Operator's Spotlight

A Conversation with Randy Hawkins

Utilities Operations Manager for Charlotte Water, Randy Hawkins, has been in the NC water industry for over 28 years, getting his start with the City of Gastonia where he began as an operator. Hawkins says he really liked the challenges he saw when he began his career with Gastonia and could see a real future in water treatment. He was actually very familiar with Gastonia, working part time with the city as a recreational worker during high school and college.

“I had graduated from Appalachian State University with a degree in biology and was working in the recreation department when the utilities director told me about a position that had opened up in water treatment,” says Hawkins. “He knew I had a four-year degree and suggested I apply. Because of the challenges water treatment presented, I really liked it and knew it would allow me to continue to do something I really loved and that was learn, so I stayed with it.”

Hawkins eventually moved on to the City of Charlotte, which has recently undergone a name change to Charlotte Water. Hawkins oversees three water treatment plants for Charlotte Water, which is a part of the South Piedmont Section of the North Carolina Waterworks Operators Association (NCWOA). Charlotte Water serves over 800,000 people and treats an average of 100 million gallons per day. Hawkins says with an industry this big and serving so many people, his job is made a whole lot easier because he has such well trained and committed employees.

“I work with a great group of people,” he says. "You can’t ask for better supervisors than what I have working with me.”

Hawkins says that NCWOA has been very instrumental in furthering his career and it helps his operators stay connected, educated, certified, and trained.

“All of our operators are members, attend certification schools, and the additional seminars NCWOA provides,” says Hawkins. “Our education would be lacking if we didn’t have certification schools and seminars from NCWOA and all the NCWOA volunteers that help are a tremendous group of people. I wouldn’t want to imagine not having NCWOA around. I don’t know what it would look like, but it wouldn’t be pretty.”

Hawkins is a life member of the 75 year organization and has served on several of its committees since 1999. He is currently the past president where he served his presidential term 2011-2013. He has been 1st vice president, 2nd vice president, chaired and co-chaired
the South Piedmont Section, and chaired the seminars committee which he says is really what put him on the fast track with NCWOA.

“Fred Hill asked if I would chair the seminars committee and this is how I got started moving up into the organization,” he says. “I did that for almost 3 years. I am a current member of the board of examiners, served on the nominating committee, chaired the rules committee, chaired the operator for the year committee, and have served on the finance committee.”

Hawkins says that NCWOA has really set him up to learn more about the industry, its people and different industry perspectives. He says one of his favorite things is to help with the filter assessment seminar. He recalls one of the first seminars he ever did in Murphy, NC.

“We started the class up and this older gentleman stood up and said he had one thing to say and wanted to say it right then,” laughed Hawkins. “I just cringed because we had never been up in that area and did not know what to expect. He thanked us for coming and doing the class because he said no one ever came that far up in the mountains to teach them, forcing them to always have to travel. That meant a lot to me. The mayor came out to meet us and they did a story in the paper. This was one of my best experiences.”

Hawkins is also quick to recall how past NCWOA treasurer and dear friend, Kasey Monroe, tricked him in a sense to becoming the section secretary.

“She asked if I would consider being the South Piedmont Section’s Treasurer/Secretary,” he says. “I asked how long and she said until April, and it was already December. I thought sure I can do anything for four or five months. What she didn’t tell me was it was April of the following year! That really kind of tripped me. I was in it for 16 months instead of four.”

Hawkins has been married for 27 years and has two children, a daughter and a son. One is currently working for a utility and the other in college. He likes all things outdoors: camping, fishing, and hiking. In less than two years he will have 30 years in the water industry. Currently he has no plans for retirement, but says more than likely he will always be involved with the water industry.

“A Conversation with Danny Williamson

Operator’s Spotlight

A Conversation with Danny Williamson

Back in the early 1980s, Danny Williamson lost his job in the machinist industry due to cutbacks. He stayed unemployed for roughly two months when a position came open with the City of Concord. Williamson applied and landed the water treatment plant operator position and 32 years later has worked his way up to Water Treatment Plant Supervisor for the City of Concord.

“It just kind of worked out and I found my home,” he reflects. “I had no credentials, but did have two years of college, which at that time was not a requirement.”

Williamson went to Western Carolina for a stint to study business. He thought he wanted to work in the financial industry, but after a couple of years decided that was not for him. When he landed at Concord, he worked really hard to get his certifications and worked his way up the employment ladder.

“I started out working a 2nd/3rd shift combination for about 6 years,” he says. “I was able to become a first shift operator and after a year I left to go work in the lab at the Rocky River Waste Treatment Plant. It was part of the city then.”

Williamson realized after a year in the lab he wanted to go back to the water treatment side, that wastewater was not for him. Luckily a position was open and he came back to the water plant. By 1995, he transferred over to the newly constructed Coddle Creek Plant.

“We had to hire a whole new staff and I was promoted to the senior operator position,” says Williamson. “Over the years that position has evolved with several title changes.”

The City of Concord is in the South Piedmont Section of the North Carolina Waterworks Operators Association (NCWOA). It has two plants that service over 70,000 people and between the two plants, treat over 9 million gallons of water per day. Williamson has served as the section’s chair, a position he left in 2013. He was awarded the NCWOA’s Operator of the Year Award in 1996. Williamson’s association with NCWOA has meant a lot to him and his career, especially the networking the organization provides.

“[NCWOA] gives you a chance to network with other people and open the door to reach out and network because we are all a part of the same state-wide organization.”

“NCWOA has always been important when it comes to training for the industry,” he says. “It also allows you to be a member, attend meetings, and serve as an officer. It gives you a chance to network with other people and open the door to reach out and network because we are all a part of the same state-wide organization.”

Williamson is a life member of NCWOA and stays active attending section meetings. He has two children, a son graduating from NC State University this spring and a daughter graduating from high school with college plans.

“That’s why I’m still working,” he laughs. “When my daughter finishes college I will retire.”

His plans for he and his wife of 27 years is to relocate to Raleigh. He is a season NC State football ticket holder and has been for the past 20 years. He says when they are not in Raleigh they intend to become beach bums two to three months out of the year.
A Conversation with Jeff Carlisle

Jeff Carlisle, operations Supervisor of Water Treatment Facilities for Fayetteville Public Water Commission is quick to say that he is boring and does not live an exciting life. However, in just a short conversation with the operations supervisor one will discover that he is a devoted family man and has done exciting things in his life. He is like so many of us, not seeing what others see!

He was born in Clinton, NC and was raised up in the military life with his father serving in the United States Army. After graduating high school, his father retired from Fort Eustis Army Base just outside of Newport News, Virginia and moved his family to Natchez, Mississippi. Carlisle decided to stay in Virginia and attend Christopher Newport Community College, staying with a church family that was also originally from North Carolina.

“I got to missing mama’s cooking so after six weeks of community college I went to Mississippi to be back with my family,” he says. “My dad was a tug boat captain in the army and when I got to MS I got a job with my dad on a tug boat with Tidewater Marina. I worked a river boat tug for four months and switched to supply to deliver cement, fuel, and pipes to the oil rigs.”

Carlisle worked 60 days on with 14 days off in the tug boat industry and the girl he was dating at the time didn’t like him being gone so much, so in 1981 he joined the United States Air Force and that’s when his water industry career really began. He was an Environmental Compliance Specialist with the air force, working at a sewage plant at Andrews Air Force Base in Maryland. He did his time in the military and when he got out, he returned to North Carolina to begin his career with Fayetteville PWC. He has been with Fayetteville 27 years this past January (2015). He has been in operations for his entire career with PWC, starting out at the ground level operator’s position. In 2000, he was promoted to supervisor over PWC’s two plants, Glenville and Hoffer, giving him 14 years in a supervisory role.

Carlisle has been active in the North Carolina Waterworks Operators Association (NCWOA). He has served as the Secretary of the Southeast Section of the NCWOA in 2008-2009. His current boss and NCWOA President, Chris Smith, landed him that role in the section.

“I took over the secretary position from Karen Dail,” says Carlisle. “She had been doing it for 15 years. I missed a meeting and sorta got voted in to the position. I am sure Chris Smith dropped my name in the hat for that and this story. I owe him a lot.”

Carlisle has also served as vice chair and chair for the section, giving him a good six years under his belt with NCWOA. He stepped down from his chair duties in 2010, but stays active in the organization. He has won the Operator of the Year Award from NCWOA and last year landed the Tom Flowers Award.

“This award is special to SE Section,” says Carlisle. “He was the man that hired me and it is an award of recognition.”

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

“Other than church it’s the only organization I am a member of,” he says. “When we went to having to obtain six hours of credit it was a godsend. NCWOA stepped up and started class work immediately. We started getting credit hours for our meetings. It’s a proactive organization. We don’t sit around on our thumbs, we keep things moving. It’s a great group of people. If you ever need any help, it’s there. It’s a network and one of the best I’ve ever seen.”

Carlisle’s first marriage to the girl in Mississippi did not last long, but in 1987 he married his current wife of 27 years, Cathy, and became a father to her four-year-old daughter, Tabitha. He has three grandchildren that are the apple of his eye. His grandson is getting ready to graduate from high school, with his middle granddaughter being a freshman in high school. The youngest granddaughter is in the eighth grade. He says the kids love coming over to his house and since his grandson has driver’s license, there is nowhere to hide.

“They pop in whenever that stomach growls,” he laughs. “I tell that oldest grandson of mine, ‘son I shop for you about every Tuesday night,’ stopping by the Piggy Wiggly and stocking his supplies.”

Carlisle loves to do things country style. He has some chickens and has raised cows and pigs that he and his dad would slaughter for meat for the family. He and his youngest granddaughter collect the chicken eggs every afternoon after work and school.

“Like I said, I am a boring person,” he laughs. “I go home every day and love to tend to my animals. My dad taught me how to smoke meat and we just do these things country people do in my neck of the woods, real boring.”

Carlisle lost his mother two years ago and his father exactly one year ago on the day he interviewed for this story, December 16, 2014. He got very somber speaking of his parents and how life must go on. There was gratefulness in his voice because his boring is really not boring after all. Through his military upbringing he was afforded an opportunity to travel and his days as a tug boat operator working with his dad gave him a great opportunity to spend time with a man he admired and learned a lot from. Once he decided to join the air force, little did he know that was his stepping stone for a fruitful, prosperous career. So boring, hardly; being raised by a loving family and teaching your own family those lessons, priceless and the envy of a lot of folks.

“[NCWOA is] a proactive organization. We don’t sit around on our thumbs, we keep things moving. It’s a great group of people. If you ever need any help, it’s there. It’s a network and one of the best I’ve ever seen.”
In September the Board reviewed the rules governing Operator Certification (15A NCAC 18D) to assign a category to each rule. The category assigned to each rule was governed by the nature of the rule.

**Each rule must be placed into one of three categories using the following definitions (as per NCGS 150B-21.3A (a))**

1. **Unnecessary** – “Means a rule that the agency determines to be obsolete, redundant, or otherwise not needed.”
   - For example, if a rule repeats the language of another rule or general statute, then the rule may be classified as unnecessary.
   - **Consequence:** All unnecessary rules will automatically expire.

2. **Necessary without substantive public interest** – “Means a rule for which the agency has not received a public comment concerning the rule within the past two years. A “necessary without substantive public interest” rule includes a rule that merely identifies information that is readily available to the public, such as an address or a telephone number.”
   - In general, rules in this category are needed but there are no known concerns from the public. For example, a rule may impose a duty on the operator to file an application or a particular form, but the requirement is administrative in nature and the rule has not generated any concern or comment from the public.
   - **Consequence:** Rules in this category are automatically renewed with no further action.

3. **Necessary with substantive public interest** – “Means any rule for which the agency has received public comments within the past two years. A rule is also “necessary with substantive public interest” if the rule affects the property interest of the regulated public and the agency knows or suspects that any person may object to the rule.”
   - In general, rules in this category are needed but there are known or suspected concerns from the public. For example, if there have been written or verbal questions about the language, interpretation, or application of the rule, then the agency has reason to suspect the rule may generate objections.
   - **Consequence:** Rules in this category must be opened and readopted as per the rule-making process. Realize that once a rule is opened, any part of it may be scrutinized by the RRC, not just the parts that are considered controversial or objectionable.

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### Timeline of the HB74 Process

<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-August</td>
<td>Submit materials and get on agenda for the September meeting</td>
</tr>
<tr>
<td>September 16, 2014</td>
<td>Board action item to accept the categories and post for comment</td>
</tr>
<tr>
<td>October - November 2014</td>
<td>Public comment period</td>
</tr>
<tr>
<td>December 2014</td>
<td>Board review and accept any changes based on public comment</td>
</tr>
<tr>
<td>March 2015</td>
<td>Last chance for Board to change or finalize the report</td>
</tr>
<tr>
<td>April 15, 2015</td>
<td>Filing date for RRC</td>
</tr>
<tr>
<td>May 2015</td>
<td>RRC review begins</td>
</tr>
<tr>
<td>July 2015</td>
<td>Final determinations as per RRC and APO review</td>
</tr>
<tr>
<td>August 2015</td>
<td>Begin re-adoption process for selected rules</td>
</tr>
<tr>
<td>Unknown</td>
<td>Deadline to complete the re-adoption process</td>
</tr>
</tbody>
</table>

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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.

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**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.
We Appreciate Our Corporate Sponsors!

Look to them first for all of your industry needs.

Sloan Elected Chair of NCWTFO Certification Board

NCWOA would like to thank Mr. Charles S. Brown with the Town of Mt. Olive for his dedicated service as Chairman of the NC Water Treatment Facility Operators Certification Board for the past 2 years. Mr. Brown has been a true asset with his knowledge and experience in the industry. He turned over the reins to Mr. Danny Sloan with Iredell Water Corporation in Statesville at the close of the December 2014 meeting. Mr. Sloan is the current Assistant Manager of Iredell Water Corporation. We look forward to the additional contributions he will provide as he accepts this new challenge.

On behalf of operators across the state, NCWOA would like to thank these gentlemen along with the entire certification board for the time and service they provide to help protect a precious resource, our drinking water and the wonderful operators who deliver it to our state. We also appreciate all the employers that allow their employees to spend time away from the busy day-to-day schedules and demands to further our industry and assist operators across the state. Without their generosity and personnel, our industry would not be the wonderful, forward-thinking industry it has come to be.
Very Small Groundwater Systems Seminar for Drinking Water Operators
March 3, 2015 in Wilmington and June 4, 2015 in Shelby

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Description</th>
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<tbody>
<tr>
<td>8:00 – 8:30</td>
<td>Registration</td>
<td></td>
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<tr>
<td>8:30 – 9:30</td>
<td>Rules and Regs Update/Regional Office review for the VERY SMALL SYSTEMS</td>
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<tr>
<td>9:30 – 10:30</td>
<td>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</td>
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<tr>
<td>10:30-10:45</td>
<td>BREAK</td>
<td></td>
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<tr>
<td>10:45 – 11:45</td>
<td>Lead and Copper Issues In Depth: Monitoring, Reporting And Treatment</td>
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<tr>
<td>11:45 – 12:45</td>
<td>Lunch – Provided on Site</td>
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</table>

The Why And How Of Good Recording Keeping
Improving A Good Product: Water Quality Issues As Related To The Distribution System
Certificates awarded for 6 contact hours for DRINKING WATER certification

March 25, 2015 in Morganton (Registration for Advanced Day is in the Spring School Brochure)

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30 – 8:40</td>
<td>Welcome and Opening Remarks</td>
<td></td>
</tr>
<tr>
<td>8:40 – 9:05</td>
<td>NCWTFÖ Certification Board Update</td>
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<tr>
<td>9:55 – 10:15</td>
<td>How our plant uses Partnership for Safe Water</td>
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<tr>
<td>10:15 - 10:45</td>
<td>BREAK</td>
<td></td>
</tr>
<tr>
<td>10:45 – 12:15</td>
<td>Plant management related to filtration</td>
<td></td>
</tr>
<tr>
<td>12:15 – 1:30</td>
<td>Lunch – Provided on Site</td>
<td></td>
</tr>
<tr>
<td>1:00 – 1:30</td>
<td>New LDS Software for Reporting – PWS Section or Lab</td>
<td></td>
</tr>
<tr>
<td>1:30 – 3:00</td>
<td>Iron and manganese</td>
<td></td>
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<tr>
<td>3:00 – 3:20</td>
<td>Break</td>
<td></td>
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<tr>
<td>3:20 – 4:50</td>
<td>Membrane filtration</td>
<td></td>
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<tr>
<td>4:50</td>
<td>Certificates awarded for 6 Contact hours for all DRINKING WATER certifications</td>
<td></td>
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</tbody>
</table>

Session 3, Those Pesky Problems
Iron and manganese
Algae and Organics
Break
Membrane filtration
Biofiltration
Certificates awarded for 6 Contact hours for all DRINKING WATER certifications

Session 4, Alternative Filtration Strategies
New Equipment/Instruments in the Market for Sampling and Testing – Focus on Field/Plant Sampling
Working With and Choosing a Lab
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

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Description</th>
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<tbody>
<tr>
<td>8:00 – 8:30</td>
<td>Registration</td>
<td></td>
</tr>
<tr>
<td>8:30 – 8:40</td>
<td>Welcome</td>
<td></td>
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<tr>
<td>8:40 – 9:00</td>
<td>PWS Section Regional Office Regulatory Update</td>
<td></td>
</tr>
<tr>
<td>9:00 – 10:00</td>
<td>Sampling Plans/Brief Where to Sample – PWS Section</td>
<td></td>
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<tr>
<td>10:00 – 10:15</td>
<td>BREAK</td>
<td></td>
</tr>
<tr>
<td>10:15 – 10:35</td>
<td>Sampling In the Plant – Ground Water Perspective</td>
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<tr>
<td>10:35 – 11:05</td>
<td>Sampling In the Plant – Surface Water Perspective</td>
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<tr>
<td>11:05 – 12:00</td>
<td>Distribution System Sampling</td>
<td></td>
</tr>
<tr>
<td>12:00 – 1:00 pm</td>
<td>LUNCH</td>
<td></td>
</tr>
</tbody>
</table>

1:00 – 1:30 New LDS Software for Reporting – PWS Section or Lab
1:30 – 2:00 Maintaining Records and Retention Schedules
2:00 – 2:30 How to Verify Submittal of Results
2:30 – 2:45 BREAK
2:45 – 3:30 New Equipment/Instruments in the Market for Sampling and Testing – Focus on Field/Plant Sampling
3:30 – 4:00 Working With and Choosing a Lab
4:00 Certificates awarded for 6 Contact hours for all DRINKING WATER certifications
All NCWOA seminars listed on pages 6-8 are for 6.0 contact hours and are pre-approved by the NCWTFOCB for treatment and distribution operators. Many of the seminars will also qualify for 6.0 wastewater contact hours. Individuals that attend an entire seminar will receive a Certificate of Attendance for 6.0. Please see each individual seminar agenda or description for details. Registration form is available on page 9.

### Completing the Cycle Series

**April 23, 2015 in Fayetteville and August 18, 2015 in Wilkesboro**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Time</th>
<th>Session</th>
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</thead>
<tbody>
<tr>
<td>8:00-8:30</td>
<td>Registration and Welcome</td>
<td>12:45-1:45</td>
<td>Rehabilitation of Pipelines using Trenchless Technologies</td>
</tr>
<tr>
<td>8:30-9:30</td>
<td>Testing Collection Systems for Acceptance and Maintenance</td>
<td>1:45-2:45</td>
<td>GPS Technologies and how to use in the Field</td>
</tr>
<tr>
<td>9:30-10:30</td>
<td>Security of Water Distribution/Wastewater Collection Systems</td>
<td>2:45-3:00</td>
<td>Break</td>
</tr>
<tr>
<td>10:30-10:45</td>
<td>Break</td>
<td>3:00-4:00</td>
<td>Regulatory Updates</td>
</tr>
<tr>
<td>10:45-11:45</td>
<td>The Latest AMR &amp; AMI Meter Technologies</td>
<td>4:00-4:10</td>
<td>Certificates awarded for 6 contact hours for Drinking Water and/or Wastewater certification</td>
</tr>
<tr>
<td>11:45-12:45</td>
<td>Lunch</td>
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### pH, Spectrophotometry, Ion Chromatography and Discrete Analyzers

**Drinking Water and Wastewater Applications**

**July 29, 2015 in Lillington and July 30, 2015 in Mt Holly**

This workshop is designed to teach proper techniques of analyzing pH, and also for using spectrophotometers, ion chromatography and discrete analyzers in the lab. The course objectives will be met by presenting basic technical principals for each measurement and then incorporating practical applications of analytical techniques with “hands-on” experience with the instruments.

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<th>Session</th>
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<tbody>
<tr>
<td>8:00 – 8:30</td>
<td>Registration and Introduction</td>
<td>12:30 – 1:00</td>
<td>Using Ion Chromatography for Water and Wastewater Testing (Buddy Goodnight)</td>
</tr>
<tr>
<td>8:30 – 9:15</td>
<td>Essentials of Practical pH Measurement (Kelly Sweazea)</td>
<td>1:00 – 2:00</td>
<td>Hands-on Exercise 3: IC</td>
</tr>
<tr>
<td>9:15 – 10:00</td>
<td>Hands-on Exercise 1: pH</td>
<td>2:00 – 2:15</td>
<td>Break</td>
</tr>
<tr>
<td>10:00 – 10:15</td>
<td>Break</td>
<td>2:15 – 2:45</td>
<td>Discrete Analyzers: the Basics (Doug Tate)</td>
</tr>
<tr>
<td>10:15 – 10:45</td>
<td>Spectrophotometry 101 (Kelly Sweazea)</td>
<td>2:45 – 3:30</td>
<td>Hands-on Exercise 4: Discrete Analyzers</td>
</tr>
<tr>
<td>10:45 – 11:45</td>
<td>Hands-on Exercise 2: Spectrophotometry</td>
<td>3:30 – 3:45</td>
<td>Final questions and Conclusion</td>
</tr>
<tr>
<td>11:45 – 12:30</td>
<td>Lunch</td>
<td>3:45</td>
<td>Certificates awarded for 6 contact hours for Drinking Water and/or Wastewater certification</td>
</tr>
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### 2015 Remote Lab Tech Day

**August 25 in Charlotte**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8:00 – 8:30</td>
<td>Registration &amp; Welcome</td>
<td>12:00 - 1:00</td>
<td>Lunch</td>
</tr>
<tr>
<td>8:30 – 9:00</td>
<td>Lead and Copper Audit</td>
<td>1:00 – 2:00</td>
<td>Instrumentation Demo - THM Analyzer Demo</td>
</tr>
<tr>
<td></td>
<td>Christyn Fertenbaugh, NC Public Water Supply</td>
<td></td>
<td>Andrew Cornick &amp; IC Instrument Demo / TBA</td>
</tr>
<tr>
<td>9:00 – 9:45</td>
<td>Biological Nutrient Removal</td>
<td>2:00 – 2:45</td>
<td>Toxicity Issues</td>
</tr>
<tr>
<td></td>
<td>Brandon Garner, Pender County &amp; Mike Wiseman, City of Asheboro</td>
<td></td>
<td>Speaker TBA</td>
</tr>
<tr>
<td>9:45 – 10:30</td>
<td>Pharmaceutical &amp; Industrial Chemicals in Water and Wastewater</td>
<td>2:45 – 3:00</td>
<td>Break</td>
</tr>
<tr>
<td></td>
<td>Speaker TBA</td>
<td></td>
<td>Cryptosporidium &amp; LT2 Rule</td>
</tr>
<tr>
<td>10:30 – 10:45</td>
<td>Break</td>
<td>3:00 – 4:00</td>
<td>Gina Kimble, City of Charlotte &amp; Tiffanie Hawley, City of Wilmington</td>
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<tr>
<td>10:45 – 12:00</td>
<td>Quality Control Discussion Panel</td>
<td>4:00</td>
<td>Certificates awarded for 6 contact hours for Drinking Water and/or Wastewater certification</td>
</tr>
</tbody>
</table>
NCWOA Seminars with Proposed Agendas

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

Getting in Touch with Your Chemical Side
October 13, 2015 in Statesville and December 17, 2015 in Dunn

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
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<tbody>
<tr>
<td>8:00 - 8:30</td>
<td>Registration &amp; Welcome</td>
</tr>
<tr>
<td>8:30 - 8:45</td>
<td>Regulatory Update</td>
</tr>
<tr>
<td>8:45 - 9:30</td>
<td>Working with your chemical supplier to tailor to your needs</td>
</tr>
<tr>
<td>9:30 – 10:15</td>
<td>The importance of proper bulk chemical scheduling</td>
</tr>
<tr>
<td>10:15 – 10:30</td>
<td>Break</td>
</tr>
<tr>
<td>10:30 – 11:45</td>
<td>Caustic Storage and Safety</td>
</tr>
<tr>
<td>11:45 – 12:15</td>
<td>Lunch Provided on Site</td>
</tr>
<tr>
<td>12:15 – 1:00</td>
<td>Lunch Provided on Site</td>
</tr>
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Distribution, Collection and O&M
October 20, 2014 in Greensboro

<table>
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<th>Time</th>
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<tr>
<td>8:00 - 8:30</td>
<td>Registration &amp; Announcements</td>
</tr>
<tr>
<td>8:30 - 9:15</td>
<td>Regulations for Distribution and Collection NCDENR</td>
</tr>
<tr>
<td>9:15 - 10:10</td>
<td>Maintenance, Dell Harney, Greensboro</td>
</tr>
<tr>
<td>10:10 - 10:25</td>
<td>Break</td>
</tr>
<tr>
<td>10:25 - 10:55</td>
<td>Pipeline Assessment &amp; Rehab, CDM Smith</td>
</tr>
<tr>
<td>10:55 - 11:25</td>
<td>Collection Corrosion Control, HDR</td>
</tr>
<tr>
<td>11:25 - 12:00</td>
<td>Modeling of Distribution Systems, H&amp;S</td>
</tr>
<tr>
<td>12:00 - 1:00</td>
<td>Lunch (provided)</td>
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</table>

Additional NCWOA Sponsored Training

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

Contact Michelle, (919) 807-8751

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

Lab Tech Day
May 5, 2015 Raleigh, NC

See May issue for more 2015 training events.
## NCWOA ~ Go With The Flow ~ February 2015 ~ Volume 18, Number 1 Page 9

**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.)

<table>
<thead>
<tr>
<th>Seminar Details</th>
<th>Cost</th>
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<tbody>
<tr>
<td>*Grab it Right: What You Need to Know About Sampling &amp; Reporting - April 7, 2015 in Canton</td>
<td>$__________</td>
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<tr>
<td>**Completing the Cycle Series - April 23, 2015 in Fayetteville</td>
<td>$__________</td>
</tr>
<tr>
<td>*Very Small Groundwater Systems Seminar for Drinking Water Operators, June 4, 2015 in Shelby</td>
<td>$__________</td>
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</tbody>
</table>

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

**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.

| NCWOA USE: Amount: ____________ | CK# ____________________________ | E S Processed: ____________________________ |

---

PLEASE SEND APPLICATION AND PAYMENT TO:

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

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

Credit Card Payment Cannot be Processed Over the Phone
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: ___________________________________________________________________________

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, 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

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

Past President
Randy Hawkins
City of Charlotte – Franklin WTP
Phone: (704) 498-6954 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

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

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

Executive Committee

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

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

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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) 498-6954 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
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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
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PWS – MRO
Phone: (704) 235-2123
Email: paul.judge@ncdenr.gov

Chair – Southeast Section
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james.merritt@faypwc.com

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Email: pat.irwin@currituckcountync.gov

Distribution Officer
TBA

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Randy Hawkins
Chris Smith
Ken Loflin
Julius Patrick
Jeff Isley

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Rules
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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!
### Important Phone Numbers & Websites

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