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PSC Puts “Utility Billy” To Work!



Utility Billy

The PSC launched the planning process to create a “Kids’ Corner” for our website. Through this portion of our webpage, we hope to educate the state’s students about the role of the PSC in their daily lives, their rights and responsibilities as utility consumers, utility safety and energy conservation.

To guide students through the different portions of the website, we proposed a mascot named “Utility Billy.” The image for the mascot resulted from a statewide art contest involving all West Virginia public school students in grades 9-12.

After receiving many entries, the committee, with the help of Earline Allen, Marshall University art professor and wife of Rick Allen, Legal Division, picked our winner and runner up.

A reception was held at the PSC to congratulate the winner and runner-up on December 15th. West Virginia’s First Lady Gayle Manchin presented First Place Winner Richard Stutler, Ripley High School with a certificate and cash award for his design (at right). Pictured below (left to right) are Richard Stutler, 1st place winner, Amy Swann, Director PSC Water and Wastewater Division, WV First Lady Gayle Manchin, PSC Chairman Jon W. McKinney and Runner-up Jess Justice, Mingo County Career and Technical Center.

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This article was submitted by Mike Johnson, DEP for reprint.

PROTECTING THE NATION'S WATER SUPPLY FROM ATTACK

Nation's First Physical Security Standard Guidelines for Water/Wastewater Utilities Released

Reston, Va.----The nation's first standard guidelines for protecting the public from potential malevolent acts and other threats by enhancing the physical security of water and wastewater infrastructure systems were released today for trial use by water and wastewater utilities.

The voluntary standard guidelines—jointly developed by the American Society of Civil Engineers (ASCE) and the American Water Works Association (AWWA) with technical input from the Water Environment Federation (WEF)—are the result of Phase III of the Water Infrastructure Security Enhancements (WISE) program. They were created under ASCE's American National Standards Institute-accredited standards development program. Titled "Guidelines for the Physical Security of Water Utilities" and "Guidelines for the Physical Security of Wastewater/Stormwater Utilities," the draft guidelines are open for public comment and trial use until June 30, 2007.

"Our society depends on a safe and reliable water supply, not only for human consumption but also for other needs such as industry, agriculture and even fire protection," said ASCE Executive Director Patrick J. Natale, P.E., F.ASCE, CAE. "These risk-reduction standards for water, wastewater and stormwater systems are an essential part of protecting our nation's infrastructure from potential terrorist threats, and allowing it to continue supporting our economy and public health." The guidelines provide drinking water, wastewater and stormwater utilities with practical information to help implement improved security measures in new and existing facilities of all sizes. The documents also address risks from construction and design perspectives and describe physical security approaches for detecting or delaying malevolent parties. The water guideline covers raw water facilities, wells and pumping stations, water treatment plants, water storage facilities, distribution systems and support facilities. The wastewater/stormwater guideline focuses on collections systems, pump stations, wastewater treatment plants and support facilities.

"In today's world, it's critical that we think about the long-term security of our water systems during design and construction," said AWWA Executive Director Jack Hoffbuhr, P.E., DEE. "These guidelines will help utili-

ties ensure that security is an integral part of their overall approach to treating, storing and delivering safe water." First launched in 2003 and funded by a multi-year grant from the Environmental Protection Agency (EPA), WISE was organized to support water and wastewater utilities in mitigating vulnerabilities from man-made threats and natural disasters in existing systems and throughout the design, construction and operation of new systems.

"The Water Environment Federation is pleased to partner with organizations like AWWA and ASCE," said WEF Executive Director Bill Bertera. "Incorporating WEF's technical expertise in wastewater into the development of their standards jointly serves the professionals who design and operate water infrastructure."

Phase I of the grant led to the creation of interim voluntary security guidance documents for water, wastewater, stormwater and on-line contaminant monitoring systems. Released in 2004, the guidelines addressed issues such as risk assessment, threat analysis, financial and communications planning, human resources management, operational maintenance, emergency response strategy, design upgrades for improving physical security and management and operating practices to reduce vulnerabilities to malevolent events. Guidelines for contaminant monitoring systems addressed system design including assessments for monitoring system needs, locating instruments and sensors and responding to suspected contamination events.

Comprehensive modular-format training materials were then developed in Phase II to disseminate the information in the interim guidance documents such as implementing enhanced security measures in facility design, operation and management, and providing water managers, operations personnel, design professionals and regulatory officials with detailed practical assistance for implementing improved security measures.

Copies of the draft standards for trial use will be available on each organization's Web site:
www.awwa.org, www.wef.org and www.asce.org.



2006 Consumer Confidence Report (CCR) Requirements

Submitted by: Daniel Parker, Environmental Resources Specialist III and Richard Watson, Capacity Development Coordinator

The Safe Drinking Water Act's 1996 amendments required water systems provide their customers:

- Drinking water quality information.
- Opportunities to get involved protecting their drinking water source(s).

This is called the Consumer Confidence Report (CCR). Under 40 CFR Part 141, Subpart O, all community water systems (CWSs) were to provide their customers the first annual water quality report by October 19, 1999. We are now (2006 water quality information) into the **ninth** annual CCR reporting year.

Your 2006 CCR must be prepared and delivered to your customers by **July 1, 2007**. If another CWS buys your water, you must provide the buyer with monitoring results and other related water quality information by **April 1, 2007**, enabling the buyer to produce a CCR. You must also provide the West Virginia Bureau for Public Health (WVBPH) a copy of your CCR by **July 1, 2007**, and a proof of delivery, notification, or publication (CCR Certification form) within three months following your CCR delivery, notification or publication, but no later than **October 1, 2007**.

You should prepare and submit your CCR and certification form promptly, avoiding non-compliance and associated enforcement action. Assistance preparing your CCR is available upon request.

CCR Requirements

Under the CCR rules you **must**:

- Submit an original CCR, certification form, and a copy of the newspaper article (if applicable) to WVBPH. Certification forms must be submitted within ninety (90) days of CCR delivery to your customers, but no later than October 1st. We request you submit your CCR and Certification form together to WVBPH before **July 1, 2007**. Include your system name, address, PWS#, and CCR date.
- Provide a "Table of Test Results", not narrative statements.
- Submit newspaper copies or newspaper reproductions with your CCR Certification form.
- Include source water assessment statements in your CCR. Use your water's susceptibility to contamination statement contained in the letter

you received from WVBPH. If you do not have this information, call the WVBPH office.

- Describe all definitions and abbreviations used in your CCR. If using a template, eliminate definitions or abbreviations not used or add those you used.

CCR Table of Test Results (Example Table on Pg. 4)

Your Table of Test Results must:

Include only detected contaminants. Do not list undetected contaminants.

Include:

- MCL, MRDL, treatment technique, or monitoring and reporting violations.
- How or why the violation occurred.
- Violation duration.
- Potential adverse health effects (if any).
- Actions your system took addressing/correcting violations.
- Report disinfection by-product detection (See sample table). The Stage 1 Disinfectants and Disinfection Byproducts Rule and Interim Enhanced Surface Water Treatment Rule requires all surface water systems, ground water systems and purchase systems using booster chlorination complete disinfection by-products sampling and analyses.
- Report the highest single measurement and the lowest monthly percentage of samples meeting the turbidity limits (e.g., 0.16, 95% of monthly samples <0.3) if you report turbidity. Also include a statement such as, "Turbidity measures finished water cloudiness. We monitor it because it is a good indicator of our filtration system's effectiveness".
- Footnote copper or lead entries. Asterisk (*) these entries and provide a footnote including: number of detections; where the samples were obtained; and when samples were collected. (See sample table).
- Asterisk (*) sodium entries and include a sodium footnote statement **only** when sodium analytical results exceed the 20 ppm guidance MCL (See sample table).

Article Continued on Page 8 - See Table on Page 4

Example proper table format listing detected contaminants.

Table of Test Results - Regulated Contaminants - ABC Water Company

Contaminant	Violation	Level De-	Unit of	MCLG	MCL	Likely Source of Contamination
Microbiological						
Turbidity	N	0.2 (mo.)	NTU	0	TT	Soil runoff
Total organic carbon	N	1.23	ppm	NA	TT	Naturally present in the environment
Radioactive Con-						
Alpha emitters	N	3	pCi/l	0	15	Erosion of natural deposits
Inorganic Contami-						
Copper *	N	0.205	ppm	1.3	AL=1.3	Corrosion of household plumbing sys-
Fluoride	N	1.0	ppm	4	4	Erosion of natural deposits; water ad-
Lead*	N	1.2	ppb	0	AL=15	Corrosion of household plumbing sys-
Nitrate	N	0.6	ppm	10	10	Runoff from fertilizer use; leaching
Synthetic Organic						
2,4 -D	N	18	ppb	70	70	Runoff from herbicide used on row
Chlorodane	N	0.05	ppb	0	2	
Volatile Organic						
Bromate	N	1.0	ppb	0	10	By-product of drinking water disinfect-
Chloramines	N	0.5	ppm	4	4	Water additive to control microbes
Chlorine	N	0.3 (avg.)	ppm	4	4	Water additive used to control mi-
Haloacetic acids	N	37.8 (avg.)	ppb	NA	60	By-product of drinking water disinfect-
Total trihalomethanes	N	21 (avg.)	ppb	NA	80	By-product of drinking water disinfect-

*Copper and lead samples were collected from 10 area residences on July 15, XXXX(year). None exceeded the MCL. Only the 90th percentile values are shown.

Turbidity is the measure of cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system

Table of Test Results - Unregulated Contaminants

Contaminant	Violation Y/ N	Level De- tected	Unit of Measure	MCLG	MCL	Likely Source of Contamination
Sodium*	N	180	ppm	NE	20	Erosion of natural deposits
Sulfate	N	30	ppm	250	250	Erosion of natural deposits

*Sodium is an unregulated contaminant. Our sodium level exceeds the guidance MCL. Anyone having a sodium concern should contact their primary health care provider.

Security Deposit Refunds

By: William A. Nelson, Chief Utilities Manager, PSC Water and Wastewater Division


On occasion the Commission receives inquiries related to security deposit refunds and the applicable annual interest rates established by the Commission. There has been some confusion as to the appropriate rate of interest to use when computing the simple interest payable to a customer at the time the security deposit is refunded. In accordance with Water Rule 4.2.a.5. and Sewer Rule 4.2.a.5. "Interest at the rate as determined in accordance with 4.2.a.8. shall be paid from the date of deposit until the date of refund of the security deposit." Water and Sewer Rule 4.2.a.8. states in part that Commission Staff shall determine a rate which a typical small investor could receive at federally insured banks in West Virginia in the last quarter of each year and report it to the Commission by January 15 of each year. Subsequently the Commission will issue an order setting the rate to be paid until the next annual Commission order. The simple interest shall be paid at the date of discontinuance of service or at the end of the deposit period.

The following General Orders have been issued by the Commission setting forth the applicable simple interest rates for both public service districts and municipalities:

<u>Year</u>	<u>General Order #</u>	<u>PSD's Interest</u>	<u>Municipalities Interest</u>
1996	188.13	2.60%	5.41%
1997	188.14	2.51%	5.51%
1998	188.15	2.47%	5.48%
1999	188.16	2.25%	5.41%
2000	188.18	1.94%	5.61%
2001	188.19	1.84%	5.90%
2002	188.20	0.85%	2.24%
2003	188.21	0.50%	1.53%
2004	188.22	0.24%	1.30%
2005	188.23	0.25%	2.47%
2006	188.24	0.30%	4.29%
2007	188.25	0.41%	4.99%

Since customers apply for service at all different times of the year, it is unlikely that a customer's deposit period mirrors the Commission's General Order period which establishes the annual simple interest rate from one year to the next. The common problem or confusion arises when a utility is to refund a customer's security deposit but the customer's deposit period overlaps between the Commission's designated General Order periods. Most utilities are applying the interest rate in effect at the time the security deposit refund is made rather than applying the respective interest rates for the periods in question. This is incorrect. The amount of simple interest must be based on the applicable interest rates in effect during the time the utility held the customer's deposit.

In addition to the interest rate issue, it should be noted the law regarding security deposits (West Virginia Code 16-13A-9 for Public Service Districts; §8-19-12a Municipal Water Systems; §8-20-10 Municipal Combined Water and Sewer Systems; §16-13-16 Municipal Sewer), to customers who are tenants (renters), was changed in June 2003. The revised Code section requires that all customers will now have to deposit the greater of either 2/12ths the average annual usage of the applicant's specific customer class or \$50.00. When a customer is a tenant, the security deposit does not have to be returned until the tenant discontinues service with the district. So any customer that is a tenant that applies for service on or after June 8, 2003, will be held to this legislative change and will not be entitled to a refund of his or her security deposit until such time as service is discontinued. However, as a point of reference, any customer who is a tenant that applied for service prior to this effective date of June 8, 2003, should be "grandfathered" in and is entitled to receive his or her security deposit refund prior to discontinuing service if his or her service exceeds the one year period.

Utilities need to be sure they apply the proper interest rates when calculating the amount of simple interest payable on a customer's security deposit. This will insure that customers are properly compensated for the time value of their money while held by the utility. 

Tips For An Effective Safety Committee

By: Jeremy Wolfe, Loss Control Manager, West Virginia Board of Risk & Insurance Management

Safety committees can be a very important part of an employer's safety program. A safety committee can also be an enormous waste of time and a source of frustration for management if not properly implemented. It is not unusual for an organization to establish a safety committee only to have it "die" after a period of time due to lack of interest, hostility, and failure of management buy in to it. This does not have to happen!

If your organization has a safety program or is thinking about developing one; forming a safety committee is a great first step towards achieving the goal of providing a workplace environment that is safe for employees and the general public.

How do you create a safety committee? Generally, membership should be voluntary. The committee should represent a mixture of departments and should not be comprised solely of management. If all levels of employees are allowed to participate, there is a greater likelihood that the committee will be accepted by the organization as a whole. The committee should have a chairperson, usually a Safety Director or Coordinator. Here are some general goals of a safety committee:

1. Involve employees in safety programs.
2. Lower the frequency and severity of accidents and injuries.
3. Maintain a safe environment for employees and visitors.

To achieve goals, a safety committee should do the following:

1. Develop a safety program and work to effectively train all employees on the program.
2. Serve as a safety review board for all incidents, and recommend safety measures that will help prevent similar occurrences in the future.

3. Establish a procedure for reporting hazardous conditions or activities.
4. Conduct facility and/or premises inspections to identify and correct unsafe conditions before they create an incident.
5. Coordinate and assure that evacuation and shelter-in-place drills are being conducted.
6. Assure that first aid kits and personal protective equipment needs are met.
7. Develop and conduct safety orientation training for new employees.

Most importantly, the safety committee should meet monthly at a set time with a set agenda. A good way to have an unsuccessful safety committee is to constantly change the time, day, and agenda of the meeting. By holding the meetings at the same time and day of the month, safety committee members can plan ahead and be ready for the meeting as it will become a part of their normal routine.

In conclusion, by forming a safety committee that is diverse; has set goals, functions and duties and meets routinely, an organization can expect to have a successful safety committee and perhaps a safer workplace environment for the employees and the general public. So, if your organization does not have a safety committee, or has a safety committee that is ineffective, try using these tips to help yourself!

Reference:

Sherman, Z. Larry. [Tips For An Effective Safety & Health Committee.](#)

"Managing Risk for Loss Prevention and Cost Control".



That Was Easy !

By Sandra Squire, Executive Secretary

If you have access to the Internet, you may view and/or print documents filed in formal cases files. Here we go step-by-step:

- Log onto: www.psc.state.wv.us
- Look at left side of screen and find "Formal Case Information" (in gray)
- Under this section, single left mouse click on "Case Information" (in blue)
- Under "Search" on top left-hand side, single left mouse click on "Case".

This brings you to the Docket Search page and you have lots of options how to search, so let's try searching byname....

- First select from the drop down menu one off the following:

"Doesn't Matter" = shows closed and open cases

"Active" = shows only open cases

"Closed" = shows only closed cases

- Next look at "Case Name" and in the blank field after the word "contains" type the name of the utility you're looking for, and then single left mouse click on "SEARCH"
- Bada bing bada boom! A list of cases appear
- From here, at top far right-hand side of page, single left click on "Activities" (in blue) will produce a listing and brief description of all documents filed a this proceeding.
- If activity is after December 2, 2005, you can click on the "view document" and there it is!
- You may also search orders by using a "full text search".



Common Problems With Extending Service

By: David Dove, Chief Utilities Manager, PSC Engineering Division

The Engineering Division processes many formal complaint cases yearly pertaining to the extension of utility service. We have noticed some recurring problems that utilities seem to experience when it comes to extending service. There are basically four(4) ways of extending service which include, Mainline Extensions, Alternate Mainline Extensions, Long Service Lines (Water Only) and Certificates of Convenience and Necessity. Here are some of the common problems that we continue to see with them.

Mainline Extensions

1. No cost estimate provided in writing to the applicant within 45 days.
2. PSC Rule 5.5 not followed.
3. No copy of the PSC 5.5 rule provided to applicant.
4. Improper calculation of FREE EXTENSION LIMIT.
5. Reimbursing for proposed customers.
6. Reimbursing for further extensions off the main.
7. Not initiating construction for an excessive period of time after receiving the customers portion of the cost estimate.
8. Not refunding promptly the difference between actual costs and estimated costs.
9. Initiating service prior to receiving differences between estimated and actual extension costs.
10. Requiring the applicant to pay for increased capacity to accommodate future growth.
11. Over inflating cost estimates.
12. Applicant not informed of their right to file a complaint with the PSC.

Alternate Mainline Extensions

1. Not submitting alternate agreements to the PSC for prior approval.
2. No evidence a cost estimate was ever prepared or why applicant chose alternate.
3. No copy of the PSC 5.5 rule provided to applicant.
4. Nothing in writing. For some reason utilities often have nothing in writing when it comes to alternate extensions. Everything is based on verbal understandings or misunderstandings with the applicant. Having it in writing protects both parties.
5. Not reviewing the PSC Alternate Mainline Extension Checklist before submitting an agreement to the

PSC for approval.

6. Charging for tap fees even though developer installs them.
7. Not having design and construction specifications.
8. Not informing the applicant of the utility's eminent domain procedures regarding rights-of-way acquisition should applicant be unable to obtain them.
9. Discriminatory treatment between developers by allowing reimbursement for some and not others.
10. Reimbursing for proposed future customers. If reimbursements are allowed it should only be as new customers connect.
11. Allowing Developers or applicants to connect to the utility system without an approved alternate main extension agreement.
12. No engineering review done.

Long Service Lines (water only)

1. Utility doesn't allow long service lines at all. Long service lines can help facilitate growth and provide service in some situations.
2. Multiple users on one long service line is prohibited.
3. The customer's responsibilities for their long service line aren't explained to the customer, particularly regarding leak repairs and pressure standards at the meter.

Certificates of Convenience and Necessity

1. Design seriously flawed.
2. Cost per customer too high.
3. Customer density too low.
4. Operation and Maintenance expenses significantly under estimated.
5. Insufficient Funding.
6. Project rates questionable.
7. Customer lists not in agreement with plans.
8. No user agreements. (Water)
9. Alternatives not fully evaluated.
10. Project doesn't have support of community.
11. Need for Project questionable

These are just some of the things we see in the review of formal cases. If you have any questions about extending service or the problems associated with it please contact the Commission staff. ☞

2006 Consumer Confidence Report (CCR) Requirements . . . *Continued from Page 3*

- Add or eliminate contaminant rows as needed.
- Express contaminant levels in the same units as the MCLs and MCLGs, etc. (e.g., ppm, ppb, ntu, etc.).

Compliance Periods

If parameter compliance is determined:

- **Annually or less frequently** (many inorganic and chemical contaminants), include the highest sampling point level detected and the contaminant concentration range (i.e., minimum and maximum levels), if applicable.
- **Using a running annual average of all samples taken from a single sampling point** (e.g., chemical contaminants), include the highest average(s) (the same value you provided WVBPH for compliance purposes) and contaminant concentration range.
- **Using a running annual average of all samples at all sampling points** (e.g., TTHMs, HAA5s, Chlorine residual per Stage 1 Disinfection By-Products Rule), include the highest average and the contaminant concentration range.

Reporting Disinfection Byproducts

Sum and report haloacetic acids (HAA5) and total trihalomethanes (TTHMs) as follows:

- HAA5 compounds include: Monochloroacetic Acid (MCAA), Dichloroacetic Acid (DCAA), Trichloroacetic Acid (TCAA), Monobromoacetic Acid (MBAA), and Dibromoacetic Acid (DBAA). Add the detected concentrations of these five HAA5 components together and report the total HAA5 in ppb. Do not report each individual component.
- TTHM compounds include: Chloroform, Bromodichloromethane (BDCM), Dibromochloromethane (DBCM) and Bromoform. Add the detected concentrations of these four TTHM components together and report the total TTHM in ppb. Do not report each individual component.

Common Table Footnotes and Health Effects Statements

Common footnotes and health effect statements potentially needing added to your CCR Table of Test Results include:

“*Our chlorine exceeded the MCL during the monitoring year 2006. We are taking every precaution and making effort to return to compliance.”

“Chlorine - Some people who use water containing chlorine well in excess of the MRDL could experience

irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.”

“*Our haloacetic acids exceeded the MCL during the monitoring year 2006. We are taking every precaution and making effort to return to compliance.”

“Haloacetic Acids (HAA5s) Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.”

“*Our total trihalomethanes exceeded the MCL during the monitoring year 2006. We are taking every precaution and making effort to return to compliance.”

“TTHMs (Total trihalomethanes) - Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.”

The foregoing footnotes and health effects statements are examples. These statements must be provided only when your system has a violation for the corresponding monitoring parameter. The footnote describing your violation may be unique to your circumstances. However, the health effect statement language is specified by the US Environmental Protection Agency (US EPA) and cannot be modified. Appropriate health effects statements for other monitoring parameters may be obtained from WVBPH or US EPA.

Checking and Editing Your CCR

Read your CCR and check it, ensuring:

- Correct names.
- Correct spelling.
- All required information is included.
- Analytical results are correct.
- Proper layout and general appearance.

Submitting Your CCR

Mail your completed CCR and Certification form to:

**Office of Environmental Health Services
CCR Compliance Officer
Capitol and Washington Streets
1 Davis Square, Suite 200
Charleston, WV 25301-1798**

If you need additional information or assistance preparing your 2006 CCR contact Daniel Parker, telephone number (304) 558-6748 or email dparker@wvdhhr.org.



Rising Costs

By: Rosalie Brodersen, Manager, State Revolving Fund, WV DEP

It has hit home time and time again that since Katrina, the costs of construction have risen. Material prices have not stabilized and supply is not abundant. In our monthly task force meeting comprised of funding agencies, engineers, contractors, and supplies, it has been noted that nationally PVC manufacturers are changing their production operations method, balancing supply and demand, equating to less inventory on hand. Fittings are also expected to increase as much as 40% during the first half of the year. Concrete prices are rising.

If your project is nearing readiness to advertise for bids, the estimated costs for materials and equipment that have been assumed should be reviewed for accuracy. It is much too late when bids have come in over estimate and funding is now in jeopardy. If the recipient is a public service district (PSD), they must return to the Public Service Commission (PSC) to reopen their case, reflecting any additional funds required especially if it impacts the proposed rates. Obtaining additional funds, especially grants at such a late date, is a hard road to

travel at this juncture of the project. Generally the funds available will be as additional loan amounts, thus increasing the user rates. Getting the financial information recalculated, correct, and back to the PSC for a revised certificate will take time as will the revised order that must be finalized and issued prior to loan closing. This process could take longer than the 90 day bid hold period and the contractors may or may not extend bids.

It is no longer a "good" idea to delay improving your system because:

1. the normal wear and tear will increase causing additional replacement or upgrade,
2. the costs of construction will not go back to pre-Katrina rates, and
3. the consumer price index alone will increase the cost of the project and the rates that need to be collected.

It would be wise to be prepared as much as possible having done the best forecasting for costs and keeping your customers aware of the project.



This article was submitted by Mike Johnson, DEP for reprint.

PROTECTING THE NATION'S WATER SUPPLY FROM ATTACK ... *Continued from Page 2*

Nation's First Physical Security Standard Guidelines for Water/Wastewater Utilities Released

ASCE is widely known for its infrastructure assessments and reports, including Building Performance Assessments of the World Trade Center, Pentagon and Murrah Federal Building, and its technical assessments following earthquakes, hurricanes and other natural disasters. Founded in 1852, ASCE represents more than 140,000 civil engineers worldwide and is America's oldest national engineering society.

AWWA is the authoritative resource for knowledge, information, and advocacy to improve the quality and supply of water in North America and beyond. AWWA is the largest organization of water professionals in the world. AWWA advances public health, safety and welfare by uniting the efforts of the full spectrum of the water community. Through our collective strength, we become better stewards of water for the greatest good of

the people and the environment. Founded in 1928, the Water Environment Federation (WEF) is a not-for-profit technical and educational organization with members from varied disciplines who work toward the WEF vision of

preservation and enhancement of the global water environment. The WEF network includes water quality professionals from 76 Member Associations in 30 countries.





Public Service Commission of West Virginia
Our Staff Is Ready To Help You. Don't Hesitate To Call Or Write

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