

Susan DeLand, P.E.

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PROFESSIONAL EXPERIENCE

Rockwood Water, Sewer, and Gas (as GIS Engineer)

Rockwood, TN
January 2024

Responsibilities include:

- Worked to improve GIS, Data Management, and Asset Management practices.
- Performed GIS data management updates as new information becomes available.
- Managed the Sanitary Sewer Evaluation Survey from bid to completion. This includes quality assurance of maintenance records and other project management tasks to complete the contract successfully.
- Prepared CMOM as required by regulations.
- Helped to prepare information and documentation for the CDBG grant work.

Rockwood Water, Sewer, and Gas (as DeLand Engineering)

Rockwood, TN
May 2017 – December 2023

DeLand Engineering provides SSES management services for RWSG's multi-year SSES contract.

Responsibilities include:

- Worked with RWSG to acquire a low bidder on multi-year SSES program including development of all specifications required and development of a work management system to assist with the volume of work to be completed.
- Worked with contractor to ensure quality data is received by RWSG and participated in regular progress meetings.
- Worked with the mapping department to update all applicable changes found during inspection efforts.
- Reviewed all inspection data and made recommendations of what follow up activities should take place. Compared inspection data with RWSG's flow monitoring results.
- Prepared CMOM which encompassed the SSES results along with other programs already established.

City of Knoxville (as DeLand Engineering)

Knoxville, TN
Summer 2019

DeLand Engineering provided utility coordination services for the Cherry Street Sinkhole Water Quality Improvement Project.

Responsibilities include:

- Coordination of local utility owners to discuss upcoming work.
- Acquisition of utility information that included discussions with the local utility.

Knoxville Utilities Board

Knoxville, TN
January 2007 – February 2017

While employed at Knoxville Utilities Board, I worked in many different roles ranging from project/program management to overseeing portions of required regulatory compliance documentation. In addition to these major roles, I was involved in many other projects and special issues such as customer related issues, damage related claims, training development and implementation, asset management system implementation and leadership to student positions. Throughout my tenure, I have worked with many departments at KUB, outside agencies, engineers/consultants and municipalities in order to complete any given task.

Project Management

Responsibilities include:

- Worked on a team made up of a design/consulting firm, KUB's Procurement Department, KUB's Customer Support Department, other KUB personnel as needed, contractor and an onsite representative to ensure each project was completed in a timely manner.
- Verified an effective design for the particular project as well as appropriate specifications for the bid process.
- Managed acquisition of appropriate permits for each project.
- Worked closely with contractor and onsite representative to verify the specified work was completed timely and to a high quality standard. Also, participated in regular progress meetings to encourage quality communication between KUB and contractor.
- Reviewed asbuilts and final inspection/documentation to verify quality of work completed after the project finished. Also, participated in final walkthroughs to ensure no outstanding issues remained.
- Worked with KUB's Mapping Department to update the GIS system to show recent work completed.
- Managed various special projects. Special projects are projects that are not construction related yet are high priority. Example – worked with City of Knoxville to determine odor source in storm system. Work consisted of CCTV and localized smoke testing which showed an illicit wastewater lateral connection on the storm system.
- Closely monitored project budget and change orders.

Program Management

Responsibilities include:

- Managed the prioritization model for the collection system maintenance programs, which consisted of analyzing multiple data points to determine where work was to occur.
- Distributed the work via a work management system for the contractor to complete.
- Participated in regular progress meetings to ensure work was being completed timely and to a high standard.
- Assisted contractor with property access issues and emergency response communication.
- Developed specifications for program management contracts which recently bid out in anticipation with the new Maintenance, Operations and Management inspection cycle.

Regulatory Documentation

Responsibilities include:

- Reported all Sanitary Sewer Overflows and Building Backups to regulatory agencies within 5 days of each occurrence.
- Prepared the Discharge Monitoring Report on a monthly basis to be submitted to Tennessee Department of Environment and Conservation in accordance with KUB's National Pollutant Discharge Elimination System permits.
- Prepared the Quarterly Reports for Environmental Protection Agency in accordance with KUB's Consent Decree.
- Prepared the Annual Maintenance, Operations, and Management Report for Environmental Protection Agency in accordance with KUB's Consent Decree.

- Prepared the Annual Sanitary Sewer Overflow Evaluation Report for Environmental Protection Agency in accordance with KUB's Consent Decree.
- Prepared KUB's New Maintenance, Operations, and Management document to be implemented after the completion of the Consent Decree which included schedule of activities, inspection methodology, and technologies/equipment.

EDUCATION

M.S. Civil Engineering (Public Works), University of Tennessee, December 2010

B.S. Civil and Environmental Engineering, University of Tennessee, May 2007

A.A.S. Pre-Engineering, Roane State Community College, May 2005

CREDETIALS

Professional Engineering Licensure in Tennessee since 2012 and Kentucky since 2021.