

The Pipeline

Published Bi-Monthly by the
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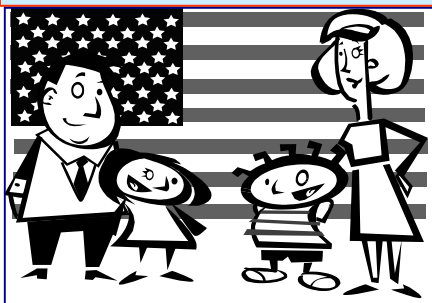
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Inside This Issue

Pg. 2....SRF - One Year Later
Pg. 2....Changes In §16-13A-9
**Pg. 3....Classification of Utility
Plant Accounts**
**Pg. 5....Interest Waivers on
Security Deposits**
Pg. 6....Bud and the Slow Disaster
Pg. 7.... Drinking Water Treatment



Changes In §16-13A-25

By: David Dove, PE, Utilities Analyst Manager, WV PSC Engineering Division

The recent 2003 Legislative session brought about changes in West Virginia Code §16-13A-25. The existing Code required the Public Service Commission to review engineering agreements for Public Service Districts prior to the Districts actually entering into any engineering agreements. On March 7, 2003 the WV Senate and House passed House Bill 3068 which will take effect ninety days from passage. This Bill will allow many Public Service Districts to enter into engineering agreements without prior Commission review of the agreement. The Bill was sponsored by the WV Rural Water Association in what was reportedly an effort to move water and wastewater projects more quickly through the approval process.

Specifically the bill will exempt a Public Service District from seeking Commission approval from the waiver or approval requirements for entering into engineering agreements provided one or more of the following criteria are met:

(1) A contract with a public service district that is a Class A utility on the first day of April, two thousand three, or subsequently becomes a Class A utility as defined by commission rule;

(2) A contract with a public service district that does not require borrowing and that can be paid out of existing rates;

(3) A contract where the payment of engineering fees are contingent upon the receipt of funding, and commission approval of the funding, to construct the project which is the subject of the contract; or

(4) A contract that does not exceed fifteen thousand dollars.

Requests for approval or waivers of engineering contracts shall be deemed granted thirty days after the

filing date unless the staff of the Public Service Commission or a party file an objection to the request. If an objection is filed, the public service commission shall issue its decision within one hundred twenty days of the filing date. In the event objection is received to a request for a waiver, the application shall be considered a request for waiver as well as a request for approval in the event a waiver is not appropriate.

As a result of this new legislation many engineering agreements may be entered into without prior Public Service Commission approval. Therefore, in order for PSDs to avoid incurring massive debts for projects that may never be built, it is essential that all PSD board members fully understand their responsibilities and the liabilities involved before they sign any engineering agreements.

There are some basic questions that board members should always ask themselves before signing any contract. Here are some of them:

(1) Have the requirements of the Public Service Commission been complied with?

(2) Has WV Code 5G been complied with? (A verified statement by the board members concerning 5G compliance will be required for waivers and 5G compliance may be reviewed in petitions to borrow money or accept grants.)

(3) Has a fair and reasonable price been negotiated with the engineering firm? (WV Code 5G requires that a fair and reasonable price be negotiated.)

(4) Is the scope clearly defined?

(5) Is the estimate of time required to do the job reasonable?

(6) Have the engineers fully loaded hourly rates been disclosed in the agreement? Don't be misled by direct costs and multipliers.)

Changes in the WV Code §16-13A-9 for PSDs

By: Geert F. Bakker, Utilities Analyst
Manager
WV PSC Water and Wastewater Division

The 76th legislature made some substantive changes in Section Nine this year. The landlord liability for tenants' bills has been removed and only the tenant can be held responsible for the water or sewer bill. On the application the new customer must still indicate if he or she is a property owner or a tenant. When the applicant is a tenant the name and address of the landlord must still be provided. The deposit language has been changed so that now the deposit is the greater of \$50.00 or an amount that is equal to the cost of one sixth (2 months) the average annual usage of the customer's class (residential 4500 gallons). If the average bill for 4500 gallons is \$28.00, the deposit is then \$56.00. Utilities that provide water and sewer service can collect a deposit for both the water and sewer service. There is a significant difference in how the deposit will be returned. Property owners will receive their deposit after twelve timely payments, while tenants will only receive their deposit when they leave or move to a different location. This may be looked upon favorably by many utilities who write off many receivables each year. However, many people in WV rent on a permanent basis and will have a deposit tied up with water and sewer utilities indefinitely.

The statute also changes the time a water bill is delinquent. The bill now is delinquent on the 30th day after the bill is due and payable (when it is sent out). The new language makes a bill delinquent twenty days after the bill is due and payable. Water may then be terminated ten days after the bill has become delinquent (32 days), which is a significant decrease of the current 52 days before termination can occur for non-payment of a water bill. PSD's serving both water and sewer have the

State Revolving Fund

By: Rosalie M. Brodersen, Project Manager, WV DEP



One year later

Well, it's been a year since Water Resources was reorganized and in February of this year enlarged to include Waste Management programs and people. The name is the Division of Water and Waste Management. Once again we have another Acting Cabinet Secretary, Stephanie R. Timmermeyer; however our agency name is still the same, Department of Environmental Protection. What a year!

The State Revolving Fund's FY2002 year was fairly low-keyed with only 8 projects going to construction. This year (since July), we have had 6 projects go to bid with another 5 out currently seeking bids. Although our funds have been limited, we have closed on 9 loans so far.

There have been changes in the program such as the use of the 2000 Census, the substitution of the intent to fund letter rather than the binding commitment letter, and directing the funds to construction rather than design or refinancing. I know that this may have redirected a lot of plans and thinking; however I believe we are better meeting the program's intent of using the

funds to improve water quality in West Virginia. We have also partnered with the Water Development Authority in providing design funds.

FYI - It's that time of the year to be completing and submitting an application for the priority list IF you have a project that will go to construction in FY2004 or FY2005. Blank applications were mailed out mid February to prior list applicants, engineering firms, and Regional Planning and Development Councils. The deadline for submittal is March 31, 2003. Hopefully the priority list and the intended use plan for 2004 will be available for comment in June with submittal to EPA by July. We anticipate receiving additional funds in October 2003 from EPA and with the state match, it will be approximately \$25 million. Our repayment stream of approximately \$16million comes from the earlier projects (1991 to present) that have gone to construction and hopefully cleaned up the environment somewhat.

I just want to say thanks to the folks that attended the PSD training session in Morgantown the other week. Although it was not my first attempt at describing the program, I didn't know what to expect as well as the audience. I hope that it was informative but comfortable. Our office is always available for questions.

Changes in WV Code §16-13A-9... Continued

right to terminate water service for non payment of either water or sewer bills. If a PSD provides sewer service only, it can still contract with the water utility for termination for non-payment of a sewer bill. PSD's SHALL contract and municipalities MAY contract with the water utility.

When a PSD makes sewer service available to residents along a new ser-

vice line, it can bill these customers 30 days after notice has been sent that service is available. Current PSC policy allows the utility charge only a minimum bill to those customers not yet connected. The statute has been changed so that the utility will now bill the average annual usage of the customer's class (residential 4500 gallons). The PSC must change its rules to reflect these new law changes.

Classification of Utility Plant Accounts

By: Chuck Knurek, Utilities Analyst III, WV PSC Water and Wastewater Division

The proper recording of utility plant accounts is critical in the performance of a class cost of service study by Staff of the Public Service Commission. The purpose of a class cost of service study is to identify costs associated with providing service to each class of customer, Residential, Commercial, Industrial, Resale or Public Authority, and developing rates sufficient to recover the costs from each class.

The utility plant accounts are used by Staff to allocate debt service and surplus revenue requirements to each class of customer. When a water or sewer system is built, the cost of building the facility is classified as Work in Progress until the construction is completed. Once completed, the utility's certified public accountant categories the costs of the construction into the appropriate utility plant accounts, i.e.

Water System

Source of Supply
Pumping
Treatment Plant
Transmission & Distribution
General Plant

Sewer System

Collection
Pumping
Treatment Plant

General Plant

Under each plant account are sub accounts which are used to further assign the plant costs. Staff functionalizes the costs into demand factors such as Max Day, Max Hour, Commodity and Customer demands. The max day category relates to the sizing of the plant to handle the maximum demands the system would encounter during a 12 month period, the max hour category relates to the hour of the day which the maximum load is experienced, the commodity demand is based on the amount of water produced in a water system or the amount of flows treated in a sewer system on an annual basis and the customer demand factors are costs directly associated with customer costs.

Staff relies solely on the proper recording of the costs, by the utility, in determining the revenue requirements for each class of customer. It is imperative for a utility to properly update the accounts to record retired assets, as well as new additions, on an annual basis. Staff's review of the utility's operating expenses concentrates on the most current year of operations, but does not include a review of plant accounts. That's why Staff stresses the need for proper recording of plant accounts. Without a proper recording of plant assets, Staff's study may not adequately assign the debt service and surplus revenue requirements to the proper classes.



Budget Preparation

When preparing the budget for the next year remember the following items for system maintenance:

\$ Preventive Maintenance - Operating budget
Labor (staff time, person hours)
Parts and supplies
Equipment

\$ Emergency Maintenance - Operations reserve account
Labor (overtime)
Materials, parts, supplies
Replacement equipment
Contractors

\$ Equipment Replacement - Capital reserve account
Evaluation and design
Labor
Equipment Cost
Contractors
Temporary or by-pass facilities

Changes In §16-13A-25

Continued from Page 1

(7) Are the costs easy to understand and clearly defined?

(8) Does the District have the ability to pay for the engineering services?

(9) If grant funds are proposed to help pay for the engineering costs, can the District still pay for the services if loans are obtained instead of grants? (Prior PSC approval is still required for acceptance of grants and approval of borrowing.)

(10) Does the District really need these services or this project?

(11) Does the agreement contain language that the charges are limited to a set amount or a not-to-exceed price and that the funding terms and conditions are spelled out. (Amount of grant versus loan, interest to be charged, etc.)

(12) Does the agreement stipulate that the District will be kept fully aware of the amount of work that has been done to date and the amount owed by the District on no less than a monthly basis.

(13) Does the agreement address termination? (If either party terminates the agreement prior to funding what is owed?)

(14) Have the District's Legal interests been protected in the agreement including future use of documents?

These are just a few of the questions board members should ask and if the answer is no to any of them then the agreement should not be signed until all questions are resolved. In order to evaluate the agreement properly, the District will likely need the services of their attorney, accountant, and an engineer. Some of the larger utilities have these professionals on staff for good reasons.

Remember once you sign the contract the District may be believable for any work done by the engineering firm. Many districts do not have money to pay for engineering services and are

tempted to enter into engineering agreements if the agreement is contingent upon the receipt of funding. While at first this might sound too good to be true, you must remember that over time the debt (principal and interest) can grow enormously before the funding is actually acquired. In addition, the terms and conditions of the financing (what was sought vs. what was actually obtained) can change drastically and sometimes the District may wish to terminate the project before funding is acquired.

Even though payment may be contingent upon funding the actual acquired funding may be quite different than what was originally proposed. For instance, 100% grant funding might be proposed originally but only 10% grant funding is actually obtained. The end result is that the engineering firm has in-fact obtained funding for the District and the District may now be liable for the debt to the engineering firm. A substantial rate increase may now be necessary to pay for the remaining 90% loan. While the District may not like the amount or terms of the loan obtained for the District to pay for the remaining 90%, the District could be sued by the engineering firm if it refused to seek PSC approval of the loan. Therefore, always make sure the agreement contains language that the charges are limited to a set amount or a not-to-exceed price and that all terms and conditions are spelled out and limited.

The agreement should also address the termination of the agreement. If the District at some point decides not to pursue the project, which is often the case, they may still be liable for the engineering fees up to that point. While funding may not actually be obtained, the District could be sued for the fees and may be liable. Make sure your agreement addresses how to terminate the agreement and the costs of

doing so.

Another point should be made that if an engineering firm gets a grant in the District's name, then make sure that the District gets what it pays for. Insist upon a copy of the work product monthly and evaluate its reasonableness. Make sure your grant money is spent wisely.

Since PSD's are still required to obtain PSC prior approval for borrowing money, accepting grants, or rate increases the money to pay for engineering costs may be legitimate issues in requests for borrowing, acceptance of grants, certificate cases and rate cases. It is possible that the PSC may not allow certain engineering costs in such cases if they are not used and useful.

Therefore, the district's board members should be extremely cautious before entering into engineering agreements that the PSC might not approve the funding for and that the District may be sued over. The bottom line is - don't expect engineering firms to work for free. You will likely pay for their services one way or the other. Public Service District board members should be aware that even though their position may be almost voluntary, a lot more is now expected of them in terms of their ability to evaluate engineering contracts. No longer can board members say it doesn't matter what we sign because the PSC has to approve it. If you have questions about engineering agreements or would like assistance please feel free to contact the PSC staff. You may also view House Bill 3068 on the WV Legislature's web page at www.state.wv.us.

Additional changes to §16-13A-25 include the removal of the requirements for a Class II Legal Ad giving the public notice of the prefilling. The public service district must now only give 30 days notice and file certain information to the Public Service Commission before it files for a certificate of convenience and necessity.

Interest Waivers On Security Deposits

By: Scott McNeely, Utilities Analyst I, WV PSC Water and Wastewater Division

This is a repetitive time of the year for Staff. The reason is that early each year the Public Service Commission sets interest rates that electric, gas, sewer, telephone, and water utilities operating in West Virginia must pay on customer deposits. Staff receives many petitions requesting a waiver of the requirement to pay these rates. Customarily, these petitions are requested pursuant to Water Rule 1.6.2 and Sewer Rule 1.6.2 which states, If hardship results from the application of any rule herein prescribed, or if unusual difficulty is involved in immediately complying with any rule, application may be made to the Commission for the modification of the rule or for temporary or permanent exemption from its provisions: Provided, That no utility shall submit application for such modification or exemption without submitting therewith a full and complete justification for such action.

Commission Rule 4.2.1 requires that all new applicants for service from a public service district shall deposit a minimum of fifty dollars with the district to secure service payments in the event of a delinquency. In any case where the deposit is forfeited to pay delinquent charges at the time of disconnection, no reconnection of service may be made until another minimum deposit of fifty dollars has been collected by the District. Once the customer has paid service bills for twelve consecutive non-past due months, commencing from the first regular payment or following the payment of a past due bill or bills, the utility shall promptly refund the deposit plus the rate of interest as determined by Commission order.

The Public Service Commission sets the interest rate to be paid on customer deposits. General Order No.

186.16 and General Order No. 188.21 established the interest rate to be paid on customer deposits by respective sewer and water utilities for the year of 2003. The rate for utilities other than public service districts is determined by averaging the one-year U.S. Treasury Bill rates for October, November, and December of the preceding calendar year. The rate for public service districts is determined by averaging the passbook savings rates from various banks for the last quarter of the preceding year or better stated as the rate which a typical small investor could receive at federally insured banks in West Virginia in the last quarter of each calendar year. Thus, as of January 27, 2003 water and sewer utilities (excluding public service districts) shall pay a simple interest rate of 1.53% on customer deposits, while public service districts shall pay a simple interest rate of .50% on customer deposits. These rates will remain in effect until such time as the Public Service Commission issues another order to establish new rates.

Shortly after the time of the Commission order, utilities begin submitting the petition for waiver of the Commission's Water and Sewer Rules regarding the current interest rate on customer deposits. A typical petition states that the Town or District, whichever applies, is requesting a waiver of the 1.53% or .50% interest rate to be paid on customer deposits. The District places all water/sewer deposits into an account which only receives 1.45% or .47% interest respectively, which would cause us to pay back more than what we earn on the deposits. The utility simply needs to include with its filing a bank statement, a letter from the banking institution stating the utilities earned rate, or anything from the

banking institution which can verify the earned rate. Staff has no problem recommending approval of the requested waiver with this information because the objective in waiving the current interest required on customer's deposits for water and/or sewer service is to protect the utility from suffering a monetary loss due to not receiving an adequate rate from their banking institution to cover the Commission's required rate.

Staff has noticed a growing number of utilities who file this petition for waiver each year after the Public Service Commission's order establishing the rates for that particular year. The utility is not required to file a petition each year in which their interest rate received is exceeded by the interest rate they are required to pay on customer deposits by Commission rules. If the utility has received approval for a waiver in the past customarily the Commission order has no expiration date which would require the utility to file for a waiver yearly. Commission orders referring to waivers of interest rates on customer deposits usually contain language in the order similar to the following:

IT IS THEREFORE ORDERED that the utility's petition for a waiver of Water Rule 4.2.1 and Sewer Rule 4.2.1 is granted. When the utility returns its customer deposits, it may pay its customers the same rate of interest that the utility earns from its bank, that is in effect on the date the utility returns a particular customer deposit to a particular customer.

Hopefully, this information can save your utility some money and precious time from repeat filings because Staff realizes that utilities have enough work maintaining their systems and servicing their customers.

Bud and the Slow Disaster

By: Jonathan Fowler, P.E., Engineer I, WVPS Engineering Division

Bud, the general manager of the Sunnyville Public Service District, was planning his annual hunting trip with the guys. Now Bud, like so many of us here in Almost Heaven is an avid outdoors man, and one heck of a planer and detail-guy when it comes to his hunting and fishing trips. Every spring, Bud sets forth to the lowlands for a week of fishing and then, every fall, he enjoys a week in the high mountains in search of whitetail. Did I mention that it was late November, and that Bud had just gotten back from his last hunting trip the night before?

Now Bud loves to plan his hunting and fishing trips down to the very last detail, and all the guys in his camp know that whatever it happens to be that, Bud has either brought it along or, knows someone who has one handy and will loan it to him. Alas however, Bud for some inexplicable reason, does not take his highly developed sense of planning and attention to detail to the office.

Back at work bright and early Monday morning, Bud was wading through the big stack of mail which had been piling up on his desk for the past week. He barely heard the phone ringing in the outer office and did not even notice that his foreman, Big Jim, had strolled into the front office. BUD!, his secretary Sylvia yelled, there's a guy on the phone says he ain't got any water and hasn't had any stinking water for two days. (Sylvia's not much for phone etiquette but, she's dependable.)

Bud picked up the phone and immediately recognized the voice on the other end as Old Man Simpson. Now, Old Man Simpson lives way up on Dry-Bone Road, out near the main storage tank and is always the first person out of water wherever there is a problem, he also has the biggest, meanest dog in the District and likes to go to County Commission meetings to complain about anything and everything (you know the type?). Bud listened to Old Man Simpson for what seemed like an hour (but which was really only a few minutes) and then politely told him that they were working on his problem and that he would have water in a couple of hours, or less. Sylvia, get hold of Jim and tell him we got a problem! Bud yelled from his office, using the reliable vocal paging system.

About ten seconds later, Big Jim, who had heard the whole thing from the outer office, walked into Bud's office and kind-of-flowed into the old leather armchair that the County had given the District some twenty years earlier, back when the District

moved out of that old run-down trailer and into their new offices. Well that sure was quick. exclaimed Bud. What's the matter with Old Man Simpson's water? he asked. Same old stuff replied Jim in his usual understated manner, got a main line leak and the pumps just can't keep the tank full.

Well, go and fix it. Bud directed in his usual take-charge manner. We've been out there all night, this is a bad one... Jim responded. About that time, Bud noticed that Big Jim was covered in red-clay mud and that the ice, which had formed on the lower legs of his brown Carharts, was melting on the new carpet in Bud's office. OK, OK, just do the best you can, let me know if you need anything Bud said as he stood up and ushered Big Jim out of his office. He subconsciously wondered if the muddy ice water would blend in with the pattern on his new carpet.

Four days later, Bud finally called the Office of Emergency Services and contritely asked them to send a tanker truck from the State DOH, ...as soon as possible. Please?

What happened?

In the intervening 96 hours since Bud first heard of the main line leak, the situation at the Sunnyville PSD had gone from bad to worse. Yes, they did have a leak, a bad one too, on a 12" main line. But, Big Jim and his crew fixed that by late evening on Monday, just like they had always done (Jim was very good at his job, since he got a lot of practice on line repairs). However, even though they were pumping 24 hours per day, the water level in the main storage tank (which had a storage capacity of just about two days average use) continued to slowly fall. Just what was happening? To put it simply, the Sunnyville PSD was experiencing the cumulative effects of many, many years of inadequate planning and attention to the details. An inevitable result of inadequate Managerial and Technical Capacity, the USEPA would later say, in their technical jargon.

For more than 35 years, the Sunnyville PSD had provided water service to about 700 rural customers. Up until ten years ago, their customer base never varied by more than a few percent from year to year and they had not asked for a rate increase for twelve years. Additionally, they had achieved a substantial savings in interest expense by refinancing the outstanding Bonds on the original system, taking advantage of the recent drop in interest rates. Over the past ten years they had extended lines to pick up an additional 400 rural cus-

tomers and were now supplying the Town of Pleasantville, whose 75 year old water treatment plant had finally been abandoned, a couple of months ago, all in accordance with the new Consolidation Plan which had been prepared by the County Commission.

Slowly, almost without anyone noticing it, the daily run time for the main booster pumps crept upward. Neither Bud nor Big Jim took much notice, since they never went to the pump station unless there was a really big problem. Tom, the new kid who had been charged with maintaining the main pump station, thought that these long run times represented the normal situation, since it had been this way ever since he had been hired two years ago. During the unusually cold week just prior to the current crisis (while Bud was up in the mountains hunting deer), the main booster pumps, which feed water to the entire PSD, were running 22 to 23 hours per day. Normally, for the past year or so, these reliable old pumps ran an average of 20 hours per day. But, as I said, no one really noticed much.

Several factors have contributed to the present situation. First, the long run times of the main booster pumps had gone unnoticed and the implication of this data was not fully appreciated by the Board's management. After all, Bud was not an engineer, the Board would later rationalize. (What management should have seen was an alarming loss of reserve capacity.)

Second, the recent tie-in of the Town of Pleasantville was completed without any detailed engineering analysis. The Town did not even get a Permit before making the short line extension and connecting with the PSD's lines. (The Mayor of Pleasantville knew that the Health Department might give him a little slap-on-the-wrist but, he felt that it was worth it not to have to waste all that money on those over-priced engineers...) In this case, if the Town had followed the proper (and legal) permitting process, at least one of the engineers involved (either the Town's consulting engineer or, the Health Department's regional engineer, or both of them) would have observed that the PSD's system did not really have the excess capacity necessary to serve the Town. This would have led to the inclusion of a main booster station upgrade as part of the extension to serve the Town.

Third, the recent spell of unusually cold weather led to an increased demand for water. Since many of the homes served by the PSD, and nearly all of the homes in Pleasantville, are 50 to 75 years old. (The District serves a lot of old company

Drinking Water Treatment Revolving Fund

By: Walt Ivey, PE, WV BPG Infrastructure & Capacity Development

Bud and the Slow Disaster

Continued from Page 6

The Drinking Water Treatment Revolving Fund (DWTRF) Program provides funding to public water systems to ensure that the public has safe drinking water. This program is administered by the Bureau for Public Health (BPH). The DWTRF Program receives funding for the construction of water projects from the United States Environmental Protection Agency (EPA) and a match from the Infrastructure and Jobs Development Council (IJDC). These funds become the construction fund which is used to make low interest loans to water systems.

Since the start of the program, \$41,306,400 has been received to be used for the construction fund. At this time, 28 commitments have been made for a total of \$39,693,764 to specific projects. Nineteen loans have been closed in the amount of \$27,970,135 with water systems. It is expected that the BPH will receive another award from EPA within the next three months that will provide an additional \$7,166,725 to be used to fund construction projects.

The program targets funding improvements to existing water system's infrastructure. To be eligible for DWTRF funding, the project has to be approved as technically and financially feasible by the IJDC. Periodically, staff of BPH will review the water projects that have been approved by the IJDC and score them according to the DWTRF criteria. The DWTRF uses three categories to score a drinking water project: public health, regulatory compliance and affordability. The scoring criteria provides

up to 50 points for public health, 20 points for regulatory compliance and 30 points for affordability. The top score possible is 100 points. Once projects have been scored, they will be included on the project priority list in their proper numerical order. When funds are available, commitments are made to projects in the order as shown on the project priority list. Even though a project may be ranked high on the list, it might be bypassed for a variety of reasons. The most common reason is that the project is awaiting other funding that has not been committed.

Funding has been committed to seven projects that currently are being prepared for advertising for construction. It is anticipated that these projects will be bid and construction will begin over the next year. These projects include: Town of Wayne - new water plant construction and other associated work; Mason County P.S.D. - distribution system replacement; Cowen P.S.D. - waterline extensions and water treatment plant work; Town of Franklin - water treatment plant work and replacement of distribution system; Eastern Wyoming P.S.D. - replacement of the distribution system in the Town of Mullens and a new treatment plant; the Town of Salem - water plant upgrade; and the Town of Bath - water distribution replacement.

If you have any questions about the Drinking Water Treatment Revolving Fund program, please contact Walter Ivey at 304-558-6715.

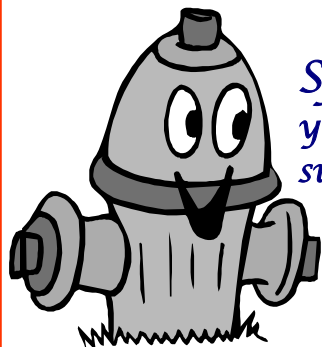
houses.) This combination of cold weather with old, poorly insulated houses, leads many customers to leave the water running to avoid having frozen pipes in the morning. Thus, average daily demand increases under these circumstances, in this case by nearly 10% over the previous month.

Fourth, the recent main line break, even though it was not an uncommon problem, was the straw that broke the camels back. Big Jim estimated that they lost about 50,000 gallons before he got the tank shut-off and the leak repaired. This loss, coupled with the increased demand due to cold weather and the long run times on the main booster pumps set the PSD up for a disaster.

This slowly developing disaster manifested itself over the next four days, as the storage capacity in the main tank was exhausted and the service outages, which had been originally limited to the higher service elevations at first, spread to more and more of the District's customers. Eventually, the entire system was placed under a Boil Water Advisory and the local TV station starting airing the horror stories of the many folks up on the hill who had been out of water for 2 days. Both Bud and Big Jim tried everything they could think of, but the level in the main tank continued to fall. Eventually the tank level got to the point that Bud finally knew that he had no other choice than to implement mandatory conservation and begin hauling water to replenish the system.

About three weeks later, as the weather got a little warmer (thus lowering demand) and the impact of the conservation measures finally kicked-in, Bud was able to send the State tank trucks back to Charleston. His old reliable pumps, which had ran continuously for over a month, could now keep up with system demand, at least for now. And, Bud and his Board were already well into planning the needed improvements to the main booster system to prevent this problem from re-occurring.

What's the moral of this story? You already know - pay attention to your system. Watch the numbers and develop a long range plan based on that information. It's that simple. Otherwise, you'll end up in the soup, with Bud and Big Jim and, that ain't a pretty sight.



Spring is a good time to flush your fire hydrants and check to be sure they are in working order.



Public Service Commission of West Virginia
Our Staff is Ready to Help You. Don't Hesitate to Call or Write

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Randy Lengyel - Utility Fin. An. III	340-0447	David Holley - Tech. Analyst-In-Training	340-0328
Scott McNeely - Utility Analyst I	340-0397	Joe Marakovits - Technical Analyst III	340-0443
Jack L. Miller - Utility Fin. An. III	340-0488	John Mottesheard - Engineering Tech.	340-0466
<u>ASSISTANCE SECTION</u>		Jim Spurlock - Technical Analyst II	340-0357
Geert F. Bakker - Chief Utilities Manager	340-0467	James C. Weimer - Engineer I	340-0476
David Acord II - Utilities Analyst Supervisor	340-0475	<u>ASSISTANCE SECTION</u>	
James F. Aucremanne - Utility Analyst I	340-0379	James Ellars - Chief Utilities Manager	340-0331
Conrad Bramlee - Utility Analyst II	340-0471	Jeff Bennett - Utility Inspector II	340-0313
Susan L. Brown - Utility Analyst I	340-0422	Ralph Clark - Engineer II	340-0455
Drema Witt - Admini.Services Assistant	340-0440	Ingrid Ferrell - Technical Analyst III	340-0335
<u>Informal Complaints</u>		Dave Foster - Utility Inspector III	340-0398
Kristen Harrison-Consumer Affairs Tech.	340-0321	Gary Jarrell - Technical Analyst III	340-0428
Sophia Lusk -Consumer Affairs Tech.	340-0457	Craig Miller - Utility Inspector	340-0354

**Water & Wastewater Division
WV Public Service Commission
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