



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

A Conversation with Jeff Isley

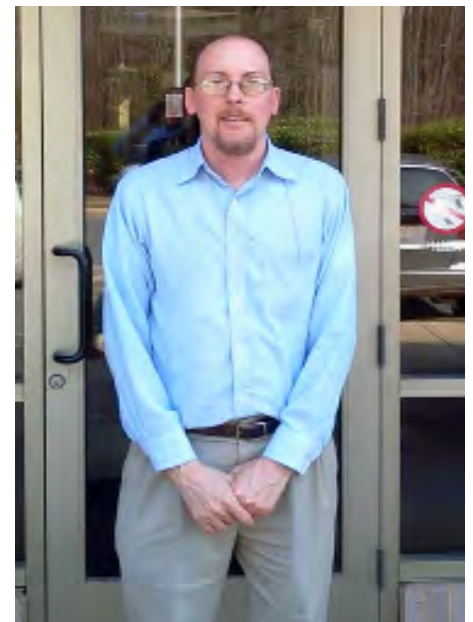
Jeff Isley had water running through his veins growing up because his father, Allen, supported the family with a water industry career for the City of Burlington. Jeff never thought he would follow in his father’s footsteps, but that’s exactly what he has done. He has been with the City of Concord for 18 years as its Lab Supervisor, the same position his dad held at the City of Burlington. Jeff came to the City of Concord in 1996 from the City of Graham where he was a lab technician. As he reflected on his job in the water industry he says he is now very glad he followed his dad.

“That’s why I pushed for the City of Graham and I’m glad I did,” he says. “I started as an operator and moved over to lab technician. One day I received the call from Concord asking if I’d be willing to apply for a new lab supervisor position opening up here. I have a degree in chemistry and they wanted someone with Grade A Water Certification and Grade II Wastewater and I got both of those while working at Graham.”

Isley has two lab technicians that he supervises for the City of Concord, which has two plants and services right at 80,000 people. He collects samples, analyzes samples, prepares state reports, prepares the lab budget, and works/communicates with state officials. That may sound mundane to some, but Isley loves his job and understands the importance of what he does to help provide safe drinking water that is well within state regulations. He holds certifications in Grade A Surface Water, Grade B Well Water, Grade 4 Wastewater, and Grade I Physical/Chemical Wastewater.

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

“I have received a lot of training over the years through them,” he says of the association. “I’ve gotten to know people on the committees and boards the last few years to help me learn about regulations and things that are gonna be potential regulations.”



In 2013, Isley was awarded the NCWOA Lab Analyst of the Year Award. For several years he was co-chair of the Lab Analyst Committee and he is currently the second vice president, which will move to first vice president in September of this year. He says because of the association, he is able to attend lab-type seminars like the two lab technology days that are geared towards what he does on a day-to-day basis.

Isley has enough time in to retire, but he says right now that is not even on his radar. He has seen his industry change over his 18 years at Concord and feels the focus today is much different than that of 1996.

“When I first started as lab supervisor I never felt like I had to grow into the job,” he says. “Back then people were trying to get me to get everything I could get certified in so we could be a state certified lab. Now, the focus is less on that and more on doing what we can do here in house and what we can’t do, making sure what we can do is right and sending what we can’t out to commercial labs.”

When Isley is not in the lab, you can find him on stage with the Jill Goodson Band playing bass guitar. He also plays guitar, keyboard, and violin as well as, playing covers and writing his own music. He loves his music hobby and says that, along with a move to the coast will be in his retirement plan.....when he feels it’s time go.

Inside This Issue ...

Operator’s Spotlight: Jeff Isley	1
Operator’s Spotlight: Kyle Smith	2
Operator’s Spotlight: Sandra Bradshaw	2
P.O. Hoffer Water Treatment Facility Reliability Improvements	3
NC AWOP Program	4
Revised Total Coliform Rule	5
Sponsors	5
NCWOA Seminars	6-8
Seminar Registration Form	9
Membership Application	10
Committee Members	11
Section Meetings	11
Important Phone Numbers	12

Operator's Spotlight

A Conversation with Kyle Smith

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

"I have all my licenses, A Well, A Distribution, A Surface, and Cross-Connection," he says. "I pretty much have everything you can get on the water side."

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

"I saw the new system being put into the ground," says Smith. "In September 2008, we came online and I started selling water to our customers."

Smith moved into his role as the distribution superintendent and says his main responsibility is to ensure the water leaves the plant and arrives to its customers. Smith maintains the transmission lines which he says are much larger, roughly 32-42 inch lines that push 7.5 million gallons per day.

"I maintain lines, pumps, tanks, valves, and flush water lines periodically to keep them clean," he says. "Any kind of maintenance is pretty much what I head up while overseeing three employees in distribution."

Neuse Regional serves 8 towns and water corporations (Town of Ayden, City of Kinston, Town of Grifton, Town of Pink Hill, Deep Run Water Corporation, North Lenoir Water Corporation, Bell Arthur Water Corporation, and Eastern Pines Water Corporation). Smith says this is not the norm for most water providers.

"We are a wholesale water provider and we're pretty much different than anybody in the state," he explains. "We serve towns and water corporations, not businesses or residential customers, like most towns. Our customers are the towns and water corporations. We sell them the water and they resell it."

Smith really enjoys his job and says there is something new every day, preventing boredom from setting in. He says he has learned a lot about water treatment working at Neuse Regional. The water that is treated and sold to the customer base is pumped out of the Neuse River. He said it was a rather big learning curve when Neuse came online in 2008 and being a member of the North Carolina Waterworks Operators Association was a huge help.

"I learned a long time ago it's important to meet people and that way you have people you can call," Smith says. "Networking has helped us a lot. There were a lot of things new to our plant and to us in 2008 and we had a network of people we could call."

From 2011-2013 Smith was the president of NCWOA's Northeast Section. He has also served on the distribution committee for the association. He says he has a long way to go before he can retire because he has two children, Brady, 11 and Kiley, 8, that he has to help raise with his wife, Kimberly. He is also very active in his local fire department, so between the job he loves, his family and his fire department duties, Smith stays very busy.

Operator's Spotlight

A Conversation with Sandra Bradshaw

Armed with a degree in biology from Virginia Tech, Sandra Bradshaw set out to find employment in what she hoped would be surveying or hydrology. That job did not come, but Orange Water and Sewer Authority (OWASA) interviewed her and hired her on the spot to be its lab analyst in August of 1989.

"I was hired as a laboratory assistant and worked as a sampler on both the water and wastewater sides," she says. "I worked my way up to lab analyst, then to chemist, and to lab supervisor."

Bradshaw was the lab manager on the water side for awhile and about 4 years ago OWASA went through reorganization. Her title changed back to lab supervisor and she was relocated back to the wastewater side.

"We still work with the water side; run samples and help them out if we need to," she explains.

Bradshaw loves her job with OWASA and is glad her geology degree gave her a ton of lab experience. She says she enjoys every aspect of the job.

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

Bradshaw is keenly aware of the importance of protecting our state's water supply. It's one big circle of life she explains; taking the time to produce safe drinking water and releasing the effluent back into the lakes and creeks. She explains that it is very important to be transparent and to stay abreast of the rules and regulations.

"Especially in the lab," she says. "Those things are not always in the clearest terms and when those rules change, the sampling and reporting requirements

change. You can't get behind in those parts. It's sort of a two tiered thing. You have to get the sampling up and going and you have to make sure you follow through with the paperwork, crossing your T's and dotting your I's. Everything needs to be open to the public and transparent."

She is very satisfied in the fact that OWASA has always received good reviews from plant or lab certification inspectors on paperwork as well as, sampling. She does not like to have to dig or search for files when information is requested. Bradshaw says it looks good and makes people feel like you care when you can put your hands on files and reports easily, and that they are done correctly.

Bradshaw has been a member of the North Carolina Waterworks Operators Association (NCWOA) since 2003. She has served as the co-chair for the Annual Schools Committee and in 2013, was awarded the association's Special Award of Merit. She has her C

Surface, Grade III Wastewater Biological and Grade II Wastewater Analyst certifications and says NCWOA is very important in helping the water industry stay up-to-date on required certifications.

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

Bradshaw has about 5 more years before she can retire and she is counting down the time she says. She trains Belgian Malinois in the sport aspect of police dog work. That is part of her retirement plan. Until then, she will continue her day-to-day grind with OWASA protecting the water resources and ensuring the water OWASA pumps into Jordan Lake is clean, so when it is pulled out and treated for drinking water, the cycle of life goes on – in the background, unnoticed.



P.O. Hoffer Water Treatment Facility Reliability Improvements

By James Merritt

The year 2014 marked the start of a long anticipated construction project in Fayetteville, NC. The Public Works Commission gained approval to begin Phase 1 of a multi-phase construction project that will span the next several years. Phase 1 is the "Facility Reliability Phase." This phase was brought about by the need to replace aging equipment, meet future water demands, and drinking water regulations.

Phase 1 will include the addition of:

- New raw water metering/chemical injection building.
- Rapid mix facility.
- Splitter box to evenly distribute treated water flows.
- Modifications to the existing flocculation basins, including the installation of variable speed vertical mixers, which will replace walking-beam flocculators.
- Modifications to the existing sedimentation basins including the replacement of the existing tube settlers and the installation of new solids removal equipment, replacing our old chain/flight solids removal equipment.
- Rehabilitation of the existing dual-media gravity filters.
- Replacement of various filter valves and actuators.
- Various hydraulic improvements.

Phase 1 also includes some needed technology/automation updates. As with most municipalities, we are all being asked "to do more, with less." Operating a 40 MGD plant with minimal operations and maintenance staff can be challenging at times. Yet with the addition of some needed automation and technology updates, we are confident we can achieve our goal of continuing to produce a high quality product.

All construction can be challenging at times, as it often requires you to change the normal ways you operate your facility. Whether it is late night shutdowns, so work can be performed when water demands are low, or just adjusting the number of filters and/or sedimentation basin that you have in service. As the owner, you must have patience with the contractor, who may not fully understand the diurnal demands of your particular water system. Establishing a good working relationship between owner and contractor is a must. Weekly coordination meetings with the staff, consulting engineers, and contractor can help keep everyone up-to-speed on the construction work planned for the week. This is a great time to exchange thoughts/ideas regarding work plans, water system demands, drawings/prints, plant shutdowns, etc. Good dialog and proper planning can certainly help you make the most of the time invested in plant shutdowns. Weekly coordination meetings can be invaluable, whether you use that time to go over old vs. new prints (let's face it: sometimes the changes we make over the years don't always make it to the latest set of drawings), or just walking the jobsite with the contractor, it is time well spent. Building a good working relationship with your contractor may not always be easy, but is always a good idea, because believe me, they will need you to help them at times and you will need them to help you at times. That old saying "I'll scratch your back - if you scratch mine" will come into play sooner or later. If you strive to work together, your project will be a success, and you will have a facility that will meet your needs for years to come.

Photo Captions

- #1, 36 inch raw water piping - west side metering bldg
- #2, 54 inch mixed water pipe sitting on concrete supports
- #3, Basin 7 in service
- #4, Basin 8 - intermediate slab divider curb
- #5, Ductbank conduits east side of Rapid Mix Facility going to transformer
- #6, Install of raw water piping to Rapid Mix Facility
- #7, Pouring divider knee wall - basin 7
- #8, Rapid mix & metering facilities
- #9, Rapid mix walls - forms and rebar installations
- #10, Setting wall forms for Rapid Mix
- #11, Tube settler installation with truss support system
- #12, Filling basin 8 through launder tubes



1



2



3



4



5



6



7



8



9



10



11



12

North Carolina AWOP PROGRAM

The goal of the N.C. Area Wide Optimization Program is to provide the best quality water to the citizens of North Carolina by enhancing the existing infrastructure with minimal cost to the utility.

To better protect public health and define optimized performance, the following goals were adopted for all surface water treatment plants in the state.

Minimum Data Monitoring Requirements

- Daily raw water turbidity.
- Settled water turbidity from sedimentation basins at four-hour increments.
- On-line, continuous turbidity from each filter.

Individual Sedimentation Basin/Filter Performance Goals

- When the raw water turbidity average is greater than 10 nephelometric turbidity units (NTU), the settled water turbidity is less than 2 NTU 95 percent of the time.
- When the raw water turbidity average is less than or equal to 10 NTU, the settled water turbidity is less than 1 NTU 95 percent of the time.
- Filtered water turbidity is less than 0.10 NTU 95 percent of the time based on the maximum values recorded.
- Maximum individual filtered water turbidity does not exceed 0.3 NTU.
- Filter backwash is initiated before effluent turbidity exceeds 0.1 NTU.
- Filter to waste until turbidity is less than 0.1 NTU.
- Maximum filtered water measurement is less than 10 particles (in the >2 micron range) per milliliter (if particle counters are available).



For more information,
contact the N.C. DENR
Public Water Supply Section
at <http://www.ncwater.org/pws>



Broad River Water Authority Water Treatment Plant
Cape Fear Public Utility Authority-Wilmington-Sweeney Water Treatment Plant
Charlotte Water-Lee S. Dukes Water Treatment Plant
City of Asheboro-W.L Brown Water Treatment Plant
City of Asheville-North Fork Water Treatment Plant
City of Eden-Robert A. Harris Water Treatment Plant
City of Hamlet Water Treatment Plant
City of Hendersonville Water Treatment Plant
City of Hickory Water Treatment Plant
City of Lenoir Water Treatment Plant
City of Lincolnton Water Treatment Plant
City of Marion Water Treatment Plant
City of Morganton-Catawba Water Treatment Plant
City of Mount Holly Water Treatment Plant

City of Newton Water Treatment Plant
City of Raleigh-D.E. Benton Water Treatment Plant
City of Raleigh-E.M. Johnson Water Treatment Plant
City of Thomasville Water Treatment Plant
City of Waynesville-Allens Creek Water Treatment Plant
Davidson Water Inc.-Gregg W. Stabler Water Treatment Plant
Harnett County Department of Public Utilities
Henderson-Kerr Lake Regional Water Authority
Johnston County Water Treatment Plant (East)
Johnston County Water Treatment Plant (West)
Lincoln County Water Treatment Plant
Maggie Valley Sanitary District Water Treatment Plant
Orange Water & Sewer Authority
Pender County Utilities-Surface Water Treatment Plant

Salisbury-Rowan Water Treatment Plant
Town of Andrews Water Treatment Plant
Town of Boone Water Treatment Plant
Town of Burnsville Water Treatment Plant
Town of Cary Water Treatment Plant
Town of Elkin-James A. Harrell Water Treatment Plant
Town of Louisburg Water Treatment Plant
Town of Mayodan Water Treatment Plant
Town of Mocksville-Hugh A. Lagle Water Treatment Plant
Town of Mooresville-Plant 2
Town of Robbinsville-Tallahula Water Treatment Plant
Town of Weaverville-Ivy River Water Treatment Plant
Town of Wilkesboro Water Filtration Plant
Two Rivers Utilities

We Appreciate Our Corporate Sponsors!



Jack Moore & Associates, Inc.



Revised Total Coliform Rule

The Revised Total Coliform Rule (RTCR) applies to all community and non-community public water systems. The RTCR takes a proactive approach to protect public health using E. coli and total coliform monitoring to establish a framework for water systems to assess for sanitary defects and to correct them as appropriate. Although the federal government changed the current TCR to provide for greater protection of public health, similar requirements exist in the new RTCR to ensure that systems address the following objectives:

- Evaluate the effectiveness of treatment;
- Determine the integrity of the distribution system;
- Signal the possible presence of fecal contamination.

To accomplish the above objectives, the RTCR uses total coliform as an indicator to start an evaluation process that, where necessary, requires water systems to correct sanitary defects.

Monitoring: For systems serving greater than 4,100 people, the monitoring requirements under the new RTCR remain essentially unchanged from the current TCR requirements. However, water systems serving

4,100 people or fewer may experience changes in their required monitoring schemes depending on specific size, type, and source water categorizations. The RTCR also provides the State with the discretion to reduce the monitoring frequency for groundwater systems serving 1,000 people or fewer that meet criteria for well construction, source protection, operation, and compliance history. North Carolina plans to allow reduced monitoring for these systems on a case-by-case basis in accordance with these criteria.

MCL Violations: E. coli MCL violations still exist under the RTCR, and since E. coli is an indicator of fecal contamination of drinking water, public notice must still be provided to customers within 24 hours. However, there is no longer a monthly maximum contaminant level (MCL) violation for multiple total coliform detections. The total coliform MCL and subsequent required public notice are eliminated under the RTCR. Instead, the revisions require systems that have an indication of coliform contamination in the distribution system to assess the problem and take corrective action that may reduce

cases of illnesses and deaths due to potential fecal contamination and waterborne pathogen exposure.

Assessments: Water systems must complete assessments to identify the presence of sanitary defects if sampling results trigger any one of two levels of severity, as follows:

- Level 1: The Level 1 trigger is largely equivalent to that for a total coliform MCL violation under the current TCR. The new regulatory response focuses on identifying pathways for coliforms to enter the water system and eliminating those pathways. The Level 1 trigger requires a water system to conduct a self-assessment of its operation and facilities, which is expected to serve as a more effective tool in protecting public health than the total coliform MCL public notice.
- Level 2: The Level 2 assessment is a much more detailed assessment of the water system and is required when an E. coli MCL violation occurs. Also, a Level 2 assessment may be required when a second Level 1 trigger occurs within a rolling 12-month period.

Nominate the people who make a difference in our industry!

Over the last year, has someone in your water system or lab been an outstanding example of what a water professional should be? Have you had an excellent on the job trainer? Or, have you attended a class where an instructor or speaker has really done an exceptional job?

Go to www.ncwqa.com for more information on the awards and download a nomination form. These forms are also available at all section meetings.

Deadline for nominations is July 1, 2015.

TURN TO THE BEST TEAM IN REHAB



Trust CMT to repair and protect your steel and concrete. At CMT, quality is built in not just painted on.

336-431-7708 | CMTcoatings.com

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.

Very Small Groundwater Systems Seminar for Drinking Water Operators

June 4, 2015 in Shelby and July 23, 2015 in Wilson

8:00 – 8:30	Registration	11:45 – 12:45	Lunch – Provided on Site
8:30 – 9:30	Rules and Regs Update/Regional Office review for the VERY SMALL SYSTEMS	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
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	1:45 – 2:45	The Why And How Of Good Recording Keeping
10:30-10:45	BREAK	2:45 – 3:00	Break
10:45 – 11:45	Lead and Copper Issues In Depth: Monitoring, Reporting And Treatment	3:00 – 4:00	Improving A Good Product: Water Quality Issues As Related To The Distribution System

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.

8:00 - 8:30	Registration and Introduction	12:30 – 1:00	Using Ion Chromatography for Water and Wastewater Testing (Buddy Goodnight)
8:30 – 9:15	Essentials of Practical pH Measurement (Kelly Sweazea)	1:00 – 2:00	Hands-on Exercise 3: IC
9:15 – 10:00	Hands-on Exercise 1: pH	2:00 – 2:15	Break
10:00 – 10:15	Break	2:15 – 2:45	Discrete Analyzers: the Basics (Doug Tate)
10:15 – 10:45	Spectrophotometry 101 (Kelly Sweazea)	2:45 – 3:30	Hands-on Exercise 4: Discrete Analyzers
10:45 – 11:45	Hands-on Exercise 2: Spectrophotometry	3:30 – 3:45	Final questions and Conclusion
11:45 – 12:30	Lunch	3:45	Certificates awarded for 6 contact hours for Drinking Water and/or Wastewater certification

Completing the Cycle Series

August 18, 2015 in Wilkesboro

8:00-8:30	Registration and Welcome	12:45-1:45	Rehabilitation of Pipelines using Trenchless Technologies
8:30-9:30	Testing Collection Systems for Acceptance and Maintenance	1:45-2:45	GPS Technologies and how to use in the Field
9:30-10:30	Security of Water Distribution/Wastewater Collection Systems	2:45-3:00	Break
10:30-10:45	Break	3:00-4:00	Regulatory Updates
10:45-11:45	The Latest AMR & AMI Meter Technologies	4:00-4:10	Certificates awarded for 6 contact hours for Drinking Water and/or Wastewater certification
11:45-12:45	Lunch		

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.

2015 Remote Lab Tech Day

August 25, 2015 in Charlotte

8:00- 8:30	Registration & Welcome	12:00 - 1:00	Lunch
8:30 - 9:00	Lead and Copper Audit Christyn Fertenbaugh, NC Public Water Supply	1:00 - 2:00	Instrumentation Demo - THM Analyzer Demo Andrew Cornick & IC Instrument Demo / TBA
9:00 - 9:45	Biological Nutrient Removal Brandon Garner, Pender County & Mike Wiseman, City of Asheboro	2:00 - 2:45	Toxicity Issues Speaker TBA
9:45 - 10:30	Pharmaceutical & Industrial Chemicals in Water and Wastewater Speaker TBA	2:45 - 3:00	Break
10:30 - 10:45	Break	3:00 - 4:00	Cryptosporidium & LT2 Rule Gina Kimble, City of Charlotte & Tiffanie Hawley, City of Wilmington
10:45 - 12:00	Quality Control Discussion Panel Greg Kearns, City of Raleigh & David Livingston, NC DENR	4:00	Certificates awarded for 6 contact hours for Drinking Water and/or Wastewater certification

"Water Plant Filtration: Operations & Options" - Advanced Day 2015

September 2015 in Raleigh (*Registration for Advanced Day is in the Fall School Brochure*)

Session 1		12:15 – 1:30	Lunch – Provided on Site
8:30 – 8:40	Welcome and Opening Remarks	Session 3, Those Pesky Problems	
8:40 – 9:05	NCWTFO Certification Board Update	1:30 – 3:00	Iron and manganese Algae and Organics
9:05 – 9:55	Public Water Supply – Rules Update	3:00 – 3:20	Break
9:55 – 10:15	How our plant uses Partnership for Safe Water	Session 4, Alternative Filtration Strategies	
10:15 - 10:45	Break	3:20 – 4:50	Membrane filtration Biofiltration
Session 2, Plant Management		4:50	Certificates awarded for 6 Contact hours for all DRINKING WATER certifications
10:45 – 12:15	Plant management related to filtration Balancing plant goals and staffing needs Evaluating performance and making changes		

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

Thank You Nici

In Novemebr 2007, the NCWOA Board decided it needed to develop a more informative website. It had been using volunteers to maintain the site, but the job really required a little more time. Nicole Banks' name was mentioned and that was the beginning of a wonderful contractor relationship! Over the years Nici has not only maintained the association's website, but she gave its brochures and Go With The Flow a more professional look. She sent out "E-blasts," completed the layout for the annual Year In Review and Directories, and helped redesign the association's database. She has been NCWOA's "Jacqueline of all trades" and it is with much gratitude and a little regret that our professional relationship will be coming to an end with this issue of Go With The Flow. Good Luck Nici!

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.

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

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

Distribution, Collection and O&M

October 20, 2015 in Greensboro

8:00 - 8:30	Registration & Announcements	1:00 - 1:30	OSHA for Collection/Distribution, HDR
8:30 - 9:15	Regulations for Distribution and Collection NCDENR	1:30 - 2:15	Water Distribution O&M/Optimization, CDM Smith
9:15 - 10:10	Maintenance, Dell Harney, Greensboro	2:15 - 2:30	Break
10:10 - 10:25	Break	2:30 - 3:15	Asset Management, CDM Smith
10:25 - 10:55	Pipeline Assessment & Rehab, CDM Smith	3:15 - 3:45	IDSE Case Study
10:55 - 11:25	Collection Corrosion Control, HDR	3:45 - 4:00	Group Q&A, All
11:25 - 12:00	Modeling of Distribution Systems, H&S	4:00	6 Contact hours for all DRINKING WATER and WASTEWATER certifications
12:00 - 1:00	Lunch (provided)		

Additional NCWOA Sponsored Training

Lab Tech Day
May 5, 2015
Raleigh, NC

Bacteriology Class (short class)
July 28-30, 2015
Contact Michelle 919-807-8756

Process Control Chemistry
August 18-21, 2015
Contact Michelle 919-807-8756

C-Level Math Review
May 19, 2015 in Carthage
Contact JD Monroe
910-947-5784

A & B Level Math Review
May 20, 2015 in Carthage

Contact JD Monroe
910-947-5784

C-Level Math Review
August 18, 2015 in Carthage
Contact JD Monroe
910-947-5784

A & B Level Math Review
August 19, 2015 in Carthage
Contact JD Monroe
910-947-5784

NCWOA Fall School Sept 21-25
A, B, & C Surface
A, B, & C Well

Advanced Day, Sept 23, 2015

See August issue for more 2015 training events.

North Carolina Waterworks Operators Association

SEMINAR REGISTRATION FORM

Deadline for entry is receipt at least 4 business days before a seminar.
Space is limited - First Paid, First Accepted



Please Print or Type

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

SOCIAL SECURITY # (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. **Free 2016 NCWOA membership included in this price.)

*Very Small Groundwater Systems Seminar for Drinking Water Operators - June 4, 2015 in Shelby	Cost \$ _____
*^pH, Spectrophotometry, Ion Chromatography and Discrete Analyzers Drinking Water and Wastewater Applications - July 29, 2015 in Lillington	Cost \$ _____
*^pH, Spectrophotometry, Ion Chromatography and Discrete Analyzers Drinking Water and Wastewater Applications - July 30, 2015 in Mt Holly	Cost \$ _____
*^Completing the Cycle Series - August 18, 2015 in Wilkesboro	Cost \$ _____
*^2015 Remote Lab Tech Day - August 25 in Charlotte	Cost \$ _____
**^Getting in Touch with Your Chemical Side - October 13, 2015 in Statesville	Cost \$ _____
**^Distribution, Collection and O&M - October 20, 2015 in Greensboro	Cost \$ _____
**Grab it Right: What You Need to Know About Sampling & Reporting - November 5, 2015 in Kinston	Cost \$ _____
**^Getting in Touch with Your Chemical Side - December 17, 2015 in Dunn	Cost \$ _____

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

Please make checks payable to "NCWOA" or "North Carolina Waterworks Operators Association". We do NOT accept Purchase Orders. Credit Card payments may be mailed, faxed, or scanned but NOT called in. A confirmation letter/receipt and map will be mailed to each attendee once full payment is received.

REFUNDS: We will issue a refund (minus a \$20 administrative fee), if the refund is requested, in writing, at least 7 business days prior to the event. Refunds will be made in the same manner as payment. Substitutions may be made. Please inform us, as soon as possible, of substitutions so that the appropriate certificates of attendance may be generated.

CONTACT HOUR INFORMATION: Each of the seminars are worth 6 contact hours and have been PRE-APPROVED by the NCWTFO Certification Board for Water Treatment Facility Operators continuing education hours. All seminars marked with a "A" 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

.....
: 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 "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

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** :
 : **Cannot be Processed** :
 : **Over the Phone** :

If cardholder is other than member, what email address should the CC receipt be sent to? _____

To ensure that you receive the emailed receipt, please add cindy@ncwoa.com to your email address book.

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

Committee Members

2014-2015 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
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

Tony Mencome
Pam Moss
Allan O'Briant
Dail Booth
Lee Latham
Mike Ping
Kenny Neal
Brian Wilson
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
Steve Pope
Tom Boyd
Sam Molinas
Pat Irwin
Paul Judge
James Merritt
David Tawes
Rebecca Sadowsky
Victor Quick
Mike Bell
Kay Willis
Gary Davenport
Michael Mull
Paul Hamrick
Ray McCall
Ken Loflin

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
Steve Pope

Rules

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

Section Meetings

If your facility would be interested in hosting any of these meetings, please contact your section chair listed above. To see who you have been missing at the section meetings, check out the section meeting button on our website at www.ncwoa.com!

Northeast	Southeast	North Piedmont	South Piedmont	Western
6/11/15	8/11/15	5/21/15	6/18/15 Albemarle	5/19/15
8/13/15	10/7/15	8/20/15	8/6/15	7/9/15
10/8/15		10/21/15	10/22/15	10/1/15 New River State Park
12/10/15				

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

NON PROFIT ORG
U.S. POSTAGE
PAID
Mailed from
Zip Code 56601
Permit No 71

Important Phone Numbers & Websites

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

