

DRINKING WATER OPERATOR CERTIFICATION PROGRAM

Water Treatment and Water Distribution

Past Due and Revoked Renewal Frequently Asked Questions

I missed my renewal due date last week, can I still renew my certification?

Yes, you can still renew. If you missed your renewal due date but it is not past your expiration date, you will be assessed a late fee of \$50 or \$100 (depending on how late the renewal is postmarked). Please refer to your renewal form to determine how much you will need to remit.

I don't have all of my hours completed yet; what can I do to avoid the late fee?

To avoid late fees, mail your renewal form and fees by your Renewal Due Date. You may then submit your continuing education contact hours by your Expiration Date to prevent your certification from expiring.

It is past my expiration date and I haven't completed my continuing education hours. Do I have to retest?

If you do not complete your hours by your expiration date, you have a grace period of six months after your expiration date to complete your continuing education hours. However, your certification will be EXPIRED during this grace period and you cannot work as a drinking water operator until your certification is renewed. If you have not completed all of your hours by the end of the 6 month grace period, you will have to take and pass an exam in order to be eligible to be a certified operator again.

I had all of my hours completed within 6 months of my expiration date, what is the latest that I can turn my paperwork in and still get my certification renewed?

Your renewal form, renewal fees, late fees and all contact hours must be postmarked and submitted within one year of your Expiration Date. If they are not postmarked within one year, you will have to take and pass an exam in order to be eligible to be a certified operator again.

I did not renew my certification a couple of years ago. Can I still renew it by paying a late fee?

If your expiration date is more than one year ago, your certification is revoked and cannot be renewed. You will have to take and pass an exam in order to be eligible to be a certified operator again.

I completed my contact hours after my due date and my certification was renewed. Can I use these same contact hours for my next renewal since they will be within my next renewal period?

No, you cannot use the same contact hours for your renewal and then use them again for the next renewal, even if they fall within your next renewal period.

I renewed my certification about 10 months after my expiration date. Why didn't my next expiration date change to 3 years after the date I renewed?

The expiration date of a certificate that has been renewed after your expiration date *shall remain the same* as if the previous certificate had been renewed prior to the expiration date.