



## North Carolina Waterworks Operators Association

# GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

April 2016  
Volume 19, Number 2

## Operator's Spotlight

### *A Conversation with Tom Boyd*

Any water professional in the North Piedmont area of North Carolina knows Environmental Senior Specialist, Tom Boyd, very well. Boyd is with the NC Department of Environmental Quality – Public Water Supply Section. He says he is an operator; first, consultant, second; and a regulator, third. Of the 40 water plants he oversees, that range in size from 48 mgd to 17 mgd, he says he is just one of the operators.

"My charges know me because I have been one of 'em," he says proudly. "They have no problem calling me when there is a question or a problem because they know we will solve it together."

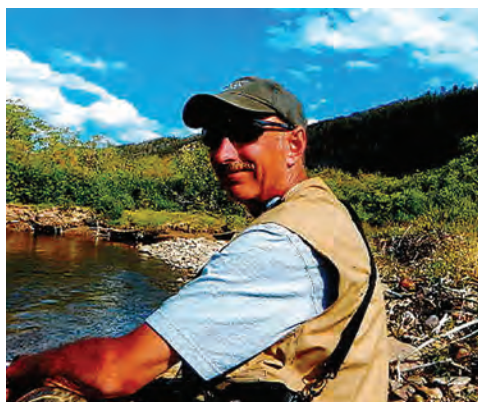
Boyd says it seems he's always struggling in the day-to-day grind of his duties. Every day he is awash in customer complaints, answering lots of questions from all the water systems he oversees, provides non-regulatory advice, and regulatory advice.

"I come to work expecting to get one thing done and then something else blows up," he says. "But, I love it and have definitely found my niche."

Boyd has been with the NC Department of Environmental Quality – Public Water Supply Section since 2006. He was tapped for the job during his second

tenure with the Town of Yadkinville where he served as the water plant ORC.

Yadkinville was on moratorium because it did not have enough overhead storage to expand its lines. Boyd convinced the town that it needed to fix this problem to come out of moratorium. Overhead storage was expanded, the creation of an off-stream reservoir, and filters were added to the plant.



"I should have had a consultant come in before me and look things over," Boyd says. "I started getting the plant in shape and the moratorium was lifted. We were able to hook to Yadkin County and supply water to them."

Yadkin County was developing waterlines during this upgrade of the water plant. The regional engineer took notice of Boyd's accomplishments and got him to apply for the job as the Environmental Senior Specialist for the state. Boyd is heading into his 10th year, this year.

He got his start in the water industry from RJ Reynolds Tobacco Company as a boiler operator.

*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.*

## Check out our new website!

[www.ncwoa.com](http://www.ncwoa.com)

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"We were in a remote site and had our own water and sewer facilities," he says. "We were charged with testing water and I saw the writing on the wall. I survived the first round of big layoffs."

Boyd asked if he could go to sewer school and agreed to pay for it. RJ Reynolds allowed him to do so and he was able to obtain his Grade II wastewater treatment certification. A month after he was certified, he lost his job. He applied for a position with the Town of Yadkinville and was hired as its entry level operator. Boyd says he left Yadkinville and took a position with the City of Winston-Salem at its Nelson Plant where he was promoted to senior operator and then to senior mechanic. Then it was back to the Town of Yadkinville as its plant's ORC.

RJ Reynolds was Boyd's after high school plan, like so many generations before him. That set the stage for him to transition into a job he loves. He enjoys guiding water systems in what they need to do if there is a loss of pressure or bacteria incident. He loves facilitating operator training meetings and teaching in spring and fall schools. He has no problem being on call when a disaster hits or presenting presentations on different subject matter to NCWOA, NCAW-WA-WEA, NCRWA, or NCDEQ.

Boyd says without hesitation that being affiliated with NCWOA has helped him professionally.

"It has been the biggest boost in professional training for me," he says. "NCWOA has been instrumental, if not essential to my growth, as far as attending meetings, giving presentations, and supporting the operators."

Boyd attends every North Piedmont Section meeting for NCWOA as the state representative and he encourages all water professionals to volunteer and become a member. He says that the water industry is completely different today than when he began. It's all about regulation and NCWOA helps the operators with training hours so they can keep their plants up within state regulations and running in tip-top shape. Water never sleeps, it's always moving and Boyd says it has to do so safely and cleanly.

"The further down we can see microscopically or analytically, we are going to see more regulations," he says. "The EPA is driven by Congress to study so many contaminants and they are zeroing in on some scary things out there and I see more regulations as a public need."

In 2013, Boyd received both the Outstanding Employee Award and Customer Service Award from the Division of Water Resources. He is also the area-wide Optimization Program (AWOP) Coordinator for the state.

When Boyd is not all things water, he is all things ranching in Wyoming on his family's 1,286 acre ranch. They have a caretaker that is responsible for leasing the land to ranchers and selling the hay. He has been going there since the late 1980s. He will typically spend two weeks each year on the ranch. He and his wife, Tammy, purchased a 60 acre farm in Ashe County in 2007. When asked what he farms he responded, "Weeds." He feels like the farm is his personal forest with trout streams and waterfalls on the property. The tract of land is under a timber tax format.

After retirement, Boyd would like to spend more time on his ranch in Wyoming, travel to some tropical destinations, and take a trip back to northern California. He revealed that he may also work as a treatment plant consultant.



NCWOA Section Meetings



# Operator's Spotlight

## *A Conversation with Richard Hodge*

Located in the Southern Appalachian Mountains of Haywood County is the Town of Canton. Well known in Western North Carolina as "Paper Town" with a motto as a place "Where the Mountains Kiss the Sky." It is also famous for its huge paper mill and its hardworking people.

But this town and community are not only known for these attributes, but for its friendly and very patriotic people. Richard Hodge is one of many who will always greet you with a smile and offer to help you in anyway. When Memorial Day or Veterans Day rolls around, the whole town turns out in force. Why? Because Canton and Haywood County is also home to the North Carolina National Guard- 211th Military Police Company and the unit has completed multiple tours in Iraq and Afghanistan very meritoriously. It is also home to the Pisgah Bears of Pisgah High School, which has excelled in all sports for many years in Western North Carolina. If it's game night, the whole town turns out in support.

Richard is the Water and Sewer Superintendent of this town that serves some 4300 customers with a 4.0 mgd surface water treatment plant located on the beautiful Pigeon River where its source comes from the head waters of the Pisgah National Forest. He is the guy who is on the front lines for the town, meeting and greeting the customers, and the man who sees that water service is continuous 24/7. He also sees that the water system is properly maintained and operated with a crew of 10 employees.



He started working for the town in the mid 1990's and has steadily moved up in responsibility and service to his community through the past 21 years. Richard is certified as a Grade A-Distribution and C-Surface operator, Grade IV Collections, Grade I Wastewater, Backflow ORC, and a Level 3 Maintenance Technologist. It is clear to see that he is trained in all disciplines for which he is responsible and he is currently attending Leadership Haywood given by the



Haywood Chamber of Commerce, to help develop young community leaders.

He speaks highly of his co-workers and is quick to say that, "he would not ask them to do anything he would not do when it comes to the operation of the water or sewer systems for the Town of Canton. That is why I got my water and wastewater treatment plant licenses, so I would know what is involved with the operations of our treatment plants and what the needs of the operators are." He also alludes to the fact that the job they accomplish is a direct reflection of the quality co-workers he works with.

Of course Richard is also a family man with a wife and 3 children. Two of his children are now out of college but one is still home and in elementary school.

You can tell that he is very proud of his family and that they are the center of his life.

He is an avid outdoors person with strong interests in hunting and fishing as well as motorcycle riding. Richard owns a Harley and really enjoys getting out on the road and cruising. He smiles when he talks about riding the entire length of the Blue Ridge Parkway, from the start near his home to the Shenandoah Valley in Virginia, all 469 miles in one day. When it comes to fishing, he is willing to "catch anything that will bite a hook." He does love to deep sea fish and travels down to the coast regularly to enjoy that sport as well. Of course like many other people, Richard dreams of going to Alaska someday to fish and hunt and to enjoy the beauty of that state.

It is clear to see that Richard is fully invested into his home town and is committed to seeing that his customers, neighbors, and friends receive good and reliable water and wastewater service. It is also clear to see that he is one of the many reasons that life in Canton and Haywood County is good because of the pride and caring he shows for his fellow citizens there. Thank you Richard for your devotion to your community

## **Green Book Revisions**

***The 2010 Rules Governing  
Public Water Systems (Green  
Book) has been replaced  
with a January 2016 version.***

***Limited copies are available  
through NCWOA***

**[www.ncwoa.com](http://www.ncwoa.com)**



# Water System Upgrades - City of Asheville

Written by:

Jeremy Godfrey - Labor Crew Coordinator (LCC)

Cities and towns across North Carolina are facing aging water infrastructures, particularly in older neighborhoods. Repairing the water lines in these areas can begin to strain resources in terms of labor and cost of supplies. Many municipalities are finding neighborhood enhancement projects to be a cost effective strategy for dealing with the aging infrastructure.

The city of Asheville, North Carolina is a municipality facing the challenges that come with an aging water infrastructure. Many Asheville neighborhoods have water lines in use that are quickly approaching the century mark. The high water pressure from changing elevation through these lines over the years has taken its toll on the older cast iron and galvanized steel pipes. Projects to enhance old neighborhood water lines are an effective means of ensuring Asheville citizens continue to enjoy the high water quality the city offers.

Cities facing an aging infrastructure need to not only consider funding sources, but also determine the best use of resources (in house workers or contractors). Funding for the Asheville neighborhood enhancement projects came from capital improvement fees. Bonds and rate increases are also options for covering the cost of new water infrastructure. After funding is secured, engineering develops potential implementation plans to ensure cash resources are optimized for each project. Once the designs are finalized, project leaders determine if the projects can be done in house or if they will have to be contracted out. Smaller areas can still be done by regular water utilities crews, but in most cases contracting out is found to be more cost effective. All utilities should consider having an in-house inspector to ensure contractors are performing at a high level, that safety and building standards are being met, and

to keep customers informed of how the construction process is proceeding (is it on time, on budget, etc).

Communication with customers is very important. After the contract has been awarded, water utilities should hold a community meeting in the affected neighborhood. The meeting is a good time to let all your customers know what is going to take place...from the first link of pipe laid in the ground to the final paving and property restoration in the community. Customers should be informed of potential/scheduled water outages for tie-ins and hydrant placements as well as general cleanup. Promptly addressing customer concerns goes a long way toward good utility-customer relations.

The benefits of neighborhood enhancement projects include improved water quality and improved fire protection. Better water pressure management is another benefit that Asheville experienced where some neighborhoods can have extremely high water pressure (300 PSI). Ultimately, the enhanced neighborhood projects are beneficial to the municipality because it reduces the constant repairs on aging lines.

We are very fortunate in North Carolina to have great water throughout our state. Enhancement projects such as the neighborhood enhancement water project benefits our environment by reducing the waste created by the aging water system infrastructure. Let's all work together to protect this valuable resource.







## What's happening at your plant?

Are you going through an upgrade, adding some new features, starting a new process? Want to share your experience with other operators?

NCWOA would love to include your article in *Go With The Flow*. Anyone interested please contact Heather Cagle at [heather@ncwoa.com](mailto:heather@ncwoa.com)

**Starting January 2016, the *Go With the Flow* will be issued in January, April, July, and October.**

# 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 NCWFOCB 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: Water Distribution and Wastewater Collection Operations

April 20, 2016 in Rocky Mount and June 2, 2016 in Asheville

8:00 – 8:30	Registration and Welcome	12:45 – 1:45	Rehabilitation of Pipelines using Trenchless Technologies
8:30 – 9:30	NC 811 - Update on New Laws		
9:30 – 10:30	The Latest AMR & AMI Meter Technologies	1:45 – 2:45	GPS Technologies & How to Use in the Field
10:30 – 10:45	Break	2:45 – 3:00	Break
10:45 – 11:45	Working Around Natural Gas Safely	3:00 – 4:00	Regulatory Updates
11:45 – 12:45	Lunch Provided On-site	4:00	Certificates awarded for 6 Contact hours for all DRINKING WATER and WASTEWATER certifications

## Lab Tech Day

May 5, 2016 in Raleigh

For more information check our website at [www.ncwoa.com](http://www.ncwoa.com)

## Source Water Seminar - Show Me the Water!

May 12, 2016 in Fayetteville

8:00 – 8:30	Registration & Welcome	12:45 – 1:45	Capacity Use Area/Salt Water Intrusion
8:30 – 9:15	Source Water Protection Planning Rules	1:45 – 2:30	Well Rehabilitation/Cleaning
9:15 – 10:00	Ground Water Supply Planning	2:30 – 2:45	Break
10:00 – 10:15	Break	2:45 – 3:30	RO Membrane Overview
10:15 – 11:00	Selecting a New Groundwater Source Aquifer	3:30 – 4:00	Taste & Odor - Algae; H <sub>2</sub> S Removal; Ion Exchange; MN/Fe Oxidation
11:00 – 12:00	Aquifer Storage and Recovery (ASR) Wells	4:00	6 Contact hours for all DRINKING WATER certifications
12:00 – 12:45	Lunch Provided On-site		

## NH<sub>3</sub>/F ISE, Specs, Incubators and H<sub>2</sub>O Purifications in the Lab

June 28, 2016 in Kinston and June 29, 2016 in Greensboro

This workshop will cover use of four different types of lab equipment including ammonia and fluoride ISE probes, spectrophotometers, incubators and water systems. The course objectives will be met by presenting basic technical principals for each application and them incorporating practical "best practices" tips when using the equipment. A demonstration of the equipment will be given.

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8:00 – 8:30	Registration & Welcome	1:00 – 2:00	Demonstration Exercise 3: Incubation
8:30 – 9:15	ISE Easy: Ammonia & Fluoride Measurement	2:00 – 2:15	Break
9:15 – 10:00	Demonstration Exercise 1: Ammonia & Fluoride ISE	2:15 – 2:45	Techniques of point-of-use water systems in the lab environment
10:00 – 10:15	Break		
10:15 – 10:45	Spectrophotometry 101	2:45 – 3:30	Demonstration Exercise 4: Water System
10:45 – 11:45	Demonstration Exercise 2: Spectrophotometry	3:30 – 3:45	Final Questions and Conclusion
11:45 – 12:30	Lunch Provided On-site	3:45	6 Contact hours for all DRINKING WATER and WASTEWATER certifications
12:30 – 1:00	Use of Microbiological Incubators/BOD Incubators		

For online seminar registration please check our website [www.ncwoa.com](http://www.ncwoa.com)

# NCWOA Seminars with Proposed Agendas

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## Groundwater Seminar

July 21, 2016 in Snow Hill

8:00 – 8:30	Registration & Welcome	12:15 – 1:15	Lunch Provided On-site
8:30 – 9:00	Regulatory Update from PWSS	1:15 – 2:15	Chemical Feed Pump Optimization
9:00 – 9:30	Central Coastal Plain Capacity Use Area	2:15 – 3:15	Chemical Safety
9:30 – 10:00	Sanitary Surveys	3:15 – 3:30	Break
10:00 – 10:15	Break	3:30 – 4:00	New Water Analyzing Methods
10:15 – 11:15	Reverse Osmosis Treatment/Aquifer Salt Water Intrusion	4:00	6 Contact hours for all DRINKING WATER certifications
11:15 – 12:15	Well Design and Rehabilitation		

## Remote Lab Tech Day

August 17, 2016 in Emerald Isle

8:00 - 8:30	Registration & Welcome	12:45 – 1:30	TOC Analyzer Demo
8:30 - 9:15	Dissolved Metals vs. Total Metals	1:30 – 2:00	UCMR3 & Upcoming UCMR4
9:15 - 10:00	Chemical Interferences	2:00 – 2:15	Break
10:00 – 10:45	Compliance Monitoring Triggers: New Sources, New Plants	2:15 – 2:45	DO, pH, & Chlorine: Field to Lab to Process
10:45 – 11:00	Break	2:45 – 3:30	Jar Testing Treatment
11:00 – 11:45	Different Disinfectants: Chlorine, Chloramines, Chlorine Dioxide, UV	3:30 – 4:00	Handling Customer Service Complaints
11:45 – 12:45	Lunch Provided On-site	4:00	6 Contact hours for all DRINKING WATER and WASTEWATER certifications

## Operators Do It All! - Regulations, Reporting and Public Interaction - Advanced Day 2016

September 28, 2016 in Raleigh (Registration will be in Fall School Brochure coming in July)

8:30 – 8:40	Welcome and Opening Remarks	2:00 – 2:45	NPDES Discharges - Overview & What Goes on DMRs
8:40 – 9:25	Public Water Supply – Regulatory Update	2:45 – 3:05	Break
9:25 – 9:55	Division of Water Infrastructure Update	3:05 – 3:50	Planning Night Work & Communication with Customers
9:55 – 10:15	NPDES Update	3:50 – 4:35	Utility Policies for Working with Public Media
10:15 – 10:45	Break	4:35 – 4:50	Round Table Discussion
10:45 – 11:30	Drinking Water Monthly Reports	4:50	Certificates awarded for 6 Contact hours for all DRINKING WATER and WASTEWATER certifications
11:30 – 12:15	SCADA		
12:15 – 1:30	Lunch Provided On-site		
1:30 – 2:00	Public Notice		

## Groundwater Seminar

November 3, 2016 in Hickory

8:00 – 8:30	Registration & Welcome	12:00 – 1:00	Lunch Provided On-site
8:30 – 9:00	Regulatory Update from PWSS	1:00 – 1:45	Chemical Feed Optimization
9:00 – 9:30	Sanitary Surveys - What to Expect & How to Prepare	1:45 – 2:30	Chemical Storage & Safety
9:30 – 10:00	pH Adjustment - When, Why, & How?	2:30 – 2:45	Break
10:00 – 10:15	Break	2:45 – 3:15	Drought Impacts & Water Conservation
10:15 – 11:00	Iron & Manganese Treatment Options	3:15 – 4:00	Water Quality - Field Analysis Methods
11:00 – 12:00	Well Design, Construction and Rehabilitation	4:00	6 Contact hours for all DRINKING WATER certifications



## Water Treatment Residuals Management: Proven Practices & Emerging Strategies

December 8, 2016 in Burlington

8:00 – 8:30	Registration & Welcome	1:15 – 1:45	Wastewater Rules Update
8:30 – 9:00	Rules Update from PWSS	1:45 – 2:15	Solids Hauling Costs & Permitting
9:00 – 9:45	Residuals from Coagulation, Flocculation, & Sedimentation: Optimizing Traditional Approaches	2:15 – 2:45	Dealing with Process Wastes from Reverse Osmosis Facilities
9:45 – 10:30	NPDES Permitting for Water Treatment Plants	2:45 – 3:00	Break
10:30 – 10:45	Break	3:00 – 3:30	Ion Exchange Residuals & Process Wastes
10:45 – 11:30	Mechanical Thickening & De-watering Techniques	3:30 – 4:00	Greensand Process Wastes
11:30 – 12:15	Field Experiences with Mechanical De-watering Treatment	4:00	6 Contact hours for all DRINKING WATER and WASTEWATER certifications
12:15 – 1:15	Lunch Provided On-site		

## We Appreciate Our Corporate Sponsors!



Jack Moore & Associates, Inc.



### Additional NCWOA Sponsored Training

C-Level Math Review  
May 17, 2016 in Carthage  
Contact JD Monroe, (910) 947-5784

A & B Math Review  
May 18, 2016 in Carthage  
Contact JD Monroe, (910) 947-5784

C-Level Math Review  
August 16, 2016 in Carthage  
Contact JD Monroe, (910) 947-5784

A & B Math Review  
August 17, 2016 in Carthage  
Contact JD Monroe, (910) 947-5784

Bacteriological Methods for Drinking Water  
July 26-28, 2016  
November 2-4, 2016  
Contact Michelle 919-807-8756

Process Control Chemistry  
August 16-19, 2016  
Contact Michelle 919-807-8756

NCWOA Fall School  
Sept 26-30, 2016 in Raleigh  
A, B, & C Surface  
A, B & C Well  
Advanced Day, Sept 28, 2016  
Brochures mailed in July.



# 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 \$65.00** (Must put your INDIVIDUAL NCWOA membership number on the line above to qualify)

**NON-MEMBER PRICE IS \$95.00** (\*Free 2016 NCWOA membership included in this price.)

*^Completing the Cycle: Water Distribution & Wastewater Collection Operations - April 20, 2016 in Rocky Mount	Cost \$ _____
*Source Water Seminar - May 12, 2016 in Fayetteville	Cost \$ _____
*^Completing the Cycle: Water Distribution & Wastewater Collection Operations - June 2, 2016 in Asheville	Cost \$ _____
*^NH3/F ISE, Specs, Incubators and H2O Purification in the Lab (Thermofisher) - June 28, 2016 in Kinston	Cost \$ _____
*^NH3/F ISE, Specs, Incubators and H2O Purification in the Lab (Thermofisher) - June 29, 2016 in Greensboro	Cost \$ _____
*Groundwater Seminar - July 21, 2016 in Snow Hill	Cost \$ _____
*^Remote Lab Tech Day - August 17, 2016 in Emerald Isle	Cost \$ _____

### Registration information for future seminars will be available in the July 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 NCWTFOW Certification Board for Water Treatment Facility Operators continuing education hours. All seminars marked with 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.

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

### PLEASE SEND APPLICATION AND PAYMENT TO:

Cindy Gall, NCWOA Controller  
PO Box 4519  
Emerald Isle, NC 28594  
Phone: 252-764-2094 ext. 2  
Fax: 252-764-2095  
Email: cindy@ncwoa.com

.....  
: Credit Card Payment :  
: Cannot be Processed :  
: Over the Phone :  
:.....

## 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 2016**

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

\_\_\_\_ Wastewater #'s & certificate type

\_\_\_\_ 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: \_\_\_\_\_

If cardholder is other than attendee, what email address should the CC receipt be sent to? \_\_\_\_\_

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

#### PLEASE SEND APPLICATION AND PAYMENT TO:

Cindy Gall, NCWOA Controller  
PO Box 4519  
Emerald Isle, NC 28594  
Phone: 252-764-2094 ext. 2  
Fax: 252-764-2095  
Email: cindy@ncwoa.com

.....  
: Credit Card Payment :  
: Cannot be Processed :  
: Over the Phone :  
: .....



# Committee Members

## 2015-2016 Executive Committee

### President

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

### First Vice-President

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

### Second-Vice President

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

### Secretary

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

### Treasurer

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

### Past President

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

### Chair – Board of Examiners

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

### Chair - Public Image

Leslie Carreiro  
City of Asheville – North Fork WTP  
Phone: (828) 271-6105  
Email: [lcarreiro@ashevillenc.gov](mailto:lcarreiro@ashevillenc.gov)

### Chair – Nomination Committee

Sam Molinas  
Broad River Water Authority  
Phone: (828) 286-0731  
Email: [smolinas@ncbrwa.com](mailto:smolinas@ncbrwa.com)

### Chair – Western Section

Ray McCall  
Phone: (828) 577-3156  
Email: [ray@ncwoa.com](mailto:ray@ncwoa.com)

### Chair – North Piedmont Section

Steve Pope  
Piedmont Triad Regional Water Authority  
Phone: (336) 382-2373  
Email: [spope@ptrwa.org](mailto:spope@ptrwa.org)

### Chair – South Piedmont Section

Paul Judge  
PWS - MRO  
Phone: (704) 235-2123  
Email: [paul.judge@ncdenr.gov](mailto:paul.judge@ncdenr.gov)

### Chair – Southeast Section

James Merritt  
Fayetteville Public Works  
Phone: 910-223-4710 x 4230  
Email: [james.merritt@faypwc.com](mailto:james.merritt@faypwc.com)

### Chair – Northeast Section

Mike Houston  
Jones County  
Phone: (252) 448-8000 ext. 310  
Email: [mhouston@jonescountync.gov](mailto:mhouston@jonescountync.gov)

### Distribution Officer

Jeremy Godfrey  
City of Asheville  
Phone: (828) 259-5991  
Email: [jgodfrey@ashevillenc.gov](mailto:jgodfrey@ashevillenc.gov)

## 2015-2016 Committees

### Finance Committee

Board Director: Randy Hawkins

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

### Professional Development Committees

Board Director: Jeff Isley

### Seminars

Christyn Fertenbaugh (Co-Chair)  
Brad Whitman (Co-Chair)  
Dana Hill  
Howard Corey  
Diane Williams  
Tim Bishop  
Seola Hill  
Vance Brooks  
Tony Mencome  
Pam Moss  
Allan O'Briant

Dail Booth  
Lee Latham  
Mike Ping  
Kenny Neal  
Carl Scharfe  
David Lutz  
Julia Cavalier  
Kelley Wilber  
Dyk Luben  
Jeremy Godfrey

### Annual Schools

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

### Lab Analyst

Chris Goforth (Co-Chair)  
Bernadine Wardlaw (Co-Chair)  
Amy Watters (Co-Chair)  
Jeff Isley  
Sandra Bradshaw  
Patricia Quinchett  
Cindy Gall  
Dustin Guyer  
Chris Johnson  
Steve Beale

Jesse Chadwick  
Gina Kimble  
Chris Johnson  
Elizabeth Meyer

### Board of Examiners

Pat Irwin (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  
Yama Jones  
Patty Hall

### Public Image Committees

Board Director: Leslie Carreiro

### Member Services

Kathy Gatlin (Chair)  
Pam Gibbons  
Bessy Farmber  
Julius Patrick  
Steve Pope  
Tom Boyd  
Sam Molinas  
Paul Judge  
James Merritt  
Mike Bell  
Ray McCall  
Ken Loflin  
Jeremy Godfrey  
Mike Houston  
Chad Flanagan

### Operator of the Year

Award  
Chris Smith (Chair)  
PWS Representative - Joey White  
Russell Bateman

### Leadership Committees

Board Director: Ken Loflin

### Nominating

Sam Molinas (Chair)  
Mike Houston  
Paul Judge  
James Merritt  
Steve Pope  
Ray McCall

### 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
4/14/16	4/21/16	5/24/16	6/23/16	5/12/16
6/9/16	8/4/16	8/18/16	8/4/16	8/4/16
8/11/16	10/12/16	10/19/16	10/20/16	10/6/16
10/13/16				

Heather Cagle, Administrator  
N.C. Waterworks Operators Association  
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Emerald Isle, NC 28594  
[www.ncwoa.com](http://www.ncwoa.com)

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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 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:		<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>	336-776-9800	
<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		<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>

