



## North Carolina Waterworks Operators Association

# GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

January 2017  
Volume 20, Number 1

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

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## Operator's Spotlight

### *A Conversation with Kenny Hart*

The City of Fayetteville Public Works Commission had its hands full this past October when Hurricane Matthew slammed into the southern parts of our state. PWC field supervisor Kenny Hart said it was a rough time and a lot of hours worked by him and his staff ensuring the city's water and sewer services were maintained.

"There was a lot of damage with over-topping of the roads where the roads washed away and took away the water mains," said Hart. "We had to do a lot of work to get those isolated and repaired. We had to work with DOT and coordinate with contractors to get the system back."

Hart said the system lost total pressure the night of the storm, Saturday, October 4, and by Wednesday of that week PWC had it restored. He said that some customers were back online in a matter of hours with some not having service for two days. Hart says that Fayetteville is still working on the system, as some water mains still need to be replaced as a direct result of Hurricane Matthew.

Hart has about 1,300 miles of water main and about 1,300 miles of sewer that he along with two other people oversee. He says that mileage services

roughly 98,000 customers. His main job as field supervisor is to oversee the crews that maintain and operate the water distribution and collection systems. He also oversees the contracts for asphalt and concrete restoration. He has been in this particular position for about 10 years. In total, he has worked with PWC for 22 years coming from a job with TA Loving Company.

"I started working for TA Loving Company, which is a private contractor that installs water and sewer facilities," Hart says. "After three years I left and came to work for PWC where I started out as a utility worker."

Hart says he really enjoys his job at PWC overseeing its five, 4-man crews and working with the contractors in asphalt and concrete restorations. He says that PWC has roughly 100 personnel to run the daily operations. Hart says his main focus is new service installs, while the other two field supervisors handle emergency repairs and the sewer side.

"We all cross over to each other's areas daily," he says. "I try to split my time between office work and field work, checking on the crews."

Hart has eight years left until he can retire with a 30 year state retirement. He says he would like to tour the United States and visit family in Alaska. He loves to fish and wants to do a little more hunting, as well as spend time with his three grandchildren.

Water systems all over the country are working harder at trying to account for all the water that leaves the water treatment plants. Every day, more and more water systems are under scrutiny about this particular issue, whether it is from the media, from customers or from city and town leaders. Customers want to know what water utilities and systems are doing to track the water.

Nationwide water systems are setting up leak detection crews. These crews are utilizing the new advances in technology such as, high powered amplifying microphones and data leak loggers, which can be left out over a period of time to provide water systems a way to locate leaks. These types of listening devices can pin point leaks before they surface, thereby enabling repair crews to respond faster and minimize water loss.

Metering is another effective means of keeping track of non-revenue water. Metering pressure zones, water mains, and testing large commercial meters regularly helps water systems account for water loss.

Technological advances in the water industry leak detection are enabling water systems to make sure water that leaves the water plant and tanks can be accounted for and tracked.



## Annual Business Meeting Update

There was an omission from the business meeting held on September 28, 2016 in Raleigh confirming the nominating chair and slate of officers. We apologize for this oversight. The nominating chair and slate of officers are starting their second year of a 2 year term so no vote was required but we are required to inform the membership. The slate of officers are listed below:

President – Julius Patrick

First Vice President – Jeff Isley

Second Vice President – Ken Loflin

Secretary – Michelle Clements

Treasurer – Randy Hawkins

Past President – Chris Smith

Board of Examiners – Pat Irwin

Public Image Chair – Leslie Carreiro

Nominating Chair – Sam Molinas

Distribution Officer – Jeremy Godfrey



## Two Who Will Be Missed

*Nancy Florence and Paul Judge*

Over its decades of existence, NCWOA has had many wonderful people to help improve the organization and the water treatment industry. Sadly, in March of 2016, two very special NCWOA members, Nancy Florence and Paul Judge, passed away. They will be greatly missed, but fondly remembered as kind people who would do anything to help anyone.



Nancy Florence started her career in the water industry back in 1976. She was 45 years old and needing a job, due the recent death of her husband. A friend told Nancy that the City of Graham was searching for a lab supervisor, and Nancy got the job. Nancy received some training on lab procedures at the Town of Hillsborough, but a lot of her training was self-taught. After completing her training, Nancy was appointed the lab supervisor position at Graham's water plant. Nancy thought that was amusing since she was the only person in the lab, but she always kept the lab in tip-top shape and satisfied the State inspectors.

Soon after starting at the City of Graham, Nancy joined NCWOA. She worked in several positions in the organization and in 1985, became the first female president. Marty Wilson, NC Rural Water Association (NCRWA) Financial and Managerial Specialist, says that he first met Nancy through NCWOA and she asked him to be the Chair of the Education Committee. Later on, Nancy told Marty about a plant supervisor opening for the City of Graham, which he obtained.

Nancy enjoyed her family, including 21 grandchildren, and stayed active in the community and at her church. Christmas was Nancy's favorite holiday and every year she would decorate the water plant. There was nothing she wouldn't do for anyone. Marty recalls that when Nancy became president of NCWOA, she invited the Executive Board to Graham where she brought in a big plate full of brownies that she must have stayed up all night preparing. Needless to say, the Executive Board was impressed. "Just a sweet lady," Marty Wilson states.



In contrast to Nancy, Paul Judge did not start his career in North Carolina. Paul earned a degree in geology and worked in various places around the country, including Alaska, California, New York, and Maryland. Britt Setzer, retired from NC Department of Environmental Quality (DEQ, formerly NC DENR), recalls that Paul Judge worked at a local health department in Maryland, evaluating soil and wells, before moving to North Carolina. Paul worked as a water operator for the City of Charlotte and then worked in construction before Britt hired Paul as a Hydrogeologist for NC DEQ, a job that Paul held for 21 years.

When Paul wasn't working, he loved outdoor adventures. Paul enjoyed canoeing, hiking, kayaking, and many other outdoor activities. Paul loved helping those who were around him, and he used humor and lighthearted playfulness to encourage others. Lisa Edwards, of NC DEQ, and a close friend of Paul's, recalls a kayaking trip they took. She, Paul, and Paul's girlfriend were kayaking and the kayak tipped over. Paul got soaked and was cold, so he had to get out of his clothes and put on some dry clothes, which he didn't have. So he ended up wearing his girlfriend's athletic pants and Lisa's black, zip up jacket. While wearing that outfit, they sent him to buy barbecue. The people at the restaurant gave Paul funny looks, but they sold him the barbecue.

Paul was very active in the water industry, including Climb for Water, NC AWWA, and NCWOA. Paul helped with projects that raised \$25,000 for clean



water and hygiene around the globe. In an article in NC Currents (Summer 2014, pp. 58-60), Paul wrote, "In the US, most of us do not need to think twice about the safety of the water that comes from our taps. In Ecuador, and many places around the world, potable water is not taken for granted. Climb for Water wants to help change that."

In NCWOA, Paul was a member for more than 20 years. He taught classes, proctored exams, served on committees, spoke at seminars, and was the Chair of the South Piedmont section of NCWOA. Everyone who knew Paul would agree that he was always helpful, friendly, and knowledgeable.

Paul and Nancy contributed immeasurably to the water industry, but more than that, they blessed and contributed to the world around them. They will truly be missed.





# 2016 Fall







# School





# 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. Some 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 contact hours. Please see each individual seminar agenda or description for details. Registration form is available on page 9. Seminar agendas and locations are tentative and may be subject to change.

## How To Upgrade Your System or Start a New One

February 16, 2017 in New Bern

8:00 – 8:30	Registration & Welcome	12:45 – 1:30	Finding Property for Plants & Wells
8:30 – 9:15	Rules & Regulation Update from PWSS	1:30 – 2:15	Do the Research! Well Locations and Depths
9:15 – 10:00	Permitting Process	2:15 – 2:30	Break
10:00 – 10:15	Break	2:30 – 3:15	Personnel Needed
10:15 – 11:00	Choosing the Right Treatment Techniques	3:15 – 4:00	Entity Structure and other Essentials
11:00 – 11:45	Engineering Design of the System	4:00	6 Contact hours for all DRINKING WATER certifications
11:45 – 12:45	Lunch Provided On-site		

## Water & Wastewater - Keeping it in the Pipes

March 9, 2017 in Spindale (Broad River Water Authority)

8:00 – 8:30	Registration & Welcome	12:45 – 1:45	Public Relations - Flushing, Fats, Oils, & Grease and other Customer Notifications
8:30 – 9:30	NC-811 Update & Law Changes	1:45 – 2:45	Valves Installation & Maintenance - Water Lines & Force Mains
9:30 – 10:30	Sewer Main & Water Main Repair	2:45 – 3:00	Break
10:30 – 10:45	Break	3:00 – 4:00	Safety in the Utility Field
10:45 – 11:45	Water & Wastewater Pump Maintenance & Repairs	4:00	6 Contact hours for all DRINKING WATER and WASTEWATER certifications
11:45 – 12:45	Lunch Provided On-site		

## Plan for the Future! Emergency Preparedness & Alternative Technologies - Advanced Day 2017

March 29, 2017 in Morganton (Registration will be in Spring School Brochure)

8:30 – 8:40	Welcome and opening remarks	12:15 – 1:30	Lunch (Provided on-site)
8:40 – 9:25	Public Water Supply Section Regulatory Update	1:30 – 2:15	Alternative Disinfectants (Ozone, UV, etc.)
9:25 – 10:15	Interconnection Agreements - Buying and Selling Water	2:15 – 2:45	Practical Experiences with Ozone or UV
10:15 – 10:45	Break	2:45 – 3:05	Break
10:45 – 11:30	Emergency Planning - Plan and Practice Before a Major Event	3:05 – 4:05	Available and New Technologies for Membrane Treatment
11:30 – 12:15	Practical Experiences with the Public and Media After Major Events	4:05 – 4:50	Practical Experience with Membranes
		4:50	Certificates for 6 Contact hours for all DRINKING WATER certifications

## Spring Certification School

March 27-31, 2017 at the Foothills Higher Education Center in Morganton

**Brochures coming in early January**

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

# 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 NCWIFOCB for treatment and distribution operators. Some 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 contact hours. Please see each individual seminar agenda or description for details. Registration form is available on page 9. Seminar agendas and locations are tentative and may be subject to change.

## Pumps & Distribution

April 13, 2017 in Mooresville

8:00 – 8:30	Registration & Welcome	11:45 – 12:45	Lunch Provided On-site
8:30 – 9:15	Regulatory Update from PWSS	12:45 – 1:30	Distribution Valve Maintenance
9:15 – 9:45	Selection & Maintenance of Chemical Feed Pumps	1:30 – 2:15	Working with Your Fire Dept. to Manage Water Age
9:45 – 10:15	Maintenance of High Service Pumps	2:15 – 2:30	Break
10:15 – 10:30	Break	2:30 – 3:15	Planning Distribution System Flushing
10:30 – 11:00	Pump Management & Pressure Strategies (Fixed Motors vs. VFDs)	3:15 – 4:00	Pressure Zone Management
11:00 – 11:45	Assessment of Plant & Source for Coliform	4:00	6 Contact hours for all DRINKING WATER certifications

## Lab Tech Day

May 4, 2017 at the McKimmon Center in Raleigh

**DETAILED INFORMATION COMING SOON**

## Water Quality Monitoring & Data Analysis from Source to Tap

June 6, 2017 in Waynesville

8:00 - 8:30	Registration & Welcome	11:45 – 12:45	Lunch (provided on-site)
8:30 - 9:15	Source Water Issues: Groundwater & Surface Water (Typical issues, Chloride & Bromide, Iron & Sulfur Bacteria, Taste & Odor, Brain-eating Amoeba)	12:45 – 1:30	Source Water Monitoring - What's In My Raw Water?
9:15 - 10:00	Groundwater Treatment (Typical issues, Chloride, Bromide, TOC)	1:30 – 2:15	Treatment Plant = Lab & Process Monitoring Tools
10:00 - 10:15	Break	2:15 – 2:30	Break
10:15 - 11:00	Surface Water Treatment (Typical issues, Bromide, TOC, Corrosion Control)	2:30 – 3:15	Distribution System = Water Quality Monitoring
11:00 – 11:45	Distribution (HPC's, Tank Mixing, Flushing, Lead & Copper)	3:15 – 4:00	Turning Data into Knowledge - Reports, Optimization, & Troubleshooting
		4:00	6 Contact hours for all DRINKING WATER certifications

## Remote Lab Tech Day

June 28, 2017 in Carrboro (OWASA)

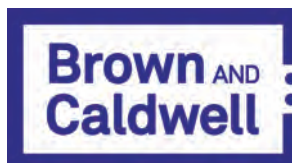
8:00 – 8:30	Registration & Welcome	12:45 - 1:30	Fecal Coliform – Colilert 18
8:30 - 9:15	Lab Safety, Injuries and Illnesses	1:30 - 2:30	Tour: OWASA Facility
9:15 - 10:00	Metals – ICP-MS	2:30 - 2:45	Break
10:00 - 10:45	Upcoming UCMR 4	2:45 – 3:30	Lead and Copper Changes
10:45 – 11:00	Break	3:30 – 4:00	Optimize Plant Performance and Produce for the Best Water Quality
11:00 - 11:45	Jar Testing – Procedures & Demo		
11:45 – 12:45	Lunch Provided On-site	4:00	6 Contact hours for all DRINKING WATER and WASTEWATER certifications

For online seminar registration please check our website [www.ncwoa.com](http://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](mailto:lcarreiro@ashevillenc.gov)

Kathy Gatlin Current, Public Image Committee (704) 996-7825 Email: [Kathy.Current@univarus.com](mailto:Kathy.Current@univarus.com)

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

or check our website at [www.ncwoa.com](http://www.ncwoa.com)

## Additional NCWOA Sponsored Training

Bacteriological Methods Workshop  
Feb. 21-23, 2017  
July 25-27, 2017  
Contact Michelle Rufus, (919) 733-7186

Process Control  
March 7-10, 2017  
Contact Michelle Rufus, (919) 733-7186

Math Review  
Contact JD Monroe, (910) 947-5784

NCWOA Spring School  
March 27-31, 2017 in Morganton  
A, B, & C Surface  
B & C Well  
Advanced Day, March 29, 2017  
Brochures coming in January

Lab Tech Day  
May 4, 2017  
Raleigh, NC  
Detailed information coming soon



# 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 \$70.00** (Must put your INDIVIDUAL NCWOA membership number on the line above to qualify)

**NON-MEMBER PRICE IS \$100.00** (\*\*Free 2017 NCWOA membership included in this price.)

**How to Upgrade Your System or Start a New One! - February 16, 2017 in New Bern	Cost \$ _____
**^Water & Wastewater - Keeping it in the Pipes - March 9, 2017 in Spindale	Cost \$ _____
**Pumps & Distribution - April 13, 2017 in Mooresville	Cost \$ _____
**Water Quality Monitoring & Data Analysis from Source to Tap - June 6, 2017 in Waynesville	Cost \$ _____
**^Remote Lab Tech Day - June 28, 2017 in Carrboro	Cost \$ _____

### Registration information for future seminars will be available in the April 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 \$ 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

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• Credit Card Payment •  
• Cannot be Processed •  
• Over the Phone •  
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## 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 2017**

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

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: Credit Card Payment :  
: Cannot be Processed :  
: Over the Phone :  
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# Committee Members

## 2016-2017 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

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

### Chair – Southeast Section

Frank Efird  
Smithfield Packing  
Phone: (910) 785-5099  
Email: [frankefird@hotmail.com](mailto:frankefird@hotmail.com) or [frank.efird@sf-fl.com](mailto:frank.efird@sf-fl.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)

## 2016-2017 Committees

### Finance Committee

Board Director: Chris Smith

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)  
Jeremy Godfrey (Dist.)  
Dana Hill  
Seola Hill  
Pam Moss  
Tim Bishop  
Vance Brooks  
Tony Mencome  
Allan O'Brian  
Dail Booth

Lee Latham

Dyk Luben  
Julia Cavalier  
Carl Scharfe

#### Annual Schools

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

#### Lab Analyst

Chris Goforth (Co-Chair)  
Bernadine Wardlaw (Co-Chair)  
Chad Flannagan (Co-Chair)  
Jeff Isley  
Amy Watters  
Sandra Bradshaw  
Patricia Quinichett  
Cindy Gall  
Dustin Guyer  
Chris Johnson  
Steve Beale  
Jesse Chadwick  
Gina Kimble

Elizabeth Meyer  
Michele Andrews  
David Livingston

#### Board of Examiners

Pat Irwin (Chair)  
Ricky Langley  
Julius Patrick  
Heather Adams  
Adam Waters  
Mark Hahn  
Chris Smith  
Jay Van Hoose  
Rani Holland  
Tommy Overby  
Randy Hawkins  
Jeff Carlisle  
Ken Loflin  
Dail Booth  
Yama Jones  
Patty Hall  
Janet Mills

### Public Image Committees

Board Director: Leslie Carreiro

#### Member Services

Kathy Gatlin (Chair)  
Pam Gibbons  
Bessy Farmber  
Julius Patrick  
Steve Pope  
Tom Boyd  
Sam Molinas  
Tena Mullis  
Frank Efird  
Mike Bell  
Ray McCall  
Ken Loflin  
Jeremy Godfrey  
Mike Houston  
Chad Flanagan

#### Operator of the Year

**Award**  
Chris Smith (Chair)  
PWS Representative - Joey White  
Randy Hawkins

### Leadership Committees

Board Director: Ken Loflin

#### Nominating

Sam Molinas (Chair)  
Mike Houston  
Tena Mullis  
Frank Efird  
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
2/9/17	1/19/17	2/21/17	3/23/17	3/16/17
4/13/17	4/20/17	5/11/17	6/22/17	5/24/17
6/8/17	8/9/17	8/16/17	8/30/17	8/23/17
8/10/17	10/11/17	10/19/17	10/18/17	10/25/17



Heather Cagle, Administrator  
N.C. Waterworks Operators Association  
PO Box 4519  
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>

