



Trained and Competent Personnel

Dear Reader:

The following document was created from the MTAS website ([mtas.tennessee.edu](https://www.mtas.tennessee.edu)). This website is maintained daily by MTAS staff and seeks to represent the most current information regarding issues relative to Tennessee municipal government.

We hope this information will be useful to you; reference to it will assist you with many of the questions that will arise in your tenure with municipal government. However, the *Tennessee Code Annotated* and other relevant laws or regulations should always be consulted before any action is taken based upon the contents of this document.

Please feel free to contact us if you have questions or comments regarding this information or any other MTAS website material.

Sincerely,

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Cities should employ competent, professional personnel in utility operations. Water and wastewater licensed positions should meet at least the state minimum certification requirements. Licensed employees must regularly update their training so that they are able to comply with the latest federal and state regulations. Operations and maintenance personnel need to also have the proper certifications in their respective areas and have a thorough knowledge of the systems' pumping stations, tanks, lines, etc. Operational problems caused by ill-trained or incompetent personnel can cost the city valuable dollars in lost revenues, equipment failures, and even fines resulting from operational or health violations. One of the most important ways for cities to attract and maintain excellent personnel is to provide pay and benefits that are competitive with other area utilities.

DISCLAIMER: The letters and publications written by the MTAS consultants were written based upon the law at the time and/or a specific sets of facts. The laws referenced in the letters and publications may have changed and/or the technical advice provided may not be applicable to your city or circumstances. Always consult with your city attorney or an MTAS consultant before taking any action based on information contained in this website.

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