

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ACCREDITATION AND APPROVAL OF A PUBLIC )  
SERVICE COMMISSION WATER PERSONNEL ) CASE NO. 2012-00002  
TRAINING SEMINAR AS A WATER DISTRICT )  
COMMISSIONER TRAINING PROGRAM )

ORDER

KRS 74.020(7) requires this Commission to “encourage and promote the offering of high quality water district management training programs that enhance a water district commissioner’s understanding of his or her duties.” Pursuant to this statutory mandate, the Commission conducted a training program in Frankfort, Kentucky on December 14, 2011. This program included instruction regarding trends in applicable law and regulations and utility administration.<sup>1</sup>

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

1. The course of instruction provided at this program would enhance a water district commissioner’s understanding of his or her duties.
2. The program conducted at Frankfort, Kentucky should be approved for 6.0 credit hours of water district management training and for 2.5 credit hours of new commissioner training.

IT IS THEREFORE ORDERED that the 2011 Last Chance Water Personnel Training Seminar, which the Commission conducted on December 14, 2011 in

---

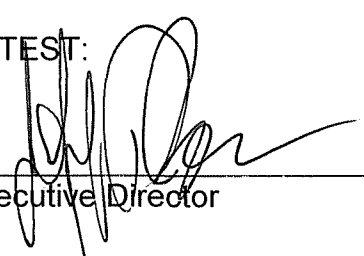
<sup>1</sup> A course syllabus is appended to this Order.

Frankfort, Kentucky, is approved for a maximum of 6.0 credit hours of water district management training and a maximum of 2.5 hours of new commissioner training.

By the Commission

ENTERED PA  
JAN 10 2012  
KENTUCKY PUBLIC  
SERVICE COMMISSION

ATTEST:

  
\_\_\_\_\_  
Executive Director

Case No. 2012-00002

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2012-00002 DATED JAN 10 2012

**PUBLIC SERVICE COMMISSION WATER PERSONNEL TRAINING  
LAST CHANCE TRAINING FOR 2011  
DECEMBER 14, 2011**

**7:30 - 8:00      Registration**

**8:00 - 8:05      Administrative Announcements**

**8:05 - 9:35      Recent Developments in Utility Regulation – Gerald Wuetcher (PSC)**

A review of the recent developments in public utility law and regulation. Recent changes in Kentucky statutes affecting the operation of water utilities will be discussed. Recent Public Service Commission's decisions that affect water utilities and personnel and organizational changes at the Public Service Commission will also be examined. An update on new Public Service Commission initiatives will also be provided.

**9:45 - 10:45     Consumer Relations – Virginia Smith (PSC)**

Presentation will focus on the regulatory aspects of customer relations. Topics include the Customer Bill of Rights, customer billing disputes, installation and termination of utility service, and the Commission's informal and formal complaint processes. Presenter will also address landlord-tenant utility service issues, imputation of utility bills to family members, and the importance of tariffs and water user agreements.

**10:55 - 11:55    Open Records Act – M. Todd Osterloh (Sturgill, Turner, Barker & Moloney, PLLC)**

This presentation reviews the principal provisions of the Open Records Act and Open Meetings Act. Handling a request for information under the Open Records Act and the effect of the Open Meetings Act on meetings of the board of water district commissioners are also discussed.

**Rate Cases Made Easy – J. Scott Lawless (PSC)**

A review of the requirements for rate case applications and other regulatory filings. Emphasis is on the practical aspects of preparing a case for submission to the PSC and its subsequent presentation. Presenter will discuss common problems with such filings and practices that will enable a utility to avoid such problems and better navigate the regulatory process.

**11:55 - 12:10    Remarks – Chairman David L. Armstrong (PSC)**

**12:10 - 1:30      Lunch**

**1:30 - 2:30      Kentucky Division of Water Update – Julie Roney (Kentucky Division of Water)**

Presentation on recent developments and activities at Kentucky Division of Water. Includes a brief overview of revisions to the agency's administrative regulations and proposed revisions to federal drinking water laws and regulations.

**Customer Representative Training – Virginia Smith (PSC)**

Question and answer session for utility customer representatives with the Director of the Commission's Consumer Services Division. The requirements of the Commission's regulation on customer relations will be examined in detail.

**2:40 – 4:10      Legal Issues in Water District Operations – Gerald Wuetcher (PSC)**

A review of the provisions of Chapter 74 involving the creation, management, operation and dissolution of water districts. Other statutory provisions, such as the Whistle Blowers Act, Claims against Local Government Act, Bidding Requirements provision of KRS Chapter 424 are also discussed.

