



DWOCOP E- News

Announcing the second edition of the Drinking Water Operator Certification Program (DWOCOP) Electronic Newsletter! The DWOCOP Newsletter is issued twice a year. Future issues will include Drinking Water Treatment and Distribution examination and certification information. If you have any suggestions for future articles, please email the DWOCOP email at: dwopcertprogram@waterboards.ca.gov.

Is it time to Renew Your Certification??

How do I know when to renew my certification(s)?

Renewals are due every three years. The ID card sent with your certificate or renewal lists the due date for your certificate. You may also search your renewal date (click on either distribution or treatment operators, A-L or M-Z) on the list of certified operators on the State Water Board website at:

https://www.waterboards.ca.gov/drinking_water/certlic/occupations/DWopcert.html

A courtesy renewal notice will be sent to your address of record approximately 10 weeks prior to your renewal due date. If you do not receive this notice, it still is your responsibility to submit your renewal within the allotted timeframe.

Your renewal is due 4 months prior to your expiration date. This is to ensure ample time to evaluate your continuing education and approve the renewal prior to the expiration date. If your certificate is not renewed by the expiration date, the certificate is expired, and it is against the law for you to work as an operator. If you work with an expired certificate, you expose the water system and yourself to civil liabilities. Liabilities may be assessed in an amount not to exceed \$100 a day for each day of violation. (Health and Safety Code §106878)

How many continuing education hours do you need?

That depends on your level of certification. Grade 1 = 12 hours, Grade 2 = 16 hours, Grade 3 = 24 hours, Grade 4 = 36 hours, and Grade 5 = 36 hours.

How many safety hours can be submitted? Again, that depends on your level of certification. The amount is 25 percent of the total hours required. You do not need to submit any safety hours but, if you do, the totals are: Grade 1 = 3 hours, Grade 2 = 4 hours, Grade 3 = 6 hours, Grade 4 = 9 hours, and Grade 5 = 9 hours.

What types of continuing education can be submitted?

The courses/seminars must be specific to drinking water and at least 50 minutes in length. Wastewater or general courses are not acceptable. A list of acceptable technical and safety topics as well as a list of unacceptable topics may be found on the State Water Board website under the Renewal tab (see the DWOCOP website link in column on the left).

When can you start counting your hours? You can start counting three years from your due date. For example, if your renewal is due January 1, 2019 you can count the hours from January 1, 2016 to January 1, 2019, as long as, they were not used to approve your last renewal. If you submitted hours for your previous renewal that were accepted after the renewal due date, then they were used to approve your previous renewal and cannot be used again.

What happens if you do not submit your renewal by the due date? A \$50 late fee is imposed if the renewal was not postmarked by the due date. An additional \$50 late fee is imposed if you delay and submit the renewal within 45 days of the expiration date. If your certificate is expired, you have six months from the expiration date to complete your continuing education hours. If the hours are not completed within six months the certificate cannot be renewed. In order to be re-certified, you will have to meet the current examination requirements, pass the examination, and meet the current certification requirements for a new certificate.

Pay your renewal on line with an ACH Payment!

The DWOCOP accepts online payments from checking and savings accounts to pay application and renewal fees! Keep in mind that payment is NOT sufficient to complete the process. You must submit a complete application with original signatures to finalize the process. Payments CANNOT be made by credit card or debit cards. To submit an online payment, applicants must provide the bank routing number and a checking or savings account number. For more information, please go to:

https://www.waterboards.ca.gov/drinking_water/certlic/occupations/documents/dwocp_ach_payments_guide.pdf

Certification Corner

It was Jerry Maguire who once said, "Help me help you." It has been said before this was about landing his client a new contract, but we can imagine he was talking to California's drinking water operators. It's true that obtaining certification for grades 3-5 can sometimes be a complicated matter, but a little preparation on your part will go a long way. The number one issue with higher grade certification applications (*and the number one reason for delays*) is incorrect or missing documentation. If you take the time necessary to gather all the proper documentation before submitting your application, we promise you'll be shouting "SHOW ME THE MONEY" to your boss much sooner than later. As a friendly reminder, here is what is required with your grades 3-5 certification applications, for both Distribution and Treatment:

Supervisor's Letter – Must be signed and dated on company letterhead, include timeframes of employment (mm/yr to mm/yr), specific treatment or distribution duties, number of hours per week spent performing treatment, distribution, and wastewater duties, classification of the plant, and if applicable, your designation as shift or chief operator.

Classification letter or permit – (T1-T5, D1-D5)

Organization chart – Must include both employee names and position titles.

Official job description – Include one for each position you have held with your company.

If you have any questions about these documents, you can find more detailed information on our website under either the distribution operators or treatment operators tab -

https://www.waterboards.ca.gov/drinking_water/certification/occupations/DWopcert.html

ADVISORY COMMITTEE New Committee Member Larry Lyford

Introducing the newest member of the DWOCP Advisory Committee, Larry Lyford, Plant Manager of Helix Water District. He replaces Jill Duerig in representing a statewide organization representing Medium to Large Water Systems. His nomination was made jointly by California-Nevada section American Water Works Association (CA-NV AWWA) and California Water Association (CWA). Mr. Lyford's contact information is:

Larry Lyford (619) 667-6243

Larry.Lyford@HELIXWATER.org

Advisory Committee member Lawrence Dimock

Unfortunately for DWOCP Lawrence Dimock has resigned from the DWOCP Advisory Committee. We are thankful for Mr. Dimmock's time and dedication to the State Water Board. The resignation creates an open position on the DWOCP Advisory Committee. The DWOCP has sent an email requesting nominations to fill Mr. Dimmock's term on the committee. The nominee represents organized labor and must be a member of an organized labor union.

A list of Advisory Committee Members is located on the following link:

https://www.waterboards.ca.gov/drinking_water/certification/committee/docs/dw_adcom_members.pdf



Office of Enforcement and DWOCP

The Water Board's Office of Enforcement (OE), Special Investigations Unit is charged with responding and investigating statewide operator complaints and issuing necessary enforcement for drinking water treatment, drinking water distribution, and wastewater treatment operators. They currently are investigating 83 operator related complaints.

Complaints can be sent directly to the OE at (916) 327-8363 or Bryan.Elder@Waterboards.ca.gov

The operator complaint form may be found at: https://www.waterboards.ca.gov/water_issues/programs/operator_certification/docs/forms/oe_complaint_form.pdf

Drinking Water Operator Examinations

The upcoming examinations for Drinking Water Operator are listed below. Please note that applications must be **postmarked on or before** the Final Filing Date in order to be accepted for the next examination. Also, all examination requirements must be met by the final filing date.

Water Distribution (Grades I-5)

| <i>Final Filing Deadline Date</i> | <i>Test Date</i> |
|-----------------------------------|--------------------|
| January 2, 2019 | March 16, 2019 |
| July 1, 2019 | September 14, 2019 |

For more information:

https://www.waterboards.ca.gov/drinking_water/certlic/occupations/documents/opcert/distribution_exam_schedule.pdf

Water Treatment (Grades I-5)

| <i>Final Filing Deadline Date</i> | <i>Test Date (Grades 1-4)</i> |
|-----------------------------------|-------------------------------|
| March 1, 2019 | May 18, 2019 |
| August 30, 2019 | November 2, 2019 |

Treatment Grade 5 exams are oral exams and are scheduled specially in Northern and Southern California in June and December.

For more information:

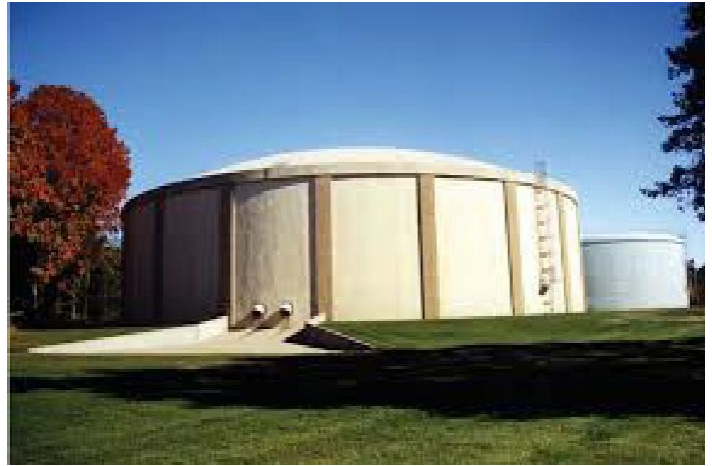
https://www.waterboards.ca.gov/drinking_water/certlic/occupations/documents/opcert/treatment_exam_schedule.pdf



Distribution Exam Results – Fall 2018

For the September 2018 Examination, 2,907 individuals were approved to take the test and 2,519 examinees completed the exam.

| Distribution Examination Statistics September 2018 | | |
|---|--------------|----------------|
| Grade | Examinees | Percent Passed |
| 1 | 724 | 68 % |
| 2 | 1,046 | 61 % |
| 3 | 453 | 60 % |
| 4 | 192 | 53 % |
| 5 | 104 | 45 % |
| Total | 2,519 | 62 % |



Treatment Examination Results – Fall 2018

For the November 2018 Examination, 1,780 individuals were approved to take the test and 1,572 examinees completed the exam.

| Water Treatment Examination Statistics November 2018 | | |
|---|--------------|----------------|
| Grade | Examinees | Percent Passed |
| 1 | 472 | 54 % |
| 2 | 745 | 60 % |
| 3 | 233 | 59 % |
| 4 | 100 | 41 % |
| 5 | 22 | 45 % |
| Total | 1,572 | 56 % |

How to Reach Us

The DWOCP staff is committed to serving the needs of the operator. We encourage you to visit the DWOCP website first for general information.

DWOCP Website:

https://www.waterboards.ca.gov/drinking_water/certlic/occupations/DWopcert.html

Email: dwopecertprogram@waterboards.ca.gov

Renewal Email: DWCEU@waterboards.ca.gov

Mailing Address:

State Water Resources Control Board
Drinking Water Operator Certification
P.O. Box 944212
Sacramento, CA 94244-2120

Overnight Mail - Address:

State Water Resources Control Board
Drinking Water Operator Certification
1001 "I" Street, 17th Floor
Sacramento, CA 95814

DWOCP Staff and Responsibilities

| Name | Responsibility | Phone # |
|-------------------|---|----------------------------------|
| Alice Webber | DWOCP - Staff Manager I | (916) 449-5642 |
| Michael Rohner | Renewals/Advisory Committee | (916) 449-5649 |
| Bonnie Sutherland | Treatment Exam and Certification Requirements | (916) 449-5629 |
| David Maurer | Distribution Certification Requirements/Regulations | (916) 449-5628 |
| Jaime Marotte | Distribution Examination Requirements | (916) 449-5615 |
| Amy Chiang | Fees/Operator Mailing Lists | (916) 449-5618 |
| Chris Walker | Issuance of new D1, D2 Certificates/General Information | (916) 341-5672 |
| Ruby Torres | Issuance of new T1, T2 Certificates/General Information | (916) 449-5610 (916) 449-5611 |
| Rebecca Tindell | Renewal ID card/Change of Address/General Information | (916) 449-5610 (916) 449-5611 |
| Angela Grace | Filing | |
| Annette Caraway | Office of Operator Certification - Staff Manager II | (916) 449-5620 |

WATER WORD SEARCH

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| K | B | Q | S | E | D | I | S | T | R | I | B | U | T | I | O | N | K | V | A | OPERATOR |
| J | B | G | I | K | N | O | I | T | A | R | T | L | I | F | D | J | E | K | P | TREATMENT |
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| D | E | P | J | M | Y | N | F | P | A | N | Q | I | M | U | T | Q | E | N | W | WATERSHED |
| Y | W | E | F | A | S | N | O | S | J | O | G | Y | O | U | O | S | J | T | U | MEMBRANE |
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| N | O | A | Z | T | Q | D | B | T | T | T | L | I | W | U | M | R | M | A | U | EFFLUENT |
| I | I | T | Y | V | X | N | F | N | U | A | H | C | R | J | O | O | D | L | Q | OSMOSIS |
| R | T | O | P | U | M | P | S | E | V | C | T | E | C | E | S | U | E | U | C | PUMPS |
| O | C | R | C | I | C | F | S | M | H | I | L | N | L | R | I | G | N | G | H | CHLORINE |
| L | E | F | F | L | U | E | N | T | L | F | N | L | E | E | S | H | A | A | E | VENTURI |
| H | F | L | O | C | C | U | L | A | T | I | O | N | Z | M | Y | T | R | O | M | ALGAE |
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