up to 125 pounds. Environmental conditions: subject to extreme heat, cold, humidity, wetness, noise, vibration and muddy/slippery situations. Hazardous conditions: moving parts & equipment/tools, chemicals, exposure to equipment exhaust fumes and other gases when digging. Extended hours and overtime work is required/needed.

Other Duties

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Northern Kentucky Water District
 Average Annual Salary and Benefits - Fieldman
 Exhibit E

Job Title	Current Pay Rate	Regular Hours	Overtime Hours	Overtime Hours	Annualized Gross Pay	FICA	Health Insurance	Dental Insurance	Life Insurance	Pension (Avg CERS%** of Gross Wages)	Total Wages and Benefits
			Worked through 9/22/17	Annualized through 12/31/2017							
Distribution Fieldman	16.61	2,080.00	207.50	283.95	41,623.35	3,184.19	18,546.32	356.20	322.20	7,879.30	71,911.55
Distribution Fieldman	24.83	2,080.00	81.00	110.84	55,774.71	4,266.77	10,348.00	356.20	480.36	10,558.15	81,784.19
Distribution Fieldman	16.09	2,080.00	110.75	151.55	37,124.92	2,840.06	10,348.00	356.20	309.60	7,027.75	58,006.53
Distribution Fieldman	17.12	2,080.00	143.25	196.03	40,643.56	3,109.23	28,559.96	356.20	331.68	7,693.83	80,694.45
Distribution Fieldman	24.10	2,080.00	30.75	42.08	51,649.15	3,951.16	18,546.32	356.20	467.88	9,777.18	84,747.90
Distribution Fieldman	17.03	2,080.00	166.75	228.18	41,251.37	3,155.73	10,348.00	356.20	330.72	7,808.88	63,250.90
Distribution Fieldman	17.29	2,080.00	85.25	116.66	38,988.72	2,982.64	10,348.00	356.20	333.84	7,380.57	60,389.96
Distribution Fieldman	17.74	2,080.00	139.00	190.21	41,960.70	3,209.99	10,348.00	356.20	342.96	7,943.16	64,161.02
Distribution Fieldman	16.53	2,080.00	121.42	166.15	38,502.18	2,945.42	16,970.72	356.20	321.12	7,288.46	66,384.10
Distribution Fieldman	17.02	2,080.00	135.00	184.74	40,117.93	3,069.02	28,559.96	356.20	330.36	7,594.32	80,027.80
Distribution Fieldman	15.89	2,080.00	131.00	179.26	37,323.94	2,855.28	10,348.00	356.20	309.60	7,065.42	58,258.44
Distribution Fieldman	16.61	2,080.00	347.75	475.87	46,405.06	3,549.99	28,559.96	356.20	322.20	8,784.48	87,977.89
Distribution Fieldman	16.98	2,080.00	168.75	230.92	41,199.96	3,151.80	10,348.00	356.20	330.12	7,799.15	63,185.23
Distribution Fieldman	15.89	2,080.00	179.75	245.97	38,913.98	2,976.92	10,348.00	356.20	309.60	7,366.42	60,271.12
Distribution Fieldman	17.74	2,080.00	155.25	212.45	42,552.42	3,255.26	28,559.96	356.20	342.96	8,055.17	83,121.98
Distribution Fieldman	15.89	2,080.00	53.25	72.87	34,788.02	2,661.28	10,348.00	356.20	309.60	6,585.37	55,048.47
Distribution Fieldman	15.89	2,080.00	30.50	41.74	34,046.00	2,604.52	10,348.00	356.20	309.60	6,444.91	54,109.22
Distribution Fieldman	16.09	2,080.00	183.75	251.45	39,535.88	3,024.49	10,348.00	356.20	309.60	7,484.14	61,058.32
Distribution Fieldman	23.57	2,080.00	40.75	55.76	50,997.11	3,901.28	18,546.32	356.20	458.16	9,653.75	82,912.82
Distribution Fieldman	24.83	2,080.00	23.50	32.16	52,844.12	4,042.58	28,559.96	356.20	480.36	10,003.39	96,286.61
Distribution Crew Leader	28.55	2,080.00	221.25	302.76	72,349.83	5,534.76	28,559.96	356.20	553.08	13,695.82	121,049.66
Distribution Crew Leader	26.43	2,080.00	147.25	201.50	62,962.87	4,816.66	28,559.96	356.20	510.24	11,918.87	109,124.80
Distribution Crew Leader	25.54	2,080.00	173.75	237.76	62,231.91	4,760.74	28,559.96	356.20	495.72	11,780.50	108,185.03
Distribution Crew Leader	23.63	2,080.00	53.00	72.53	51,721.10	3,956.66	10,348.00	356.20	458.76	9,790.80	76,631.52
Distribution Crew Leader	20.28	2,080.00	105.75	144.71	46,584.49	3,563.71	28,559.96	356.20	394.20	8,818.44	88,277.01
Distribution Crew Leader	24.35	2,080.00	86.50	118.37	54,971.41	4,205.31	28,559.96	356.20	471.12	10,406.09	98,970.09
Distribution Crew Leader	17.39	2,080.00	105.25	144.03	39,928.13	3,054.50	10,348.00	356.20	338.28	7,558.39	61,583.50
Distribution Crew Leader	17.18	2,080.00	222.75	304.82	43,589.50	3,334.60	28,559.96	356.20	332.40	8,251.49	84,424.15
Distribution Crew Leader	19.49	2,080.00	211.75	289.76	49,010.43	3,749.30	28,559.96	356.20	377.88	9,277.67	91,331.44
Customer Service Field Representative	15.89	2,080.00	26.25	35.92	33,907.38	2,593.91	10,348.00	356.20	309.60	6,418.67	53,933.76
Customer Service Field Representative	15.89	2,080.00	10.00	13.68	33,377.36	2,553.37	10,348.00	356.20	309.60	6,318.33	53,262.87
Customer Service Field Representative	24.83	2,080.00	127.50	174.47	58,144.67	4,448.07	10,348.00	356.20	480.36	11,006.79	84,784.09
Customer Service Field Representative	16.90	2,080.00	101.00	138.21	38,655.64	2,957.16	10,348.00	356.20	329.04	7,317.51	59,963.55
Customer Service Field Representative	24.83	2,080.00	156.00	213.47	59,597.23	4,559.19	10,348.00	356.20	480.36	11,281.76	86,622.73
Customer Service Field Representative	16.25	2,080.00	206.25	282.24	40,679.52	3,111.98	28,559.96	356.20	313.80	7,700.63	80,722.10
Customer Service Field Representative	15.89	2,080.00	39.50	54.05	34,339.54	2,626.98	28,559.96	356.20	309.60	6,500.48	72,692.76
Customer Service Field Representative	15.89	2,080.00	56.25	76.97	34,885.87	2,668.77	10,348.00	356.20	309.60	6,603.89	55,172.33
Meter Shop Fieldman	17.29	2,080.00	27.50	37.63	36,939.18	2,825.85	10,348.00	356.20	333.84	6,992.59	57,795.65
Meter Shop Fieldman	17.04	2,080.00	24.50	33.53	36,300.13	2,776.96	10,348.00	356.20	330.72	6,871.62	56,983.63
Meter Shop Fieldman	15.89	2,080.00	22.00	30.11	33,768.76	2,583.31	10,348.00	356.20	309.60	6,392.43	53,758.30
Meter Shop Fieldman	15.89	2,080.00	4.00	5.47	33,181.67	2,538.40	16,970.72	356.20	309.60	6,281.29	59,637.87
Meter Shop Fieldman/Courier	19.97	2,080.00	9.50	13.00	41,927.02	3,207.42	28,559.96	356.20	386.88	7,936.78	82,374.26

**CERS Rate:
 19.18% 7/1/17-12/31/17
 18.68% 1/1/17-6/30/17
 18.93% Average for 2017

Total Wages and Benefits \$ 3,111,869.57
Average Annual Salary and Benefits per Field Employee \$ 74,092



Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

David L. Armstrong
Chairman

James W. Gardner
Vice Chairman

Charles R. Borders
Commissioner

November 10, 2010

John N. Hughes
124 West Todd Street
Frankfort, Kentucky 40601

Re: Northern Kentucky Water District's Revised Inspection Plan

We have received your copy of Northern Kentucky Water District's revised inspection plan. This plan is accepted and will be placed in the PSC files.

If you have any questions or wish further assistance, please contact George W. Wakim at (502) 564-3940, extension 409.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Derbuen".

Jeff Derbuen
Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601

PUBLIC SERVICE COMMISSION - INSPECTION PLAN

Northern Kentucky Water District

SECTION 1 - INTRODUCTION

Northern Kentucky Water District (NKWD) provides drinking water to most of Campbell and Kenton counties and portions of Boone in Northern Kentucky for retail customers and portions of Boone and Pendleton counties as wholesale customers. The NKWD presently meets the water needs of this service area by operating 3 treatment plants having a combined capacity of 64 million gallons a day. The NKWD has two raw water pumping stations along the Ohio River and one along the Licking River that supply raw water to the plants. In addition, the NKWD has thirteen distribution system pumping stations and 20 water storage tanks for treated water. The District owns over 1,238 miles of water mains that include approximately 10,500 hydrants and 26,000 valves. It is necessary for NKWD to properly maintain these facilities in order to ensure adequate supply of drinking water to its customers meeting the desired level of water quality.

Through its Asset Management Program, the NKWD tracks the characteristics (make, model, installation date) and evaluates the condition of all above-ground assets. The program assists the NKWD in identify those assets most critical for delivering water to customers at sufficient quantities and excellent water quality and allocates appropriate spending levels needed to maintain the desired level of service. The NKWD formally updates the program every 5 years. This document describes the additional inspections conducted at least annually to comply with the Public Service Commission (PSC) requirements.

SECTION 2 - PURPOSE

The purpose of this Inspection Plan is to describe procedures developed by the NKWD in order to satisfy the requirements of 807 KAR 5:006 General Rules Section 25 - Inspection of Systems. Specifically paragraph 6 of this section of the regulation applies to water utilities. The NKWD is required to file these procedures with the commission for review.

SECTION 3 - DEFINITIONS

These terms are applicable only for this Plan unless specifically noted.

- A. "*Customer*" shall mean any person or entity using water for any purpose from the NKWD's water distribution system and for which either a regular charge is made or, in the case of bulk sales, a cash charge is made at the site of delivery.
- B. "*Raw Water Supplies*" shall mean all water potentially available to persons in the NKWD's service area.
- C. "*Treated Water*" shall mean water that has been introduced by the NKWD into its water distribution system, including water offered for sale.

SECTION 4 - APPLICABILITY

The provisions of this Plan shall apply to the NKWD. When implemented, this document becomes the NKWD's Inspection Plan to meet the regulation.

SECTION 5 – RAW WATER SUPPLY

The regulation indicates that the utility shall inspect all structures pertaining to source of supply for their safety and physical and structural integrity at least annually. The NKWD uses the following procedures to comply with this requirement:

- A. Intakes and Pumping Stations – The raw water intake structures housing the pumps are inspected yearly by NKWD staff using an evaluation form designed to comply with the PSC inspection criteria. The annual inspection looks at the roof and gutters, exterior and interior coatings, structural integrity, heating, ventilation, air conditioning, external and interior lighting, and fencing. If any deficiencies are identified, they are reported and the correction date recorded on the form. The NKWD procures the services of divers to inspect the below-water infrastructure twice a year.
- B. Reservoirs – The NKWD procures the services of divers to inspect the condition of the reservoirs and to monitor the accumulation of solids in the reservoirs and around the inlet twice a year.
- C. Dams – The Kentucky Division of Water inspects the dams yearly. The NKWD uses the services of a geotechnical engineering firm to monitor for movement in the dam; the monitoring devices are read twice a year.

SECTION 6- WATER TREATMENT

The regulation indicates that the utility shall inspect all structures pertaining to purification at least annually for their safety, physical and structural integrity and for leaks. The NKWD uses the following procedures to comply with this requirement:

- A. Process Equipment – The process equipment is inspected through routine maintenance and cleaning and daily operations by NKWD staff. A work order is generated for any equipment found to be in need of repair.
- B. Structures and Buildings - The treatment plant buildings housing the processes are inspected yearly by NKWD staff using an evaluation form designed to comply with the PSC inspection criteria. The inspection looks at the roof and gutters, exterior and interior coatings, structural integrity, heating, ventilation, air conditioning, external and interior lighting, and fencing. If any deficiencies are identified, they are reported and the correction date recorded on the form. The intake screens and pumping equipment receive routine maintenance by NKWD staff. A work order is generated for any equipment found to be in need of repair.

SECTION 7 – DISTRIBUTION SYSTEM

The regulation indicates that the utility shall inspect the distribution system components at least annually for their safety, physical and structural integrity and for leaks. The NKWD uses the following procedures to comply with this requirement:

- A. Hydrants – hydrants are operated ~~at least once a year~~ by the NKWD as part of the water main flushing program or by the local fire departments. Hydrants that are reported to be inoperable are scheduled for repair.
- B. Valves - The distribution system includes regulated areas that do not have any additional storage. The NKWD owns and maintains more than 30 pressure regulating valves in the distribution system. The pressuring regulating valves are important for maintaining the desired delivery pressure and are inspected quarterly by NKWD.

Currently large valves (16 inch and larger) in the distribution system that are used for isolation are exercised every two years. Smaller valves are exercised when needed for a scheduled or emergency shutdown. Valves that are found to be inoperable are scheduled for repair or replacement. Additionally as part of the flushing program, staff visually checks for apparent leaks and other problems attributed to valves.

Water Mains – Flushing is performed in accordance with 401 KAR 8:020 – Public and semipublic water supplies; general provisions, Section 2, Paragraph 13 as follows: To protect public health, a distribution system may be thoroughly flushed at least twice a year, usually in the spring and fall. The purpose of flushing is to reduce turbidity created from the scouring of accumulated sediment within the water lines. Additionally as part of the flushing program, staff visually checks for apparent leaks and other problems attributed to mains.

- C. The NWKD reviews the performance and evaluates the functionality of water mains to determine the need for rehabilitation or replacement. Coordinating water main replacement with street improvement work is also a priority. The water mains are ranked by a scoring system to prioritize which mains are selected each year for replacement or rehabilitation.
- D. Pumping Stations – The buildings housing the pumps are inspected yearly by NKWD staff using an evaluation form designed to comply with the PSC inspection criteria. The inspection looks at the roof and gutters, exterior and interior coatings, structural integrity, heating, ventilation, air conditioning, external and interior lighting, and fencing. If any deficiencies are identified, they are reported and the correction date recorded on the form. The NKWD checks the station three times a week and records information on its performance. The pumping equipment receives routine maintenance by NKWD staff. A work order is generated for any equipment found to be in need of repair. Quarterly staff perform a vibration analysis and alignment check on pumps and motors and sends the oil to a vendor for analysis. Two times a year the NKWD hires a firm to perform preventive maintenance on the high voltage equipment.
- E. Storage Facilities – The tanks are inspected yearly by NKWD staff using an evaluation form designed to comply with the PSC inspection criteria. The inspection looks at the exterior coating condition and cathodic protection, overflow screen, site and tank security, altitude valve, and valve pit condition and security of lid. If any deficiencies are identified, they are reported and the correction date recorded on the form. Each tank receives a thorough inspection approximately 10 years after the date of its last coating. Twice a year staff conduct a visual inspection of the tank. In addition, staff make monthly security checks on fencing and security devices.

SECTION 8 – CONSTRUCTION EQUIPMENT AND VEHICLES

The NKWD prepared a Safety and Security Manual that covers operation of vehicles and equipment. The manual states that the driver of each vehicle is responsible for testing brakes, lights, turn signals, steering, and windshield wipers for proper operation prior to leaving NKWD's property and noting any defects to a supervisor. The Manual states that vehicles with defects which would in any way affect the safe operation of the vehicle shall not be driven. The Manual also requires employees to inspect equipment before each use.

The NKWD tracks vehicle mileage and equipment hours on a monthly basis and performs routine maintenance recommended by the manufacturer. Vehicles are replaced and new vehicles specified with safety features appropriate for the intended use as determined by the NKWD's Safety Coordinator and Vehicle Committee.

SECTION 9 - ENFORCEMENT

This plan will be enforced by President of the Northern Kentucky Water District.

SECTION 10 – EFFECTIVE DATE

This plan shall take effect immediately upon approval by the Public Service Commission.

NORTHERN KENTUCKY WATER DISTRICT JOB DESCRIPTION

Position: VICE PRESIDENT – Engineering and Distribution

Department: Eng/Dist

Date Revised: March 21, 2005 **Pay Band:** 9

FLSA Status: Exempt

Job Summary: Responsible for the planning, procurement, design and maintenance activities for the Northern Kentucky Water District's distribution system and the procurement and project management for the District's facilities.

Job Duties:

- Manages staff of approximately 50 employees.
- Responsible for distribution system planning, procurement of construction projects and construction and financial oversight of projects.
- Manages operations of and maintenance of water distribution system.
- Responsible for meeting all federal and state regulations and all District guidelines related to the Engineering and Distribution Department.
- Responsible for preparation and maintenance of Standard Operating Guidelines for the Engineering and Distribution Department.
- Responsible for preparation and implementation of an annual department budget.
- Responsible for safety and training of department employees.
- Responsible for strategic planning for the Engineering and Distribution Department.
- Responsible for hiring and firing within the department.

Job Requirements:

Skills and Qualifications:

- Bachelor of Science Degree in Civil Engineering or related Engineering discipline
- Licensed Professional Engineer in the State of Kentucky
- At least 5 years of related Professional Engineering experience
- Ability to prepare reports and make presentations including but not limited to NKWD Board of Commissioners, Kentucky Public Service Commission, Kentucky Division of Water and professional organizations
- Must belong to a professional organization such as AWWA
- Ability to work with others in a team environment
- Ability to lead and supervise others
- Ability to solve unique problems and prioritize work effectively
- Ability to understand and carry out broad directives with little supervision
- Valid driver's license

Physical Effort:

- Climbing, balancing, stooping, kneeling, crouching, reaching, standing, sitting, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, repetitive motion.
- Visual accommodation – for PC work and driving.

Working Conditions:

- Indoor and outdoor environment

- Condition assessment and operation of each critical valve and all valves 16 in. and larger should be completed on a regularly scheduled (annual if possible) basis.
- Condition assessment and operation of the majority of valves in a distribution system should be conducted on a three-year to five-year cycle or based on the criteria established by the agency. With historical performance data, the usability decay rate (the rate at which valve assets are rendered unusable due to locatability, accessibility, and/or operability challenges) can be modeled, and this cycle can be further refined to make the best use of asset management investments.
- All gate valves should be physically cycled from full open to close and back open at least once every five years or on a timetable based on the criteria established by the agency.
- When operating a valve, use the lowest torque possible. Do not force the valve.
- If a gate valve is difficult to operate, apply low torque in the closed, then open, then closed direction up to 20 times in an attempt to free up the valve before increasing torque.
- If a gate valve is difficult to operate and has not been operated for an extended period of time, begin with the lowest torque required to turn the valve in the closed direction, moving through 5 to 10 rotations. Reverse for 2 or 3 rotations. Reverse again and rotate 5 to 10 more turns in the closing direction. Repeat this procedure until full closure is attained. Once the valve is fully closed, it should be opened a few turns so that high velocity water flowing under the gates can move the remainder of the sediment in the valve seat. The reason for this cautious approach is that in many gate valves, debris and sediment can build up on the gates, stem, and slides. If this material is compacted while the valve is being closed, the torque required to close the valve continues to build as the material is compacted. If the procedure above is used, the stem and other parts are “scrubbed” by the series of back-and-forth motions, and water in the system can flush the debris that has broken loose away from the stem gate and slides or guides.
- Condition assessment includes examining the condition of the valve box or vault.
- When proactively operating a valve, the valve should be slowly closed, opened, closed, and then reopened. This cycling of the valve should continue until the turn count and the torque required to operate the valve stabilizes.
- Preventive maintenance should be performed as necessary or as suggested by the manufacturer. Some valves (such as butterfly valves that have a seating where a resilient coating meets stainless steel, or valves with actuators isolated from the contents of the line) may need less exercise. The manufacturers’ guidelines should be followed.
- During the condition assessment and operation, valves on transmission mains that are associated with the primary source of supply or the only source of supply in a particular area, should only be cycled partially. (In order to not cause an inadvertent outage or hydraulic lock of a gate valve.)
- Caution should be exercised when large valves in critical single-source transmission mains are cycled to the fully closed position.

Valve information. Key information needed about valves may be summarized as follows:

- Condition assessment includes accurately documenting valuable information, including the specific location of the valve asset.

NORTHERN KENTUCKY WATER DISTRICT JOB DESCRIPTION

Position: VICE PRESIDENT – Account Services & Billing **Department:** Account Services & Billing
Date Revised: March 01, 2005 **Pay Band:** 9 **FLSA Status:** Exempt

Job Summary: Responsible for the function and operation of all account services, this includes billing, call-center, and cashiering, also light field services, meter reading, meter repair, testing and maintenance of meters, and flushing operations. Additionally; all staffing, safety, regulatory compliance, and procurement of materials and supplies.

Job Duties:

- Manages staff of approximately 45 employees.
- Manages operations of all account service related activities, meter reading, testing and repair, light field services and distribution flushing.
- Responsible for meeting all federal and state regulations and all District guidelines.
- Responsible for preparation and maintenance of Department Standard Operating Guidelines.
- Responsible for preparation and implementation of an annual budget.
- Responsible for safety and training of Division employees.
- Responsible for strategic planning and implementation of projects related to Account Services & Billing.
- Responsible for hiring and firing within the Department.

Job Requirements:

Skills and Qualifications:

- Bachelors or Associate Degree in Applied Sciences, or related field.
- At least 10 years experience in service and water industry related field.
- Ability to prepare reports and make presentations including but not limited to NKWD Board of Commissioners and professional organizations
- Must belong to a professional organization such as AWWA
- Ability to work with others in a team environment
- Ability to lead and supervise others
- Ability to solve unique problems and prioritize work effectively
- Ability to understand and carry out broad directives with little supervision
- Valid driver's license

Physical Effort:

- Climbing, balancing, stooping, kneeling, crouching, reaching, standing, sitting, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, repetitive motion.
- Visual accommodation – for PC work and driving.

Working Conditions:

- Working in both climate controlled and non-climate controlled environments. Public interaction that can include hostile, threatening or aggressive individuals.

Job Description

Position Title: Customer Service Supervisor	Department: Finance
Reports to: VP of Finance and Support Services	Classification: Exempt
Schedule: Monday – Friday	Location: Central Facility
Hours: 8:00 a.m.– 5:00 p.m. (some flexibility with hours)	Supervisory Responsibilities: Yes

Position Summary

The Customer Service Supervisor manages the Customer Service Department to ensure the proper administration of service is provided to all customers. This position directs, investigates and resolves, in a timely manner, customer requests/complaints and emergency events related to water service issues and/or billing inquiries. Additionally, this position ensures regulatory compliance and efficient operations of the District.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Manages the workload, assignment, efficiency and quality of work of the Customer Service Field Representatives, Meter Shop and company courier
- Manages the meter shop change out program, meter read schedule, meter testing and meter pit upgrades
- Manages the Customer Service daily customer inquiries, delinquent account notification and disconnection program, including disconnects for the Sanitation District
- Manages inventory and contracts related to the department to ensure proper administration
- Manages and ensures compliance of regulatory bodies
- Develops, manages and administers department annual budgets
- Manages and coordinates with multiple agencies for the testing of interconnects
- Reviews and makes recommendations on insurance claims related to water and/or property damage
- Writes, reviews, and gives performance evaluations
- Builds mutually beneficial relationships with professional organizations and external stakeholders
- Reviews and/or approves weekly timecards to ensure proper administration of pay, recordkeeping and service call reports
- Conducts monthly staff meetings
- Prepares Board communications and makes presentations at Board meetings as needed
- Coordinates projects/programs with other departments
- Ensures compliance of company policies, including but not limited to safety concerns and incident reporting
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

Required Education and Experience

- High School Diploma/GED; Associates Degree in related area preferred
- 5 years of customer service experience
- Supervisory experience preferred
- Knowledge of water systems preferred
- General knowledge of budgets

Licensing/Certifications:

- Valid Driver’s License

Additional Skills

- Ability to maintain effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups
- Ability to gain working knowledge of the entire distribution system
- Ability to interrupt, understand and administer regulations
- Ability to supervise and direct others
- Ability to work with various computer software
- Ability to create specialized reports and correspondence and to speak effectively before groups of customers or employees

Work Environment and Physical Demands

This job primarily operates in a climate-controlled environment but some time may be spent in the field which is subject to various weather conditions. Works with equipment such as computer, copy machine, fax, and phones. Frequently required to sit, stand, walk, and reach for objects. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures. There is no regular travel expected for this position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Northern Kentucky Water District employs qualified persons in all jobs in a manner which will ensure equal employment opportunity, as well as administer personnel actions in a manner as to not discriminate against any person on the basis of race, religion, national origin, age, sexual orientation or disability.

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
C00360	16	3/8/2016
C00523	16	3/8/2016
C00515	16	3/8/2016
C00525	16	3/8/2016
C00309	16	3/9/2016
C00333	16	3/9/2016
5820	16	5/23/2017
5437	16	5/23/2017
5435	16	5/18/2017
10373	16	5/17/2017
10362	16	5/17/2017
10360	16	5/17/2017
10364	16	5/17/2017
10365	16	5/17/2017
10366	16	5/16/2017
10368	16	5/16/2017
10370	16	5/16/2017
C02013	16	3/17/2016
WIL0055	16	3/7/2016
9449	16	4/25/2017
9456	16	4/25/2017
11099	16	7/20/2017
11104	16	7/20/2017
11102	16	7/20/2017
11101	16	7/20/2017
12391	16	5/26/2017
3138	16	7/20/2017
9770	16	5/26/2017
11107	16	5/29/2017
11093	16	5/26/2017
11095	16	5/26/2017
11095	16	5/26/2017
11094	16	5/26/2017
12517	16	12/2/2015
1848	16	5/10/2010
3638	16	5/23/2017
3666	16	5/23/2017
3665	16	5/23/2017
8188	16	5/23/2017
8189	16	5/23/2017
9761	16	5/26/2017
9762	16	5/26/2017
9751	16	5/26/2017
9750	16	5/26/2017
10724	16	4/18/2014

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
8190	16	4/24/2017
8194	16	5/2/2017
8199	16	5/2/2017
8201	16	5/2/2017
8203	16	5/2/2017
8204	16	5/2/2017
8192	16	5/15/2017
C03213	16	3/10/2016
4914	16	8/9/2017
12382	16	8/8/2017
8193	16	5/15/2017
8191	16	4/25/2017
C03198	16	3/10/2016
C03212	16	3/10/2016
12374	16	8/9/2017
3456	16	7/20/2017
1874	16	4/4/2017
1617	16	9/13/2017
1899	16	8/4/2017
1897	16	4/4/2017
1898	16	4/4/2017
1528	16	4/4/2017
1914	16	4/4/2017
1614	16	9/13/2017
10472	16	4/4/2017
10329	16	4/4/2017
1880	16	6/8/2017
11254	16	4/3/2017
8355	16	8/9/2017
8269	16	5/2/2017
8267	16	5/2/2017
8264	16	5/2/2017
3200	16	8/9/2017
9881	16	6/30/2017
500	16	6/26/2017
9870	16	6/30/2017
9869	16	6/30/2017
9873	16	6/30/2017
9889	16	6/30/2017
9897	16	6/30/2017
9884	16	6/30/2017
9896	16	6/30/2017
9895	16	6/28/2017
932	16	6/28/2017
546	16	6/28/2017

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
548	16	6/28/2017
545	16	6/28/2017
985	16	6/28/2017
11181	16	6/28/2017
11182	16	6/28/2017
11468	16	4/7/2017
11473	16	4/7/2017
11480	16	6/30/2017
11483	16	6/30/2017
757	16	6/30/2017
11496	16	8/3/2017
8976	16	8/3/2017
8975	16	8/3/2017
8974	16	8/3/2017
11503	16	8/3/2017
11511	16	8/3/2017
8984	16	7/31/2017
8985	16	7/31/2017
9442	16	6/5/2017
9443	16	6/5/2017
10881	16	3/27/2017
10893	16	3/27/2017
9994	16	3/30/2017
9996	16	3/30/2017
8865	16	3/30/2017
8866	16	3/30/2017
9629	16	3/30/2017
10016	16	4/7/2017
10018	16	3/30/2017
10860	16	3/27/2017
10861	16	3/27/2017
10871	16	3/27/2017
9630	16	3/30/2017
10010	16	4/7/2017
10020	16	6/30/2017
10022	16	6/30/2017
10039	16	6/30/2017
10042	16	4/7/2017
FTT0741	16	4/20/2016
FTT0322	16	4/21/2016
FTT0310	16	4/21/2016
FTT0119	16	4/26/2016
FTT0120	16	4/26/2016
FTT0127	16	4/20/2016
FTT0309	16	4/21/2016

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
FTT0090	16	4/19/2016
FTT0089	16	4/19/2016
FTT0091	16	4/19/2016
FTT0093	16	4/19/2016
FTT0268	16	4/21/2016
FTT0266	16	4/25/2016
FTT0604	16	5/3/2016
FTT0473	16	4/22/2016
FTT0058	16	4/20/2016
FTT0030	16	4/20/2016
FTT0139	16	4/18/2016
FTT0272	16	4/25/2016
FTT0274	16	4/22/2016
FTT0267	16	4/25/2016
FTT0275	16	4/25/2016
FTT0229	16	4/25/2016
FTT0231	16	4/18/2016
ALX0602	16	3/31/2016
ALX0377	16	3/22/2016
ALX0311	16	3/22/2016
ALX0310	16	3/22/2016
CLD0456	16	4/1/2016
CLD0099	16	4/1/2016
CLD0276	16	3/30/2016
CLD0355	16	3/23/2016
CLD0438	16	3/22/2016
HH0254	16	3/23/2016
HH0141	16	3/24/2016
HH0140	16	3/24/2016
FTT0749	16	4/20/2016
FTT0535	16	5/3/2016
FTT0762	16	4/19/2016
FTT0763	16	4/29/2016
FTT0764	16	7/12/2017
FTT0787	16	5/3/2016
FTT0858	16	7/12/2017
FTT0861	16	4/19/2016
FTT0833	16	4/10/2014
FTT0828	16	4/10/2014
FTT0830	16	4/29/2015
FTT0831	16	4/10/2014
FTT0827	16	5/18/2012
ALX0376	16	3/22/2016
HH0012	16	3/24/2016
FTT0788	16	5/3/2016

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
FTT1021	16	4/20/2016
HH0052	16	3/29/2016
HH0049	16	3/29/2016
HH0119	16	3/23/2016
11590	16	6/5/2017
11815	16	5/18/2017
11817	16	5/18/2017
11818	16	5/18/2017
11824	16	5/16/2017
11825	16	5/16/2017
11828	16	5/16/2017
11830	16	5/18/2017
11832	16	5/18/2017
11914	16	3/27/2017
11916	16	3/27/2017
11920	16	3/27/2017
11922	16	3/27/2017
11929	16	3/27/2017
11931	16	3/27/2017
11932	16	3/27/2017
11934	16	3/27/2017
11947	16	3/27/2017
11950	16	5/30/2017
11951	16	5/30/2017
11952	16	5/30/2017
11954	16	5/30/2017
11966	16	3/30/2017
11967	16	3/30/2017
11968	16	3/30/2017
11973	16	3/30/2017
11976	16	3/30/2017
11979	16	3/30/2017
11983	16	3/30/2017
11984	16	3/30/2017
11985	16	3/30/2017
11991	16	3/30/2017
10895	16	3/27/2017
FTT0740	16	4/20/2016
12133	16	6/30/2017
12134	16	6/28/2017
12137	16	6/27/2017
11485	16	6/30/2017
FTT1037	16	4/18/2016
FTT1038	16	4/18/2016
FTT1036	16	4/18/2016

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
FTT1039	16	4/28/2016
FTT1045	16	4/29/2016
FTT1051	16	4/29/2016
FTT1050	16	4/29/2016
N00051	16	4/12/2016
N00056	16	4/12/2016
N00057	16	4/12/2016
N00062	16	4/4/2016
FTT1410	16	5/3/2016
N00360	16	4/8/2016
N00364	16	4/8/2016
N00368	16	4/8/2016
N00298	16	4/6/2016
N00174	16	4/6/2016
N00175	16	4/6/2016
N00110	16	4/13/2016
N00075	16	4/4/2016
N00077	16	4/4/2016
N00082	16	4/11/2016
FTT0114	16	4/28/2016
FTT0112	16	4/28/2016
FTT0113	16	4/28/2016
CLD0297	16	5/5/2016
CLD0296	16	5/5/2016
12356	16	7/31/2017
11262	16	4/3/2017
BFW0001	16	7/3/2003
HH0093	16	3/23/2016
ALX0794	16	4/1/2016
TAY1024	16	3/29/2017
10473	16	4/4/2017
10475	16	4/4/2017
FTT0751	16	4/20/2016
FTT0436	16	4/22/2016
FTT0126	16	4/20/2016
FTT1458	16	4/28/2016
HH0007	16	3/23/2016
ALX0600	16	6/22/2016
ALX0755	16	3/22/2016
ALX0373	16	3/22/2016
13618	16	6/27/2017
13700	16	7/31/2017
HH0003	16	3/23/2016
CLD0439	16	3/22/2016
CLD0020	16	3/22/2016

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
HH0224	16	3/24/2016
FTT0555	16	5/3/2016
FTT0554	16	5/3/2016
C08434	16	3/8/2016
C08758	16	3/11/2016
C08759	16	3/11/2016
C08760	16	3/11/2016
C08771	16	3/11/2016
C08772	16	3/11/2016
C08778	16	5/8/2012
C08783	16	3/9/2016
C08791	16	3/9/2016
C08742	16	3/9/2016
C08745	16	3/9/2016
C08747	16	3/9/2016
C08748	16	3/9/2016
C08757	16	3/9/2016
C08793	16	5/18/2016
13981	16	8/3/2017
13986	16	8/3/2017
13988	16	8/3/2017
13989	16	8/3/2017
13990	16	8/1/2017
13993	16	8/3/2017
13995	16	8/3/2017
14000	16	8/4/2017
14002	16	8/4/2017
14003	16	8/4/2017
14004	16	8/4/2017
14007	16	6/30/2017
14007	16	6/30/2017
14019	16	8/4/2017
CAM1001	16	4/1/2016
C08674	16	3/10/2016
FTT1558	16	5/3/2016
14182	16	4/4/2017
C08899	16	3/9/2016
C08902	16	3/11/2016
HH0591	16	4/23/2016
HH0592	16	4/23/2016
HH0125	16	4/23/2016
C09091	16	5/14/2016
C09093	16	5/14/2016
C09112	16	5/14/2016
ALX0530	16	6/22/2016

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
ALX0532	16	6/22/2016
CLD0911	16	4/23/2016
FTT1679	16	5/3/2016
FTT1680	16	5/3/2016
FTT1681	16	5/3/2016
FTT1685	16	5/3/2016
FTT1687	16	5/3/2016
FTT1691	16	5/3/2016
FTT1695	16	5/3/2016
FTT1699	16	5/3/2016
FTT1701	16	5/3/2016
FTT1704	16	5/3/2016
FTT1706	16	5/3/2016
FTT1710	16	4/16/2016
FTT1711	16	4/16/2016
CC05906	16	3/30/2016
FTT1740	16	4/27/2016
15304	16	6/5/2017
15305	16	6/5/2017
15306	16	6/5/2017
15309	16	5/30/2017
15313	16	5/30/2017
15316	16	5/30/2017
15318	16	5/30/2017
15320	16	5/30/2017
15327	16	8/30/2017
15340	16	6/5/2017
15341	16	6/5/2017
15343	16	8/5/2017
15332	16	5/30/2017
15333	16	5/30/2017
15347	16	6/5/2017
15288	16	8/9/2017
15289	16	8/9/2017
15290	16	8/9/2017
FTT1769	16	4/18/2016
N02146	16	4/14/2016
15291	16	5/11/2016
15777	16	5/22/2016
FTT1772	16	4/26/2016
15835	16	5/22/2016
16044	16	7/3/2017
TAY1593	16	3/28/2017
TAY1594	16	3/28/2017
TAY1597	16	3/28/2017

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
TAY1598	16	3/28/2017
TAY1600	16	3/28/2017
TAY1603	16	3/28/2017
TAY1604	16	3/28/2017
TAY1606	16	3/28/2017
TAY1608	16	3/28/2017
TAY1610	16	3/28/2017
TAY1611	16	3/28/2017
TAY1612	16	3/28/2017
TAY1614	16	3/28/2017
TAY1615	16	3/28/2017
16046	16	8/1/2017
16047	16	8/1/2017
16049	16	8/1/2017
16050	16	8/1/2017
TAY1620	16	3/29/2017
TAY1622	16	3/29/2017
TAY1626	16	3/29/2017
TAY1627	16	3/29/2017
TAY1628	16	3/29/2017
TAY1629	16	3/29/2017
TAY1630	16	3/29/2017
TAY1631	16	3/29/2017
TAY1634	16	3/29/2017
TAY1636	16	3/29/2017
TAY1646	16	3/29/2017
TAY1648	16	3/29/2017
TAY1657	16	3/29/2017
16245	16	6/8/2017
16248	16	4/4/2017
16249	16	4/4/2017
16253	16	4/4/2017
16255	16	4/4/2017
16256	16	5/22/2016
16257	16	5/22/2016
TAY1664	16	3/28/2017
TAY1666	16	3/28/2017
TAY1667	16	3/28/2017
TAY1669	16	3/28/2017
TAY1672	16	3/28/2017
TAY1674	16	3/28/2017
TAY1677	16	3/28/2017
TAY1686	16	3/29/2017
TAY1687	16	3/29/2017
TAY1688	16	3/29/2017

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
TAY1691	16	3/29/2017
TAY1692	16	3/29/2017
TAY1706	16	3/29/2017
TAY1707	16	3/29/2017
16669	16	6/13/2017
12312	18	6/1/2016
14133	18	5/18/2016
C00527	20	3/8/2016
C01442	20	3/7/2016
C00083	20	4/11/2014
C08413	20	4/11/2014
C00122	20	3/12/2016
C01481	20	3/21/2016
L00183	20	3/11/2016
L00029	20	3/11/2016
L00031	20	4/14/2014
L00057	20	3/11/2016
B00017	20	3/14/2016
C08356	20	3/14/2016
C00009	20	3/17/2016
C08817	20	9/29/2017
10941	20	4/25/2017
10940	20	4/25/2017
13719	20	5/25/2017
C08334	20	3/14/2016
C08362	20	3/21/2016
C08360	20	3/21/2016
10589	20	4/25/2017
10588	20	4/25/2017
C08361	20	3/21/2016
10601	20	4/25/2017
10608	20	5/2/2017
12368	20	5/2/2017
4998	20	5/23/2017
4999	20	5/23/2017
14025	20	5/17/2017
10669	20	4/24/2017
10641	20	4/24/2017
10640	20	4/24/2017
10647	20	4/24/2017
10648	20	4/24/2017
10653	20	4/24/2017
10655	20	4/24/2017
10657	20	4/24/2017
C03451	20	8/4/2017

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
C08513	20	8/4/2017
764	20	7/3/2017
768	20	7/3/2017
769	20	7/3/2017
9725	20	7/3/2017
CLD0472	20	5/3/2016
CLD0100	20	4/1/2016
CLD0282	20	3/31/2016
CLD0280	20	3/30/2016
HH0515	20	3/23/2016
FTT0992	20	4/26/2016
11591	20	6/5/2017
11595	20	6/8/2017
11596	20	6/8/2017
11629	20	6/8/2017
N01116	20	4/24/2014
N01117	20	4/24/2014
N01029	20	4/5/2016
N01030	20	4/5/2016
N01031	20	4/5/2016
N00719	20	4/8/2016
N00988	20	4/8/2016
N00757	20	4/6/2016
N00365	20	4/8/2016
N01654	20	4/4/2016
L00088	20	3/11/2016
12367	20	5/3/2012
12440	20	4/24/2017
12492	20	4/24/2017
12507	20	8/4/2017
N01702	20	4/24/2014
N01718	20	4/24/2014
N01719	20	4/24/2014
N01720	20	4/24/2014
N01721	20	4/24/2014
HH0513	20	3/23/2016
CLD0281	20	3/31/2016
CLD0440	20	3/22/2016
CLD0442	20	3/22/2016
CLD0564	20	3/23/2016
CLD0563	20	3/23/2016
N01735	20	4/6/2016
N01738	20	4/6/2016
14006	20	6/30/2017
C01030	20	3/7/2016

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
C00278	20	3/14/2016
C00277	20	3/14/2016
14070	20	5/17/2016
N01708	20	4/24/2014
N01709	20	4/24/2014
N01714	20	4/24/2014
N01717	20	4/24/2014
14130	20	4/18/2014
14140	20	6/1/2016
C08897	20	3/14/2016
C08903	20	3/11/2016
C08904	20	3/16/2016
C08913	20	3/11/2016
C08914	20	4/30/2012
C08916	20	3/11/2016
C08917	20	3/11/2016
C08928	20	3/14/2016
C08930	20	3/14/2016
C08938	20	3/4/2016
C08939	20	3/4/2016
C08941	20	3/4/2016
CLD0867	20	3/21/2016
CLD0869	20	3/21/2016
C08950	20	3/11/2016
N01775	20	4/4/2016
N01776	20	4/4/2016
N01777	20	4/4/2016
N01781	20	4/30/2014
B00122	20	4/25/2017
B00123	20	4/25/2017
C09099	20	5/17/2016
C09101	20	5/14/2016
C09105	20	5/17/2016
C09108	20	5/17/2016
C09110	20	5/17/2016
N01876	20	5/28/2010
N01877	20	4/4/2016
N01878	20	5/29/2010
N01879	20	4/5/2016
N01880	20	4/5/2016
N01882	20	4/13/2016
N01883	20	4/29/2014
N01884	20	4/29/2014
N01885	20	4/29/2014
N01886	20	4/29/2014

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
N01887	20	4/29/2014
N01888	20	4/29/2014
N01889	20	4/29/2014
N01890	20	4/29/2014
N01891	20	4/29/2014
N01892	20	5/19/2012
N01916	20	4/29/2014
N01920	20	4/6/2016
C09362	20	3/17/2016
CLD0967	20	3/22/2016
C09473	20	3/15/2016
C09533	20	3/17/2016
C09536	20	3/15/2017
C09537	20	3/15/2016
C09538	20	3/15/2016
C09546	20	9/29/2017
C09548	20	3/14/2016
C09551	20	3/14/2016
C09556	20	3/14/2016
C09557	20	3/14/2016
C09560	20	3/14/2016
C09563	20	3/11/2016
C09565	20	3/11/2016
C09568	20	3/11/2016
C09570	20	3/11/2016
N02118	20	4/11/2016
15779	20	11/9/2015
C09748	20	3/15/2016
C09749	20	3/17/2016
C09753	20	3/17/2016
C09754	20	3/17/2016
C09765	20	3/21/2016
C09766	20	3/21/2016
N02248	20	10/26/2015
C09874	20	8/9/2016
C00001	24	3/17/2016
C02899	24	7/17/2017
C02286	24	3/17/2016
3133	24	7/17/2017
3157	24	7/17/2017
3137	24	7/20/2017
3183	24	7/17/2017
3190	24	7/18/2017
3187	24	7/18/2017
3165	24	7/17/2017

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
3164	24	7/17/2017
10403	24	6/9/2016
C03441	24	3/14/2016
10568	24	5/10/2016
C08512	24	5/21/2016
C08517	24	8/4/2017
8669	24	7/18/2017
3455	24	7/20/2017
8672	24	7/18/2017
8673	24	7/18/2017
8686	24	7/18/2017
8663	24	7/18/2017
8662	24	7/18/2017
8692	24	7/18/2017
8694	24	7/18/2017
8697	24	7/18/2017
8700	24	6/28/2017
8702	24	6/28/2017
8707	24	6/28/2017
8705	24	6/28/2017
8706	24	6/28/2017
8715	24	6/28/2017
8716	24	6/28/2017
8688	24	4/17/2015
HH0014	24	3/24/2016
FTT0990	24	4/26/2016
11624	24	6/8/2017
11625	24	6/8/2017
11628	24	6/8/2017
11760	24	6/26/2017
11762	24	6/26/2017
11763	24	6/19/2017
11765	24	6/19/2017
11773	24	6/20/2017
11775	24	6/20/2017
11783	24	6/22/2017
11784	24	6/22/2017
11799	24	6/22/2017
11801	24	6/22/2017
11890	24	6/19/2017
11892	24	6/19/2017
11894	24	6/22/2017
11895	24	6/22/2017
11896	24	6/22/2017
FTT0115	24	4/27/2016

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
FTT0116	24	4/27/2016
11260	24	4/3/2017
12526	24	5/2/2016
12527	24	5/26/2016
HH0535	24	3/24/2016
HH0533	24	3/24/2016
HH0532	24	3/24/2016
HH0528	24	3/23/2016
HH0095	24	3/23/2016
HH0094	24	3/23/2016
HH0529	24	3/23/2016
12774	24	6/19/2017
12776	24	6/19/2017
12801	24	6/19/2017
12993	24	6/22/2017
12995	24	6/19/2017
13000	24	6/19/2017
13018	24	6/28/2017
13019	24	6/28/2017
13022	24	6/28/2017
13023	24	6/28/2017
13026	24	6/26/2017
HH0013	24	3/24/2016
HH0020	24	5/29/2016
HH0022	24	3/29/2016
HH0030	24	3/29/2016
HH0032	24	3/29/2016
HH0040	24	3/29/2016
13435	24	5/18/2016
SGT0046	24	3/15/2016
SGT0056	24	5/7/2012
C08741	24	3/9/2016
C08802	24	5/19/2016
C08803	24	5/19/2016
C08818	24	7/17/2017
C08819	24	3/14/2016
C08820	24	3/14/2016
C08827	24	3/15/2016
C08839	24	3/9/2016
C08840	24	3/9/2016
C08842	24	3/9/2016
14147	24	5/25/2016
14149	24	5/25/2016
C08876	24	3/10/2016
SGT0074	24	5/9/2012

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
14290	24	6/26/2017
14288	24	6/26/2017
14294	24	6/26/2017
14296	24	6/26/2017
FTT1590	24	3/12/2016
14351	24	6/22/2017
14352	24	6/22/2017
14358	24	6/26/2017
14360	24	6/26/2017
14371	24	6/28/2017
14384	24	6/26/2017
14514	24	5/25/2017
14519	24	5/25/2017
14654	24	7/17/2017
CLD0951	24	3/24/2016
CLD0952	24	3/24/2016
CLD0956	24	3/25/2016
CLD0957	24	3/25/2016
CLD0960	24	3/26/2016
CLD0962	24	3/26/2016
CLD0963	24	3/29/2016
CLD0965	24	3/29/2016
ALX1133	24	3/29/2016
ALX1135	24	3/29/2016
ALX1138	24	3/31/2016
ALX1140	24	3/29/2016
ALX1146	24	3/30/2016
ALX1148	24	3/30/2016
ALX1150	24	3/31/2016
ALX1151	24	3/30/2016
C09402	24	3/21/2016
FTT1731	24	4/4/2017
FTT1732	24	3/9/2016
FTT1733	24	3/10/2016
FTT1735	24	3/11/2016
FTT1751	24	3/17/2016
C09424	24	3/10/2016
ALX1199	24	5/1/2014
ALX1200	24	5/1/2014
ALX1195	24	3/31/2016
ALX1198	24	3/30/2016
C09572	24	3/11/2016
C09573	24	3/11/2016
C09574	24	3/11/2016
C09577	24	3/10/2016

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
C09578	24	3/10/2016
C09646	24	3/9/2016
C09653	24	3/10/2016
C09661	24	6/1/2016
ALX1254	24	3/24/2016
ALX1256	24	6/22/2016
ALX1258	24	3/22/2016
ALX1261	24	3/22/2016
ALX1262	24	3/22/2016
C09786	24	3/17/2016
C09787	24	3/17/2016
C09788	24	3/15/2016
C09790	24	3/15/2016
FTT1892	24	4/28/2016
C01444	30	3/7/2016
C08511	30	5/21/2016
C08516	30	8/4/2017
2955	30	7/20/2017
11100	30	7/20/2017
3451	30	7/20/2017
SGT0048	30	3/17/2016
SGT0050	30	3/17/2016
SGT0049	30	3/17/2016
SGT0044	30	3/15/2016
WIL0002	30	4/12/2016
WIL0004	30	4/12/2016
SGT0053	30	3/14/2016
14008	30	7/17/2017
C01599	30	3/7/2016
SGT0070	30	5/7/2012
WIL0363	30	4/12/2016
WIL0364	30	4/12/2016
WIL0365	30	4/12/2016
FTT1588	30	3/12/2016
FTT1589	30	5/7/2012
CLD0865	30	3/23/2016
CLD0866	30	3/23/2016
N01779	30	4/30/2014
N01905	30	4/5/2016
N01906	30	4/29/2014
SGT0111	30	3/15/2016
FTT1734	30	3/10/2016
FTT1736	30	3/12/2016
FTT1747	30	3/8/2016
FTT1748	30	3/18/2016

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
FTT1749	30	3/17/2016
FTT0834	30	4/29/2014
FTT1297	30	4/29/2014
FTT0771	30	4/29/2014
FTT0718	30	4/29/2014
FTT0719	30	4/29/2014
WIL0112	36	3/7/2016
12381	36	8/8/2017
12390	36	8/9/2017
11098	36	7/20/2017
11096	36	7/20/2017
3312	36	8/9/2017
12313	36	5/31/2016
C08515	36	5/11/2012
5902	36	7/25/2017
11255	36	4/3/2017
11253	36	4/3/2017
11258	36	4/3/2017
10450	36	7/28/2017
5905	36	7/25/2017
SGT0045	36	3/15/2016
11261	36	4/3/2017
C08603	36	5/2/2005
C08679	36	5/21/2016
C08680	36	5/21/2016
WIL0117	36	3/8/2016
C08736	36	3/8/2016
C08737	36	3/8/2016
C08738	36	3/8/2016
C08739	36	3/9/2016
C08801	36	5/18/2016
C08808	36	3/7/2016
C08809	36	3/7/2016
C08810	36	3/7/2016
C08811	36	3/8/2016
C08812	36	3/8/2016
13891	36	8/8/2017
13892	36	8/9/2017
13893	36	8/8/2017
C08843	36	3/19/2016
C08844	36	3/9/2016
14024	36	4/14/2015
14128	36	4/18/2014
WIL0370	36	3/7/2016
WIL0371	36	3/7/2016

The Most Recent Confirmed Inspection of Valves >=16"

Valve ID	Size, Inches	Most Recent Confirmed Inspection Date
FTT0821	36	4/29/2014
15070	36	7/25/2017
15073	36	7/25/2017
15075	36	7/28/2017
C09645	36	3/9/2016
15836	36	7/25/2017
15865	36	4/3/2017
15870	36	7/25/2017
C09713	36	5/21/2016
13433	42	5/18/2016
13434	42	5/18/2016
C08804	42	5/19/2016
C08805	42	5/19/2016
C08800	42	5/19/2016
14129	42	6/6/2016
14132	42	5/18/2016
14134	42	5/18/2016
14135	42	5/18/2016
14137	42	5/18/2016
FTT1737	42	3/12/2016