



# North Carolina Waterworks Operators Association

"Training Tomorrow's Water Professionals Today"

November 2014, Volume 17, Number 4



## GO WITH THE FLOW

The purpose of GO WITH THE FLOW is to keep you, the operator, informed of some of the training opportunities that are available for your certification needs (new and renewal). The Training/Meetings calendar will be updated quarterly as information about new training opportunities becomes available. Events may be scheduled by: NCWOA, Public Water Supply Section, State Laboratory of Public Health, and other sources. This newsletter may also contain information on new regulations, news from the Certification Board, and important need-to-know resource contacts.

### Operator's Spotlight

#### Joe Stowe, Jr. - A Lifetime of Service

When Joe Stowe, Jr. was just a small boy (around 4 years old) his father, Joe Sr. (NCWOA President 1947-48) would announce to Mrs. Stowe, "it's a Jay and daddy day," and out the door they would go. In the years that followed, Joe Jr. learned that meant they were on their way to check on the boys at the Hamlet water plant in which Joe Sr. was the general manager.

As more years passed, his dad would take him to the water plant lots of times with some of those visits lasting into the late hours of the day if there were problems. Sometimes Joe would have to tell his father to go on home and he would stay to help with the problems and report to his dad if there were any major changes. So, it is safe to say that Joe Jr. started his career in water treatment at a very early age.

Continuing through life, Joe graduated from Hamlet High School and then went on to graduate from North Carolina State College. During these same years, he was able to work at the water plant and attend the NCWOA water school at Mann Hall, obtaining his C-Surface certification license as a water treatment plant operator in 1961.

Unfortunately, Joe Sr. unexpectedly passed away in 1966, the year Joe Jr. graduated from college. Also that year, Joe, Jr. was drafted into military service by the U.S. Army, but before he was to report for duty, the Hamlet Water Board contacted him to see if he would be willing to run and manage the system until they could find a replacement for his father. Joe had to apply for a draft deferment and was granted a one-year extension. So, he set off to manage the very water system he had spent his childhood with.

After that year was up in 1967, Joe was off to Army basic and advance training, finishing as a commissioned officer in the Army Signal Corps. Yet again Joe's life would take a drastic turn. He was assigned to go to Vietnam and to war. Upon arriving in Vietnam, Joe was assigned to a Cyber Operations Battalion near Bin Wa, Vietnam. Once there, his commanding officer after finding out that Joe had water treatment experience, assigned him to be the officer in charge of their 10,000 gallon per day water treatment facility. For this service Joe received the Bronze Star for meritorious service and returned to the states in late 1969.

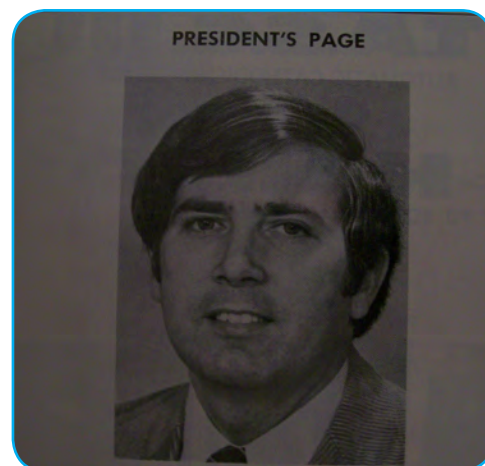
As soon as Joe returned home, he began his search for employment and again started searching for a career in the water industry. He first checked with the Hamlet Water Corporation, but it did not have any openings. Soon he would be on his way when he was chosen by the Fayetteville PWC to be its Superintendent of Water and Wastewater. At that time he was only 25 years old. While at PWC, Joe continued to get his licenses as a water and wastewater treatment operator and obtained his Grade A Surface and Grade IV Wastewater

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Joe Stowe, Sr. and Joe Stowe, Jr. fishing.



Joe Stowe, Jr. was President of NCWOA in 1978.



Joe Stowe, Jr. and his wife Kay.

licenses. Also during this time, he became the President of NCWOA in 1977-78.

After 10 years with PWC he moved on to be the Director at the Hopewell Regional Wastewater system in Virginia. With continuing compliance issues at Hopewell, Joe was brought in to help get the system into compliance -- which he did! His team was also credited with great improvements to not only the Hopewell system operations, but also in greatly improving the water quality conditions in the James River.

Soon after that, Joe would get the call from the Charlotte-Mecklenburg Utilities Department (CMUD) to become its Director in 1982. During this time of his career, CMUD completed numerous system

rehabilitation projects to enhance not only treatment capability, but to improve water service throughout the CMUD service area under his leadership. Joe was also instrumental in the early acquisitions and planning for the development of the new Lee S. Dukes water treatment facility. During his years with CMUD, Joe stayed active with NCWOA, NC AWWA-WEA and became President of NC AWWA-WEA in 1989-1990.

After 12 years with CMUD, Joe ventured into the private sector of the water industry and took a position with CH2M Hill Engineering Company in its Utility Management Branch working with utilities throughout the southeast. Then in 2000, he became the President of the Water Environment Federation which sent him on trips to 50 states and 14 foreign

countries working with environmental issues in water. In these last years of Joe's career, he took a position with McKim and Creed Engineering with whom he retired in July of 2014. During Joe's career he received numerous awards and recognitions to include most recently, the 2010 Emerson Distinguished Service Award and in 2013 the Robert H. Hite Outstanding Leadership Award.

After 53 years, it is safe to say that Joe has truly spent a lifetime of service in our water industry. When asked what he was most proud of he immediately responded, "I am most proud to be a water treatment operator." And, when asked what assignment was his most rewarding, he stated, "the time I spent at Hamlet with my Dad and as a water treatment operator there." He also spoke of being proud that every water system that he worked at, "always had safe drinking water." When asked who was his greatest mentor he said, "My Dad."

Thank you Joe Stowe, Jr. for your distinguished service, devotion and commitment to our water industry here in North Carolina, and the United States. Also, thank you and your father for your service to the North Carolina Waterworks Operators Association.

*"I am most proud to be a water treatment operator".*

## Getting Back to Her Roots

### Heather Cagle Joins NCWOA

Heather Cagle has joined the North Carolina Waterworks Operators Association (NCWOA) as its new administrative support agent, formerly held by Ray McCall. Cagle says she is excited about being back in the water industry for North Carolina and is looking forward to reconnecting with the industry's professionals and getting back to her roots!

For almost 10 years, Cagle worked with the North Carolina Rural Water Association and it was there that she realized just how important the water industry is in North Carolina.

"We take that water flowing out of that tap for granted," she says. "There are so many systems that have limited resources and one person is

doing it all. There are infrastructure and budgetary issues these systems face as well."

Cagle left the water industry for a stint and started her family. Just a couple of years ago she returned to work in the furniture textile industry. Just by chance she came across the advertisement for the job opening with NCWOA.

"I thought I would try my hand again in the water industry," she says. "I really like the water industry as a whole. It's a good group of people to work with and be associated with."

Cagle's job will be to assist the many committee's NCWOA has and to help the association's administrator, Cindy Gall. Cagle has a degree from North Carolina State University in fisheries and wildlife. She worked for a brief time with the North Carolina Zoo before she took the job with the NC Rural Water Association. She says her first couple of months with NCWOA has been quite hectic, working another part time job and trying to get her house sold and moved into a new place with her family.

"I am excited to learn exactly what NCWOA does," she says. "I am in the middle of a big learning

curve now and how my role fits in. So far, NCWOA has been great and I can't say enough about how good they have been with my schedule."

Please help NCWOA welcome Cagle to its association's team. She looks forward to meeting all that are involved with NCWOA and helping the association grow.





# NCWOA: A Representation Conduit for Operators

## *A Conversation with Kasey Monroe*

Kasey Monroe, a life member in the North Carolina Waterworks Operators Association (NCWOA), took some time out to reflect on her time with the 75 year old association and its integral part in the North Carolina water industry. Monroe was working with Combs and Associates as a manufacturing representative for water and wastewater treatment equipment when she became involved with NCWOA. The year was 1985, but Monroe says there is not a record of her membership until 1986.

Monroe says in those early days of her involvement, NCWOA was not that well organized with fewer committees and a smaller organization than today. Her first duties for the association were to serve as a liaison for government affairs.

"I would go to the League of Municipalities and the NC AWWA-WEA Government Affairs meetings and bring back information to the association on what was happening administratively," says Monroe. "Anything I thought would be of interest or use to the organization."

By 1989, Monroe was very involved with NCWOA and helped plan the organization's first formal banquet to commemorate the association's 50th anniversary. Monroe secured the sponsors for the event, booked the venue at the Mission Valley Inn, and booked the guest speakers. Monroe says it became very clear after the first banquet that NCWOA needed to get better organized, develop a budget, and do more to entice operators across the state to join the organization. Monroe and the entire association, along with other water industry organizations, worked very hard to make operator certification mandatory in the state. She became very involved with the board of examiners, taking notes in the meetings of the board and giving those to instructors for the certification classes so they would know the line of questioning and context of what they would be required to teach.

"I had to sign a paper saying I would never take the exam!" laughs Monroe. "I proctored exams and that was pretty unusual for someone who was not an operator and did not have any certifications."

Monroe says the mandatory certification push was so successful that other states used North Carolina's model! She says we had a good program in place and this moved it to the next level.

Monroe knew at the 50th celebration that NCWOA would continue on for many years. Reaching 75 is no surprise to her because the organization was and is strong, despite a few bumps in the road. She says in the 25 years following that 50th anniversary, NCWOA has grown, become better organized, and better funded.

"We went through kind of a financial slump," she says. "We needed structure to the organization and a way to entice operators to join. We recognized that the association needed a way to make it financially sustainable."

Monroe says the future is bright for NCWOA, but the association will have to continue to attract a strong, youthful pool of volunteers with the same level of commitment the organization has had the last 25 years.

"This organization will not be able to afford enough paid staff to sustain it," Monroe says. "It has to be driven by volunteers that fill so many facets like administrative, instructors, and seminar/school organizers."

Monroe says when the McKimmon Training Center in Raleigh, that is now the school venue, began charging for the use of its staff, the organization discovered there was money available for training through the Safe Drinking Water Act.

Monroe, working also with NC AWWA-WEA and NC Rural Water, helped pen the grant that secured the needed monies for NCWOA's first paid administrator, Pam Moss.

"We have come a long way and all of this and none of this would be possible without Pam Moss and Cindy Gall, current administrator," touts Monroe. "We were blessed that Cindy was ready to step up when Pam moved on. They made sure we were doing what we were supposed to be doing. Cindy has to spend more time working as those that work for her have less time due to their budget constraints. She just keeps on going!"

Monroe says if NCWOA ceased to exist that the state's water industry would lack sensitivity and touch with the operators and more feedback would come from the management and city director levels than the operator level.

"I think that would be a shame because the operators are in the trenches; making it happen, making more water with less money," she says. "I don't believe there is another organization that would represent the operator's perspective and provide the training and professionalism NCWOA provides. Somebody would put a class on, but not at his level. NCWOA is the operator's conduit to have representation with the boards, certifications, supervisors, and other organizations. It's able to get information from the operator and to the operator!"

Monroe stepped away from NCWOA in 2013, leaving her treasurer post with the organization. She implemented her second part of her life plan to be a substance abuse counselor. She left her job at Kemp, Inc. to go back to college and she is now a counselor to adolescent boys in a residential treatment facility. In all, between Kemp, Inc. and Combs and Associates, Monroe closed the book on her water industry career that spanned over 30 years.



# NCWOA 1999 - 2015, New Age/New Future

Many years have come and gone for NCWOA as we begin to record the last 25 years leading up to today, our 75th Anniversary Year. But before we look at this era, let's be reminded of the original goals our NCWOA forefathers set forth:

- The purpose of this association, "shall be to encourage and elevate the status of all waterworks operators" and to train them to be professionals in the drinking water industry
- To have all water treatment operators duly certified by state law as licensed Water Treatment Facility Operators.

Well, we now know that in 1969, some 30 years after the vision began, that "elevation" as certified operators occurred. We also know that now, in our 75th year, that there are well over 8,000 certified operators in the state with 5,400 of them still active today. This number of active licensed operators is representative of the effort NCWOA has given in our state to be the leader in operator training. This could not have been accomplished without the volunteerism of hundreds of dedicated members who gave of their time to teach and mentor you, the operator.

So as this new age or era began, the association found itself at a cross road in 1990. According to Kasey Monroe, longtime secretary/treasurer, "the association was on the brink of moving from a good association to being a great association." At that time, the new leaders had a vision to move the association into the more modern era, now called the "Multiculturalism Era" which also saw the dawning of a new technological age.

This new group of leaders: Linda Locklear, Mack Edmisten, Mike Richardson, Terry Green, Marty Wilson, Terry Gross, Kasey Monroe and Pam Moss (to name a few) came together, along with many current committee members and volunteer instructors, to set out some goals that they felt would help sustain NCWOA and propel it into the 21st century. Several of these goals stood out in this plan:

- Re-organize NCWOA as a modern business with a better organizational structure with realistic goals.
- Grow the membership and recruit new or existing members to serve on new committees and to build a team of professional instructors from within the water industry.
- Put NCWOA on a better financial footing and to grow its wealth for future needs.
- To develop a succession plan that as members retire, new volunteers would be mentored and ready to lead in the future.

Well, from this author's observations, the plan certainly worked because by the end of that following decade in the year 2000, the association had grown its membership role from 1,700 to 2,126 members in which 74 were life members and had grown its fund balance from \$20,000 to \$151,000. Also during that period, the association had reached the following milestones or achievements:

- 1990, Linda Locklear becomes the 2nd female president of NCWOA and
- 1991, Annual School records record 539 students trained with 461 passing exams

- In 1992, that record school attendance was broken when 566 students attended the Annual School in Raleigh. That same year, the first Spring School began under the guidance of Terry Gross and J.D. Monroe of NCDEH.
- The following year, in 1993, the Northeastern Section reported a record attendance of 120 participants at their meeting. In that same period the North Piedmont section was awarded the 'Host of the Year' award after raising their attendance rate from a low of 19 per meeting to 72 per meeting.
- In 1995, then President Mike Richardson, referred to "our association as (having) the people helping people philosophy" and encouraged the membership to continue to work together and help train new operators.
- In 1997, NCWOA became qualified to receive NC Drinking Water State Revolving Fund money. This effort was spearheaded by Kasey Monroe, Cindy Finan, Mack Edmisten, along with the help of John McFayden and Linda Sewell of DEHNR.
- As a result, the funding began in 1998 and it allowed NCWOA to hire Pam Moss as the very first Administrator of the association.
- NCWOA began conducting statewide seminars for operators in order for them to obtain 6.0 CEU's/year, which was a new requirement by state law in order for all certified operators to be able to renew their licenses annually.

- NCWOA's membership had grown to 1,600 and the official certified operator count stood at 5,643.
- By the end of 1999 the Executive Board, along with the help of Pam Moss, implemented a new financial plan and audit program that would start the association toward a trend of financial growth and stability.
- Doug Terry, longtime business manager and yearbook publisher, would announce his retirement and leave his duties with NCWOA.
- Pam Moss and Mr. Terry would receive "Awards of Merit" from the association for their business leadership. Also, Mr. Terry would be named the Outstanding Operator of the Year.

Now by the end of this decade, countless operators had been trained with the help of many volunteer instructors (see list below). During this same time frame, another shift in management occurred; recognition of the need to recruit, train and mentor younger members to be future leaders and trainers for NCWOA. (Remember the succession plan?). Therefore, some new faces began to appear such as Jay Van Hoose, Victor Quick, Ricky Langley, Leslie Carreiro, Randy Hawkins, Chris Smith and Cindy Gall, just to name a few. Oh, by the way, many of the original cast was still around and running the show, especially Kasey Monroe, who today has served a total of 16 years as Secretary/Treasurer (Treasurer the last 4 years).

Anyway, the year 2000 began another session of milestones and new endeavors that this new group would venture to accomplish:



Victor Quick instructing at the Annual School



Long time volunteers of NCWOA



Fred Hill receiving Award of Merit from Ricky Langley



2005 Board Meeting



AWOP Award Asheville



Seminars Meeting



- In 2001 a new "Computer Applications Committee" would be formed under the direction of Brad Boris.
- In January of 2002, Cindy Gall would come on board as the new Administrator of NCWOA.
- The first mission statement for the association was authored and adopted which also included the benefits of being a member.
- In 2003, the board established a new Education Committee to obtain "approved school status" from the NCWTFOC board. This would lead to the development of the "Needs to Know," a new school syllabus and a bank of exam questions that would be electronically stored and selected.
- By 2004 NCWOA came in with the addition of an interactive website to include a training calendar, school and seminar information and application forms for training scheduled.
- President Terry Gross' president's message encouraged members to get involve in association functions and to serve on committees and to attend their section meetings on a regular basis.
- In the 2005-2006 yearbook it was reported that over 1100 contact hours were awarded by NCWOA to operators attending seminars.
- The membership stood at 2,530 with 618 operators receiving certifications.
- In 2007 a new Strategic Planning group was organized under the leadership of Leslie Carreiro of Asheville. This planning would result in a new campaign to:
  - Develop a new organizational plan and position charting.
  - Set new future goals.
- Restructure committees and their purposes.
- Identify a new set of leaders, committee chairs and instructors
- The first meeting between the NCWOA Board of Examiners and the NCWTFOC Certification Board to develop common goals.
- The first statewide membership survey was completed that year.
- The Public Relations Committee started a new marketing campaign.
- The Seminar Committee added two new seminars to their annual program.
- The new Lab Analyst Committee set new goals and planned future training events.
- In 2008, the NCWOA Store is introduced so operators can buy shirts and hats and other logo items.
- Membership Directory followed by "The Year in Review" were published to replace the yearbook.
- NCWOA began recognition of the annual AWOP Optimization Award winners at the annual banquet.
- In 2009, Leslie Carreiro is named the third female President of NCWOA.
- In 2009, the Board names two new awards to be presented at the annual banquet; the Educator of the Year and the Lab Analyst of the Year.
- In August of 2009, the *Go With the Flow* goes all color and contains a feature article about OWASA's participation in the Partnership for Safe Water which features the late Dusty Martin, NCWOA volunteer for years.
- In 2010, Jim Adams of DENR receives the first Educator of the Year Award and Cindy Price of the State Laboratory of Public Health receives the first Lab Analyst Award at the annual banquet in Raleigh.
- NCWOA roles out its new slogan, "Training Tomorrow's Water Professionals Today" as authored by Ken Loflin of OWASA.
- In 2011, several appointees by the NCWOA board helps to form a joint partnership with NCRWA and NC AWWA-WEA to develop an education campaign to promote the value of safe water in North Carolina. The initiative began in 2013.
- Membership cracks the 3,000 member threshold. Training for the year shows that 494 students were trained at two annual schools and 688 operators were trained through 11 seminars around the state with 4,128 CEU's awarded.
- Sponsorship program is begun to assist the association's goal of keeping training costs to its attendees to a minimum.
- In 2012, NCWOA's State funding began to an end due to the economic down turn in our nation; however, NCWOA stays the course with the two annual schools training 629 operators and 9 seminars with 2,796 CEU's awarded.
- 2013 – Seminars committee began a program for some specialty hands-on training.
- NCWOA advertises to add a new administrative staff member called the Administrative Support Agent to assist the Membership and Public Services Committees.
- In early 2014, David Rust of Valdese is the featured "Spotlight Operator" as being the oldest active member of NCWOA. His membership will span 60 years in 2015. Also recognized in the same addition of the GWTF was Nancy Florence, the first female president of NCWOA.
- NCWOA school committee members are working with Lee Kiser at WPCC to develop the "Moodle Project", an online internet based training program.
- As our 75th year nears its closing, current membership stands at over 3,050 with a fund balance of \$755,000. Fifteen seminars will be completed this year and two annual schools.

With this being the last history article, we as members, whether active, life or inactive, have an association with a rich heritage of training water professionals and we should all be very proud of our NCWOA Association. We would not be where we are without NCWOA leading the way; providing useful training and helping us all to become better licensed certified waterworks operators.

Many fine servants have come and gone and many still remain. The key to our continued success as an association lies in your hands. Please become involved. Volunteer to serve on a committee, or regularly attend your section meetings. Become an instructor if you can teach, mentor with your co-workers and encourage them to get involved in NCWOA. As Pam Moss recently said, "Everyone has something to give." Are you ready to help "elevate the status" of your fellow operator? If so, go to NCWOA's website and pull down a committee volunteer form and if you are not a member, please join. Our history is rich with NCWOA, please become an "active" part of this fine association.



Past Operator of the Year Winners



Myron, Chris and Mike at the Annual School



AWOP Winners



2008 Executive Board



Lee Kiser and Cindy Gall



Western Section Meeting at Gorges State Park

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## Notes From the NCWTFO Certification Board

### Quality Matters

Tri-Lite® 150 Sodium Hypochlorite  
15% (available chlorine by volume)

Tri-Lite® 100 Sodium Hypochlorite  
12% (available chlorine by volume)



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#### 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 with Proposed Agendas

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, 2014 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	12:00-1:00	Lunch
8:30-9:30	Inflow/Infiltration Reduction Program (Regulatory Approach) - DWQ/DENR Representatives	1:00-2:15	Flushing to Reduce Water Age and By-Products - PWSS, DENR
9:30-10:30	Flow Monitoring for Sewer Accountability - CDM Smith	2:15-2:30	Break
10:30-10:45	Break	2:30-3:30	Water Distribution System Quality Monitoring - Laboratory Supervisor
10:45-11:00	Water and Sewer System Maintenance Management System	3:30-4:00	Overview-What we have learned!
11:00-12:00	Regulations that Impact Water Distribution Systems - PWSS/DENR Regional Office	4:00	Certificates awarded for 6 contact hours for DRINKING WATER and WASTEWATER certifications

## Very Small Groundwater Systems Seminar for Drinking Water Operators

March 3, 2015 in Wilmington and June 4, 2015 in Shelby

8:00 – 8:30	Registration	12:45 – 1:45	New Technology and How It Could Benefit YOU With Your VSS: Taking Us Out Of The Pencil and Paper Era Into The 21st Century
8:30 – 9:30	Rules and Regs Update/Regional Office review for the VERY SMALL SYSTEMS	1:45 – 2:45	The Why And How Of Good Recording Keeping
9:30 – 10:30	Chemical Feed Pump: How to Determining Chemical Dosing and Pump Setting On Paper and Then Putting it To Practice as Well as PM. HANDS ON TIME	2:45 – 3:00	Break
10:30-10:45	BREAK	3:00 – 4:00	Improving A Good Product: Water Quality Issues As Related To The Distribution System
10:45 – 11:45	Lead and Copper Issues In Depth: Monitoring, Reporting And Treatment	4:00	Certificates awarded for 6 contact hours for DRINKING WATER certification
11:45 – 12:45	Lunch – Provided on Site		

## Additional Training Sponsored by NCWOA

Short Water Bacteriology Class  
February 17-19, 2015  
Contact Michelle, (919) 807-8751

C-Level Math Review  
February 17, 2015 in Carthage  
Contact JD Monroe, (910) 947-5784

A & B Math Review  
February 18, 2015 in Carthage  
Contact JD Monroe, (910) 947-5784

NCWOA Spring School  
March 23-27, 2015  
Morganton, NC

Process Control Chemistry  
March 3-6, 2015  
Contact Michelle, (919) 807-8751

Lab Tech Day  
May 5, 2015  
Raleigh, NC

See February issue for more 2014 training events.

# NCWOA Seminars with Proposed Agendas

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## Advanced Day Agenda

March 25, 2015 in Morganton

### Session 1

8:30 – 8:40	Welcome and Opening Remarks
8:40 – 9:05	NCWTFO Certification Board Update
9:05 – 9:55	Public Water Supply – Rules Update
9:55 – 10:15	How our plant uses Partnership for Safe Water
10:15 - 10:45	Break

### Session 2, Plant Management

10:45 – 12:15	Plant management related to filtration
	Balancing plant goals and staffing needs
	Evaluating performance and making changes

12:15 – 1:30

Lunch – Provided on Site

### Session 3, Those Pesky Problems

1:30 – 3:00	Iron and manganese
	Algae and Organics
3:00 – 3:20	Break

### Session 4, Alternative Filtration Strategies

3:20 – 4:50	Membrane filtration
	Biofiltration
4:50	Certificates awarded for 6 Contact hours for all DRINKING WATER certifications

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

April 7, 2015 in Canton and November 5, 2015 in Kinston

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

## Getting in Touch with Your Chemical Side

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

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

*The following seminars are being planned for 2015. Additional information and registration will be available at a later date.*

### Completing the Cycle Series

April 23, 2015 in Fayetteville

August 18, 2015 in Wilkesboro

Agenda to be announced in the February issue of GWTF

6 Contact hours for all DRINKING WATER and WASTEWATER certifications

### 2015 Remote Lab Tech Day

August 25 in Charlotte

Agenda to be announced in the February issue of GWTF

6 Contact hours for all DRINKING WATER and WASTEWATER certifications

### Co-Sponsor Seminar with City of Greensboro

October 20, 2014 in Greensboro

Agenda to be announced in the February issue of GWTF

6 Contact hours for all DRINKING WATER and WASTEWATER certifications



# North Carolina Waterworks Operators Association

## SEMINAR REGISTRATION FORM

Deadline for entry is receipt at least 4 business days before a seminar.

Space is limited - First Paid, First Accepted



### Please Print or Type

NAME (First, MI, Last): \_\_\_\_\_ Nickname (For Tag) \_\_\_\_\_

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

MAILING ADDRESS \_\_\_\_\_

CITY: \_\_\_\_\_ COUNTY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

WORK PHONE: \_\_\_\_\_ Ext: \_\_\_\_\_ FAX: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

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

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

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

**NCWOA MEMBER PRICE IS \$60.00** (Must put your INDIVIDUAL NCWOA membership number on the line above to qualify)

**NON-MEMBER PRICE IS \$90.00** (\* Free 2015 NCWOA membership included in this price.)

*Rule Tool Box: Lead & Copper - November 13, 2014 in Durham	Cost \$ _____
*^Completing the Cycle: Sewer Collection and Water Distribution System Operations Techniques - December 18, 2014 in Wilson	Cost \$ _____
*Very Small Groundwater Systems Seminar - March 3, 2015 in Wilmington	Cost \$ _____
*Grab it Right: What You Need to Know About Sampling & Reporting - April 7, 2015 in Canton	Cost \$ _____
*^Completing the Cycle Seminar - April 15, 2015 in Fayetteville	Cost \$ _____
*Very Small Groundwater Systems Seminar - June 4, 2015 in Shelby	Cost \$ _____

### Registration information for future seminars will be available in the February 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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: Credit Card Payment :  
: Cannot be Processed :  
: Over the Phone :  
: .....

**NCWOA USE:** Amount: \_\_\_\_\_ CK# \_\_\_\_\_ E S Processed: \_\_\_\_\_

# North Carolina Waterworks Operators Association

## MEMBERSHIP APPLICATION

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



### Membership Application

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

First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Last Name: \_\_\_\_\_

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

YOUR Individual Operator Certification #: (Issued by NCWTFOCB) \_\_\_\_\_

Certificate(s) Held:

\_\_\_\_ A-Surface \_\_\_\_ B-Surface \_\_\_\_ C-Surface \_\_\_\_ A-Well \_\_\_\_ B-Well \_\_\_\_ C-Well \_\_\_\_ D-Well

\_\_\_\_ A-Dist \_\_\_\_ B-Dist \_\_\_\_ C-Dist \_\_\_\_ D-Dist \_\_\_\_ Cross-Connection

\_\_\_\_ None Yet \_\_\_\_ You are not an Operator & do not plan to become Certified.

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

\_\_\_\_ Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ County: \_\_\_\_\_

\_\_\_\_ Employer Name: \_\_\_\_\_

**MAILING** Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ County: \_\_\_\_\_

Work Phone : \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

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

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

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

**NOTE:** Please make checks payable to: "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 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 :  
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: 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

#### President

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

#### First Vice-President

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

#### Second Vice-President

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

#### Secretary

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

#### Treasurer

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

#### Past President

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

#### Chair – Board of Examiners

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

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

#### Chair – Northeast Section

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

#### Distribution Officer

TBA

## Finance Committee

Board Director: Randy Hawkins

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

## Professional Development Committees

Board Director: Julius Patrick

### Seminars

Julia Cavalier (Co-Chair)  
Christyn Fertenbaugh (Co-Chair)  
Kyle Smith (Distribution Track)  
Carlton Smith (Small Systems Track)  
Diane Williams  
Tim Bishop  
Gary Visser  
Vance Brooks

Tony Mencome

Pam Moss  
Allan O'Briant  
Ricky Langley  
Dail Booth  
Lee Latham  
Vinod Korategere  
Tom Harden  
Brian Wilson  
Bill Conner  
Carl Scharfe

### Annual Schools

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

### Lab Analyst

Chris Goforth (Co-Chair)  
Bernadine Wardlaw (Co-Chair)  
Tiffanie Hawley (Co-Chair)  
Jeff Isley  
Sandra Bradshaw  
Patricia Quinichett  
Cindy Gall

Dustin Guyer  
Chris Johnson  
Steve Beale  
Jesse Chadwick  
Gina Kimble  
Chris Johnson  
Elizabeth Meyer

### Board of Examiners

Carlton Smith (Chair)  
Ricky Langley  
Julius Patrick  
Victor Quick  
Heather Adams  
Adam Waters  
Mark Hahn  
Chris Smith  
Jay Van Hoose  
Rani Holland  
Tommy Overby  
Randy Hawkins  
Jeff Carlisle  
Ken Loflin  
Dail Booth  
Paul Judge  
Pat Irwin

## Public Image Committees

Board Director: Kathy Gatlin

### Member Services

Pam Gibbons (Co-Chair)  
Bessy Farmber (Co-Chair)  
Frank Efird  
Ricky Langley  
Julius Patrick  
Kristin Lee  
Kyle Smith  
Tom Boyd  
Sam Molinas  
Pat Irwin  
Paul Judge

David Tawes  
Ken Loflin  
Victor Quick  
Mike Bell  
Kay Willis  
Gary Davenport  
Michael Mull  
Paul Hamrick

## Operator of the Year Award

Randy Hawkins (Chair)  
PWS Representative - Joey White  
Mark Townsend

## Leadership Committees

Board Director: Jeff Isley

### Nominating

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

### 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](http://www.ncwoa.com)!

Northeast	Southeast	North Piedmont	South Piedmont	Western
2/12/15	1/22/15	2/19/15	3/19/15	3/5/15
4/9/15	4/30/15	5/21/15	6/18/15	5/19/15
6/11/15	8/11/15	8/20/15	8/6/15	7/9/15
8/13/15	10/7/15	10/21/15	10/22/15	10/1/15
10/8/15				
12/10/15				

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

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## Important Phone Numbers & Websites

Main Phone # for Certification Board	919-707-9040	<a href="http://www.ncwater.org/?page=61">www.ncwater.org/?page=61</a>
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:		<a href="http://www.deh.enr.state.nc.us/pws">www.deh.enr.state.nc.us/pws</a>
<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		<a href="http://www.epa.gov/safewater">www.epa.gov/safewater</a>
EPA Microbial & DBP Data from Drinking Water Systems Website		<a href="http://www.epa.gov/enviro/html/icr">www.epa.gov/enviro/html/icr</a>
NC Waterworks Operators Association (NCWOA)	252-764-2094	<a href="http://www.ncwoa.com">www.ncwoa.com</a> email: <a href="mailto:cindy@ncwoa.com">cindy@ncwoa.com</a>
NC Rural Water Association	336-731-6963	<a href="http://www.ncrwa.com">www.ncrwa.com</a>
NC AWWA-WEA	919-784-9030	<a href="http://www.ncsafewater.org">www.ncsafewater.org</a>

