



Year In Review
2015



From the President

Once again, let me thank all of the NCWOA volunteers and staff for their hard work during 2015. I appreciate all that you do, your enthusiasm, and your dedication. You have been a great group with which to work and serve.

In 2015 NCWOA provided 14 seminars across the state, as well as high quality publications, well written technical and human interest articles, and two great week-long Operators schools in Morganton and Raleigh.

In 2015 NCWOA continued to work on its Moodle program, an online supplement to assist operators with school and exam. All attendees of NCWOA Certification Schools are eligible to enroll in this online course that supplements and enhances the materials presented in the week long class. The on-line supplement is an optional, web-based Moodle class that includes multiple practice tests, videos of worked math problems, copies of presentation materials for many of the topics presented in the week long school, and additional materials that will help you prepare for the certification exam. We have successfully implemented C-levels and will be adding A & B levels in 2016, along with increasing our test bank of questions. NCWOA Schools Committee members Lee Kiser, Sandra Bradshaw and Mark Hahn have been instrumental in the success of this exciting project.

At the end of 2015, Cindy Gall officially retired as NCWOA's Administrator. Heather Cagle was promoted to fill the Administrator slot vacated by Cindy. As you have already seen, Heather has been doing an excellent job as our Administrative Support Agent for the past couple of years.

Thankfully, Cindy Gall will still be involved in NCWOA, as she will work in the background as our part-time Controller. Some of the aspects of Cindy's job as Controller will include such things as: assisting operators with billing inquiries, maintaining the membership database, handling invoices for annual membership renewals, reviewing all contracts for schools, seminars, and other Association functions, developing the annual budget, maintaining the financial records, tracking finances of the Association's committees, and in general, executing the day-to-day activities of payables and receivables of the Association. We are very fortunate that Cindy has decided to stay on in this role.

Another change for the Association was my tenure as President came to an end on September 22nd. We are very fortunate to have Julius Patrick, of the Greenville Utilities Commission (GUC) as our new President. He is a great leader and motivator! Jeff Isley is now our 1st Vice Chair and Kenneth Loflin is serving as our 2nd Vice Chair. These three dynamic leaders will certainly help our association continue to grow and succeed.

Once again, I'd like to remind you that our Association needs new members. Not just members, but active members. As you know, our peers are retiring at an alarming rate. This continues to create voids throughout our Association and our industry. We owe a tremendous debt to those who took time out of their busy schedules to train/develop/mentor us. The only way we can repay that debt is through our own active service.

Thank you all for a great 2015, and for your membership in, and dedication to, NCWOA.

I have truly enjoyed my tenure as President and look forward to the next two years as Past President.

I wish all of you much success in 2016.

Chris Smith

Fayetteville Public Works
NCWOA President

From the Editor

So another year has come and gone and you have helped to make NCWOA the best training association for the water operators across North Carolina.

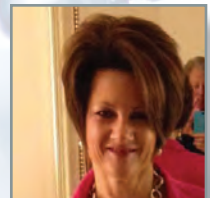
This year's "Year In Review" has an overview of the many accomplishments of your NCWOA that have helped to enhance the education and opportunities for you, the operator. We hope you enjoy this "Year In Review" recap. The operator spot light is one of my favorite sections and I want to thank the people who gather this information and all the operators that give us a little insight into your life at work and away from work. I always learn a little bit about the person that I didn't know.

Also THANK YOU so much to all the people who make the NCWOA such a great organization. Thank you to all the operators, the many volunteers, committee members, sections chairs, teachers, executive committee members, corporate sponsors, exhibitors and staff for a job well done in 2015.

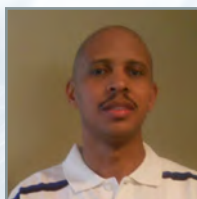
We are looking forward to an even better 2016. If you're a member, then I challenge you to become more involved. Also think about bringing non-members with you to a meeting and get them involved. This is the only way you can truly make a difference in your NCWOA.

Kathy Gatlin

Univar
NCWOA Year In Review Editor

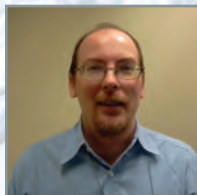


Executive Committee



President

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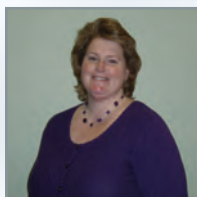
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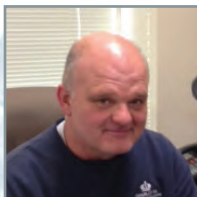
Second Vice-President

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Secretary

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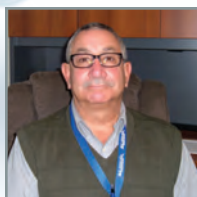
Treasurer

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Past President

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Chair – Nomination Committee

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76th Annual Business Meeting

**September 22, 2015, 6:00 PM
Raleigh, NC**

President Chris Smith called the meeting to order and welcomed everyone to the 76th Annual Business Meeting.

The meeting was opened with prayer by Victor Quick.

President Smith called upon Michelle Clements to read the minutes from the 2014 Annual Business Meeting. A motion by Buddy Edmisten to approve the minutes as read was made and seconded by Jay Leslie Carriero. Motion Passed.

President Smith called upon Ken Loflin to read the Treasure's Report for the last fiscal year (July 1 2014-June 30, 2015).

Financial Report:

Beginning Balance	\$ 743,593.00
Revenue	\$ 253,957.00
Expenses	\$ 284,532.00
Interest Income	\$ 6,761.00
Total Net Assets of June 30, 2013	\$ 719,779.00

A motion to approve the Treasure's report as read was made and seconded. Motion Passed.

President Smith called upon each Section for their Annual Reports.

Western Section: Report by Ray McCall on File

North Piedmont Section: Report by Steve Pope on File

South Piedmont Section: Report by Paul Judge on File

Southeast Section: Report by James Merritt on File

Northeast Section: Report by Mike Houston on File

President Smith called upon each Committee for their Annual Report.

Annual Schools: Sandra Bradshaw reported on progress of Moodle for operators use. Moodle is now available for C level classes. B and A level is estimated to be available for the fall school in 2016. There were 174 attendees for the Morganton School in 2015 and 214 attendees for the Raleigh School.

Seminars Committee: Pam Moss reported that the Association credited operators with 2826 hours. There were 10 seminars presented in 2014-2015. The financial report for the Committee is as follows:

Gross Revenue	\$14,360.00
Expenses	\$ 6,296.00
Profit	\$ 8,064.00

Lab Analyst Committee: Jeff Isley reported that at Lab Tech day there were 96 drinking water attendees and 133 wastewater attendees. There were also 33 Exhibitors. This year the Lab Analyst Committee held the 4th Annual "Remote Lab Tech Day" was conducted in Huntersville, NC. There were a total of 40 attendees, which was a sell-out. Two Process Control Chemistry classes and three Bacteriology classes were held this year.

Board of Examiners: Pat Irwin reported that 619 people took the exams and 312 passed the exams which is a 50% passing rate overall.

Public Relations: Kathy Gatlin Current reported on the past years activities.

President Smith observed a moment of silence to remember those Members who has passed since the last meeting. John Green and Carl McCray.

President Smith recognized the Corporate Sponsors: Trinity Manufacturing Inc, Carolina Management Team, Univar, Advanced Enterprise Systems/Utility Cloud, Charles R Underwood Inc, Fortech Inc, Jack Moore and Associates, Kemp Inc, Pearson Pumps Sales and Service Inc, Clearwater Inc, Greenville utilities, Brentag Mid-south Inc, The Perkinson Company, McGill Associates, HDR, Hazen and Sawyer.

President asked Kathy Gatlin Current to come forward to recognize 14 new Life Members with 25 Years of consecutive membership. They were as follows: James M. Carson, Taft N. Cobbs, James Farmer, III, Ava K Goodwin, Lowell D. Graves, Jr., James E Hamlett, Robert J. Longo, Vernon J. McNeill, Anthony G. Moore, Larry L. Olewine, Jr. Stephen R Rimmer, Stephen R Shoaf, Charlie E. Stalls, Anthony G. West.

President Smith that 42 surface water systems have met or exceeded the turbidity performance goals for settled and filtered water in Calendar Year 2014 and have received AWOP Awards from Public Water Supply.

Ray McCall came forward to present the Certified Operator of Year Awards. The recipients were:

C-Well: Mark Teague, Environmental Inc. of Cullowhee, NC

B-Well: Andrew Cox, Town of Oriental, NC

C-Surface: Tommy Lee Williamson, Brevard, NC

B-Surface: Mark Jones, Town of Canton, NC

A-Surface: William "Bill" Bateman, Town of Andrews, NC

Educator of the Year: Pam Moss, Hach Company

Lab Analyst of the Year – Jesse Chadwick, Greenville Utilities Commission

Randy Hawkins presented the Outstanding Operator of the Year – Russell Bateman –Town of Hillsborough.

Chris Smith called on Leslie Carreiro, Chair of the Nominating Committee, to present the slate of officers for 2015-2016.

Officers Presented:

President – Julius Patrick, Greenville Utilities Commission

Past-President – Chris Smith, Fayetteville Public Works

First Vice-President – Jeff Isley, City of Concord

Second Vice-President – Ken Loflin, OWASA

Secretary – Michelle Clements, The East Group

Treasurer, - Randy Hawkins, City of Charlotte – Franklin WTP

Chair – Board of Examiners – Pat Irwin, Currituck County

Chair – Public Image – Leslie Carreiro, City of Asheville

Chair Nomination Committee – Sam Molinas, Broad River Water Authority

Distribution Officer – Jeremy Godfrey, City of Asheville

Nominations from the floor were opened. None presented.

Motion made to accept the slate of officers as presented and seconded. Motion passed.

Chris Smith thanked the members and board for working with him during his time as President and introduced the new President, Julius Patrick for closing comments.

President, Julius Patrick provided comments and his thoughts on the future of NCWOA.

President Patrick asked for a motion to adjourn. The motion was made and seconded. Motion passed.

Respectfully Submitted By:
Michelle Clements

In Memorium



Billy Beaver

Mr. Billy Eugene Beaver, 90, of Greensboro, passed away July 21, 2015, at his residence. Returning to Landis after over three years of service, he served as Water Department director for 12 years. He was

retired from the City of Greensboro Water Department where he was employed for 30 years serving as the superintendent. While working for the Greensboro Water Department he continued his education graduating from Guilford College with a BS degree in Chemistry. Billy was named the first "Operator of the Year" by NCWOA.



Lonnie Sherill Coats

Lonnie Sherrill Coats, 63 of Lillington died Saturday, October 3, 2015 at Betsy Johnson Hospital. Lonnie worked for Morganite for over 35 years and was

currently employed with the City of Dunn. Lonnie was a loving father, grandfather, and friend. He loved spending time with everyone in the community. He loved playing music and being a machinist. He had been a NCWOA member since 2011.

John Greene, Jr.

On Sunday, January 4, 2015 John W.

Greene Jr. passed away in his sleep. Mr. Greene retired in October 2013 after a very distinguished 32-year career at OWASA in various capacities including 15 years as General Manager of Operations.

John contributed greatly to professional development in the water resources field through his work and leadership with the North Carolina American Water Works Association-Water Environment Association (NCAWWA-WEA), the NC Collection and Distribution School, and the NC Wastewater Operators' School. He served on the Board of Trustees for the NCAWWA-WEA and the Board of Directors for the Upper Cape Fear River Basin Association. Mr. Greene was highly regarded in the water resources field in North Carolina. In 2008, he received the NCAWWA-WEA's Raymond E. "Red" Ebert Award for excellence in water and wastewater engineering and management. John had been a NCWOA member since 1999.



enjoyed his work and loved his family and friends. All those that knew him will always remember his laughter and his smile. He had been a NCWOA member since 1987 and was a life member.



Jerry Mitcham

Jerry Lee Mitcham, 77, of Hickory, is now living in his eternal home as of Wednesday, May 20, 2015. He was a retired U.S. Air Force Veteran where he served for

20 years as a Sgt with the Security Police Squadron. Jerry then retired as a plant supervisor with the City of Hickory Water Treatment Plant after 25 years. He enjoyed spending time with his family, especially following his grandchildren in their many activities. Jerry had been a member of NCWOA since 1981 and was a life member.



David Rust, Sr.

David Lee Rust Sr., 84, of Valdese, passed away Thursday, March 19, 2015 at Burke Hospice and Palliative Care following a period of declining health. He retired from

the Town of Valdese in 1992 as Utilities Director with over 36 years of service. He was a well respected man, and on May 28, 1992 the Town of Valdese declared this day as David Rust day. David was in the N.C. Water Works Association magazine in February of 2014 and was featured on the front page with over 59 years of NCWOA membership.



Mark Haynes

On August 13, 2015 a member of the Water Supply and Treatment Division family was lost. Mark Ellis Haynes passed away from complica-

tions related to a serious health condition. Mark was a Laboratory Technician IV that had been with the City of Gastonia since 2001. Mark was very knowledgeable in the field of Water Treatment having worked in the field for more than 30 years. He

2014 NC Area Wide Optimization Award Recipients

Given by the NC Division of Water Resources' Public Water Supply section. These awards are part of the NC Area Wide Optimization Program, which is an effort to enhance the performance of existing surface water treatment facilities.

- Broad River Water Authority Water Treatment Plant
- Cape Fear Public Utility Authority-Wilmington-Sweeney
- Water Treatment Plant
- Charlotte Water-Lee S. Dukes Water Treatment Plant
- City of Asheboro-W.L Brown Water Treatment Plant
- City of Asheville-North Fork Water Treatment Plant
- City of Eden-Robert A. Harris Water Treatment Plant
- City of Hamlet Water Treatment Plant
- City of Hendersonville Water Treatment Plant
- City of Hickory Water Treatment Plant
- City of Lenoir Water Treatment Plant
- City of Lincolnton Water Treatment Plant
- City of Marion Water Treatment Plant
- City of Morganton-Catawba Water Treatment Plant
- City of Mount Holly Water Treatment Plant
- City of Newton Water Treatment Plant
- City of Raleigh-D.E. Benton Water Treatment Plant
- City of Raleigh-E.M. Johnson Water Treatment Plant
- City of Thomasville Water Treatment Plant
- City of Waynesville-Allens Creek Water Treatment Plant
- Plant
- Davidson Water Inc.-Gregg W. Stabler Water Treatment Plant
- Harnett County Department of Public Utilities
- Henderson-Kerr Lake Regional Water Authority
- Johnston County Water Treatment Plant (East)
- Johnston County Water Treatment Plant (West)
- Lincoln County Water Treatment Plant
- Maggie Valley Sanitary District Water Treatment Plant
- Orange Water & Sewer Authority
- Pender County Utilities-Surface Water Treatment Plant
- Salisbury-Rowan Water Treatment Plant
- Town of Andrews Water Treatment Plant
- Town of Boone Water Treatment Plant
- Town of Burnsville Water Treatment Plant
- Town of Cary Water Treatment Plant
- Town of Elkin-James A. Harrell Water Treatment Plant
- Town of Louisburg Water Treatment Plant
- Town of Mayodan Water Treatment Plant
- Town of Mocksville-Hugh A. Lagle Water Treatment Plant
- Plant
- Town of Mooresville-Plant 2
- Town of Robbinsville-Tallulah Water Treatment Plant
- Town of Weaverville-Ivy River Water Treatment Plant
- Town of Wilkesboro Water Filtration Plant
- Two Rivers Utilities

Certified Operators of the Year

A Surface

William "Bill" Bateman Town of Andrews

Bill is a 28 year water treatment veteran and has been ORC/Superintendent of his hometown water plant for the past 15+ years.

His Upflow Microfloc

Process plant has been awarded the Area Wide Optimization Award from DENR/DWR for the past 6 continuous years.



This outstanding operator and manager holds licenses in A-Surface, A-Distribution, B-Well, Grade II Wastewater and Grade II Sewer Collections. He is also a certified Firefighter, Rescue Technician and Intermediate Emergency Medical Technician. He has served on his local fire department and with his county Rescue Squad for over 20 years. He has acted as a trainer for all of these disciplines through his local community college and other schools throughout WNC. He is readily described as a good listener and planner, a hard worker and as someone who, "Can get the job done right".



B Surface

Mark Jones Town of Canton

He is a U.S. Navy veteran and retiree with 20+ years' honorable service to our country. He has been a water treatment plant operator for only 3 years but has demonstrated out-

standing dedication and devotion to making the 1930 facility he works at not only look better but run better. Because of his hard work and excellent leadership abilities he was recently appointed as Interim Superintendent of the 4.0 MGD treatment facility for his home community.

He has also become the primary trainer for his operations staff and has organized and presented training for the 3 water plants in his home county. As mentioned he takes great pride in the care and maintenance of his older plant and is proud that the 50 year old high service pumps runs like a smooth old Swiss watch. He says, "Good maintenance is the key to producing safe and reliable drinking water". He demonstrates great loyalty to the citizens and customers of his community and maintains a very positive relationship with everyone. He is a model citizens which demonstrates outstanding organizational and communitive skills.

C Surface

Tommy Lee Williamson City of Brevard

He is an 18 year veteran working for a small city in the southern Appalachian Mountains of our state with the last 6 of

those years working in maintenance and operations at the water treatment plant. Prior to working at the WTP, he was first a sanitation worker who worked his way up to be the foreman of the sanitation department. He is currently working to obtain his B-Surface license.

He is a longtime member of his City Fire Department as a certified Fireman, serving in that capacity for 12 years. He is described by his nominator as a hardworking man who never complains but works each day with a smile and a very positive attitude. He not only performs his normal operator duties well, but is the first to volunteer to work on special projects or to fill in for other operators when they are out sick or on leave. He frequently does most of the routine and unscheduled maintenance at his water plant. Most of the time without being asked to do it. He is a top notch individual as described by his supervisor.

B Well

Andrew Cox Town of Oriental

He resides in the coastal area of North Carolina near Raccoon Creek. He is currently the PWD and Water Plant Supervisor and holds licenses as a B-Well and B-Distribution operator. He has overseen 6 separate upgrades to the treatment plant which

has increased efficiency and has reduced treatment costs for his town. He is described by his town manager as being an ambassador to his community who goes well beyond the call to help customers and other citizens of the community. He frequently meets homeowners during his off duty hours and on weekends to help out the transient retired community needs.

He has greatly improved the town's maintenance capability, has started a valve exercise program, developed a capitals improvements plan and helped the Backflow Prevention ORC to develop a strong cross connection program.



C Well

Mark Teague Environmental Inc.

He works for and owns a private water corporation located in WNC. He acquired the business from a man named Al Wike who was

a very famous operator in the western part of our state. This awardee is responsible for over 50 utility systems to include water and wastewater systems. He holds certifications in well water, wastewater and well drilling.

He has taken on the responsibility for many small "challenged" water systems and has been appointed by the NC Utilities Commission as the "emergency operator" for many. His ability to run and operate these systems sets him apart from most other operators. To quote the nominator, "He continually puts the interest of the water community first and foremost". Of course this man has a strong work ethic, gets along



well with his customers and everyone involved. He always gets the job done right.



Lab Analyst of the Year

Jesse Chadwick
Greenville Utilities

He has been serving in our drinking water industry for 28 years now and is the past Northeast

Chair of NCWOA and has served for some time on the Lab Analyst Committee. He is a present day instructor at our schools and with seminars and is active in our Lab Tech Day training events. He also actively participates in NC AWWA seminars as an instructor. He also is a lifetime member of NCWOA and a member of both NC AWWA and our national AWWA.

He has been instrumental in numerous Water Research Foundation projects and has participated in the WRF biofiltration project nationally. At his home water system he was the lead chemist in developing R2A plate count studies to help identify chlorine tolerant bacteria and ways to reduce their impacts at his water system. He holds licenses as an A-Surface and B-Well operator as well as Microbiological and Process Chemistry certifications. He is describe by his nominator as, "a dedicated and hardworking Chemist, who really cares about water quality and providing safe drinking water to the citizens of his community".

Educator of the Year

Pam Moss
Hach Company

For nearly 18 years she has been a dedicated member of both the NC AWWA/WEA and NCWOA having served as a member of AWWA since 1990 and as a life member of NCWOA.

Work with AWWA has included such areas as membership growth, outreach and working with the Water for People program. With NCWOA, this person was the co-founder of Laboratory Technology Day.

Other dedicated service to include teaching at numerous schools, workshops, regional training schools, lab tech days and state and regional technology transfer events.

She is a former secretary for the NC AWWA Board and served as the Executive Director of NC AWWA from 2000-2008. Prior to that distinguished service she was the (really first ever) Administrator of NCWOA from 1998-2000.

She is a recipient of the George Fuller Award and Red Ebert awards from AWWA and is a member of the prestigious 5-S fraternity. She was presented an Award of Merit from NCWOA in 1999 for outstanding service to our organization.

Her nominator describes her as a teacher who knows how to, "turn on light bulbs" in her students because of her positive attitude and willing way to inspire others and with her command of the subject matter. She is a person with great organizational skill as well as warm and welcoming people skills. She is truly a great teacher, mentor and friend of everyone in our great water industry here in North Carolina.



2015 Life Members

Life Membership is awarded to any active member who has maintained an uninterrupted membership in the Association for a period of 25 years, is in good standing with the Association, and elected by at two-thirds majority.

Ava K. Goodwin
City of Elizabeth City

Charlie E. Stalls
Gates County

James Farmer, III
Town of Tarboro

Larry L. Olewine, Jr.
Camp Lejeune

Taft N. Cobbs
Atlantic Beach

James M. Carson
City of Graham

James E. Hamlett
City of Roxboro

Stephen S. Rimmer
City of Roxboro

Anthony G. Moore
City of Lumberton

Vernon J. McNeill
Robeson County

Lowell D. Graves, Jr.
City of Lenoir

Robert J. Longo
City of Morganton

Stephen R. Shoaf
City of Asheville

Anthony G. West
Kace Environmental

Certified Operator of the Year

Object of the Award

The object of the award is to annually recognize one waterworks operator, for his/her outstanding ability and devotion to the water supply profession that best merits the title "Outstanding Operator of the Year."

Basis for the Award

The award may be made by the Outstanding Operator of the Year Award Committee for any of the following reasons: outstanding proficiency in plant operations; records, and reports; exceptional organizational activities in the award winner's facility, demonstrated educational practices, or investigations leading to improvement of the profession; exceptional devotion to duty; and outstanding service to the Association.

Russell Bateman Town of Hillsborough

Accomplishments

- Unanimously chosen by the selection committee
- Been in Water Treatment for 25 years
- A NCWOA Life Member
- Has A-well, and A-surface
- Currently serves as a Water Plant Superintendent
- Described as being innovative in his approach of maintaining compliance and service during project upgrades
- The Town Manager recognized this person's commitment toward safety of his employees and asked him to fill in as their interim safety officer
- He is described as frugal, and maintains the budget in the black every year
- Meticulous in maintaining records and has no compliance issues
- He has been described as having a caring nature and having extreme loyalty toward his town and its customers
- Responds to customer inquiries immediately and works diligently until issues are resolved
- He received his employer's Bronze Customer Service Award in 2010
- He and his staff have received the Silver Innovation Award for significant reduction in disinfection-By-products
- A Silver Innovation Award in 2013 for planning and implementation of a working strategy for a major project
- He has also received numerous other employee recognition awards over the years



2015 Schools - Raleigh



A-Surface



B-Surface



C-Surface



A-Well



B-Well



C-Well

2015 Schools - Morganton



A-Surface



B-Surface



C-Surface



B-Well



C-Well

2015 Operator Spotlight Recap - February



Randy Hawkins

Utilities Operations Manager for Charlotte Water, Randy Hawkins, has been in the NC water industry for over 28 years, getting his start with the City of Gastonia where he began as an operator.

Hawkins says that NCWOA has been very instrumental in furthering his career and it helps his

operators stay connected, educated, certified, and trained.

Danny Williamson

Williamson applied and landed the water treatment plant operator position and 32 years later has worked his way up to Water Treatment Plant Supervisor for the City of Concord.

"NCWOA has always been important when it comes to training for the industry," he says. "It also allows you to be a



member, attend meetings, and serve as an officer. It gives you a chance to network with other people and open the door to reach out and network because we are all a part of the same state-wide organization."

Jeff Carlisle

He did his time in the military and when he got out, he returned to North Carolina to begin his career with Fayetteville PWC. He has been with Fayetteville 27 years this past January (2015).

Carlisle has been very impressed by the work of the NCWOA. It has been an organization that has been very instrumental in his water career.

"Other than church it's the only organization I am a member of," he says. "It's a proactive organization. We don't sit around on our thumbs, we keep things moving. It's a great group of people. If you ever need any help, it's there. It's a network and one of the best I've ever seen."

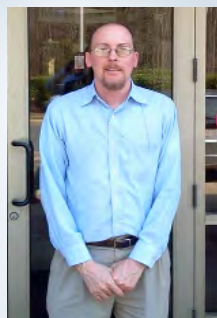


2015 Operator Spotlight Recap - May

Jeff Isley

He has been with the City of Concord for 18 years as its Lab Supervisor, the same position his dad held at the City of Burlington. Jeff came to the City of Concord in 1996 from the City of Graham where he was a lab technician.

He has been a member of the North Carolina Waterworks Operators Association since 1999 and he says his relationship with NCWOA has been a vital one for his career. Isley echoes what most members say about the association in that its networking is key.



Kyle Smith

In 1996, Kyle Smith began his career in the water industry with Deep Run Water Corporation reading water meters. After a year, he decided to begin the process of getting licensed to advance his budding career.

This process of getting his licenses opened up the door to transfer to Neuse Regional Water and Sewer Authority in 2006, right at the beginning of a major expansion project.

He said it was a rather big learning curve when Neuse came online in 2008 and being a member of the North Carolina Waterworks Operators Association was a huge help.

"I learned a long time ago it's important to meet people and that way you have people you can call," Smith says.

Sandra Bradshaw

Orange Water and Sewer Authority (OWASA) interviewed her and hired her on the spot to be its lab analyst in August of 1989.

"Not every day is the same and presents different challenges from working with customers, sampling, and trying to manage the reservoirs so they are protected," she says. "I like the environment and trying to give back to the community."

"You see the end result of what NCWOA does, but you don't always see the behind the scene things," says Bradshaw. "I really like working on the behind the scenes things with NCWOA."

2015 Operator Spotlight Recap - August

Jason Green

Fourteen years ago, Jason Green decided it was time for a change. 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.



"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 says.

Ben Robinson

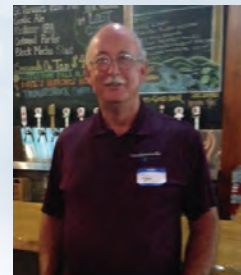
Ben Robinson has been with the City of Brevard for 15 years, working his way up from the trash truck to the current water distribution division supervisor.



He 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."

Ron Reid

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.



The North Carolina Waterworks Operators Association (NCWOA) will be beneficial to bringing the importance and value of these water industry jobs to light, Reid says. 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."

2015 Operator Spotlight Recap - November

Wade Barnett

Wade Barnett, maintenance manager for the Mount Mitchell State Park, is in charge of this elaborate water and sewer system. He has been with the state park for 12 years and absolutely loves his job and enjoys talking about it because it is very different than your average, run-of-the-mill water/sewer facility.



"I love meeting all the people and being outside. I get the traffic count on the Blue Ridge Parkway in the morning, unlock the gate to the park and I start. I go straight to waste treatment and start pumping water at the same time."

Parks says he has worked his way up through the ranks of the water industry, starting with the town of Apex in 1982 as its water treatment operator.

"We have a definite graying of our industry," he says. "It's not easy to replace that brain drain and experience drain. People don't seem to be thinking about that. I am an example of how you can have career advancement. I have an education back-ground, but I have seen people do it without one."

Phillip Turbyfill

The thing he likes the most about being on the distribution side is problem solving. He will continue with the Town of Weaverville and be looking for the best and brightest that love what they do to join the Weaverville team. He says what a lot of other industry leaders say, there are not enough people choosing water as a career.



"It's hard to find guys that love what they are doing," he says. "It's getting harder and harder to do. Most towns will train you on the job and the certifications will come with the training. This is the most secure job on the planet. You can't get water through a data connection. There are always going to be pipes in the ground and I don't regret being in this industry."

Barry Parks

Director of Water Resources for the City of Wilson, Barry Parks, says he absolutely loves his job serving the customers in the City of Wilson and Wilson and Johnston counties.



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NCWOA 2015 - By The Numbers

76 years

3,119 Total Members

NE Section = 617, SE Section = 811, SP Section = 462, NP Section = 631, Western Section = 598

3408 + hours of credit issued for 14 seminars

227 Students at the Spring School in Morganton

B-Well = 14, C Well = 41, A-Surface = 24, B-Surface = 39, C-Surface = 46, Advanced Day = 63

274 Students at the Annual School in Raleigh

A-Well = 9, B-Well = 30, C Well = 57, A-Surface = 22, B-Surface = 39, C-Surface = 57,
Advanced Day = 60

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Thank you for another great year!