

Bullock Pen Water District Rate Increase Response (Case No.2022-00378)

**Question #** 1f

**Witness** Ashley Dyer

**Answer**

Please see below for listings of names, job titles and pay rates for each employee during the test year of 2021 and for the years of 2022 and 2023.

Job descriptions for current employees will be at the end of this document.

**Year 2023**

<u>Last</u>	<u>First</u>	<u>Job Title</u>	<u>Term</u> <u>Date if in</u> <u>2023</u>	<u>Hire Date if</u> <u>in 2023</u>	<u>Hourly Rate</u>	<u>Annual</u> <u>Salary</u>
		Part Time Customer Service				
ADAMS	JOAN	Rep	N/A	N/A	\$ 12.00	N/A
CALDWELL	AARON	Water Plant Manager	N/A	N/A	\$ 34.87	N/A
CLIFTON	MELISSA	Customer Service Rep	N/A	N/A	\$ 18.59	N/A
COOK	DIANNE	Assistant Office Manager	N/A	N/A	\$ 29.30	N/A
DYER	ASHLEY	Part Time HR Manager	N/A	N/A	N/A	\$ 33,914
HARP	PAUL	Superintendent	N/A	N/A	\$ 36.94	N/A
LITTLE	AMY	Customer Service Rep	N/A	N/A	\$ 18.59	N/A
KINMAN	CASEY	Water Plant Operator	N/A	N/A	\$ 22.81	N/A
MASON	AARON	Field Technician	N/A	N/A	\$ 19.54	N/A
		Water Distribution				
MASON	JAMES	Operator	N/A	N/A	\$ 27.91	N/A
O'NAN	SETH	Field Technician	N/A	N/A	\$ 19.29	N/A
PLUNKETT	HUNTER	Field Technician	N/A	N/A	\$ 19.29	N/A
RUARK	AMY	Office Manager	N/A	N/A	\$ 30.63	N/A
RYAN	ERNEST	Sewer Manager	N/A	N/A	\$ 29.23	N/A
THOMAS	REBECCA	Water Plant Operator	N/A	N/A	\$ 23.37	N/A
WILSON	NAOMI	Lead Customer Service Rep	N/A	N/A	\$ 23.29	N/A
WORKMAN	JOSHUA	Distribution Supervisor	N/A	N/A	\$ 28.24	N/A
YORK	GREGORY	Field Technician	N/A	N/A	\$ 22.32	N/A

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**Year 2022**

<u>Last</u>	<u>First</u>	<u>Job Title</u>	<u>Term Date if in 2022</u>	<u>Hire Date if in 2022</u>	<u>Hourly Rate</u>	<u>Annual Salary</u>
		Part Time Customer Service				
ADAMS	JOAN	Rep	N/A	N/A	\$ 11.00	N/A
CALDWELL	AARON	Water Plant Manager	N/A	N/A	\$ 32.10	N/A
CLIFTON	MELISSA	Customer Service Rep	N/A	N/A	\$ 15.00	N/A
COOK	DIANNE	Assistant Office Manager	N/A	N/A	\$ 26.53	N/A
DYER	ASHLEY	Part Time HR Manager	N/A	N/A	N/A	\$ 31,200
HARP	PAUL	Superintendent	N/A	N/A	\$ 33.65	N/A
LITTLE	AMY	Customer Service Rep	N/A	N/A	\$ 15.00	N/A
KINMAN	CASEY	Water Plant Operator	N/A	N/A	\$ 19.31	N/A
MASON	AARON	Field Technician	N/A	8/29/2022	\$ 17.25	N/A
		Water Distribution				
MASON	JAMES	Operator	N/A	N/A	\$ 25.14	N/A
O'NAN	SETH	Field Technician	N/A	8/29/2022	\$ 17.00	N/A
PLUNKETT	HUNTER	Field Technician	N/A	6/27/2022	\$ 17.00	N/A
RUARK	AMY	Office Manager	N/A	N/A	\$ 27.04	N/A
RYAN	ERNEST	Sewer Manager	N/A	N/A	\$ 25.69	N/A
THOMAS	REBECCA	Water Plant Operator	N/A	N/A	\$ 20.08	N/A
WILSON	NAOMI	Lead Customer Service Rep	N/A	N/A	\$ 20.00	N/A
WORKMAN	JOSHUA	Distribution Supervisor	N/A	N/A	\$ 24.95	N/A
YORK	GREGORY	Field Technician	N/A	N/A	\$ 19.03	N/A
SIMPSON	BRIAN	Past Superintendent	6/30/2022	N/A	\$ 37.63	N/A
LOWE	CHARLES	Field Technician	6/2/2022	N/A	\$ 16.75	N/A
MADDEN	RONDAL	Field Technician	7/15/2022	N/A	\$ 20.25	N/A

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**Year 2021**

<u>Last</u>	<u>First</u>	<u>Job Title</u>	<u>Term Date if in 2021</u>	<u>Hire Date if in 2021</u>	<u>Hourly Rate</u>	<u>Annual Salary</u>
		Part Time Customer Service				
ADAMS	JOAN	Rep	N/A	N/A	\$ 10.50	N/A
CALDWELL	AARON	Water Plant Manager	N/A	N/A	\$ 30.87	N/A
CLIFTON	MELISSA	Customer Service Rep	N/A	N/A	\$ 13.96	N/A
COOK	DIANNE	Assistant Office Manager	N/A	N/A	\$ 25.51	N/A
DYER	ASHLEY	Part Time HR Manager	N/A	N/A	N/A	\$ 30,000
HARP	PAUL	Superintendent	N/A	N/A	\$ 25.49	N/A
LITTLE	AMY	Customer Service Rep	N/A	N/A	\$ 13.96	N/A
KINMAN	CASEY	Water Plant Operator	N/A	N/A	\$ 18.57	N/A
		Water Distribution				
MASON	JAMES	Operator	N/A	N/A	\$ 24.17	N/A
RUARK	AMY	Office Manager	N/A	N/A	\$ 25.77	N/A
RYAN	ERNEST	Sewer Manager	N/A	N/A	\$ 24.22	N/A
THOMAS	REBECCA	Water Plant Operator	N/A	N/A	\$ 19.31	N/A
WILSON	NAOMI	Lead Customer Service Rep	N/A	N/A	\$ 18.80	N/A
WORKMAN	JOSHUA	Distribution Supervisor	N/A	N/A	\$ 21.95	N/A
YORK	GREGORY	Field Technician	N/A	N/A	\$ 18.18	N/A
SIMPSON	BRIAN	Acting Superintendent	N/A	N/A	\$ 33.66	N/A
LOWE	CHARLES	Field Technician	N/A	N/A	\$ 15.50	N/A
CATLETT	WILLIAM	Past Superintendent	1/31/2021	N/A	N/A	\$ 92,500
MADDEN	RONDAL	Field Technician	N/A	11/8/2021	\$ 20.00	N/A

### Job Descriptions

**James Mason** is a licensed class III distribution system operator and holds a commercial driver's license. His daily responsibilities include water line markings, work orders, and water distribution system maintenance i.e., leak repair and meter sets. He is also an experienced equipment operator, makes repairs to fleet vehicles and equipment, and an experienced welder.

**Gregory York** is a skilled laborer and field technician. His daily responsibilities include work orders and water distribution system maintenance i.e., leak repair and meter sets. He is also skilled mechanically and makes repairs to fleet vehicles and equipment.

**Seth O'Nan** is a laborer and an equipment operator. He is in training to be a licensed water distribution operator as well as a water treatment plant operator. His daily responsibilities include work orders and water distribution system maintenance i.e., leak repair and meter sets.

**Aaron Mason** is a laborer and holds a commercial driver's license. He is in training to be a licensed water distribution operator as well as a water treatment plant operator. His daily responsibilities include work orders and water distribution system maintenance i.e., leak repair and meter sets.

**Hunter Plunket** is a laborer. He is in training to be a licensed water treatment plant operator, water distribution system operator, wastewater treatment plant operator, and wastewater collection system operator. His daily responsibilities include work orders (water & sewer), water distribution maintenance i.e., leak repair, sewer plant maintenance and sewer collection system repairs and maintenance.

**Casey Kinman** is a licensed class III water treatment plant operator and a class III water distribution system operator. His daily responsibilities include water plant maintenance and repairs as well as day to day water plant operations.

**Becky Thomas** is a licensed class II water treatment plant operator. Her daily responsibilities include water plant maintenance and repairs as well as day to day water plant operations.

**Ernie Ryan** is the Sewer Manager and a licensed class II wastewater treatment plant operator, class III wastewater collection system operator and a class III water distribution system operator. He is also a skilled equipment operator and holds a commercial driver's license with a tankers endorsement. His daily responsibilities include overseeing day to day operations within the sewer collection system and the sewer treatment plant per our maintenance contract with Grant Co. Sanitary Sewer District. He is a "working manager" meaning, his responsibilities include sewer collection system repairs and maintenance, sewer line markings, as well as sewer plant repairs, maintenance, and day to day operations. He will also partake in water distribution system repairs and maintenance when needed.

**Josh Workman** is the Distribution System Manager and a class III water distribution system operator. He is also a skilled equipment operator and holds a commercial driver's license. His daily responsibilities include overseeing day to day operations within the water distribution system. He is a "working manager" meaning, his responsibilities include water distribution system repairs and maintenance, work orders, and water line markings.

**Aaron Caldwell** is the Water Plant Manager, and a class III water treatment plant operator, and a class III water distribution system operator. His daily responsibilities include overseeing day to day operations at the water plant. He is a "working manager" meaning, his responsibilities include water plant repairs and

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maintenance, as well as water distribution system repairs and maintenance. He also completes work orders and water line markings when needed.

**Paul Harp** is the Superintendent, and a class III water treatment plant operator, class III water distribution system operator, class III wastewater treatment plant operator, and class II wastewater collection system operator. His daily responsibilities include overseeing day to day operations of the district and Grant Co. Sanitary Sewer District. He also handles parts ordering, and long-term tracking of district specific items i.e., water loss, maintenance tracking, etc. When needed he partakes in water distribution system repairs and maintenance as well as water plant repairs and maintenance. He helps when needed with sewer collection system repairs and maintenance, and sewer plant repairs and maintenance. He assists with day-to-day operations when needed in all aspects of the maintenance department of the district.

**Dianne Cook** is the Sewer Manager. She processes accounts payable and accounts receivable functions for the Grant County Sanitary Sewer District. Ensures certain monthly, quarterly and annual accounting functions are performed in conjunction with our third-party accounting firm, Morris and Bressler. Serves as the Assistant Office Manager who provides guidance to customer service representatives. Accepts escalated customer service issues. Prepares monthly board packets for Commissioners and attends GCSSD monthly meetings.

**Amy Ruark** is the Office Manager. She processes accounts payable function for Bullock Pen Water District. Provides guidance to customer service representatives. Accepts escalated customer service issues. Ensures certain monthly, quarterly and annual accounting functions for BPWD are performed in conjunction with our third-party accounting firm, Morris and Bressler. Processes customer ACH water and sewer payments via Forcht Bank. Serves as Kentucky Retirement Systems representative for Bullock Pen Water District. Prepares monthly board packets for Commissioners and attends BPWD monthly meetings.

**Ashley Dyer** is the HR Manager. She serves as a benefit administrator for employee benefit programs including health, dental, vision, Flexible Spending Accounts, Health Reimbursement Accounts, short-term disability, life, workers' compensation and wellness program. Coordinates renewal of package insurance for Bullock Pen Water District and Grant County Sanitary Sewer District. Serves as liaison between Kentucky Retirement Systems and employees upon retirement. Coordinates annual performance review and raise process. Responsible for recruiting, hiring, onboarding and termination process. Documents employee training to ensure field management and staff stay current with Division of Water continuing education requirements for drinking water and wastewater licenses as well as commercial driver's licenses. Processes semi-monthly payroll. Tracks vacation, sick and personal time for employees.

**Naomi Wilson** is a lead customer service representative. She processes monthly billing for water and sewer districts. Daily duties include accepting and processing customer payments from walk-in traffic, answering phone calls regarding both sewer and water accounts, assisting new customers with setup process for water and sewer service in addition to handling a cash drawer. Enters all monthly payment batches into QuickBooks. Calculates usage adjustment for bulk rate discounts on large leaks. Manages monthly disconnects in conjunction with distribution staff. Review readings to identify accounts with large usage on a monthly basis to notify customers of possible issues prior to billing for both water and sewer accounts. Responsible for exporting and importing new readings from meter reading system on a monthly basis for water and sewer accounts. Prepares rereads for meters which failed to read during electronic reading for technicians to manually read and enters these updated readings before the billing process. Prepares

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surcharge and customer deposit reports for Office Manager and Assistant Office Manager on a monthly basis.

**Melissa Clifton** is a Customer Service Representative. Serves as BPWD 811 liaison. Duties include accepting and processing customer payments from walk-in traffic, answering phone calls regarding both sewer and water accounts, assisting new customers with setup process for water and sewer service. Serves as a backup to lead customer service rep for billing process and handles cash drawer. She ensures customers have correct legal easements filed with the county before BPWD moves forward with setting a new meter. She also works with counties and the state to file a request for an encroachment. Assists customers with application process for purchasing new water and sewer taps. Calculates usage adjustment for bulk rate discounts on large leaks. Review readings to identify accounts with large usage on a monthly basis to notify customers of possible issues prior to billing for both water and sewer accounts.

**Amy Little** is a Customer Service Representative. She is stationed at our drive-thru. Duties include accepting and processing customer payments from walk-in traffic, answering phone calls regarding both sewer and water accounts, assisting new customers with setup process for water and sewer service, processes overnight drop box payments, handles cash drawer and assists with varied office work as time allows. Tracks and prepares monthly statement for Grantland Sewer account. Prepares and mails monthly deposit refund checks for customers who have had usage for twelve months and have had a good credit history. Tracks readings for City of Dry Ridge customers who fall in our service area and prepares billing for the City as well. Calculates usage adjustment for bulk rate discounts on large leaks. Review readings to identify accounts with large usage on a monthly basis to notify customers of possible issues prior to billing for both water and sewer accounts.

**Joan Adams** is a part-time customer service representative. Duties include accepting customer payments from walk-in traffic, answering phone calls regarding both sewer and water accounts, assisting new customers with setup process for water and sewer service, processing large portion of mail in payments. Handles cash drawer. Works varied hours during the month to coordinate with office staff scheduled days off and days where volume of payments and/or phone calls are expected to be increased.