



North Carolina Waterworks Operators Association

"Training Tomorrow's Water Professionals Today"

February 2014, Volume 17, Number 1



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

David Rust, 59 Years of NCWOA Membership

There's a saying, 'You can take the boy out of North Carolina, but you can't take North Carolina out of the boy,' and that fits David Rust to a tee. He was born in North Carolina, but went to live with his grandparents in Alabama. As he grew up, he always knew he wanted to return to NC because he felt the Tar Heel State was his home. The United States Army sprung him from the Heart of Dixie and his job as a police dispatcher with the Auburn Police Department.

Rust served his country from 1950-1953, serving in Germany during the Korean War. When his time was up, he and his new wife Mavis made the move back to North Carolina. "I wanted to get rid of Alabama," Rust says. "I had no intention when I got out of service on going back to Alabama. I was born in NC and I wanted to come back to my home."

In 1955, Rust was tasked with the job of overseeing the new construction of the 2.0 MGD WTP on Lake Rhodiss in the town of Valdese. He had just finished work with a highway contractor building bridges along Interstate 40 in Caldwell, Burke, and McDowell counties. While the construction of the plant was underway, Rust trained at the Hickory WTP in water treatment techniques. He and Mavis bought a storage shed beside the water plant in Valdese that had been converted into a small house and she announced that they were due their first child. Rust had been offered a job in



Alaska and says he really wanted to take it, but with a child on the way, changed his mind.

Once the plant was complete, Rust was offered the job to be in charge of the water plant. He and Mavis became a tag-team in running the Valdese WTP.

"Mavis would have to occasionally turn the pumps off and on while I would go down to the lake pump house to work on the pumps," Rust says. "We would call each other by phone and I would tell her what pump to start or stop. She really helped me a lot in those early years."

Rust has a great sense of humor and he says he didn't have a job title like most. "They just called me David," he says.

In 1955, he joined the North Carolina Waterworks Operators Association (NCWOA). He achieved life membership status in 1980 and currently is the oldest life member with 59 years of membership to the Association under his belt. Rust is 83 years of age and has been a member of NCWOA for over half his life.

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"Rust says his greatest accomplishment during his water industry career was the training he gave to junior operators, through the help of NCWOA."

Rust says his greatest accomplishment during his water industry career was the training he gave to junior operators, through the help of NCWOA, at local schools and Western Piedmont College in the 1970s.

He retired from the water industry in 1992 and the Town of Valdese has honored him by making that retirement day, 'David Rust Day.' He spends most of his free time fishing.

"I have fished every lake within 200 miles of my home," he says. "I have my large fish mounted, but I have to keep them in the basement because Mavis doesn't like them hanging around in her living room."

His prized fish is a 25 pound striped bass. His 60 year marriage to Mavis, celebrated December 27, 2013, is his other prized possession, along with his three sons and four granddaughters.

Mavis says their life together in that same house they purchased beside the water plant has been a wonderful whirlwind.

"When we moved here I was so pleased, as I am today," she says. "I have lived here most of my life and have raised my children here. I don't think he could have picked a better place for us to live."



David Rust, Jr., Mrs. Mavis Rust and David Rust, Sr.



The 4 living Valdese Superintendent's-David Cook, David Rust, Chris Graybeal (Hickory Sup. now) and Current Valdese Superintendent Jerry Conley.

Operator's Spotlight

Nancy Florence, NCWOA's First Woman President

In 1976, Nancy Florence was forced to embark on a very different life path with the death of her husband. She was 45, no job, no money, four children to care for, and college educations to pay for. She had a friend that worked for the City of Graham who knew there was a job opening for lab supervisor at the new water plant and that Florence really needed the job. Florence said it scared her to death because she had never been in a water plant before.

"My husband died exactly one month before I started that job," she says. "They were so nice. They sent me to Hillsborough to train in general lab techniques."

Once Florence was trained she was the lab supervisor for the City of Graham and she says that was so funny because she was the only one there, supervising herself.

"I am my own worst boss," she laughs. "I expect too much of me."

Back in those days water plants did not have relief operators, so Florence had to start the plant from time to time and she said that scared her to death as well.

"I have never really had a lot of confidence in myself," says Florence. "I don't know why. My husband had brought me out of that a lot, but it seemed when he died, that feeling came back."

Florence says her youngest son was very supportive of her while she was training for her new job. She told

him she would never be able to learn all the things required for the job.

"I told him at 45 you don't learn as easily," she says. "He told me, 'Oh mama, you can do anything you want to do.'"

Florence realized very quickly the importance of safe drinking water and she took her job very seriously. She knew her job affected people's lives.

When Florence began her water industry career, she also joined the North Carolina Waterworks Operators Association (NCWOA). She remembers that in 1975 new regulations went into effect that anyone working in a water plant had to be certified. She says NCWOA began to really grow because of these changes. Nine years after joining the Association, she became its first woman president (1985-1986).

"That was quite an honor," she says. "It's a great organization made up of many professional people."

During her career, she also served on the state certification board. In February 1996, she retired from her 20-year water industry career. Since then, she has been enjoying her 21 grandchildren.

"I don't know how I ever had time for work," she laughs. "I just wish my husband could have lived to enjoy these wonderful kids with me."

"...she tackled her job as lab supervisor, as the most important task for the City of Graham."



Florence says her children and all those grandchildren still come to her house for Christmas Eve and she is so very thankful for that. She loves to cook and will take goodies down to the water plant and town hall or to neighbors.

"I do that for a lot of folks," she says. "I love to cook and I make a mean pot of chicken soup. It makes me feel good to do things for other people, especially if they are sick."

Florence is the oldest female life member of NCWOA and still tries to attend events when she can. She is 83 years young and on the day she interviewed for this article, she had just come in from grocery shopping and was beginning to prepare her house for her favorite time of year, Christmas, and the arrival of her beloved family. She is a kid at heart when it comes to Christmas and her family is the most important thing in the world to her. That's how she tackled her job as lab supervisor, as the most important task for the City of Graham.

NCWOA Celebrates 75 Years

Back in 1939 when the North Carolina Waterworks Operators Association (NCWOA) was first chartered, its founding members probably could not conceive that their organization would grow and celebrate 75 years of water industry work, but that is exactly what the statewide non-profit will do this year!

NCWOA's mission is and has always been to provide knowledge, skills, and 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.

NCWOA was the first operators association in the southeastern United States. As more regulations for safe drinking water were being introduced into the Safe Drinking Water Act, the Association became the template for other states as they began to comply with the new regulations of training operators.

NCWOA has always been an organization operated by water industry professionals on a voluntary basis. As the organization grew and more regulations were added, it became necessary to hire an administrator. The driving force was the requirement by EPA to the state to require continuing education for licensed water operators. NCWOA partnered with the

state, NC AWWA-WEA, and NCRWA to submit a funding request to EPA for monies to help fund this new administrator position for NCWOA so it could offer continuing education training, do the *Go With The Flow* calendar for all operators of all available training, and assist the state with the development of the new continuing education program.

Pam Moss was hired in 1998 and served until 2000 as the Association's first Administrator. In Moss' last year of her administrator duties, the 2000 annual meeting report recorded 2,200 members for NCWOA, with 2,126 being active members and 74 having achieved lifetime membership status.

Today the Association has two hired staff members. Cindy Gall is the current Administrator, a position she has held since 2002. Just this past year, Ray McCall was hired as the Administrative Support Agent to assist Gall and the Association's Board of Directors.

During Gall's 11 years, she says she has processed over 4,000 new memberships and the Association continues to grow. In the last few years there has been a growth of younger members becoming involved with the Sections and Committees. She says that has taken a concentrated effort. Looking ahead, Gall says that NCWOA's objective will be to continue to

provide operators with relevant and current industry training and up-to-date techniques. NCWOA's goal is to make the best trained water industry personnel throughout North Carolina so they may better serve the general public, the city, and the county administrations and be recognized for their professionalism.

NCWOA offers two annual training schools. A fall school in Raleigh, NC and a spring school in Morganton, NC. The Association is comprised of five sections: Northeast Section, Southeast Section, North Piedmont Section, South Piedmont Section, and the Western Section. Throughout the course of a year each section holds several training seminars for water operators.

Since 1939, NCWOA has had 59 presidents. L.I. Lassiter was the first (1939-1941) and 75 years later Chris Smith holds the presidential reins. NCWOA has had three woman presidents with Nancy Florence being the first (1985-1986).

In the upcoming issues of *Go With The Flow*, articles on the history of NCWOA will be included to help the Association celebrate its 75 years in the water industry. Anyone with any history facts or photos are welcomed to contact McCall at ray@ncwoa.com to possibly be included in these upcoming articles.

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Chair - Public Image

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Chair – North Piedmont Section

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Email: dmartin@owasa.org

Chair – South Piedmont Section

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Chair – Southeast Section

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Chair – Northeast Section

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Email: pat.irwin@currituckcountync.gov

Distribution Officer

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Neuse Regional Water & Sewer Authority
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Email: kyle.smith@nrwasa.org

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Ken Loflin
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Board Director: Jeff Isley

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Sam Molinas
Dusty Martin
Pat Irwin
Paul Judge
Roy Lowder

Rules

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



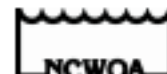
MyWaterMatters

www.MyWaterMatters.org

The Value of Water: The **value** of water is immeasurable. It is a vital resource in every form of nourishment we need for our bodies to survive, and in every commodity we use. We in the USA have clean, safe water delivered to our homes every day. But over 3.5 million people die each year from water-related diseases all over the world.

The Cost of Water: Compared to the **cost** of other utility bills, water is a bargain. However, this cost of water is not sustainable. The 2009 Report Card on Americas Infrastructure indicates total investment needs over the next 20 years for water and wastewater infrastructure to be over \$200 billion dollars; over \$16 billion dollars in North Carolina alone.

Your Obligation and Opportunity: We have clean water because of the work of thousands of dedicated water and wastewater professionals in North Carolina, but it is everyone's **obligation** to keep our water safe, clean and available for generations to come. Consider pursuing one of the many career **opportunities** in the water industry for a fun, exciting, and rewarding future.



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Workshop: From Field to Bench to Continuous Monitoring - Chlorine, pH, ORP, and DO for Drinking Water and Wastewater Applications

This workshop is designed to teach proper techniques of analyzing pH, DO, chlorine and ORP in each of the three situations: field, laboratory and continuous monitoring, in both drinking water and wastewater applications. The course objectives will be met by presenting the basics, incorporating practical applications of analytical techniques with "hands-on" experience with instruments on known and unknown samples. Instruments will be provided for hands-on practice however; attendees have the option to bring their own instrument for pH, DO, chlorine and ORP to use in class.

8:00 - 8:30	Registration and Introduction	1:00 - 2:00	Hands-on Exercise 3: Chlorine
8:30 - 9:15	The What, How, Where and Why of pH		Are you calibrating or verifying?
9:15 - 10:00	Hands-on Exercise 1: pH		Portable and lab instrumentation
	Portable, Laboratory and Online		Mystery sample
	HQd meter and pH electrode		CL17 setup and verification with portable instrument
	sc200 and pH electrode (digital vs analog, pHd vs traditional)	2:00 - 2:15	Break
	Other instrumentation to measure pH . . .	2:15 - 2:45	OR. . . What?
10:00 - 10:15	Break		What can ORP do for me?
10:15 - 10:45	I Breathe Oxygen, but Dissolved Oxygen?		How do I do ORP?
	Basics of DO	2:45 - 3:30	Hands-on Exercise 4: ORP
	Ways to measure DO		HQd meter and ORP electrode
	How do you do DO in field, lab and online?		Putting what we have learned all together . . .
10:45 - 11:45	Hands-on Exercise 2: DO	3:30 - 3:45	Final questions and Conclusion
	HQd meter and LDO and LBOD electrodes		
	Winkler Titration		
	sc200 and LDO2		
11:45 - 12:30	Lunch		
12:30 - 1:00	That Darn Chlorine!		
	What specie do I want now?		



Registration form for From Field to Bench to Continuous Monitoring - Chlorine, pH, ORP, and DO for Drinking Water and Wastewater Applications

Please Print or Type – This class is worth 6 contact hours for DW &/or WW Certifications

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

SOCIAL SECURITY #: _____ EMPLOYER: _____

MAILING ADDRESS _____

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

WORK PHONE: _____ Ext: _____ FAX: _____ EMAIL: _____

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

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

WASTEWATER CERTIFICATION # _____

Cost & Location - Place a check next to the seminar location where you would like to attend. Applications must be received by July 21.

Cost: \$145.00 Locations: ☐ August 5, 2014 – Hickory ☐ August 6, 2014 – Graham ☐ August 7, 2014 – New Bern

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 \$10 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 and by the Wastewater Commission for Wastewater continuing education 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

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

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. Please see each individual seminar agenda or description for details. Registration form is available on page 10.

Maintenance Seminar: Be Proactive Rather than Reactive

February 25, 2014 in Lillington and October 28, 2014 in Longview

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		
10:15 - 11:30	Pump and Motor PM	3:15 - 4:00	Well Maintenance
11:30 - 12:30	Lunch Provided on Site	4:00	Certificates awarded for 6 contact hours for DRINKING WATER and WASTEWATER certifications
12:30 - 1:30	Filtration		

Very Small Groundwater Systems Seminar for Drinking Water Operators

March 13, 2014 in Wilkesboro and August 19, 2014 in Burlington

8:00 - 8:30	Registration	11:15 - 12:15	Keeping YOU safe. <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 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>
8:30 - 10:00	Rules and Regs Update/Regional Office Review for the VERY SMALL SYSTEMS <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>		
10:00 - 10:15	Break	12:15 - 1:15	Lunch - Provided on Site
10:15 - 11:15	Planning for the RIGHT NOW and the WHAT MIGHT BE! <i>Getting the MOST for the LEAST from your Operation & Maintenance Plan and Your Emergency Management Plan. 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>	1:15 - 2:15	Getting the Most from our \$\$\$ <i>Yes, water treatment is an art/calling/passion/gift and all those things; but it's also a business. Even if you don't sell the first gallon of water to a billed customer, there are records to keep, expenses to be paid, taxes to file and a host of money related matters.</i>
		2:15 - 2:30	Break
		2:30 - 4:00	Getting Testy! <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>
		4:00	Certificates awarded for 6 contact hours for DRINKING WATER certifications

Advanced Day: Controlling DBPs from Source Water to Customer Tap

April 2, 2014 in Morganton

SESSION 1		SESSION 3	
8:30 - 8:40	Welcome and Opening Remarks	1:30 - 2:10	Treatment Plants = Treatment Schemes for DBPs in Surface Water and Groundwater WTPs
8:40 - 9:00	NCWTFO Certification Board Update	2:10 - 3:00	Case Studies
9:00 - 9:40	Public Water Supply - Rules Update Highlights	3:00 - 3:20	Break
9:40 - 10:15	Disinfection By-Products - the History	SESSION 4	
10:15 - 10:45	Break	3:20 - 4:20	Distribution Systems - Management and Control Strategies for DBPs in the Water Distribution System
SESSION 2		4:20 - 4:50	Case Studies
10:45 - 11:35	Source Waters = DBP Precursor Management and Control Strategies in Surface Water & Groundwater Supplies		
11:35 - 12:15	Case Studies		
12:15 - 1:30	Lunch - provided on-site		This class has been pre-approved for 6.0 contact hours for treatment and distribution certifications. Registration available in School brochure or online at www.ncwoa.com .

All of the above listed NCWOA seminars will award Certificates of Attendance for 6 contact hours. You must attend the entire seminar to receive a certificate. See page 10 for registration form

NCWOA Seminars

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Rule Tool Box: Lead & Copper

April 22, 2014 in Statesville and November 13, in Durham

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

Lab Tech Day

May 6, 2014 in Raleigh

More information will be available in mid-February. Check www.ncwoa.com for details.

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

June 5, 2014 in Hendersonville and December 18, 2014 in Wilson

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

2014 Remote Lab Tech Day

August 27, 2014 in Winston-Salem, NC

8:00- 8:30	Registration & Welcome	12:00 - 1:00	Lunch - Provided on site
8:30 - 9:15	Using Colorimetric Methods with TNT Chemistries for Wastewater Nutrient - Analysis/ Pam Moss, HACH	1:00 - 1:45	Disinfection Bi-product (DBP) Discussion Panel
9:15 - 9:45	Test Methods for Pathogenic Bacteria - Gina Kimble, City of Charlotte	1:45 - 2:15	Pharmaceutical & Personal Care Products/ Endocrine Disrupting Compounds in Drinking Water and Wastewater - Speaker TBA
9:45 - 10:30	Algae, Algal Toxins and Aquatic Nuisance Plants - Mark Vander Borge, NC State University	2:15-2:30	Break
10:30 - 10:45	Break	2:30 - 3:15	Tour: Meads or Elledge Facility, Winston Salem
10:45 - 11:15	Laboratory QA/QC, Control Charting and Root Cause Analysis - David Livingston, NC DENR	3:15 - 4:00	Toxicity Testing for Drinking Water and Wastewater Facilities - Speaker TBA
11:15 - 12:00	Microscope Optimization and Practices - Jerry Pulsfort, JP Optical	4:00	Certificates awarded for 6 contact hours for DRINKING WATER and WASTEWATER certifications

All of the above listed NCWOA seminars will award Certificates of Attendance for 6 contact hours. You must attend the entire seminar to receive a certificate. See page 10 for registration form

Section Meetings

If your facility would be interested in hosting any of these meetings, please contact your section chair listed on page 4. 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
2/13/14 Jones Co.	1/23/14	2/20/14	3/20/14	3/4/14
4/10/14 New Bern/Craven Co	4/29/14	5/22/14	6/19/14	5/20/14
6/12/14 Greenville Utilities	8/12/14	8/21/14	8/7/14	7/10/14
8/14/14 Kill Devil Hills	10/8/14	10/22/14	10/23/14	10/2/14
10/9/14 City of Kinston				
12/11/14 Nags Head				

Additional Training Sponsored by NCWOA

C-Level Math Review
February 18, 2014 in Carthage
Contact JD Monroe, (910) 947-5784

A & B-Level Math Review
February 19, 2014 in Carthage
Contact JD Monroe, (910) 947-5784

Short Bacteriology Class
February 18-20, 2014
Contact Kristy, (919) 807-8756

Process Control Chemistry
March 18-21, 2014
Contact Kristy, (919) 807-8756

Advanced Day
April 3, 2014 in Morganton

Lab Tech Day
May 6, 2014 in Raleigh

C-Level Math Review
May 20, 2014 in Carthage
Contact JD Monroe, (910) 947-5784

A & B-Level Math Review
May 21, 2014 in Carthage
Contact JD Monroe, (910) 947-5784

Long Bacteriology Class
July 29 - August 1, 2014
Contact Kristy, (919) 807-8756

Process Control Chemistry
August 19-22, 2014
Contact Kristy, (919) 807-8756

NCWOA Annual Spring School March
31 - April 4, 2014 in Morganton

Short Bacteriology Class
November 5-7, 2014
Contact Kristy, (919) 807-8756

See May issue for more 2014 training events.

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.

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.)

^Maintenance Seminar: Be Proactive Rather than Reactive - February 25, 2014 in Lillington	Cost \$ _____
Very Small Groundwater Systems Seminar for Drinking Water Operators - March 13, 2014 in Wilkesboro	Cost \$ _____
Rule Tool Box: Lead & Copper - April 22, 2014 in Statesville	Cost \$ _____
^Completing the Cycle: Sewer Collection and Water Distribution System Operations - June 5, 2014 in Hendersonville	Cost \$ _____
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	Cost \$ _____

Registration information for future seminars will be available in the May 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", "2014 Remote LTD", and "Maintenance Seminar: Be Proactive Rather than Reactive" 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

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 \$20.00 FOR 2014

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

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: _____

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 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

