



North Carolina Waterworks Operators Association

"Training Tomorrow's Water Professionals Today"

Aug 2014, Volume 17, 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, NC Rural Water Association, NC AWWA-WEA, Public Water Supply Section, State Laboratory of Public Health, community colleges, 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

*Leslie Carreiro -
Superintendent of Water
Production/Water Quality,
City of Asheville*

Being a science person developing dermatological products in the pharmaceutical industry in Miami, FL sounds like a fantastic, cutting-edge, well-paying job, and would have anyone asking Leslie Carreiro why she would ever leave that to move to the western part of the state? She did just that back in the late 80s, early 90s and has no regrets because she is still married to the man that prompted that move and is very much entrenched in her 23-year water industry career with the City of Asheville.

"I decided to get married to a man that lives in western NC and there are not a lot of job opportunities here," she says. "Eventually, I found my way into water treatment."

Carreiro began her new career path in August 1991 as an operator and because of her science background, moved over to the lab where she worked the next 14 years. She was promoted to superintendent and has served in this position for the past nine years.

"I'm really grateful because there is a lot of science in this job and exactness," Carreiro explains. "It was a good fit."

Over the course of the last nine years, Carreiro says the biggest change she has witnessed is the education levels of the new employees coming into the water industry. She explains that the job description calls for only a high school level education, but most new hires are coming in with two and four year degrees.

"It has changed the atmosphere of the working environment," says Carreiro. "With all this technology you can pull all this data from your pumping systems, storage tanks, and your treatment process. Somebody has to sit there and

figure out what all that means, so you need people that are good on computers and analyzing things. There are times I am looking for someone who is very mechanical, or detail oriented, or someone that has an environmental science background. There are many different aspects that an operator touches. This elevated level of knowledge in the industry is a great thing because it continues to attract a variety of people."

Carreiro oversees a staff of 41 employees and three treatment plants that serve 123,000 customers. She explains that the average daily flow for the three plants is around 20 million gallons per day, considerably less than when she began in 1991 with just two treatment plants. She says the big hit came when Gerber Foods and Ball Glass closed, coupled with new plumbing codes that cause people to conserve whether they wish to or not.

"When we have had a drought and ask customers to conserve, they do, and then they forget to go back to using water," Carreiro laughs. "They are very responsible. We have seen a dip of 1-2 percent in water consumption go down during these drought times and then it takes four years for it come back."

Carreiro has always enjoyed her job and affiliation with the North Carolina Waterworks Operators Association (NCWOA). She says NCWOA has been a light that has kept her going, adding excitement to the often mundane.

"We do a lot of things in our job that are redundant," she says. "We are constantly checking the water. NCWOA has allowed me to have a little bit of excitement in my life. I have taught classes, and I love teaching people about lab procedures. I have served on the annual schools committee and it has allowed

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me the opportunity to get to know other people, be around like-minded individuals, and enjoy so many great personalities."

Carreiro's nickname in NCWOA is Vanna. She says Terry Gross, a past president of NCWOA, gave her the moniker because she would always display the door prizes at the annual banquet like game show models that help display the items one could win.

"People who know me, know that is so far from Leslie," she laughs.

Carreiro says NCWOA gives the water industry professionals the opportunity to connect and learn from one another. She believes the Association is like a huge statewide front porch where all its members can come, sit in a swing and talk shop over a cold glass of sweet iced tea.

"It's a joy and a light to talk with others in the industry," she explains. "We talk about work, our kids and sports."

She served as NCWOA's president from 2009-2011, but says her two-year past president term was the most liberating.

"This is what I found out," she explains. "When you become past president it makes you bold and you can say what you want to say. It was really freeing. It's like let me tell you how I really feel about that."

Carreiro is all things healthy. She is an avid runner, running several marathons and half marathons. She says when she is away on business with NCWOA at schools and seminars, it's nothing for her to get in a three mile jog.

"I learned back in high school that if I ran, I could still eat Toll House Cookies," she laughs. "I'm ok if I have to run three miles a day for the rest of my life to eat Toll House Cookies."

Carreiro also swims and bikes. In July she will compete in a Metric Century Ride after she returns from a 25th wedding anniversary vacation with her husband Joe to visit his sister in Kitimat, Canada. Although she will be on vacation, she will continue to train.

"I have been scheduling some things and I think my husband is getting a little worried," she laughs. "A little kayaking, biking; that's all."

Carreiro is very active with Shaklee Corporation as a distributor of its supplements and products. Carreiro says she is considering ramping up her distributor responsibilities when she retires from the water industry because she is committed to and believes wholeheartedly in nutrition, health and well-being.

"Simple changes in a lifestyle can make a big difference," she says. "When people feel well they work better, communicate better, more willing to work, and get along better with co-workers."

Retirement is still roughly seven years away and with the time she has left is on a mission to help educate the public on water and bring to light the career possibilities in the water industry. Her work with My Water Matters helps her bring her mission to fruition. She also serves on the NCWOA Nominations Committee and the state's Water Treatment Facility Operator Certification Board.

Operator's Spotlight

Russell Bateman, Hillsborough WFO Superintendent

Russell Bateman, Hillsborough WTP Superintendent, has a Superman cape that he has adorned since October 17, 2013. That was the day he had a heart transplant at Duke University Hospital. His heart was ravaged by cardiomyopathy, a heart muscle disease that deteriorates its function. Bateman stayed in the hospital until just before Thanksgiving and was released to home. By April 14, 2014, he was back on the job at Hillsborough, feeling great!

"I'm back to work and 85-90 percent back to what I was," he explains. "I have to go back twice a month to get heart biopsies to make sure there is no rejection going on and I take 14 pills twice a day to prevent rejection."

Bateman has three grandsons, ages 4, 3 and 2, and he is so thankful that he is feeling better because he wants to get those "youngins" on the golf course and get his golf game back to good.

"They've got me on hold with my golf game for right now," he says. "I love to play golf and if my three grandsons decide to take it up, that's going to be an expensive hobby."

Bateman knows he had great doctors at Duke and says his wife of 35 years, Lois, has really taught him how to be a good listener. He knew he had to do what they asked of him if he wanted to get back on his feet and recover from this major surgery.

"They said if I did what they asked I'd be back to work in 6 months and in a year, better than I was when I walked through their door," says Bateman. "I figured they were a lot smarter about heart

transplants than I was. I can run circles around them in a water plant, but there ain't much I can do in that operating room."

Bateman says that when the superintendent of Siler City, Terry Green, went through a kidney transplant, that gave him hope for his heart situation.

"That kind of served to motivate me because I saw Terry Green when he was really down and then when he was really up," says Bateman. "I felt like he could really understand what I was going through. I could tell I was going downhill, but I didn't realize how fast."

Bateman has been in the water industry since 1984 where he started out in wastewater with the Town of Hillsborough. In 1986, he came over to the water plant and has held the superintendent position since March 1992. Bateman got into the water industry because he felt it was a secure career path and at the urging of his father-in-law.

"My wife's father owned a dairy farm and was going out of business and he told me I needed to work for a government or municipality where jobs are secure and everybody's got to have water," says Bateman. "It seemed like to me it would be a job that was a secure job for the future."

Hillsborough averages about 1.5 million gallons per day. Bateman says they have seen a drop in consumption as well due to the textile industry picking up and leaving NC.

"We were going through an upgrade just to keep up with a textile customer that used roughly 500,000 gallons per day," explains Bateman. "When they backed out, we just refurbished what we had."

He says that working with NCWOA has been a very positive impact on his career and Hillsborough because of the networking opportunities and the new products and companies it introduces the water industry to.



"I went to an NCWOA meeting in Durham and one of the presenters, Carus, was pushing Sodium Permanganate," explains Bateman. "Me and my other coworkers at the meeting discovered that was exactly what we needed to increase our contact times to remove organics. Carus was here the next day running test and by the following week, we were feeding it."

Bateman says you can pick that phone up anytime and call someone involved with NCWOA and ask questions and not feel judged or thought of as stupid. He says it's just a positive organization to be involved with.

Bateman is a very simple man. He says what you see with him is what you get, but don't let that fool you; he does have a Superman cape and he is ready to put it to good use on his favorite golf course.

Dusty Martin Leaves Indubitable Mark On OWASA

This year would have marked Dusty Martin's 22nd year as a water industry professional, but tragically this past February he was killed in a single vehicle accident in Raleigh. Martin left a plethora of contributions to the water industry in North Carolina. From 2007 up to his death, he served as operations supervisor for the Orange Water and Sewer Authority's (OWASA) Jones Ferry Road Water Treatment Plant. One of those many contributions was his leadership in helping OWASA earn the Partnership for Safe Water's Excellence in Water Treatment Phase IV Award in 2011. OWASA was the ninth facility in the nation and first in the state of NC to do so. He was very proud of this award and he touted this achievement when trying to lure young people to the water industry. In an interview with Water System Operator (WSO) magazine in the October 2013 edition, Martin told journalist Jack Powell on earning this award,

"I tell the young people I talk to: Here's something you can shoot for that will not only make you look good and make your operators a more cohesive team, but will also allow your customers to see what you're doing to make the water better."

Martin was very committed to teaching young people about the water industry and the opportunities the industry provides for a strong, solid career in NC. He explained in WSO why it was important to bring in young talent for this crucial industry.

"A lot of operators I know are beginning to get up in age, which is why we're working on bringing more young people into the business," he told WSO. "We tell them 'Everybody drinks water; everybody needs water.' Over the years, the pay has gotten better and the benefits are excellent, so we encourage them to get into this industry, where you can make a difference and make a name for yourself."

In 2012, Martin was awarded the NC Waterworks Operator Association's (NCWOA) A-Surface Operator of the Year award. He was also the chair for NCWOA's North Piedmont Section. He worked very diligently for NCWOA, helping the Association teach several classes at its annual schools. NCWOA Administrator Cindy Gall says she could always count on Martin to teach just about any topic at the schools.

"There was one year I don't think we even gave him a lunch break on one of his days," says Gall. "We asked him what he would like to eat and brought it to him during the 10 minute break."

Martin enjoyed teaching at the schools and was so excited about the apprentice-level grade that NCWOA and the NC Water Treatment Facility Operators Certification Board was beginning to offer. He told WSO, "We think it's a great way to attract people to water plants such as ours because they know they will be certified once they get the six months experience — that's my goal."

Martin was a jokester when he taught school. Gall recalls a prank he pulled on his class last year.

"He was actually a student in the class, and after a few minutes into the first class, before anyone really knew anyone, he stood up and said, 'Well, since

it looks like the instructor for this class, Mr. Dusty Martin, is a No-Show, I guess I will teach this math class,'" says Gall. "What a way to start a class off, with a good laugh." Gall says he quickly informed the class that he was instructor Dusty Martin.

She says this is what was so great about him.

"Dusty always had a smile and tried to find fun in what he did," Gall says. "He will be sorely missed by all of the operators he taught and by those who will only hear the stories."

Before joining OWASA, he was the operator at the Apex-Cary Water Treatment Plant. In 2001, he became Chatham County's Water Distribution Supervisor and from 2004-2007 he worked for the Town of Siler City as the WTP Superintendent. During his career, Martin earned state certifications in both water and wastewater treatment, and operation of water distribution and wastewater collection systems.

According to the article in WSO, Martin was a stand-out in team building through listening. Operator Jaime Barajas told WSO, "Dusty is real good to work for; he pretty much gives us free rein to do what we want [to get the desired result] and if we have trouble, he helps us, and he listens to us."

Terry Burkhardt, an OWASA plant veteran, told WSO Martin had a go-for-it attitude.

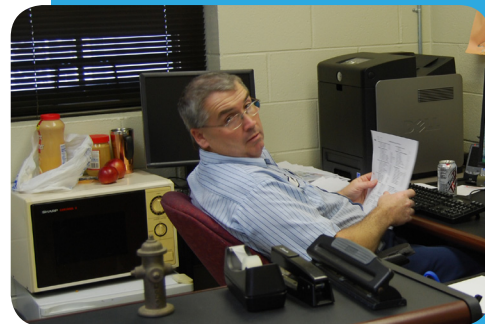
"If you have an idea about something that will improve a process or the way we do something, Dusty's attitude is go ahead, test it and try it," Burkhardt said.

Martin is survived by his wife, Paula and two sons, James and Brandon, as well as his OWASA and NCWOA family. Ken Loflin, Water Supply and Treatment Manager for OWASA and NCWOA Treasurer, really feels the absence of Martin. Loflin says that Martin was well respected by his OWASA peers, consultants, contractors and the water community.

"He was open and receptive to ideas and suggestions from others and worked with them to implement their ideas where possible," says Loflin. "He was always looking for opportunities to improve the treatment process at the WTP. He was hands-on with equipment replacement and upgrades and assisted with many chemical feed system upgrades."

Martin's indubitable mark reaches far beyond OWASA, blanketing the entire state's water industry. Loflin says he is truly missed by all.

NCWOA and its staff would like to thank Water System Operator (WSO) for allowing the use of its article on Dusty Martin, written by Jack Powell, in the October 2013 Edition titled, Focused On Achievement: Dusty Martin has built a rewarding career by furthering his education, enhancing his skills and inspiring those around him.



NCWOA 1965 - 1989, The Age of the Great Society

As the second twenty-five years of NCWOA was dawning, our country was moving into a new arena; as was our association. Our country was still trying to get over the tragic loss of President John F. Kennedy and we were quickly moving, at his encouragement, towards the space age and, the new technology era was fast approaching. Also, the Vietnam War and the fight for civil rights were causing a great strain on the core principals of our society.

Although this unrest and change was occurring all around us, the leaders of NCWOA did not seem to sidetrack from the general purposes, needs, and future goals that the earlier generation had guided them to. Many of the original charter were still very active and armed with a new, younger thinking set of sub-leaders and they were set to accomplish many of the following goals and endeavors:

- To continue to educate water treatment operators and bring them forward by using new technology as a jump-off to, "elevate their status."
- Continue to work with state leaders and organizations to get mandatory certification and licensing of water operators approved in North Carolina.
- Continue to grow the membership of NCWOA.
- Help operators with the training and tools needed to continue to provide safe and reliable water service to the citizens of North Carolina.
- Prepare operators for new, future regulations and guidelines in water treatment.

Many new leaders were emerging during this time to help see that NCWOA met these goals. Some of those more prominent people were State Board of Health's, W.J. Stevenson. He worked diligently on the mandatory certification angle with state leaders and he would go on to be the first chair for the *mandatory* N.C. Water Treatment Facility Operators Certification Board. Charles Smallwood, Professor at NC State; Raymond Ebert, Winston Salem; Mike Bell, State Board of Health-Greenville; Wilbur Long, Chief Engineer Raleigh; James Stame, Sanitary Engineer SBH; Henry Forrest, Charlotte; and W.W. Adkins, City of Greenville (SC) Utilities Director all had a great impact on the success during these years. Yet, another set of soon-to-be-leaders were emerging to step in to take the helm over the next many years and they were: Herschal Jordon, Gastonia; J.Fred Hill, Greenville; Mack W. Edminsten, Lenoir; Lee S. Dukes, Charlotte;

Joe C. Stowe, Jr., Fayetteville; W.S. Early, Fayetteville; and Tony Gragg, Lenoir; just to name a few. Sadly though, by the end of this era only 3 of the original 34 chartered members of NCWOA would still be active. Memoriam was given over time in each yearbook for some of the more prominent ones such as, W.S. Mckimmon (1965), Joe C. Stowe, Sr. (1966), R.S. "Bob" Phillips (1967), and H.G. Bailey (1979).

However, these new presidents and leaders set forth to move forward when President Virgil Truit (1965) wrote in his president's comments that, "the main goal of NCWOA is to encourage and elevate the status of all waterworks employees in North Carolina," which would set the tone for the future. At that writing, 650 persons would hold voluntary certifications as water treatment operators, but by the end of 1989 over 5,000 operators would hold certifications and state licenses as water treatment operators. Following that, President Walter Sink (1966) would write in his message about being "in the age of the *Great Society*," in which he challenged all operators to trust the knowledge to hold the key to success and that all operators needed to prepare themselves by embracing new technology in order to prepare them for the future challenges in water treatment dealing with treatment of emerging contaminants. The Safe Drinking Water Act of 1974 (with its new rules and regulations concerning drinking water) would certainly challenge all operators and set NCWOA on a new education path in this era.

With these new leaders, new technology, and a modern thinking group of well-educated leaders (the baby boomers), NCWOA as an association embarked off to accomplish the following milestones from 1965-1989:

- In 1965, the first annual newsletter was started that gave important updates of events and training to all operators.
- In that same year, the current board set goals to develop more regional schools and workshops and appointed a special committee to get the endeavor started.
- The first operators manuals for A, B & C Surface operators were developed in 1966 and were first called the "Red Books."
- In 1967, the State Board of Health first allowed a new filtration rate for water plant filters at a rate of 4.0gpm/ft² which was supported by the leaders of NCWOA and AWWA.

- By 1968, a resolution was drafted and adopted by NCWOA supporting mandatory certification for all water treatment plant operators and was endorsed by UNC, NC State University, the Institute of Government, the League of Municipalities, the State Laboratory of Public Health, and the State Board of Health which was presented to leaders of the State Legislature that same year requesting for a Senate Bill to be authored.

- Finally after 30 years, "Mandatory Certification of Water Treatment Operators" was approved by the State Senate on June 27, 1969, called Senate Bill 766.

- In 1970, W.J. Stevenson with the State Board of Health was appointed to be the first chairman of the newly formed, North Carolina Water Treatment Facilities Operator Certification Board. He would serve in that capacity for many, many years and would be replaced later by Chuck Rundgren, Chief Public Water Supply Section.

- Following that, on September 20, 1970, the Western Section of NCWOA was formally formed under the direction of Tony Gragg, Carl Hennessee, and Dean Yancey.

- Then, in 1971, Tony Gragg of Lenoir was chosen to be the Outstanding Operator of the Year. At that time he was the youngest person ever chosen for that honor.

- Also, in 1971, the first "C-Well" operators class was held at the annual school and as a result, 15 newly certified operators received C-Well License that year.

- In 1972, the new "Rules Governing Water Treatment Facility Operators" was rolled out by the State Board of Health with the assistance of NCWOA in 1972.

- In 1973, the first "B-Well" school was conducted at the 34th Annual School at N. C. State University.

- In 1974, the Safe Drinking Water Act was passed by the U.S. Congress and EPA with full implementation scheduled for 1977.

- The 1975 yearbook included A, B, C & C-Well study questions and answers that greatly helped upcoming new operators prepare to get certification and licenses as water operators.

- At a Western Section meeting in Morganton, July 1975, Jack Huss with Western Piedmont Community College first offered to set up and conduct an annual school at their college.

- When 1977 rolled around, it marked the official deadline for compliance with Public Law



Advanced Group, 1984 Annual School



A Surface Group, 1975 Annual School

93-523- 1974 Safe Drinking Water Act. A future test question by NCWOA forever after.

- In 1978, Joe C. Stowe, Jr. became President of NCWOA. His father Joe C. Stowe, Sr. was President from 1947-48. The only father/son presidents of NCWOA!

- 1979 was the first year NCWOA recognized and gave awards for A, B, C Surface and C-Well Operators of the Year.

- In 1979, the first B-Well Class attends the 40th Annual School held in Raleigh.

- In 1980, mandatory certification of operators comes under attack by the NC Legislature's Sunset Commission trying to repeal Senate Bill and Law 766. Fortunately after all the state water organizations and local governments rallied in Raleigh in support to keep certification a law, the repeal action was stopped.

- At the annual school in Raleigh in 1980, Billy Baker of Farmville became the first B-Well Operator of the Year.

- In 1981, at the 42nd Annual School in Raleigh, 343 students took operator exams, the most of that time. But in 1988, 455 students pass examinations, the most during the 50-year history of the association.

- In 1984, at the 42nd Annual School, a memoriam was given to W.J. Stevenson with the State Board of Health for his service to the water industry and NCWOA.

- In 1985, Nancy Florence of Graham was awarded the A-Surface Operator of the Year Award. The next year she would become the first female president of the association.

- In 1986, in her president's message, Florence would write of the severe drought of that year and call upon everyone involved in supplying drinking water to, "develop effective regional and basin wide (water) supply planning and management" as a future action to safe guard all water supplies.

- That same year, Chuck Rundgren, Chief of the Public Water Supply Branch, received a special plaque from NCWOA for his service and retirement from the state Health Services Division. Wally Venrick, Regional Engineer in Fayetteville, would be assigned as his replacement and would later become Chairman of the NCWTF Certification Board.

- Again, in 1986, during the 47th Annual Business Meeting, a motion was passed to develop a new logo for NCWOA.

- In 1987, then President Kelly Patton presented Outstanding Service Awards to Bert King and Shufford Wise for their service to NCWOA.

- In 1988, then President Shufford Wise in his president's page comments declared the upcoming

years as, "the age of high technology" and that all water operators would need more extensive training to prepare for the years ahead. At that time everyone was afraid that computers would take their jobs.

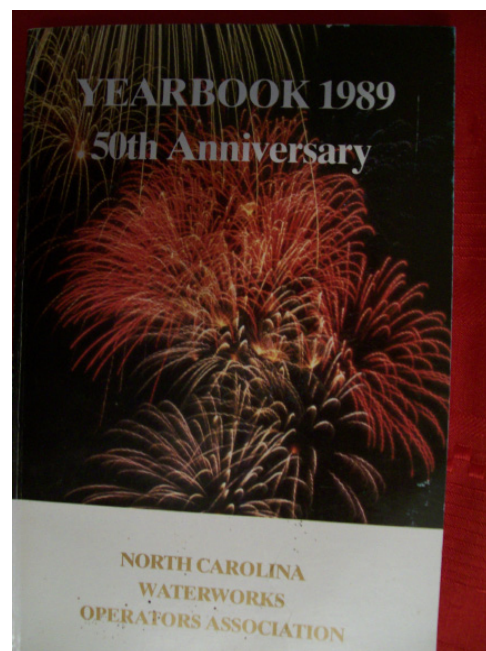
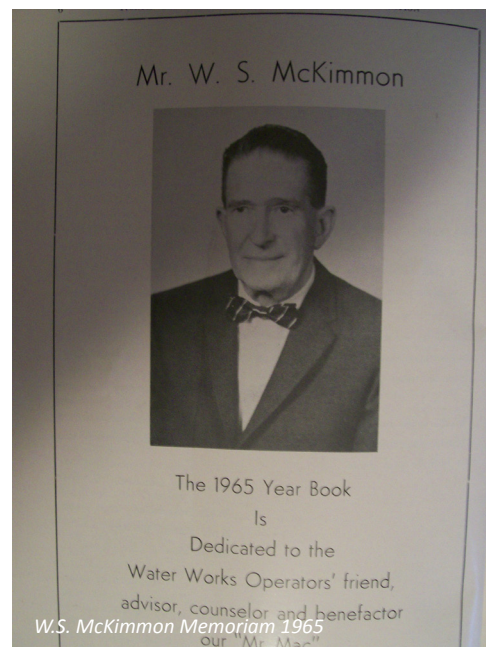
- 1989 was the 50th anniversary of NCWOA and Rufus Edmisten, Secretary of State for NC, was the honored speaker for the 50th Annual Banquet held in Raleigh.

- At that same celebration the last 3 remaining active charter members, R.F. Hill, R.E. Ebert, and W.W Adkins were honored guests. Mr. Adkins spoke about the founding of NCWOA and its history. Also, 5 passing chartered members were honored with a memoriam at that same event.

- Also, a letter was read from Dr. Charles Smallwood, Retired Professor of NC State University, thanking NCWOA for itsr many years of success and commitment to the training of water operators. Dr. Smallwood had given 35 years of devotion to that same endeavor and had participated in and supported NCWOA greatly.

By the time 50 years of NCWOA was completed, the organization had accomplished a great deal. There would be 46 presidents that had served, total membership would stand at 1,557 with over 5,000 operators trained to be licensed by the State of North Carolina as Water Treatment Operators. The operating fund balance had grown from \$5,131.85 in 1965 to \$21,542.41 in 1989. Of course, 50 annual schools had been conducted and thousands of training hours had passed with the help and dedication of hundreds of "all volunteer" instructors throughout all walks of the water industry. In the 1989, yearbook 37 advertisers/ vendors supported NCWOA by either listing ads in the yearbook or by having paid to be a sponsor of the association. Also by 1989, the association was doing regular seminars and workshops throughout the state helping operators learn the latest technology and practices in water treatment.

It is certainly clear from this writing about the history of NCWOA that the association had made great strides from 1965-1989. This "Great Society" of water operators would move forward with much knowledge from the past, accomplishment in the present, and with a desire to be greater in the future. One thing was for sure, NCWOA had become the leader in North Carolina in operator training, setting the tone for many years to come.....



B Surface Group, 1970 Annual School



B Surface Group, 1968 Annual School

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NCWOA HAS SPECIAL ENTERTAINMENT ON TAP AT FALL SCHOOL



Be sure not to miss the 75th Year Anniversary Celebration NCWOA has planned for Tuesday, September 23, at its annual Fall School. The NCWOA Board has put together a fabulous evening of entertainment to commemorate the Association's 75 years as North Carolina's premier water industry operator training association. Visit www.ncwoa.com often for celebraton updates and schedule of events for the 75th Annual North Carolina Waterworks Operators School, Septemebr 22-26 at the McKimmon Center in Raleigh.

Notes From the NCWTFO Certification Board

Continuing Education (Professional Growth) Requirements for Water Treatment, Distribution & Cross-Connection Operators - THE RULE

15A NCAC 18D .0308 PROFESSIONAL GROWTH HOURS

(a) All certified operators shall complete six contact hours of Board approved training each year following the year of initial certification. The Board shall approve training if it determines that the subject matter of the training is relevant to water treatment facility operation, and to the professional growth of operators. Training providers shall submit an attendance roster to the Board after completion of the training event. Ultimately proof of professional growth hours is the responsibility of the operator. The roster shall contain the operator's certification ID number or the last four digits of the Social Security number.

(b) The organization providing the training shall give each participant a certificate or other proof of completion which includes the name of the provider, the provider's address, and contact person with telephone number. The proof of completion shall identify the name of the participant, the number of contact hours completed, the course name, the instructor's name, and the date of the training received. For in-house training, an instructor from outside of the organization shall provide the training.

(c) The Board shall mail renewal notices to operators prior to the renewal date and shall state whether the Board has a record of their professional growth hours for the preceding year. If the Board does not have a record of professional growth for an operator, the operator must provide proof of the required six contact hours of training at the time of annual certification renewal.

History Note: Authority G.S. 90A-25.1; 90A-26; Eff. August 1, 1998; Amended Eff. November 1, 2008; August 1, 2004; August 1, 2000.

15A NCAC 18D .0309 CERTIFICATION REINSTATEMENT

(a) An operator whose certification has expired may seek reinstatement within two years of expiration by paying any renewal fees in arrears, including late fees and either providing proof of continuing education for each calendar year as required in Rule .0308 of this Section, or passing another examination of that grade.

(b) Any person having a certification expired for more than two years or revoked shall apply to the Board for approval to be eligible for any further certification or reinstatement of certificate.

History Note: Authority G.S. 90A-25.1; 90A-26; Eff. August 1, 1998; Amended Eff. May 1, 2006; August 1, 2004; August 1, 2000.

NCWOA Seminars

All NCWOA seminars listed on pages 7-8 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.

Very Small Groundwater Systems Seminar for Drinking Water Operators

August 19, 2014 in Burlington

8:00 – 8:30	Registration		
8:30 – 10:00	Getting Testy! - Gary Visser, Hach Company <i>Learning what field testing equipment is out there to use, when it should be used and how to get the most from the collected data. In other words, seeing if what we're doing is doing what we're seeing!</i>		<i>and usually not our only responsibility. We will review areas which we all can improve upon. It's not a matter of making safe water; it's a matter of making safe water as safely as possible!</i>
10:00-10:15	BREAK	12:00 – 1:00	Lunch – Provided on Site
10:15-11:15	Planning for the RIGHT NOW and the WHAT MIGHT BE! - Marty Wilson, NCRWA <i>Getting the MOST for the LEAST from your Operation & Maintenance Plan and Your Emergency Management Plan.</i> <i>We'll review both plans' purpose and how they can be beneficial to you in a real world setting. We'll also take time to review a couple to see if there are areas of improvement. Water systems are highly encouraged to bring a copy of their own plans as we hope to provide areas to improve and hopefully several systems will be willing to share their plans with the workshop so we can all learn ideals in order to improve our own. For the systems which have not developed the plans, you will also provide the framework to help them begin working and developing their own.</i>	1:00 – 2:00	Navigating the waters of the PWS Website – Julia Cavalier, NC PWS
		2:00 – 2:15	Break
		2:15 – 3:00	Rules and Regs Update/Regional Office review for the VERY SMALL SYSTEMS - Eric Hudson, WS Regional Office <i>Regulations are a fact of the business. During this time, we will hear from personnel from the Public Water Supply Section on the issue as well as what's coming up in the future and how to improve compliance now.</i>
11:15 – 12:00	Keeping YOU safe - Marty Wilson, NCRWA <i>Health and safety topics as they relate to the Very Small System Operator. We are unique as VSS are usually a one person show, very limited budgets</i>	3:00 – 4:00	What's Happening Next Door? - WS Regional Office Staff Members <i>Roundtable discussion for Very Small Groundwater systems lead by PWSS staff members</i>
		4:00	Certificates awarded for 6 contact hours for DRINKING WATER certification

2014 Remote Lab Tech Day

August 27, 2014 in Winston-Salem, NC

8:00- 8:30	Registration & Welcome	1:00 - 1:30	Disinfection Bi-product (DBP) Discussion Panel - TBA
8:30 - 9:15	HACH TNT Nitrate, Nitrite, TKN, Ammonia - Pam Moss, HACH	1:30 - 2:30	Tour: Meads or Elledge Facility, Winston Salem
9:15 - 9:45	Test Methods for Pathogenic Bacteria - Gina Kimble, City of Charlotte	2:30-2:45	Break
9:45 - 10:30	Algae, Algal Toxins and Aquatic Nuisance Plants - Mark Vander Borge, NC DENR	2:45 - 3:15	Toxicity Testing for Drinking Water and Wastewater Facilities - Jim Sumner, ETS Labs
10:30 - 10:45	Break	3:15 - 4:00	UCMR3 - Dr. Detlef Knappe, NCSU
10:45 - 11:15	Laboratory QA/QC, Control Charting and Root Cause Analysis - David Livingston, NC DENR	4:00	Certificates awarded for 6 contact hours for DRINKING WATER and WASTEWATER certification
11:15 - 12:00	Microscope Optimization and Practices - Jerry Pulsfort, JP Optical		
12:00 - 1:00	Lunch		

Maintenance Seminar: Be Proactive Rather than Reactive

October 28, 2014 in Longview/Hickory

8:00 - 8:30	Registration & Welcome	1:30 – 2:15	Automation
8:30 - 9:15	Instrumentation Maintenance	2:15 – 2:30	Break
9:15 – 10:00	The Importance of Keeping Accurate Calibration/ Maintenance Records	2:30 - 3:15	System Maintenance: How an Effective Flushing Program Can Improve the Overall Health of Your System
10:00 – 10:15	Break	3:15 - 4:00	Well Maintenance
10:15 – 11:30	Pump and Motor PM	4:00	Certificates awarded for 6 contact hours for DRINKING WATER and WASTEWATER certifications
11:30 – 12:30	Lunch Provided on Site		
12:30 – 1:30	Filtration		

NCWOA Seminars

All NCWOA seminars listed on pages 7-8 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.

Rule Tool Box: Lead & Copper

November 13, in Durham

8:00 – 8:30	Registration	12:00 – 1:00	Lunch (provided)
8:30 – 9:00	PWS Section Regional Office Regulatory Update	1:00 – 1:30	Case Study: Conducting a CCT Study
9:00 – 10:00	Rule Requirements: Lead and Copper Monitoring and Notification	1:30 – 2:15	Case Study: Finding Out What Caused an Exceedance
10:00 – 10:15	Break	2:15 – 2:30	Break
10:15 – 10:45	Case study: New Source or Treatment	2:30 – 3:15	Rule Requirements: Water Quality Parameter Sampling
10:45 – 11:15	Case Study: Significant Change and Revised Monitoring	3:15 – 4:00	Case Study: Studying and Adjusting Water Quality Parameters
11:15 – 12:00	Rule Requirements: Corrosion Control and Treatment (CCT) Study, Installing Treatment	4:00	Certificates awarded for 6 contact hours for DRINKING WATER

Completing the Cycle: Sewer Collection and Water Distribution System Operations Techniques

December 18, 2014 in Wilson

8:00-8:30	Registration and Welcome	1:00-2:15	Flushing to Reduce Water Age and By-Products - Tom Boyd, PWSS, DENR - Winston-Salem Office
8:30-9:30	Inflow/Infiltration Reduction Program (Regulatory Approach) - DWQ/DENR Representatives	2:15-2:30	Break
9:30-10:30	Flow Monitoring for Sewer Accountability - Wayne Miles, CDM Smith	2:30-3:30	Water Distribution System Quality Monitoring - Brenna Cook, Laboratory Supervisor - Asheville
10:30-10:45	Break	3:30-4:00	Overview-What we have learned!
10:45-11:00	Water and Sewer System Maintenance Management System	4:00	Certificates awarded for 6 contact hours for DRINKING WATER and WASTEWATER certifications
11:00-12:00	Regulations that Impact Water Distribution Systems - PWSS/DENR Regional Office		
12:00-1:00	Lunch		

Additional Training Sponsored by NCWOA

Process Control Chemistry

August 19-22, 2014

Contact Kristy, (919) 807-8766

NCWOA Annual Fall School

September 22 - 26, 2014 in Raleigh

Short Bacteriology Class

November 5-7, 2014

Contact Kristy, (919) 807-8766

C-Level Math Review

August 19, 2014 in Carthage

Contact JD Monroe, (910) 947-5784

A & B Math Review

August 20, 2014 in Carthage

Contact JD Monroe, (910) 947-5784

C-Level Math Review

October 21, 2014 in Carthage

Contact JD Monroe, (910) 947-5784

A & B Math Review

October 22, 2014 in Carthage

Contact JD Monroe, (910) 947-5784

NCWOA Spring School

March 23-27, 2015

Morganton, NC

See November issue for more 2014 training events.

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 #: _____ 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 \$55.00 (Must put your INDIVIDUAL NCWOA membership number on the line above to qualify)

NON-MEMBER PRICE IS \$80.00 (*Free 2014 NCWOA membership is included with this price. ** Free 2015 NCWOA membership included in this price.)

*Very Small Groundwater Systems Seminar for Drinking Water Operators - August 19, 2014 in Burlington	Cost \$ _____
^*2014 Remote Lab Tech Day - August 27, 2014 in Winston-Salem, NC	Cost \$ _____
^**Maintenance Seminar: Be Proactive Rather than Reactive - October 28, 2014 in Longview/Hickory	Cost \$ _____
**Rule Tool Box: Lead & Copper- November 13, in Durham	Cost \$ _____
^**Completing the Cycle: Sewer Collection and Water Distribution System Operations Techniques - December 18, 2014 in Wilson	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. "Completing the Cycle", "Remote Lab Tech Day", and "Maintenance Seminar" 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

.....
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: Cannot be Processed :
: Over the Phone :
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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 \$20.00 FOR 2014

DUES FOR 2015 WILL BE \$25

First Name: _____ Middle Initial: _____ Last Name: _____
Nickname: _____ Social Security #: _____ 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: "North Carolina Waterworks Operators Association" or "NCWOA". We do NOT accept Purchase Orders.

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 \$20 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

2013-2014

Executive Committee

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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

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

Past President

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

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Carlton Smith
PWS – FRO
Phone: (910) 433-3300
Email: carlton.smith@ncdenr.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
Univar
PWS - MRO
Phone: (704) 235-2123
Email: paul.judge@ncdenr.gov

Chair – Southeast Section

Roy Lowder
Phone: (910) 279-9381
Email: roylowder@gmail.com

Chair – Northeast Section

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

Distribution Officer

Kyle Smith
Neuse Regional Water & Sewer Authority
Phone: (252) 939-6277
Email: kyle.smith@nrwsa.org

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Board Director: Randy Hawkins

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

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Julia Cavalier (Co-Chair)
Dyk Luben (Distribution Track)
Carlton Smith (Small Systems Track)
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Tim Bishop
Gary Visser
Jim Adams
Vance Brooks
Tony Mencome

Allan O'Briant
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Dail Booth
Lee Latham
Vinod Korategere
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Bill Conner
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Dustin Guyer

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Chris Johnson
Elizabeth Meyer

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Bessy Farmber (Co-Chair)
Frank Efird
Ricky Langley
Julius Patrick
Kristin Lee
Kyle Smith
Tom Boyd
Sam Molinas
Pat Irwin
Paul Judge
Roy Lowder
David Tawes
Ken Loflin
Victor Quick
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Kay Willis
Gary Davenport
Michael MUII
Paul Hamrick

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Randy Hawkins (Chair)
PWS Representative - TBA
Mark Townsend

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Board Director: Jeff Isley

Nominating

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Sam Molinas
Pat Irwin
Paul Judge
Roy Lowder

Rules

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

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
8/14/14 Kill Devil Hills	8/12/14 Jordan Lake	8/21/14 Asheboro	8/7/14	7/10/14 Waynesville
10/9/14 City of Kinston	10/8/14	10/22/14	10/23/14	10/2/14 Nebo
12/11/14 Nags Head				

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

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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 Midgett, 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>	336-771-5000	
<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

