



North Carolina Waterworks Operators Association

GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

July 2016
Volume 19, Number 3

Operator's Spotlight

A Conversation with Doug Bullock

Doug Bullock, Lead Operator for the City of Wilson, has been in the water industry for 43 years and all with the City of Wilson. He served three years in the United States Army and when he was discharged, a friend turned him on to the water industry.

He has worked his way up the ranks to lead operator for the last 10 years, holding an A Surface Certification since 1987. In 2006, he was awarded Water Resources Employee of the Year and helped the city's Industrial League team win 2 championships in the early 90s. While he was making his way through his new career path, he also served in the National Guard for 10 years from 1982-1992.

He loves his job and says that he has adjusted well to the many changes the industry has been through.

"There's always something new to learn as each year goes by and I have learned to change with the changes," Bullock says. "I just seem to have adjusted to new regulations."

Wilson has two water plants and Bullock says he works very closely with the operators at the other plant to keep the city's water flowing. Bullock's plant is the larger of the two, operating at

about 6 mgd, while the other operates at 3 mgd. Bullock prefers the day shift but has adjusted to night shift quite well. He says every hour he makes his rounds, checking on the pumps and keeping records.

"A lot is computerized now," he says. "It makes it easier once you learn how to work the computer and the programs. It just takes time. You can take that mouse



and click here and there and be done. It took a lot longer with pencil work."

Bullock is a lifetime member of the North Carolina Waterworks Operators Association (NCWOA) and says the association has been so helpful in his career. He is a member of the association's Northeast Section.

"It keeps me up-to-date with anything new going on," says Bullock. "I learn from the other plants in my section and what they do chemical wise. I've also learned more about the entire state of

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

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NC and how the water industry differs from town to town."

When he is not working, Bullock spends time with family and friends. He says his 11-year-old grandson keeps him hopping with his school activities. He

dabbles in fishing and says when he finally retires he will do more of that as well as helping his grandson.

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

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

Operator's Spotlight

A Conversation with Darrell King

Darrell King, Water Technician II for the City of Kinston, is a newcomer to the water industry of North Carolina. He has only been with the City of Kinston for four years, starting out as a Water Technician I. His plan is to move up through the ranks to supervisor or superintendent, an opportunity that is just around the corner.

"My supervisor just talked with me about getting me in place," says King. "He has about 27 years in already and wants me to get 5-6 years under my belt and hopefully move up to his spot."

Both his supervisor and the superintendent for Kinston have about 4-5 years left before retirement. King is hopeful that he can get his B Well Certification to move into one of these jobs. He currently has C Well and Backflow certifications. In July he is going for his C Distribution Certification and will follow up with a B Well Certification in a couple of years.

King came from a family owned logging business. His current superintendent talked him into coming to work for the city.

"My superintendent lives just down the road from me and talked to me one day about coming to work for the city," says King. "I went through the C Well School and got hired by the city. They sent me to the C Well exam and I passed and then the city sent me to get my Backflow Certification."

King stays very busy as a Technician II. Kinston has about 18 well sites with 7-8 pumps running daily. It is his job on Monday mornings to get the pumps for the week online and set up on the lead tank. Every 24 hours meter readings have to be recorded and on the weekends ONWASA takes over and supplies the city with water.

King loves his job and is really looking forward to moving up in the industry. He says he loves learning new things every day and making a difference in people's lives.

"I like going home in the afternoon knowing that I have done a good job keeping everybody safe," he says.

Outside of work, King loves to fish, the beach, skating, and spending time with his family. He says his children, ages 3 and 5, enjoy the same things and keeps him very, very busy. He also has a business on the side cutting grass. King says he will attend every school his boss will send him to. He has found a home in the water industry and with the City of Kinston.

Green Book Revisions

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

Limited copies are available for sale through NCWOA

www.ncwoa.com



NCWOA Spring School



A-Surface



B-Surface



C-Surface



B-Well



C-Well



Area Wide Optimization Program (AWOP)

Submitted by: Tom Boyd, NCDEQ

The Area Wide Optimization Program (AWOP) is a program that was adopted in August 2000 by North Carolina that focused on the development of the comprehensive performance evaluation (CPE) to assist water treatment plants in complying with the turbidity requirements of the then recently promulgated Interim Enhanced Surface Water Treatment Rule (IESWTR). North Carolina is one of twenty two states that participates in the national AWOP. So, what is AWOP? AWOP is a systematic approach developed by the USEPA, Technical Service Center (TSC) in Cincinnati and Process Applications Inc. (PAI) to reduce and eliminate fluctuations in water quality and treatment facility performance through enhanced process control. Particular attention was emphasized on turbidity removal performance focusing on the multiple barrier approach. For a conventional treatment plant the multiple barriers are flocculation and sedimentation, filtration, and the disinfection barrier. The first barrier focuses on maximizing the settling of particles which reduces the workload of the filters. The filtration barrier provides removal of particles that may harbor disease causing organisms. The disinfection barrier provides adequate contact time in the presence of a disinfectant to inactivate microbial contaminants that may have passed through the first and second barriers.

What is optimization in relation to AWOP? Optimization refers to an approach for water systems to improve drinking water quality beyond compliance requirements to enhance public health protection. It is achieved through enhanced process control using existing staff and facilities. Optimized performance is measured relative to optimization goals. Optimization, which is a continuing process, can be considered achieved when the following goals are being met at a water treatment facility.

Sedimentation

- Settled water turbidity is **less than 1.0 nephelometric turbidity units (NTU) 95 percent** of the time when the average raw water turbidity is less than or equal to 10.0 NTU during the same period.
- Settled water turbidity is **less than 2.0 NTU 95 percent** of the time when the average raw water turbidity is greater than 10 NTU during the same period.

Filtration

- Filtered water turbidity is **less than 0.10 NTU 95 percent** of the time based on maximum values recorded.
- Maximum turbidity of any filtered water measurement is **never greater than 0.3 NTU**.
- Filter backwash is initiated before effluent turbidity **exceeds 0.1 NTU**.
- Filter to waste until is less than 0.1 NTU.
- Maximum filtered water measurement is **less than 10 particles** (in the >2 micron range) **per millimeter** (if particle counters are available).

In recent years, the national AWOP has expanded the optimization program with tools that foster optimization in the distribution system and data integrity. Protocol for conducting a distribution CPE, disinfection by-product (DBP) CPE, DBP performance based training (PBT), and data integrity workshop

exercises have been developed by the USEPA, TSC and PAI along with training for the AWOP states. A distribution CPE focuses on coliform bacteria, disinfectant throughout the distribution system, water age, tank turn over, and DBPs. A DBP CPE focuses on TOC removal at the treatment plant and DBP reductions in the distribution system. DBP PBTs are a twelve to eighteen month training on strategies that foster the reduction and compliance with DBPs. Data integrity workshops focus on the collection of process control and compliance data throughout the collection and reporting phases.

The following goals have been developed that support distribution optimization.

Total Organic Carbon (TOC) Removal Optimization Performance Goal

- TOC leaving the plant and entering the distribution system < 1.7 mg/L

Disinfection By-Product (THM and HAA5) Optimization Performance Goals

- Individual Site Goal: the most recent quarterly maximum Locational Running Annual Average (LRAA) THM/HAA5 values should not exceed 70/50 ppb (which is more stringent than the Stage 2 DBPR compliance requirements).
- Long-Term System Goal: average of maximum LRAA THM/HAA5 values not to exceed 60/40 ppb (i.e., the average of the last eight quarterly Max LRAA values not to exceed 60/40 ppb).

Disinfectant Residual Optimization Performance Goals

- Maintain 0.2 mg/L residual at all locations in the distribution system, at all times, to provide a disinfection barrier against microbial contamination in a free chlorine system.
- Maintain > 1.50 mg/L monochloramine residual at all locations in the distribution system, at all times, to provide a disinfection barrier against both microbial contamination and nitrification prevention in chloramine systems.
- Maintain a detectable free ammonia residual in the plant effluent < 0.10 mg/L as NH₃-N in chloramine systems.

Operational guidelines have also been developed that support the optimization performance goals. These guidelines can be thought of as best management practices that assist utilities in achieving optimized status and are listed below.

Chlorine and Ammonia Dosing Guideline

- Maintain a chlorine-to-nitrogen mass ratio between 4.5:1 and 5.0:1 (or chlorine-to-ammonia mass ratio between 3.7:1 and 4.1:1), which should result in a detectable free ammonia in the plant effluent that is < 0.10 mg/L as NH₃-N.

Storage Tank Operational Guideline

- Maintain low average turnover time (< 5 Days) at all times or establish and maintain a tank-specific water turnover rate at each storage facility.
- Maintain good mixing at all times

Achieving and maintaining an optimized status whether in the treatment plant or the distribution system is a continual process that involves management and staff buy in. The impacts of

the AWOP have documented improved water quality, improved public health protection, and resources that can be allocated based on relative risks. This program enhances the operator's technical skills and improves relationships between the utility and its customers while getting the most out of existing infrastructure (i.e., reduces unnecessary capital outlay).

Again, the most important benefit of achieving and maintaining an optimized status is realizing a compliance buffer, improved water quality, and most importantly, improved public health protection which we, as drinking water treatment operators, strive to do.

State Honors 56 Drinking Water Treatment Plants

North Carolina officials honor 56 water treatment plants for surpassing federal and state drinking water standards.

The 56 facilities received the N.C. Area Wide Optimization Award from the N.C. Division of Water Resources' Public Water Supply section. The awards are part of the N.C. Area Wide Optimization Program, which is a state effort to enhance the performance of existing surface water treatment facilities.

In 2015 a "Gold Star" honor was introduced for facilities that have received the award for 10 or more consecutive years. Those facilities are City of Newton, Two Rivers Utilities in Gastonia, City of Lincolnton, and City of Marion.

Awards are given each year to water systems that demonstrate outstanding turbidity removal, a key test of drinking water quality. Turbidity is a measure of the cloudiness or haziness of water caused by individual particles that can interfere with disinfection and provide a medium for microbial growth. Microbes are microscopic particles that occur naturally, but can potentially include harmful bacteria and viruses. While all drinking water systems have to meet strict state and federal drinking water standards, these systems met performance goals that are significantly more stringent. During 2015, a record number of more than 3,000,000 North Carolina citizens were served by optimized plants. The award winners for 2015 are:

- Town of Andrews WTP
- City of Asheboro - W.L. Brown WTP
- City of Belmont WTP
- Town of Boone WTP
- Broad River Water Authority WTP
- Brunswick County Water System - Northwest WTP
- Town of Burnsville WTP
- Town of Cary WTP
- CFPWA-Wilmington - Sweeney WTP
- Charlotte Water
 - Vest WTP
 - Franklin WTP
 - Lee S. Dukes WTP
- City of Cherryville WTP
- City of Concord - Hill Grove WTP
- Davidson Water Inc. - Gregg W. Stabler WTP
- City of Eden - Robert A. Harris WTP
- Fayetteville Public Works Comm. - Glenville WTP
- Greenville Utilities Comm. - Charles Horn WTP
- City of Hamlet WTP
- Harnett County WTP
- Henderson-Kerr Lake Regional Water Authority
- City of Hendersonville WTP
- City of Hickory WTP
- Johnston County WTP (East)
- Johnston County WTP (West)
- City of Lenoir WTP
- Lincoln County WTP
- City of Lincolnton WTP
- Town of Louisburg WTP
- Town of Madison WTP
- Maggie Valley Sanitary District WTP
- City of Marion WTP
- Town of Mayodan WTP
- Town of Mooresville - Plant 2
- City of Morganton - Catawba WTP
- City of Mount Airy
 - F.G. Doggett Plant
 - S.L. Spencer Plant
- City of Mount Holly WTP
- City of Newton WTP
- Town of Norwood WTP
- Orange Water & Sewer Authority
- Orange-Alamance WTP
- Piedmont Triad Regional Water Authority - John F. Kime WTP
- Town of Pittsboro WTP
- City of Raleigh
 - E.M. Johnson WTP
 - D.E. Benton WTP
- Town of Robbinsville - Tallulah WTP
- Salisbury-Rowan WTP
- City of Sanford WTP
- City of Statesville WTP
- City of Thomasville WTP
- Two Rivers Utilities
- City of Waynesville - Allens Creek WTP
- Town of Weaverville - Ivy River WTP
- Town of Wilkesboro Water Filtration Plant
- City of Winston-Salem - R.A. Thomas WTP

NCWOA Seminars with Proposed Agendas

All NCWOA seminars listed on pages 6-7 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.

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 Meters: 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

Fall Certification School

September 26-30, 2016 at the McKimmon Center in Raleigh

Brochures will be coming soon

For more information check our website at www.ncwoa.com

SPECIAL NOTE:

**Host Hotel has been changed to
Holiday Inn Express & Suites**

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 soon)

Session 1

Welcome and Opening Remarks

Public Water Supply – Rules Update Highlights

NCWFO Certification Board Update

Public Water Supply – Wastewater Rules Update Highlights

Session 2

SCADA: What Data to Collect, What is Needed for Internal Use & How to Analyze Data

What goes on Source Water & Groundwater Monthly Reports

Lunch – Provided on Site

Session 3

Operator/System Responsibilities

Public Notice

Different Types of NPDES Discharges: Overview & What Goes on DMR's

Session 3

Public Interaction

Utility Policies for Working with the Public Media

Certificates awarded for 6 Contact hours for all DRINKING WATER and WASTEWATER certifications

NCWOA Seminars with Proposed Agendas

All NCWOA seminars listed on pages 6-7 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.

Water Quality, Distribution, Collection and Operations & Maintenance (in conjunction with the City of Greensboro)

October 18, 2016 in Greensboro (8:00am - 4:30pm)

Topics Include:

Bio-filtration

Source Water Management

Active Shooter

OSHA & Utilities

Water Modeling to Help Plan for Mitchell WTP Outage

Sewer Modeling Applications in Greensboro

Residuals Removal for Water Treatment Plants

Importance of Accurate Drawings

Lead & Copper Corrosion Control Strategies

Coagulants in Water & WW Treatment

Importance of Valve & Pipeline Maintenance

All You Want to Know About Bleach

How to Build Citizen Confidence

Reliable Power Supply at Water & WW Plants

Distribution System Surges & Possible Contamination

6 Contact hours for all DRINKING WATER and WASTEWATER certifications

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		

For online seminar registration please check our website www.ncwoa.com

We Appreciate Our Corporate Sponsors!



Jack Moore & Associates, Inc.



Interested in sponsorship?

Please contact:

Leslie Carreiro, Public Image Committee (828) 271-6105 Email: lcarreiro@ashevillenc.gov

Kathy Gatlin Current, Public Image Committee (704) 996-7825 Email: Kathy.Current@univarusa.com

Heather Cagle, NCWOA Administrator (252) 764-2094 ext. 1 Email: heather@ncwoa.com

or check our website at www.ncwoa.com

Additional NCWOA Sponsored Training

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

C-Level Math Review
October 18, 2016 in Carthage
Contact JD Monroe, (910) 947-5784

A & B Math Review
October 19, 2016 in Carthage
Contact JD Monroe, (910) 947-5784

NCWOA Fall School
Sept 26-30, 2016 in Raleigh
A, B, & C Surface
A, B & C Well
Advanced Day, Sept 28, 2016
Brochures coming 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.**Free 2017 NCWOA Membership included in this price.)

*Groundwater Seminar - July 21, 2016 in Snow Hill	Cost \$ _____
*^Remote Lab Tech Day - August 17, 2016 in Emerald Isle	Cost \$ _____
**^Water Quality, Distribution, Collection and O&M - October 18, 2016 in Greensboro	Cost \$ _____
**Groundwater Seminar - November 3, 2016 in Hickory	Cost \$ _____
**^Water Treatment Residuals Management: Proven Practices & Emerging Strategies - Dec 8, 2016 in Burlington	Cost \$ _____

Registration information for future seminars will be available in the October 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 "^" 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 Comptroller
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? _____

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 Comptroller
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

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Greenville Utilities
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First Vice-President

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Sam Molinas
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Chair – Western Section

Ray McCall
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Email: ray@ncwoa.com

Chair – North Piedmont Section

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

Chair – South Piedmont Section

Tena Mullis
City of Concord
Phone: (704) 920-5163
Email: mullistm@concordnc.gov

Chair – Southeast Section

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

Chair – Northeast Section

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

Distribution Officer

Jeremy Godfrey
City of Asheville
Phone: (828) 259-5991
Email: 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 Gattlin (Chair)
Pam Gibbons
Bessy Farmber
Julius Patrick
Steve Pope
Tom Boyd
Sam Molinas
Tena Mullis
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
Tena Mullis
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!

Northeast	Southeast	North Piedmont	South Piedmont	Western
8/11/16	8/4/16	8/18/16	8/4/16	8/4/16
10/13/16	10/12/16	10/19/16	10/20/16	10/6/16

Heather Cagle, Administrator
N.C. Waterworks Operators Association
PO Box 4519
Emerald Isle, NC 28594
www.ncwoa.com

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Important Phone Numbers & Websites

Main Phone # for Certification Board	919-707-9040	www.ncwater.org/?page=61
Jessica Godreau, PWS Section Chief	919-707-9078	
Linda Raynor, Compliance Services Branch	919-707-9095	
Robert 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>Mooreville</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

