



State Water Resources Control Board

OFFICE OF OPERATOR CERTIFICATION WASTEWATER OPERATOR CERTIFICATION PROGRAM ADVISORY COMMITTEE MEETING

**Thursday, October 8, 2026
1:00 P.M. to 3:00 P.M.**

In Person and Via Video and Teleconference

Cal EPA Building – Sierra Hearing Room, 2nd Floor
1001 I Street, Sacramento, CA 95814
(Authorized by Government Code section 11133.)

Register in advance for this Zoom Meeting:

<https://waterboards.zoom.us/meeting/register/EGGx8O3QSMWgtRxcuIVrGA>

After registering, you will receive a confirmation email containing a personal zoom link to join the meeting.

Agenda Item	Purpose	Presenter(s)	Estimated Time
Introductions		All	1:00 - 1:15
Agenda Review		Keisha Kelley	
Public Comments*	Any member of the public may address the Wastewater Operator Certification Program (WWOCP) Advisory Committee on any matter regarding the WWOCP that is not on the agenda.	Public Members	
Office of Enforcement Update	To provide WWOCP enforcement related updates.	German Myers	1:15 – 1:45

E. JOAQUIN ESQUIVEL, CHAIR | ERIC OPPENHEIMER, EXECUTIVE DIRECTOR

Agenda Item	Purpose	Presenter(s)	Estimated Time
Program Updates	To provide Office of Operator Certification (OOC) updates: 1. Advisory Committee Vacancies 2. OOC Staffing update 3. WWOCP Program statistics (Attachment A) 4. Online application portal 5. Customer service survey (Attachment B) 6. Progress on regulatory revisions	Keisha Kelley Jon Hermison Valerie Gregory	1:45 - 2:50
Meeting Recap		All	2:50 - 3:00

* Comments will be limited to three minutes per speaker or otherwise at the discretion of State Water Resources Control Board (State Water Board) staff and the Advisory Committee. Members of the public are encouraged to provide their comments in writing to State Water Board staff and the members of the Advisory Committee.

The following Advisory Committee Members will be participating remotely:

- Ben Carver

Wastewater Operator Certification Program
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Statistics

WASTEWATER		
	2025 1/1/2025-6/30/2025	2026 1/1/2026-6/30/2026
Applications received (exam, cert, renewals)	1,770	3,155
Certificates issued (new and renewals)	956	1,189

ONLINE EXAMINATION APPLICATIONS RECEIVED Reporting period: 1/1/2026 – 6/30/2026	
Grade	Total Online Apps
WW Grade 1	125
WW Grade 2	145
WW Grade 3	114
WW Grade 4	29
WW Grade 5	52
Total	465

ONLINE RENEWAL APPLICATIONS RECEIVED Reporting period: 1/1/2026 – 6/30/2026	
Grade	Total Online Apps
WW Grade 1-5	321

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CUMULATIVE ONLINE EXAMINATION APPLICATIONS RECEIVED Reporting period: Inception – 6/30/2026		
Inception	Grade	Total Online Apps
9/2023	WW Grade 1	762
9/2023	WW Grade 2	810
10/2024	WW Grade 3	378
1/2025	WW Grade 4	82
7/2025	WW Grade 5	155
Total		2,187

CUMULATIVE ONLINE RENEWAL APPLICATIONS RECEIVED Reporting period: 7/12/2025 (Inception) – 6/30/2026	
Grade	Total Online Apps
WW Grade 1-5	437

Wastewater Operator Certification Program - Statistics
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CLASSIFIED WASTEWATER TREATMENT PLANTS	
Classification	Number of WWTPs
1	262
2	181
3	439
4	144
5	75
Total	1,101

NUMBER OF VALID CERTIFICATES						
Grade	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	June 2026
OIT	723	721	719	720	708	699
1	780	785	791	795	805	801
2	1,534	1,538	1,543	1,554	1,566	1,573
3	1,885	1,883	1,886	1,888	1,890	1,899
4	429	430	431	430	432	431
5	1,127	1,130	1,133	1,138	1,143	1,146
Total	6,478	6,487	6,503	6,525	6,544	6,549

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COMPUTER-BASED TESTING PASS/FAIL Reporting Period 1/1/2025- 6/30/2025				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
WW Grade 1	203	110	93	54%
WW Grade 2	201	96	105	48%
WW Grade 3	182	69	113	38%
WW Grade 4	39	6	33	15%
WW Grade 5	87	25	62	29%

COMPUTER-BASED TESTING PASS/FAIL Reporting Period 1/1/2026 - 6/30/2026				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
WW Grade 1	176	101	75	57%
WW Grade 2	201	91	110	45%
WW Grade 3	170	72	98	42%
WW Grade 4	39	11	28	28%
WW Grade 5	98	34	64	35%

CUMULATIVE COMPUTER-BASED TESTING PASS/FAIL Reporting Period: 2/20/2021 (CBT Inception) – 6/30/2026				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
WW Grade 1	1,989	1,097	892	55%
WW Grade 2	2,081	1,121	960	54%
WW Grade 3	1,892	702	1,190	37%
WW Grade 4	518	145	373	28%
WW Grade 5	945	276	669	29%

Comparison of Exam Pass Rates With Other States

State Timeframe	California 7/1/25-6/30/26	New York* 1/1/25-12/31/25	Colorado* 1/1/26-6/30/26	Arizona* 7/1/25-6/30/26	Oregon* 5/1/25-4/30/26
*Uses WPI (formerly known as ABC) for exams. Stats were provided by each state.					

Grade	I	1 and 1A	Class D	1	I
Examinees	370	21	309	421	97
Pass	221	12	142	339	94
Fail	149	9	167	82	3
Pass Percent	60%	57%	46%	81%	97%

Grade	II	2 and 2A	Class C	2	II
Examinees	420	85	151	276	58
Pass	214	53	82	210	50
Fail	206	22	69	66	8
Pass Percent	51%	62%	54%	76%	86%

Grade	III	3 and 3A	Class B	3	III
Examinees	368	67	186	138	28
Pass	151	48	59	104	25
Fail	217	19	127	34	3
Pass Percent	41%	72%	32%	75%	89%

Grade	IV	4 and 4A	Class A	4	IV
Examinees	91	27	138	107	20
Pass	28	21	43	92	19
Fail	63	6	95	15	1
Pass Percent	31%	78%	31%	86%	95%

Grade	V	N/A	N/A	N/A	N/A
Examinees	209	N/A	N/A	N/A	N/A
Pass	66	N/A	N/A	N/A	N/A
Fail	143	N/A	N/A	N/A	N/A
Pass Percent	32%	N/A	N/A	N/A	N/A

Office of Operator Certification Customer Service Survey - Results

March 1, 2026 to August 31, 2026

8 respondents

Questions

Are you a certified operator?	yes	6	75%				Number of Respondents
	no	2	25%				
Ratings: 1 (low) to 5 (high)	weighted avg: 3.3	1	2	3	4	5	
Rate your overall experience with the Office of Operator Certification		38%	0%	0%	13%	50%	8
What was the purpose of your interaction (within the last 24 months) with the Office of Operator Certification?	Examination	13%					8
	Certification	75%					
	Renewal	13%					
	Program Information	0%					
	Other (please specify)	0%					
Did you feel our team answered you promptly?	yes	50%					8
	no	50%					
How likely are you to recommend our program?	very likely	50%					8
	likely	0%					
	neither likely nor unlikely	13%					
	unlikely	0%					
	very unlikely	38%					
How satisfied are you with our programs / services?	very satisfied	50%					8
	satisfied	0%					
	neither satisfied nor dissatisfied	13%					
	dissatisfied	0%					
	very dissatisfied	38%					
How easy did the Office of Operator Certification make it for you to solve your issue?	easy	38%					8
	somewhat easy	13%					
	neither easy nor difficult	0%					
	somewhat difficult	0%					
	difficult	50%					

Date	Please share your experience / Any additional comments you would like to provide or suggestions that could help improve our program?		Would you like to share your name and contact information?			issue category
	Open-Ended Response		Name	Email Address	Phone	
6/12/2026	The organization never reaches back out. Since 2020 things have not changed. COVID can not still be an excuse.					
6/29/2026	I was having issues understanding the process and the next steps. I reached out and was greeted by Mercedes Jones. She make it very clear and step by step with the process. She is absolutely amazing. Went above and beyond to help. Thank you so much.	No she was amazing.				
6/16/2026	No					
4/30/2026	I called and left emails and never got a reply for my oit certification					
4/2/2026	I have contacted the office for the renewal of my contract operator certification twice, through email and phone calls each time. and received an email from maybe, Barbara, saying she was going to pull my file. This was two to three weeks ago without any contact. Please call me so we can figure out what is happening.	A phone with a human answering it.				