



North Carolina Waterworks Operators Association

"Training Tomorrow's Water Professionals Today"

August 2015, Volume 18, Number 3

GO WITH THE FLOW

The purpose of GO WITH THE FLOW is to keep you, the operator, informed of some of the training opportunities that are available for your certification needs (new and renewal). The Training/Meetings calendar will be updated quarterly as information about new training opportunities becomes available. Events may be scheduled by: NCWOA, Public Water Supply Section, State Laboratory of Public Health, and other sources.

This newsletter may also contain information on new regulations, news from the Certification Board, and important need-to-know resource contacts.

Operator's Spotlight

A Conversation with Jason Green

Fourteen years ago, Jason Green decided it was time for a change. His lead technician job at Broughton Hospital had become very stressful. He applied for a job at the water treatment plant with the City of Morganton and was hired as a nightshift operator. Green worked his way up to his current position with Morganton as its Water Treatment Superintendent, a position he has held for the last nine years. Morganton services roughly 26,000 customers, three wholesalers and is an 18 million gallon surface water treatment plant.

"I supervise 10 employees; six operators, two maintenance employees, and one lab supervisor," Green says. "That seems to take up a majority of my time, supervising employees. I have 12 distribution tanks, 11 stand pipes, and a total of eight booster pump stations that I supervise and maintain. I also have budgeting and business stuff."

Green really enjoys the business end of his job. He has a great sense of satisfaction that over the last eight years Morganton has managed to cut its budget back several times and stay in the black. "How thin can you spread peanut butter and still call it peanut butter," he says. "It's kind of a challenge and it's rewarding when you stay in the black."

Green explains that Morganton used to be very heavy in the textile industry and when that industry moved out of North Carolina, it hurt to the point that one of Morganton's water plants closed. "We have gained some industrial users back, but we'll never be back to a place where we'll be operating two water treatment plants," he says.



Green says that his job as superintendent can be very stressful, dealing with customer complaints and staying well within state and federal guidelines can make for long days.

"When you're an operator you have full control of everything you are doing, it's black and white, no gray area," he explains. "When you get into the personnel and financial area, that's where the stress creeps in. When I first took over we had a lot of complaints and we have incorporated better customer outreach to help with that and meeting state and federal guidelines is priority one. If we don't meet that, we don't have a job."

Green is very involved with the North Carolina Waterworks Operators Association's Morganton School. He teaches anywhere from 8-10 classes on operations, plant chemistry, and taste/ odor. He loves teaching because it gives him an opportunity to meet the new people coming into the water industry.

"I tell my guys in class and my employees that there are very few positions that come into

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contact with as many people as we do in any given shift," Green says. "Every time someone takes a drink of water, or turns on the faucet, a firefighter hooks a hose up to save somebody's house, we are directly involved with that. On any given day we come into contact with some 30,000 people. It's an important responsibility."

Green and his family love to travel to find the best barbecue. They have traveled to Texas to try its barbecue, as well as St. Louis and Kansas City. However, with all his travels he says the best barbecue is just a few miles down the road from his house. Green says the water industry was not on his radar for a career option, but the last 14 years have been good to him.

"I always wanted to be rich and beautiful, but I gave up on those," he laughs.

He says he has about 15 years to go before he can retire. During his remaining years he wants to get his distribution certification to go with his A Surface Certification. He wants to travel to Europe to see the homeland and to Austin, Texas for its barbecue.

Operator's Spotlight

A Conversation with Ben Robinson

Ben Robinson has been with the City of Brevard for 15 years, working his way up from the trash truck to the current water distribution division supervisor. Robinson said when he graduated from high school his mama gave him two choices, college or a job.

"I chose the job option and have been here ever since," he says. "I've had a lot of opportunities and been lucky to get where I am."

Robinson has his Grade IV in sewer collections, Grade A in water distribution, and his backflow cross-connection certifications. His primary role with Brevard is maintenance and maintaining the water system. Robinson and one other employee handle the water department but they can pull from public services as a whole if the need arises. Brevard services roughly 6,000 customers, a mix of residential and businesses. Robinson maintains service taps, repairs leaks, main breaks, service lines, installs fire hydrants,

changes out meters, checks for leaks and pressure for customers, flushes for water quality, and oversees installations in new subdivisions and for new businesses. Because of his Grade IV in wastewater, Robinson also helps the sewer crews of Brevard.

"I help with video camera inspections, helping the streets crew, pour asphalt, and operate the street sweeper," he says. "I like the ability to be outside. I am not an office person."

Robinson likes the fact that the job presents something different, every day, every time. He says that a six inch main break always requires a different fix. He also likes the camaraderie the water industry has across the state of North Carolina. He says the North Carolina Waterworks Operators Association (NCWOA) has a lot to do with this networking spirit. He has been a member of NCWOA for roughly 10 years and says he has learned a lot from its membership.

"I have learned from other systems how they handle leaks or main breaks," Robinson says. "A lot of places shut down when working on a main break and we have learned how to work on things live. We pride ourselves in that. May

turn a valve down, but it insures customer satisfaction because they still have water. Sometimes it's necessary to shut down, but 95% of the time, we don't."

When Robinson is not overseeing the distribution for Brevard, he's out being a daredevil, propelling off rocks or waterfalls, skydiving, scuba diving, or rock climbing. He has a photo album on Facebook titled, Jumping Out of a Perfectly Good Airplane at 14,000 feet.

"A lot of people think it's crazy," he laughs. "I try not to do anything stupid. It may be crazy, but it's a reasonable crazy."

Robinson has a lot of energy. He is a highly trained responder for the Transylvania County Rescue Squad and holds numerous certifications and awards in emergency rescue, wilderness rescue, dive and swift water rescue, and firefighting. The City of Brevard's Public Works Director David Lutz says of Robinson, "I commend him as an enthusiastic employee and a dedicated public servant." Lutz recognizes Robinson's commitment and work ethic and says the City of Brevard highly values him as an employee.



Operator's Spotlight

A Conversation with Ron Reid

It's not likely that a college graduate with a degree in accounting and traffic management, as well as a love for the trucking industry, would eventually end up as the Water Treatment Plant Superintendent for the City of Hendersonville, but that's exactly what happened to Ron Reid. Reid spent 29 years with Ecusta Paper doing everything his education had prepared him for: purchasing, billing, and the private truck line. He eventually moved into the marketing and manufacturing end of the paper business. This introduced him to the water industry where he was in charge of the plant's process water. He had no idea Ecusta would close its doors in 2003 and he'd be out of job.

"This is when I came to work for the City of Hendersonville," Reid says. "Can't believe they hired an old SOB like me. I think I've been pretty good for'em."

Reid has been with Hendersonville for the past 12 years. He has been responsible for decisions on changing the process, part of a \$15-20 million rebuild and been involved in a \$500,000 dredging project on the old dam for the city. Reid is responsible for the changes that take place at this facility on the water and wastewater end. "We don't have a sewer plant," he explains. "We have one for the city, it's just in another location. Our wastewater plant treats the process water before it goes back into the receiving stream."

Hendersonville serves between 55,000-60,000 customers, which is a majority of Henderson County, and portions of Polk and Buncombe counties. Reid explains that his plant is a surface treatment plant, pulling from local rivers and streams using chlorine to disinfect its water. "Chlorine just works and it's cheap," he says. "It's dangerous, but we have had good experience with it and have never had a reportable accident or had a release of significant quantity." Reid is of the belief, if it ain't broke, don't fix it.

Hendersonville is a large farming community and along with his job duties at the plant, he also goes out to make certain that no farms are putting anything harmful into the water source. "Historically the farming community has not paid a lot of attention to handling chemicals in an informed way," Reid says.

Reid oversees 11 employees and says the City of Hendersonville has been good to him, entrusting him with a lot of responsibility and helping him build a great facility for the community. When asked if he saw himself as a



Water Treatment Superintendent, he responds quickly, "Hell no, the trucking industry was what I loved."

Reid says water industry jobs are very undervalued. He is working really hard to change that and hopes one day there will be more opportunities and a better pay scale for the industry. He says the City of Hendersonville recognizes the importance of this and is working to set the standard in the industry, to be a statewide leader for other water departments to glean from. The North Carolina Waterworks Opera-

tors Association (NCWOA) will be beneficial to bringing the importance and value of these water industry jobs to light, Reid says. He is a member of the Association and has been a past Chair of the Western Section. Reid says NCWOA was very instrumental in allowing him to switch from an industrial side to a utility side. It was also crucial in helping him get his A Surface certification.

"The schooling it provides and review and the people I have been able to meet have given me the confidence I needed to accomplish what I have," he says. "Being a member allows you to see different plants, different technologies, and different ways of doing things."

Reid says he is 65 and "knocking on the coffin," but he has no intention of retiring for a very long time. He says his wife however has plenty of plans! He does want to travel a little more and continue his hobby of fast cars. "I like to think I'm a kid again," he laughs. Reid owns three Corvettes, a BMW Z3, and a BMW 325 convertible. He says he has plenty of tickets to prove his love for fast cars and when he's on the job he has to watch his lead foot.

Reid says as long as he stays with the City of Hendersonville he will constantly look for things to improve, things to tweak, things to make better, and things that will move the city's water industry forward and in a positive direction.

Interested in hosting a NCWOA Training Seminar?

Location Requirements:

Classroom seating for at least 30 people

Separate area to serve catered lunch

Adequate parking

Internet capabilities

Projection screen



Seminar Themes:

Groundwater Systems

Residuals/Solids Handling

Sourcewater Protection & Management

Reverse Osmosis

NPDES Permitting

You can choose the theme & we will work in special topics specific to your area.



Anyone interested please contact Heather Cagle at 336.803.6525 or heather@ncwoa.com by August 28, 2015.



Alum vs. Ferric

by Steve Pope

In my career, I have always tried to incorporate this quote into my daily routine. I've been called many things, from a dinosaur to a trailblazer. As a dinosaur, I consider myself a part of the "old school" treatment process operator. I didn't have the luxury of technological devices, computers and various chemical options for the treatment process. I don't want to sound like that old saying where I had to walk to school in three feet of snow—UP-HILL (both ways)- BUT, for those who have operated in small, or rural plants within the last 25 years, they can relate to this philosophy. We did much with very little.

First things first, let me introduce myself. My name is Steve Pope. I am the Water System Manager and ORC for the Piedmont Triad Regional Water Authority. I manage a 12 MGD water treatment facility. We are located on the shores of the Randleman Regional Reservoir. The Randleman Regional Reservoir is approximately 3,000 acres and holds roughly 18.3 billion gallons of water. The water treatment plant is a multi-barrier treatment system. We have a super Pulsator, dual media filtration, MEMCOR membrane filtration system and granular activated carbon filters (GAC). The water plant began operations on October 4, 2010. PTRWA supplies water to our partners which include:

Northern System: Cities of Greensboro, High Point and Jamestown

Southern System: Cities of Randleman and Archdale and Randolph County

We strive to supply our partners and their citizens with the highest quality water possible. Stringent EPA regulatory requirements, which help control Total Organic Carbon (TOC), have led our treatment facility on a quest to lower the TOCs as much as possible. The purpose in lowering TOCs in filtered water is to help reduce the precursors to the disinfection byproduct formation. These would be the Total Trihalomethanes (THM's) and Halo-acetic Acids (HAAs) both of which have been implicated in possibly causing long-term, adverse health consequences. Our treatment facility has always met the organic removal requirement of 45%. We typically average well above 50% on our TOC removal. However, for my own personal goals, this is not sufficient. As I said earlier, I am a dinosaur in this industry. Aluminum sulfate, also known as Alum, has always been a reliable coagulant for our treatment process. But in an effort to produce an even more polished product, we started looking for alternatives to Alum. Our efforts to improve led us to Ferric Sulfate as a replacement for Alum. Although our use of Alum provided a removal of typically 2.1 mg/l to 2.3 mg/l of TOC, we felt we could improve. As indicated before, the time had come for change. Ferric Sulfate was touted as a product to remove TOCs in filtered water. Being unfamiliar with Ferric, research had to be conducted. Personally, the only chemical I have an intimate knowledge of is chlorine. I have a long-standing love affair with chlorine.

I always heard bad things about Ferric. "It is extremely difficult to handle."

"Progress is impossible without change, and those who cannot change their minds, cannot change anything."

George Bernard Shaw

"It will cause severe corrosion issues in the treatment process." I also heard "it creates more sludge in your discharge system." With these warnings in mind, we began our research and contacted manufacturers and other water systems that were presently using Ferric Sulfate. We contacted Kemira Inc., where water meets chemistry. We received information from John Cowan and Richard Waterous, their technical support and willingness to provide information day and night was beneficial to our decision-making process. We also contacted other treatment facilities that also used Ferric Sulfate such as, Barry Parsons and his staff with the City of Greensboro, and Tom Johnson with Davidson Water, Inc. They allowed us to visit their facilities and gave us invaluable information which provided the rebuttal to the rumors about Ferric I had previously heard.

With all information in hand, we decided to conduct a pilot study. With the support of the NCDENR Regional Office, we changed our coagulant to Ferric Sulfate. The myths regarding this chemical were promptly debunked. This dinosaur was evolving.

The first myth, "it is a nasty, dirty and messy chemical which was hard to handle." It is no messier than Aluminum Sulfate. It will stain any area if it is spilled. It will leave a 'rustic' hue to any surface. We used the same chemical feed pumps which had previously been used for Aluminum Sulfate. We used the same day tank and bulk storage tank. We simply emptied these and cleaned them. We flushed the chemical feed pumps through the system. We experienced no issues in this changeover. We also needed the operation staff to buy-in to the concept of changing coagulant. Their belief in our reasoning and purpose was very important. Their relaying of information and continuous testing was vital in our ensuring the best possible

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results. Having them get outside their comfort zone and boldly go where they have never been before. This was a very big step for our staff and gave them all a sense of ownership in what they do day to day.

Myth #2: "The corrosion issues" have not developed at our facility thus far. We have inspected our super Pulsator's twice and saw minimal to no corrosion issues. There is some staining. However, this is easily removed with pressure washing.

Myth #3: "The increase in solids"... Our solid's production has not increased to the point we were led to believe it would. I do believe the jury may still be out on this, after nearly a year of using Ferric Sulfate, it may be too early to make these determinations.

One issue I have found includes the use of more polymer in our sludge drying process. This is primarily because the Ferric solids are denser than Alum solids and require more chemicals in the drying process. Another issue is the cost of the Ferric Sulfate. We have seen a budget increase due to the use of Ferric to the impact of approximately \$100,000.00 per budget year.

With this being said, we have seen lower TOC removal. Our filtered TOC is

typically between a 1.7 mg/l to a 1.9 mg/l. This puts us in a TOC removal percentage of 65% or higher (on average). It now means our treatment process has lowered our Total Organic Carbon which should help reduce the disinfection by-product precursors that can adversely impact health. The only issue we have is the costs for coagulant has increased, but the results and the health benefits outweigh the monetary issue.

The quote from the very wise George Bernard Shaw focused on two things. The issue of changing from long-term use of one chemical or process to another is often very difficult for not only dinosaurs, but also any treatment staff. Being comfortable with a reliable product and hesitant to try something different is difficult. But the second issue in the quote - PROGRESS often requires us to be that trailblazer-to take a chance and remove ourselves from our comfort zones. In order to better serve those who consume our product, in this industry, we must always look for ways to leap over mediocrity and reach a little higher. We must never be satisfied with just "meeting" minimum requirements, we should aim for maximum results.

Progress and change are two sides of the same coin. In modern water treatment you can't have one, without the other.



What's happening at your plant?

Are you going through an upgrade, adding some new features, starting a new process? Want to share your experience with other operators?

NCWOA would love to include your article in Go With The Flow. Anyone interested please contact Heather Cagle at heather@ncwoa.com

NCWOA Seminars with Proposed Agendas

All NCWOA seminars listed on pages 6-8 are for 6.0 contact hours and are pre-approved by the NCWTFOCB for treatment and distribution operators. Many of the seminars will also qualify for 6.0 wastewater contact hours. Individuals that attend an entire seminar will receive a Certificate of Attendance for 6.0. Please see each individual seminar agenda or description for details. Registration form is available on page 9.

Completing the Cycle Series

August 18, 2015 in Wilkesboro

8:00-8:30	Registration and Welcome	12:45-1:45	Rehabilitation of Pipelines using Trenchless Technologies
8:30-9:30	Testing Collection Systems for Acceptance and Maintenance	1:45-2:45	GPS Technologies and how to use in the Field
9:30-10:30	Security of Water Distribution/Wastewater Collection Systems	2:45-3:00	Break
10:30-10:45	Break	3:00-4:00	Regulatory Updates
10:45-11:45	The Latest AMR & AMI Meter Technologies	4:00-4:10	Certificates awarded for 6 contact hours for Drinking Water and/or Wastewater certification
11:45-12:45	Lunch		

2015 Remote Lab Tech Day

August 25, 2015 in Charlotte

8:00- 8:30	Registration & Welcome	12:00 - 1:00	Lunch
8:30 - 9:00	Lead and Copper Audit Christyn Fertenbaugh, NC Public Water Supply	1:00 - 2:00	Instrumentation Demo - THM Analyzer Demo Andrew Cornick & IC Instrument Demo / TBA
9:00 - 9:45	Biological Nutrient Removal Brandon Garner, Pender County & Mike Wiseman, City of Asheboro	2:00 - 2:45	Toxicity Issues Speaker TBA
9:45 - 10:30	Pharmaceutical & Industrial Chemicals in Water and Wastewater Speaker TBA	2:45 - 3:00	Break
10:30 - 10:45	Break	3:00 - 4:00	Cryptosporidium & LT2 Rule Gina Kimble, City of Charlotte & Tiffanie Hawley, City of Wilmington
10:45 - 12:00	Quality Control Discussion Panel Greg Kearns, City of Raleigh & David Livingston, NC DENR	4:00	Certificates awarded for 6 contact hours for Drinking Water and/or Wastewater certification

"Water Plant Filtration: Operations & Options" - Advanced Day 2015

September 2015 in Raleigh (*Registration for Advanced Day is in the Fall School Brochure and NCWOA website - www.ncwoa.com*)

Session 1

8:30 – 8:40	Welcome and Opening Remarks
8:40 – 9:05	NCWTFO Certification Board Update
9:05 – 9:55	Public Water Supply – Rules Update
9:55 – 10:15	How our plant uses Partnership for Safe Water
10:15 – 10:45	Break
	Session 2, Plant Management
10:45 – 12:15	Plant management related to filtration Evaluating performance and making changes
12:15 – 1:30	Lunch – Provided on Site

Session 3, Those Pesky Problems

1:30 – 2:00	Iron and manganese
2:00 - 2:30	Algae Blooms and Operational Changes
2:30 - 3:00	Organics Removal
3:00 – 3:20	Break
	Session 4, Alternative Filtration Strategies
3:20 – 4:05	Biofiltration Operations
4:05 - 4:50	Membrane Filtration
4:50	Certificates awarded for 6 Contact hours for all DRINKING WATER certifications

NCWOA Operators School
September 21-25, 2015 • McKimmon Center • Raleigh, NC

NCWOA Seminars with Proposed Agendas

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Getting in Touch with Your Chemical Side

October 13, 2015 in Statesville and December 17, 2015 in Dunn

8:00 - 8:30	Registration & Welcome	11:45 – 12:45	Lunch Provided on Site
8:30 - 8:45	Regulatory Update	12:45 – 2:15	Feeding and Storing Your Chlorine Safely
8:45 - 9:30	Working with your chemical supplier to tailor to your needs	2:15 – 2:30	Break
9:30 – 10:15	The importance of proper bulk chemical scheduling	2:30 - 3:15	Picking Your Polymer - Finding the polymer that works best for you
10:15 – 10:30	Break	3:15 - 4:00	Chemicals + Optimization = Savings
10:30 – 11:45	Caustic Storage and Safety	4:00	6 Contact hours for all DRINKING WATER and WASTEWATER certifications

Distribution, Collection and O&M (*in coordination with the City of Greensboro*)

October 20, 2015 in Greensboro

8:00 - 8:30	Registration & Announcements	1:00 - 1:30	OSHA for Collection/Distribution, HDR
8:30 - 9:15	Regulations for Distribution and Collection NCDENR	1:30 - 2:15	Water Distribution O&M/Optimization, CDM Smith
9:15 - 10:10	Maintenance, Dell Harney, Greensboro	2:15 - 2:30	Break
10:10 - 10:25	Break	2:30 - 3:15	Asset Management, CDM Smith
10:25 - 10:55	Pipeline Assessment & Rehab, CDM Smith	3:15 - 3:45	IDSE Case Study
10:55 - 11:25	Collection Corrosion Control, HDR	3:45 - 4:00	Group Q&A, All
11:25 - 12:00	Modeling of Distribution Systems, H&S	4:00	6 Contact hours for all DRINKING WATER and WASTEWATER certifications
12:00 - 1:00	Lunch (provided)		

Grab it Right: What You Need to Know About Sampling & Reporting

November 5, 2015 in Kinston

8:00 – 8:30	Registration	1:00 – 1:30	New LDS Software for Reporting – PWS Section or Lab
8:30 – 8:40	Welcome		
8:40 – 9:00	PWS Section Regional Office Regulatory Update	1:30 – 2:00	Maintaining Records and Retention Schedules
9:00 – 10:00	Sampling Plans/Brief Where to Sample – PWS Section	2:00 – 2:30	How to Verify Submittal of Results
10:00 – 10:15	BREAK	2:30 – 2:45	BREAK
10:15 – 10:35	Sampling In the Plant – Ground Water Perspective	2:45 – 3:30	New Equipment/Instruments in the Market for Sampling and Testing – Focus on Field/Plant Sampling
10:35 – 11:05	Sampling In the Plant – Surface Water Perspective	3:30 – 4:00	Working With and Choosing a Lab
11:05 – 12:00	Distribution System Sampling	4:00	Certificates awarded for 6 Contact hours for all DRINKING WATER certifications
12:00 – 1:00 pm	LUNCH		

For online registration please
check our website www.ncwoa.com

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Jack Moore & Associates, Inc.



Update from Certification Board

On June 23, 2015 the Certification Board voted to support giving all water certification examinees a copy of applicable formulas during certification exams. The date of implementation will be decided once the NCWOA Board of Examiners & NCAWWA-WEA Board of Education & Examiners decide upon the appropriate formulas to be provided at the exams. The Certification Board expressed their support in facilitating water operators in any way possible to further their career and expertise in pursuing certification licenses.

Additional NCWOA Sponsored Training

Process Control Chemistry
August 18-21, 2015
Contact Michelle 919-807-8756

Bacteriological Methods for Drinking Water
November 4-6, 2015
Contact Michelle 919-807-8756

C-Level Math Review
August 18, 2015 in Carthage
Contact JD Monroe
910-947-5784

NCWOA Spring School
April 4-8, 2016 in Morganton
A, B, & C Surface
B & C Well
Advanced Day, April 6, 2016
Brochures out around Jan 10, 2016

A & B Level Math Review
August 19, 2015 in Carthage
Contact JD Monroe
910-947-5784

Lab Tech Day
THURSDAY May 5, 2016 in Raleigh
Brochures out around Feb 15, 2016

See November issue for more 2016 training events.

NCWOA Fall School
Sept 21-25 in Raleigh
A, B, & C Surface
A, B, & C Well
Advanced Day, Sept 23, 2015

North Carolina Waterworks Operators Association

SEMINAR REGISTRATION FORM

Deadline for entry is receipt at least 4 business days before a seminar.
Space is limited - First Paid, First Accepted



Please Print or Type

NAME (First, MI, Last): _____ Nickname (For Tag) _____

SOCIAL SECURITY # (last 4 digits): XXX-XX-_____ EMPLOYER: _____

MAILING ADDRESS _____

CITY: _____ COUNTY: _____ STATE: _____ ZIP: _____

WORK PHONE: _____ Ext: _____ FAX: _____

EMAIL ADDRESS: _____

NC WATER TREATMENT CERTIFICATE # (OPERATOR ID #): _____ NCWOA MEMBER #: _____

NC WATER TREATMENT CERTIFICATE TYPE: AS BS CS AW BW CW DW AD BD CD DD CC/BF None

NC WASTEWATER CERTIFICATION # (OPERATOR ID #): _____ (Applies only to seminars indicated with a ^)

NCWOA MEMBER PRICE IS \$65.00 (Must put your INDIVIDUAL NCWOA membership number on the line above to qualify)

NON-MEMBER PRICE IS \$95.00 (* Free 2015 NCWOA membership included in this price. **Free 2016 NCWOA membership included in this price.)

*^Completing the Cycle Series - August 18, 2015 in Wilkesboro	Cost \$ _____
*^2015 Remote Lab Tech Day - August 25 in Charlotte	Cost \$ _____
**^Getting in Touch with Your Chemical Side - October 13, 2015 in Statesville	Cost \$ _____
***^Distribution, Collection and O&M - October 20, 2015 in Greensboro	Cost \$ _____
**Grab it Right: What You Need to Know About Sampling & Reporting - November 5, 2015 in Kinston	Cost \$ _____
**^Getting in Touch with Your Chemical Side - December 17, 2015 in Dunn	Cost \$ _____

Registration information for future seminars will be available in the November issue of Go With the Flow.

Please make checks payable to "NCWOA" or "North Carolina Waterworks Operators Association". We do NOT accept Purchase Orders. Credit Card payments may be mailed, faxed, or scanned but NOT called in. A confirmation letter/receipt and map will be mailed to each attendee once full payment is received.

REFUNDS: We will issue a refund (minus a \$20 administrative fee), if the refund is requested, in writing, at least 7 business days prior to the event. Refunds will be made in the same manner as payment. Substitutions may be made. Please inform us, as soon as possible, of substitutions so that the appropriate certificates of attendance may be generated.

CONTACT HOUR INFORMATION: Each of the seminars are worth 6 contact hours and have been PRE-APPROVED by the NCWTFO Certification Board for Water Treatment Facility Operators continuing education hours. All seminars marked with a "^" have **ALSO** been pre-approved by the Wastewater Commission for 6 hours.

CREDIT CARD PAYMENT

Credit Card Type: Visa MC AmEx Discover

Name on Credit Card: _____

Credit Card Number: _____

Exp Date: Month _____ Year _____ Security Code from back of Card _____

Cardholder's Signature: _____

If cardholder is other than attendee, what email address should the CC receipt be sent to? _____

To ensure that you receive the emailed receipt, please add cindy@ncwoa.com to your email address book.

PLEASE SEND APPLICATION AND PAYMENT TO:

Cindy Gall, NCWOA Administrator
PO Box 4519
Emerald Isle, NC 28594
Phone: 252-764-2094
Fax: 252-764-2095
Email: cindy@ncwoa.com

• Credit Card Payment
• Cannot be Processed
• Over the Phone

NCWOA USE: Amount: _____ CK# _____ E S Processed: _____

North Carolina Waterworks Operators Association

MEMBERSHIP APPLICATION

MISSION STATEMENT: To provide knowledge, skills & educational opportunities for drinking water professionals; develop working relationships with other water treatment organizations; project a positive image and communicate the importance of safe drinking water.



Membership Application

NEW OR RENEWAL MEMBERSHIP APPLICATION – ANNUAL DUES ARE \$25.00 FOR 2015 & 2016

First Name: _____ Middle Initial: _____ Last Name: _____

Nickname: _____ Social Security # (last 4 digits): xxx-xx-_____ If Renewal, what is your NCWOA Member #: _____

YOUR Individual Operator Certification #: (Issued by NCWTFOCB) _____

Certificate(s) Held:

- A-Surface B-Surface C-Surface A-Well B-Well C-Well D-Well
 A-Dist B-Dist C-Dist D-Dist Cross-Connection
 None Yet You are not an Operator & do not plan to become Certified.

PLEASE SELECT YOUR PREFERRED ADDRESS (This is where confirmations & membership info will be sent.)

Home Address: _____

City: _____ State: _____ Zip: _____ County: _____

Employer Name: _____

MAILING Address: _____

City: _____ State: _____ Zip: _____ County: _____

Work Phone : _____ Ext: _____ Fax: _____

Home Phone: _____ Cell Phone: _____

Email Address: _____

How would you like to receive your issues of Go With The Flow? Postal Delivery _____ OR Email _____

How would you like to receive your Section Meeting notices? Postal Delivery _____ OR Email _____

NOTE: Memberships are based upon a calendar year. Membership cards will be mailed with receipt. These cards will contain your name, membership number, and membership expiration date.

NOTE: Please make checks payable to "NCWOA" or "North Carolina Waterworks Operators Association". We do NOT accept Purchase Orders. Credit Card payments may be mailed, faxed, or scanned but NOT called in

CREDIT CARD PAYMENT

Credit Card Type: Visa MC AmEx Discover

Name on Credit Card: _____

Credit Card Number: _____

Exp Date: Month _____ Year _____ Security Code from back of Card _____

Cardholder's Signature: _____

PLEASE SEND APPLICATION AND PAYMENT TO:

Cindy Gall, NCWOA Administrator
PO Box 4519
Emerald Isle, NC 28594
Phone: 252-764-2094
Fax: 252-764-2095
Email: cindy@ncwoa.com

•••••
Credit Card Payment
Cannot be Processed
Over the Phone
•••••

If cardholder is other than member, what email address should the CC receipt be sent to? _____

To ensure that you receive the emailed receipt, please add cindy@ncwoa.com to your email address book.

NCWOA USE: Amount: _____ CK# _____ E S Processed: _____

Committee Members

2014-2015 Executive Committee

President

Chris Smith
Fayetteville Public Works
Phone: (910) 223-4708
Email: chris.smith@faypwc.com

First Vice-President

Julius Patrick
Greenville Utilities
Phone: (252) 551-1561
Email: patricje@guc.com

Second Vice-President

Jeff Isley
City of Concord
Phone: (704) 920-5723
Email: isleyj@concordnc.gov

Secretary

Michelle Clements
The East Group
Phone: (252) 758-3746 x 131
Email: michelle.clements@eastgroup.com

Treasurer

Ken Loflin
OWASA
Phone: (919) 537-4232
Email: kloflin@owasa.org

Past President

Randy Hawkins
City of Charlotte – Franklin WTP
Phone: (704) 948-6954 x 224
Email: rhawkins@ci.charlotte.nc.us

Chair – Board of Examiners

Pat Irwin
Currituck County
Phone: (252) 232-6061
Email: pat.irwin@currituckcountync.gov

Chair - Public Image

Kathy Gatlin
Univar
Phone: (704) 996-7825
Email: kathy.gatlin@univarusa.com

Chair – Nomination Committee

Leslie Carreiro
City of Asheville – North Fork WTP
Phone: (828) 271-6105
Email: lcarreiro@ashevillenc.gov

Chair – Western Section

Sam Molinas
Broad River Water Authority
Phone: (828) 286-0731
Email: smolinas@ncbrwa.com

Chair – North Piedmont Section

Steve Pope
Piedmont Triad Regional Water Authority
Phone: (336) 382-2373
Email: spope@ptrwa.org

Chair – South Piedmont Section

Paul Judge
PWS - MRO
Phone: (704) 235-2123
Email: paul.judge@ncdenr.gov

Chair – Southeast Section

James Merritt
Phone: 910-223-4710 x 4230
james.merritt@faypwc.com

Chair – Northeast Section

Pat Irwin
Currituck County
Phone: (252) 232-6061
Email: pat.irwin@currituckcountync.gov

Distribution Officer

TBA

Finance Committee

Board Director: Randy Hawkins
Ricky Langley (Chair)
Randy Hawkins
Chris Smith
Ken Loflin
Julius Patrick
Jeff Isley

Tony Mencome

Pam Moss
Allan O'Briant
Dail Booth
Lee Latham
Mike Ping
Kenny Neal
Brian Wilson
Carl Scharfe

Jesse Chadwick

Gina Kimble
Chris Johnson
Elizabeth Meyer

Member Services

Pam Gibbons (Co-Chair)
Bessy Farmber (Co-Chair)

Frank Efird
Ricky Langley

Julius Patrick
Kristin Lee

Steve Pope
Tom Boyd

Sam Molinas
Pat Irwin

Paul Judge
James Merritt

David Tawes
Rebecca Sadowsky

Victor Quick
Mike Bell

Kay Willis
Gary Davenport

Michael Mull
Paul Hamrick

Ray McCall
Ken Loflin

PWS Representative - Joey White
Mark Townsend

Leadership Committees

Board Director: Jeff Isley

Nominating

Leslie Carreiro (Chair)
Sam Molinas
Pat Irwin
Paul Judge
James Merritt
Steve Pope

Rules

Tommy Overby (Chair)
Mack Edmisten
James Fuller
Ricky Langley
Jay Van Hoose
Marty Wilson

Professional Development Committees

Board Director: Julius Patrick

Seminars

Julia Cavalier (Co-Chair)
Christyn Fertenbaugh (Co-Chair)
Dana Hill (Small Systems Track)
Howard Corey (Collection/Distribution Track)
Diane Williams
Tim Bishop
Seola Hill
Vance Brooks

Lab Analyst

Chris Goforth (Co-Chair)
Bernardine Wardlaw (Co-Chair)
Tiffanie Hawley (Co-Chair)
Jeff Isley
Sandra Bradshaw
Patricia Quinichett
Cindy Gall
Dustin Guyer
Chris Johnson
Steve Beale

Annual Schools

Sandra Bradshaw (Co-Chair)
Mark Hahn (Co-Chair)
Lee Kiser
Chris Smith

Heather Adams

Adam Waters

Mark Hahn

Chris Smith

Jay Van Hoose

Rani Holland

Tommy Overby

Randy Hawkins

Jeff Carlisle

Ken Loflin

Dail Booth

Paul Judge

Public Image Committees

Board Director: Kathy Gatlin

Operator of the Year Award

Randy Hawkins (Chair)

Section Meetings

If your facility would be interested in hosting any of these meetings, please contact your section chair listed above. To see who you have been missing at the section meetings, check out the section meeting button on our website at www.ncwoa.com!

Northeast	Southeast	North Piedmont	South Piedmont	Western
8/5/15 Currituck County	8/11/15 Pender County	8/20/15 Madison	8/6/15 Iredell County	10/1/15 New River State Park
10/8/15	10/7/15	10/21/15	10/22/15	
12/10/15				

Cindy Gall, Administrator
N.C. Waterworks Operators Association
PO Box 4519
Emerald Isle, NC 28594

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Important Phone Numbers & Websites

Main Phone # for Certification Board	919-707-9040	www.ncwater.org/?page=61
Jessica Godreau, PWS Section Chief	919-707-9078	
Linda Raynor, Compliance Services Branch	919-707-9095	
Robert Midgette, Operation Branch	919-707-9088	
Jay Frick, PWS – Protection & Enforcement Branch	919-707-9102	
Bethany Goodwin, PWS – Consumer Confidence Reports	919-707-9079	
Public Water Supply Offices:		www.deh.enr.state.nc.us/pws
<i>Central Office</i>	919-707-9100	
<i>Asheville</i>	828-296-4500	
<i>Mooresville</i>	704-663-1699	
<i>Winston-Salem</i>	336-776-9800	
<i>Raleigh</i>	919-791-4200	
<i>Fayetteville</i>	910-433-3300	
<i>Washington</i>	252-946-6481	
<i>Wilmington</i>	910-796-7215	
NC State Laboratory of Public Health	919-733-7308	
SDWA Hotline	800-426-4791	
EPA SDWA Website		www.epa.gov/safewater
EPA Microbial & DBP Data from Drinking Water Systems Website		www.epa.gov/enviro/html/icr
NC Waterworks Operators Association (NCWOA)	252-764-2094	www.ncwoa.com email: cindy@ncwoa.com
NC Rural Water Association	336-731-6963	www.ncrwa.com
NC AWWA-WEA	919-784-9030	www.ncsafewater.org



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