



“Training Today’s Operator For Tomorrow and Tomorrow’s Operator Today”

301 Plantation Lane, Frankfort, KY 40601
(502) 320-4706

September 15, 2020

Kent Chandler
Kentucky Public Service Commission
P. O. Box 615
Frankfort, Kentucky 40601

Dear Mr. Chandler:

Train 2 Retain Resources, LLC is applying for approval of a proposed training for Water Commissioners as part of a training conducted for water and wastewater operational personnel at East Pendleton Water District in Falmouth, Kentucky on October 22-23, 2020. While two days of training will be offered to water and wastewater operational personnel, commissioners will attend only day one of the class on October 22, 2020. A copy of the proposed agenda for this 6 hour class is attached as Exhibit 1.

As reflected in Exhibit 1, training will include a 3 hour session related to Succession Planning and a 3 hour session related to Asset Management Planning for a total of 6 continuing education hours. The succession planning training will provide information on the challenges faced such as loss of institutional knowledge, the need for more effective leadership programs, internship programs, and the importance of maintaining a quality workforce as the water industry and regulatory requirements continue to become more complex. The Asset Management Session will provide information regarding what asset management planning both is and is not. Discussion will include why asset management planning is so important to the future of water utilities and the role that all personnel and commissioners play in the asset management planning process, as well as how to develop a quality plan and continually update that plan to reflect the needs of the utility and the communities they serve. Both of these topics are of the utmost importance to those who operate, manage, and oversee water utilities and should help commissioners gain a better understanding of the role they play in these important issues and the future success of their utility.

As mentioned, the proposed training offers 6 hours of instruction and should be accredited and approved as water management training satisfying the requirements set forth in KRS 74.020(7) to establish a water district commissioner’s eligibility for a maximum annual salary of \$6,000. None of the commissioners who will attend this training are “new” commissioners.

A biographical statement containing the name and qualifications of the presenter of the training is included in Exhibit 2 attached for your review. In addition, Powerpoint presentations of the training are included as Exhibit 3 and will be provided as copies to attendees of the training.

Should there be any revisions or amendments to the training presentations prior to the training date, Train 2 Retain Resources, LLC will provide revised presentation and sworn statement of the changes.

In addition to applying for approval of this training for water commissioners, this training will also be submitted to the Kentucky Division of Compliance Assistance for review and approval of training hours for operational personnel as continuing education accreditation.

Along with a list of commissioners, their water district, and the number of hours attended by each commissioner, Train 2 Retain Resources will provide sworn statement attesting the accredited instruction was performed and note any changes in presenter or proposed program curriculum which may occur after certification.

With this letter and enclosed exhibits, Train 2 Retain Resources, LLC requests that the Commission approve and accredit the proposed training program entitled "East Pendleton Water and Wastewater Continuing Education Course" for six hours of annual water district management continuing education credit for water commissioners.

Should the Commission have any questions or require further information, please feel free to contact me at (502) 320-4706.

Respectfully Submitted,

Melissa L. Brothers (auto signature)

Melissa Brothers, Owner
Train 2 Retain Resources, LLC
Train2retainllc@gmail.com

EXHIBIT 1
East Pendleton Water & Wastewater Continuing Education
Proposed Training Agenda
East Pendleton Water District
Falmouth, Kentucky

Presented By:
Train 2 Retain Resources, LLC

October 22, 2020

8:30 AM – 8:45 AM – Registration

8:45 AM – 9:00 AM – Welcome and Introductions

9:00 AM – 10:00 AM – Session #1: **Introduction To Succession Planning**
George Haynes, Train 2 Retain Resources, LLC

The introductory session will provide information regarding what succession planning actually is and why it is so important to the utility industry. Statistical information regarding average age of our current workforce, and concerns that exist within the utility industry regarding insufficient succession planning will be reviewed in detail. A review of the regulatory requirements for licensing of certified operators, and staffing of systems will be included in this discussion.

10:00 AM – 10:05 AM - Break

10:05 AM – 11:05 AM - Session #2: **Succession Planning – Digging Into Our Challenges**
George Haynes, Train 2 Retain Resources, LLC

The second part of the three part training session will focus on the challenges identified and discussed in session #1 including: loss of institutional knowledge, documentation of utility data and policies for critical work processes, exchange of important utility information from older staff, employee retention issues, reliance on “on-the-job” training, preparation of staff to transition from operational to managerial type positions.

Proposed Agenda, Continued (page 2)
Continuing Education Training For Water and Wastewater
East Pendleton Water District

11:05 AM – 12:05 PM - Session #3: **Succession Planning – Put Together A Successful Plan**
George Haynes, Train 2 Retain Resources, LLC

The final hour of the three-part session will review steps available to help utilities put together a successful succession plan for their system. The steps of successful succession planning include: identifying, evaluating, planning, and implementing. Each of these steps will be discussed. Examples of a 9 box talent matrix will be reviewed which showcase how to identify and attract quality employees to help ensure future success of utility operations. Discussion will conclude with information designed to help utilities identify “gap” areas where improvement is needed to ensure succession planning is effective for their operational and managerial staff and help identify the roles played by all individuals involved in utility operations from operator to commissioner.

12:05 PM – 1:05 PM - Lunch

1:05 PM – 2:05 PM - Session #4: **Asset Management Planning Introduction**
George Haynes, Train 2 Retain Resources, LLC

This session will provide an introduction to the asset management planning process. Questions such as “what is asset management planning?”; “why is asset management planning important?”; “what is actually considered an asset?”; and “who should/is involved in the asset management planning process?” will be addressed in this introduction to this important utility planning process.

2:05 PM – 2:15 PM - Break

2:15 PM – 4:15 PM - Session #5: **Asset Management Planning Steps and Process**
The final two hour presentation on asset management planning will focus on steps of establishing an effective asset management planning process. We will dig into five effective steps of a quality program including: asset inventory, level of service, criticality, life cycle cost, and long-term funding issues. As time permits, a table top exercise (social distancing required) will be held which allows attendees to utilize an established matrix for identifying risk of failure and consequence of failure of a variety of assets to showcase how quality asset management programs can assist in identifying utility critical infrastructure and future needs.

Proposed Agenda, Continued (page 3)
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4:15 PM – 4:30 PM - Question and Answer Session & Closing Remarks

EXHIBIT #2 SPEAKER BIOGRAPHY

George Haynes - George Haynes II was born in Vicksburg, MS. George attended Tennessee State University, University of South Florida and graduated from the University of Mississippi (Ole Miss) with a degree in General Engineering. He has been involved in the environmental field for over 25 years. George has worked for small and large companies in the private sector such as Caterpillar, Ergon Oil Refining, Process Engineering Company and Bluegrass Plating in environmental positions. In addition to the private sector, George served in state government as an engineer and a water and wastewater educational trainer for the Division of Compliance Assistance for seven years conducting certification and continuing education training for water and wastewater personnel and management. Upon leaving state government, George was employed as a training specialist for Florida Gateway Community College specializing in water and wastewater educational courses. Currently, Mr. Haynes is employed by Jacksonville Florida Environmental Authority (JEA) as Pollution Prevention Coordinator. Mr. Haynes has an extensive background and experience in the education of water and wastewater professionals and has dedicated his career to assisting individuals in the water and wastewater industry with furthering their careers and improving the industry as a whole.

ABOUT TRAIN 2 RETAIN RESOURCES, LLC

Train 2 Retain Resources, LLC is a small woman owned business specializing in water and wastewater personnel training courses. The company is owned by Melissa Brothers who served as staff of the Kentucky Operator Certification Program within the Department for Environmental Protection for 16 years prior to her retirement in 2004. Melissa also served as Executive Director of the Kentucky Water and Wastewater Operators Association (KWWOA) for 5 years before opening her own training company in 2012. Melissa, along with contracted training personnel conduct numerous training sessions related to water and wastewater system operations and management in addition to providing tutoring to operational personnel preparing for certification examinations. Just a few of the training courses offered by Train 2 Retain include Asset Management, Succession Planning, Regulatory Review, Key Trends For The Future of The Industry, Operational Ethics, The History of Disinfection, Practical Problem Solving and Decision Making, as well as industry specific operational courses. Train 2 Retain Resources, LLC places an emphasis on quality over quantity with regards to training classes conducted and stresses that individuals attending training courses should not just “earn” training credit for a course but “learn” from any training experience.

**EXHIBIT #3
POWERPOINT PRESENTATIONS**

Sessions 1, 2, & 3 – T2R Succession Planning Presentation (attached)

**Sessions 4, 5, & 6 – T2R Asset Management Planning Presentation
(attached)**

**All commissioners attending training will be provided with copies of all
presentations.**