



North Carolina Waterworks  
Operators Association

# GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

January 2018  
Volume 21, Number 1

## Changes for 2018

2017 is now in the books. It was a nice year, but as we put away the eggnog and finish singing Auld Lang Sine, we start to look forward to 2018. For NCWOA, 2018 promises to be an exciting year, with a few changes.

Probably the first change you will notice is the new sectional training format. As in the past, all NCWOA members will be able to obtain their drinking water CEUs for free, by attending section meetings. But starting this year, each section will have three section meetings, and each meeting will be split into two, 2-hour segments. For those of us who prefer to get all 6 hours of training in one day, no problem! We will still have the Advanced Day at our Spring and Fall schools, as well as Lab Tech Day and Remote Lab Tech Day. We anticipate this training to include more hands-on activities and panel discussions. Look for this year's training schedule in this issue of GWTF.

How many of us have traveled to Morganton to attend the spring

school? Foothills Higher Education Center and NCWOA have worked well together for many years. But things change, and due to growth and scheduling constraints, this year's spring school will be held in Hickory, NC, at the Hickory Metro Convention Center. The school is going to be held April 16 – 20. I look forward to seeing you there.

One of the concerns for the drinking water industry (and for other industries) is succession. It has been said that about a third of all drinking water operators will be retiring within the next few years, and someone has to take their place. To that end, this year NCWOA will be expanding our outreach to the public. We anticipate participating at career fairs, visiting schools, and attending the League of Municipalities.

So, welcome to 2018! I hope that 2018 will be a great year for you and NCWOA as we implement these changes.

Thank you,  
Jeff Isley  
City of Concord  
NCWOA President

*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.*

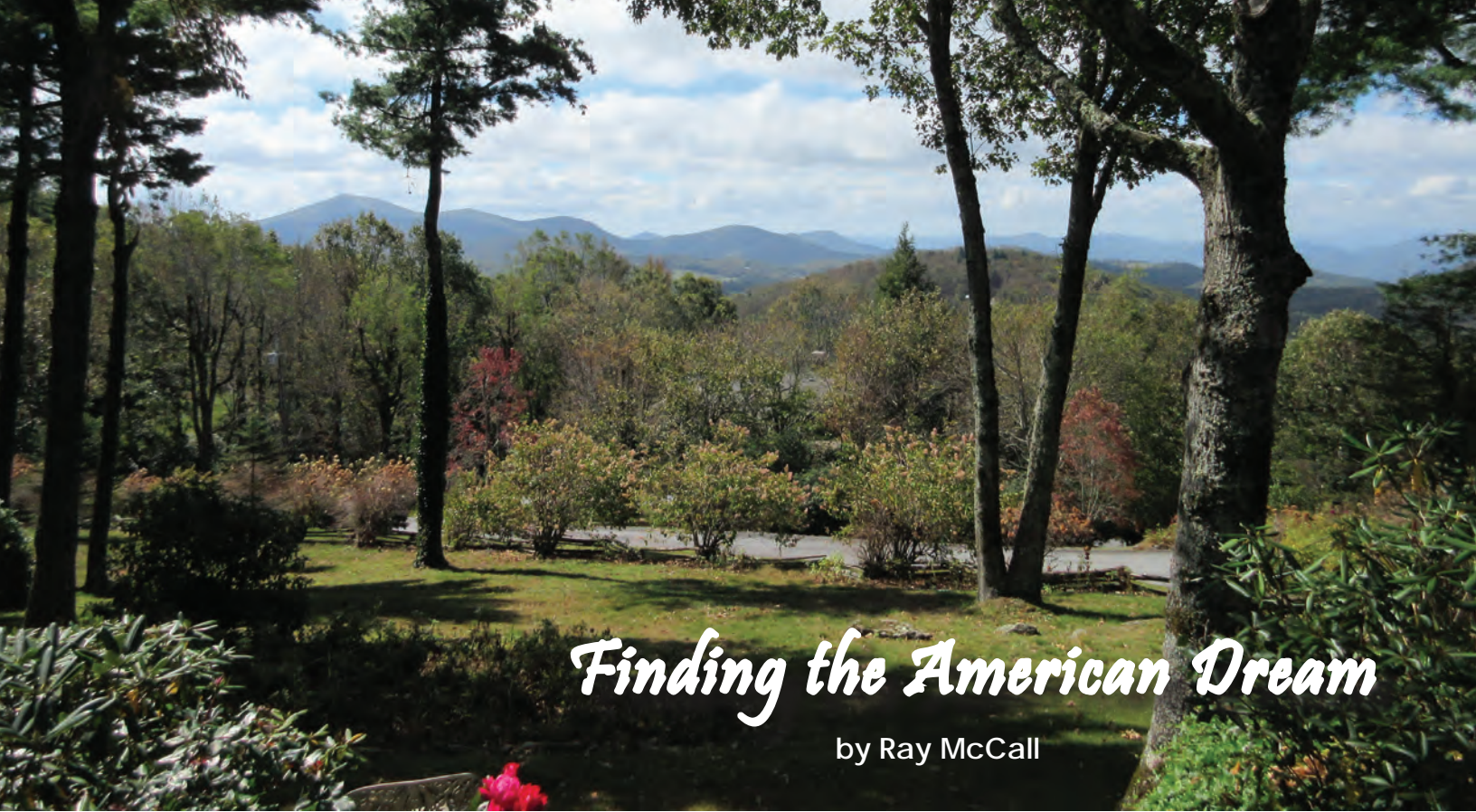
## Check out our website!

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

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# *Finding the American Dream*

by Ray McCall

Tim and Sandy Vos moved to Macon County, NC in 1993 from Florida after they learned that the owners of King Mountain Club needed a fulltime caretaker and water system operator. They immediately applied because they saw the opportunity as a chance to relocate their family to a place that would be a better environment to raise their young children.

King Mountain Club is a small private community (water system) located just west of Highlands, NC, near the Scaly Mountain area. The water system is unique because it is served by two small springs and one backup groundwater well. The springs were deemed to be groundwater under the direct influence of surface water in the early 1990s, therefore the sources required more treatment instead of just chlorination.

After several years of testing and rehabilitation of the springs, it was decided that membrane filtration would be the best treatment method to insure user protection against possible microbiological contamination. Therefore, in 1996 a three (3) cartridge Memcor Membrane filtration plant was constructed and placed on line. At the time this was the smallest membrane filter plant in North Carolina at a rate of only 35 gallons per minute.

Tim has not only operated the treatment system, but has also done most of the repair and replacement of the membranes over the years. He also performs pH and chlorine treatment to the system and recently installed the newest laser track turbidity meters to monitor water quality. He maintains the entire water system with little

to no outside assistance and it is maintained in excellent condition.

Tim and Sandy turned out to be extraordinary operators and managers of the water system, which has never had any major outages in the 24 years they have operated the system. Even through hurricanes (Opal and recently Irma), droughts and winters where the temperature on the mountain would dip to 10 below zero, water service was still available.

In the drought of 2005 the springs just about went dry, so Tim devised a plan to build a large underground concrete tank to hold and store raw water. This allowed him to ration the water during droughts in order to provide water service to everyone. He later promoted the drilling of wells and after several failed attempts, finally drilled a well near the treatment building which produced enough water to further supplement the system. Today the well and springs are blended together and flow to the new raw water storage tank prior to treatment. Due to his successful and dedicated work at King Mountain, Tim was chosen as the C-Well Operator of the Year by NCWOA in 2006.

Sandy acts as the bookkeeper, lab sampling specialist and manages the compliance monitoring schedules. Working with Tim, they have had very few problems with compliance testing or in the reporting of water quality monitoring. Sandy also assists Tim with the monthly electronic reporting of daily operations and sees that each test is properly recorded and reported. She also



gives regular updates and notices (if needed) to the homeowners.

Although Tim and Sandy work on the mountain, they have also become members of the homeowner association by ownership of their home. By working hard, they have been able to move up the mountain from the caretaker home and now live near the top of the mountain in a beautiful home overlooking Georgia to the south.

They also have other interests. Sandy has worked throughout the area near Highlands as an event planner and hostess and also worked for years at the Rabun Gap-Nacoochee School, which is a co-educational, college-preparatory school. Besides being a fantastic Dahlia flower grower, she is an excellent baker of fine foods and desserts and makes some pumpkin desert squares that are "out of this world good." Her recipes are featured in many local cook books throughout the area.

Tim regularly collects and restores antique automobiles. Many are rare automobiles, such as his 1933 Ford truck, a 1958 Cadillac Eldorado Brougham which has a stainless steel top, and his 1935 Cadillac Coup. All are very rare and in Barrett/Jackson type condition. Tim has done all the mechanical and body restoration himself and rarely gets any outside help in his restoration projects. He says when he retires he will have more time to go to car shows and travel some with Sandy.

It is safe to say that Tim and Sandy have carved out a piece of the American Dream working and living at King Mountain. They are certainly good managers of the water system and also take very good care of the grounds, maintenance, and all the facilities at King Mountain Club. If you are in the area stop in and see Tim and Sandy. Sandy might serve you some of her delicious chocolate eclairs and Tim will let you look but not touch his beautiful vintage automobiles. Of course, you could sit on their front porch and view the Blue Sky Valley in the lower foothills of the Blue Ridge Mountains and just enjoy visiting with some really fine people.







# 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)



# NCWOA Seminars with Proposed Agendas

All NCWOA seminars listed on pages 5 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. Seminar agendas and locations are tentative and may be subject to change.

## Keeping It Safe and Secure: Facility, SCADA & our Most Valuable Resource, Employees Advanced Day 2018

April 18, 2018 in Hickory (Registration will be in Spring School Brochure)

8:30 – 8:40	Welcome and opening remarks		our Networks and SCADA
8:40 – 9:25	The Importance of Vulnerability Assessments	2:15 – 3:00	Cyber Security – Protecting our Networks and SCADA
9:25 – 10:15	Physical Asset Security	3:00 – 3:20	Break
10:15 – 10:45	Break	3:20 – 3:50	The Practical Application of Cybersecurity, a Case Study
10:45 – 11:15	Hardening Our Facilities, A Case Study	3:50 – 4:50	Panel / Round Table Discussions – Cyber Security - Mistakes – Guidelines to Improve Security
11:15 – 12:15	Panel/Roundtable – Vulnerability Assessments Implementation - What to do with the Information!		
12:15 – 1:30	Lunch (Provided on-site)	4:50	Certificates for 6 Contact hours for all DRINKING WATER and WASTEWATER certifications
1:30 – 2:15	Cyber Security – What are the Risks to		

## Spring Certification School

April 16-20, 2018 at the Hickory Metro Convention Center in Hickory

**NEW LOCATION!!**

Brochures coming in early January

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

## Lab Tech Day

May 3, 2018 at the McKimmon Center in Raleigh

**DETAILED INFORMATION COMING SOON**

# NCWOA Sectional Training

NCWOA sectional training meetings listed below are for 4.0 contact hours and are pre-approved by the NCWTFOCB for treatment and distribution operators. All sectional training is open to anyone regardless of your particular section. Training agendas and locations are tentative and may be subject to change.

All Sectional Training Meetings will take place from 10am - 3pm.

There will be two training sessions (10am-12noon and 1pm-3pm), you may attend one or both.

Sectional Trainings are open to anyone, however if you want contact hours you must be an active member or be prepared to pay the \$40 annual membership fee on-site.

## Western Sectional Training

March 15, 2018 - Town of Valdese

*Topics: Rules & Regulations Update, Energy Conservation*

May 24, 2018 - Maggie Valley Sanitary District

*Topics: Bleach & Caustic Safety, Backwash/Air Scour, Filter Media/Underdrains*

August 2, 2018 - Bryson City

*Topics: Water Loss, New Meter Technologies, SCADA, UCMR4*

October 23, 2018 - South Mountain State Park (2 credit hours only)

*Topics: Tour, Polymer*

Please RSVP to Brendan Kelley at (828) 890-2835 or [BKelley@ashevillenc.gov](mailto:BKelley@ashevillenc.gov)

## North Piedmont Sectional Training

March 8, 2018 - Piedmont Triad Regional Water Authority

*Topics: Math for Operators, Trouble Shooting Your Distribution System, Tour, Working with Different Age Groups & Styles*

June 14, 2018 - City of Eden

*Topics: Tour, UCMR4, Flushing Programs, Water Age Management*

August 8, 2018 - Orange Water & Sewer Authority (OWASA)

*Topics: Filter Underdrains & Support Systems, Filter Media, Tour, Filter Assessment*

Please RSVP to Melanie Clark at (336) 627-1009 ext 101 or [mclark@edennc.us](mailto:mclark@edennc.us)

## South Piedmont Sectional Training

March 22, 2018 - Polytec, Inc - Mooresville

*Topics: Jar Testing, Tour, Safe Handling of Chemicals*

June 21, 2018 - Shelby WTP

*Topics: Distribution, Rules & Regulations*

August 23, 2018 - City of Concord

*Topics: Source Water, Reservoir Management*

Please RSVP to Tena Mullis at (704) 920-5163 or [mullistm@concordnc.gov](mailto:mullistm@concordnc.gov)

# NCWOA Sectional Training

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There will be two training sessions (10am-12noon and 1pm-3pm), you may attend one or both.

Sectional Trainings are open to anyone, however if you want contact hours you must be an active member or be prepared to pay the \$40 annual membership fee on-site.

## Northeast Sectional Training

February 8, 2018 - Neuse Regional Water Authority

*Topics: Control Valves, Water Age Management, Flushing Programs*

May 10, 2018 - Currituck County

*Topics: Security, Tank Care & Maintenance, Chlorine Gas Safety*

August 16, 2018 - Tyrell County

*Topics: TBD*

October 9, 2018 - Greenville Utilities Commission

*Topics: Filter Construction & Assessment, Backwashing Techniques*

Please RSVP to Yama Jones at (252) 232-6061 or [Yama.jones@currituckcountync.gov](mailto:Yama.jones@currituckcountync.gov)

## Southeast Sectional Training

February 15, 2018 - Cape Fear Public Utility Authority

*Topics: Source Water Protection, SCADA, Developing a Safety Plan, Flushing*

April 5, 2018 - PWC - Fayetteville

*Topics: Plant Efficiencies, Filtration, Plant Residuals, Tanks*

June 5, 2018 - Onslow Water & Sewer Authority (ONWASA)

*Topics: Lab Training, Rules & Regulations, Renewable Energy, People Skills for Supervisors*

Please RSVP to Pam Gibbons at (910) 897-5129 or [gibbonspj@yahoo.com](mailto:gibbonspj@yahoo.com) (preferably by email)



# We Appreciate Our Corporate Sponsors!



**Jack Moore & Associates, Inc.**



## Interested in sponsorship?

Please contact:

Mike Houston, Public Image Committee (252) 675-2380 Email: [mhouston@jonescountync.gov](mailto:mhouston@jonescountync.gov)

Allen Daniels, Public Image Committee (252) 230-8424 Email: [allen@waterguardinc.com](mailto:allen@waterguardinc.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  
February 20-22, 2018  
July 24-26, 2018  
Contact Tiffany Kohl, (919) 807-8879

Process Control Workshop  
March 6-9, 2018  
August 14-17, 2018  
Contact Tiffany Kohl, (919) 807-8879

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

NCWOA Spring School  
April 16-20, 2018 in Hickory  
NEW LOCATION!!!  
A, B, & C Surface  
B & C Well  
Advanced Day, April 18, 2018  
Brochures coming in January



# Your Opportunity to Partner with NCWOA

The North Carolina Waterworks Operators Association has been the premier trainer of waterworks professionals for NC since 1939. NCWOA volunteers are industry leaders that come together to provide certification schools and continuing education opportunities to members and non-members. Annually, NCWOA conducts two regional well and surface schools and offers a variety of professional growth training opportunities across the state. These opportunities keep water industry professionals informed about new technology and advances in the water industry.

Corporate sponsorship provides valuable opportunities to market your company's message to thousands of North Carolina water professionals who may use or need your products and services.

Pricing and Registration information located on our website at [www.ncwoa.com](http://www.ncwoa.com) or contact Heather Cagle at (252) 764-2094 ext. 1 or [heather@ncwoa.com](mailto:heather@ncwoa.com)

## Platinum Sponsorship

- Everything included in Gold PLUS:
- Full page color ad in the NCWOA annual directory with preferred placement (ad will be placed among the first pages of the full page ads)
- Quarter page ad in Go With The Flow-one time only during the year (space could be used to advertise your company or specific products.)
- Website ad on home page with click-through to your company's website for a period of one year (Ad will remain up for one year but the ad copy may be changed once per quarter.)
- Facebook advertisement/article posted quarterly
- Your company logo in our quarterly publication Go With the Flow (all 4 publications)

## Gold Sponsorship

- Everything included in Silver PLUS:
- Booth at the NCWOA Spring School
- Booth at the NCWOA Fall School
- Full page color ad in the NCWOA annual directory (placement will be after the platinum sponsors)
- Your company logo on the NCWOA website home page with a click-through to your company's website
- Your company's logo in our quarterly publication Go With the Flow (at least 3 publications)

## Silver Sponsor

- Half page color ad in the NCWOA annual directory
- Your company logo on the resource page of the website
- 5 NCWOA Memberships with invitations to the local NCWOA section meetings
- Your company logo in our sectional training flyers and email notifications
- Your company logo in our quarterly publication Go With the Flow (at least 2 publications)
- Your company logo on the sponsor's banner at the NCWOA annual schools in the spring and fall
- Acknowledgement as a sponsor at NCWOA schools

## School Sponsorship

- Padfolio sponsor  
Your company logo (one color) printed on student padfolios  
8 opportunities available  
4 for spring school and 4 for fall school
- T-shirt sponsor  
Your company logo (one color) printed on student t-shirts  
fall and spring opportunities
- Meal sponsor  
Includes signage and acknowledgement in student packet
- Break sponsor  
Includes signage and acknowledgement in student packet

## Sectional Training Sponsorship

- Giveaway sponsorship  
Your company logo printed on promotional items given away at sectional training meetings (hats, cups, etc)

# North Carolina Waterworks Operators Association

## MEMBERSHIP APPLICATION

MISSION STATEMENT: To provide knowledge, skills & educational opportunities for drinking water professionals; develop working relationships with other water treatment organizations; project a positive image and communicate the importance of safe drinking water.



### Membership Application

**ANNUAL DUES ARE \$40.00 FOR 2018**

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

## 2017-2018 Executive Committee

### President

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

### First Vice-President

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

### Second-Vice President

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

### Secretary

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

### Treasurer

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

### Past President

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

Mike Houston  
Jones County  
Phone: (252) 675-2380  
Email: [mhouston@jonescountync.gov](mailto:mhouston@jonescountync.gov)

### Chair – Nomination Committee

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

### Chair – Western Section

Lowell Graves  
Phone: (828) 396-1006  
Email: [lgraves@ci.lenoir.nc.us](mailto:lgraves@ci.lenoir.nc.us)

### 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: [speckledtrout808@gmail.com](mailto:speckledtrout808@gmail.com)

### Chair – Northeast Section

Yama Joines  
Currituck County  
Phone: (252) 232-6061 ext 6061  
Email: [Yama.Jones@currituckcountync.gov](mailto:Yama.Jones@currituckcountync.gov)

### Distribution Officer

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

## 2017-2018 Committees

### Finance Committee

Board Director: Julius Patrick

James Merritt (Chair)  
Leslie Carreiro  
Julius Patrick  
Sam Molinas  
Ken Loflin  
Jeff Isley

### Professional Development Committees

Board Director: Ken Loflin

#### Seminars

Sam Molinas  
Jeremy Godfrey  
Jeff Isley  
Leslie Carreiro  
Mike Houston  
Don Price  
Steve Pope  
Tena Mullis  
Yama Jones  
Lowell Graves  
Frank Efird  
Julius Patrick  
Pam Gibbons  
Allen Daniels  
Dail Booth  
James Merritt  
Carl Scharfe

### Annual Schools

Sandra Bradshaw (Co-Chair)  
Mark Hahn (Co-Chair)  
Lee Kiser  
Del Coffman  
Garrett Gilbert

### Lab Analyst

Chris Goforth (Co-Chair)  
Bernadine Wardlaw (Co-Chair)  
Chad Flannagan (Co-Chair)  
Jeff Isley  
Amy Watters  
Sandra Bradshaw  
Dustin Guyer  
Gina Kimble  
Patricia Quinichett  
Steve Beale  
Elizabeth Meyer  
Michele Andrews  
David Livingston

### Board of Examiners

Pat Irwin (Chair)  
Ricky Langley  
Ken Loflin  
Adam Waters  
Heather Adams  
Randy Hawkins  
Rani Holland  
Tommy Overby  
Jeff Carlisle  
Julius Patrick  
Chris Smith

Jay Van Hoose

Dail Booth  
Yama Jones  
Patty Hall  
Mark Hahn  
Janet Mills

### Public Image Committees

Board Director: Mike Houston

#### Member Services

Allen Daniels (Chair)  
Pam Gibbons  
Bessy Farmer  
Frank Efird  
Jeremy Godfrey  
Chad Flannagan  
Jeff Isley  
Julius Patrick  
Tena Mullis  
Steve Pope  
Sam Molinas  
Ken Loflin  
Lowell Graves  
Yama Jones

### Operator of the Year Award

Julius Patrick (Chair)  
PWS Representative - Joey White  
Mike Hughes

### Leadership Committees

Board Director: Sam Molinas

#### Nominating

Chris Smith (Chair)  
Tena Mullis  
Yama Jones  
Steve Pope  
Lowell Graves  
Frank Efird

#### Rules

Tommy Overby (Chair)  
Mack Edmisten  
Chris Smith  
Jay Van Hoose  
Marty Wilson

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="https://deq.nc.gov/about/divisions/water-resources/operator-certification/drinking-water-operator-certification/dw-operator-certification-wtfocb">https://deq.nc.gov/about/divisions/water-resources/operator-certification/drinking-water-operator-certification/dw-operator-certification-wtfocb</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>
Central Office	919-707-9100	
Asheville	828-296-4500	
Mooreville	704-663-1699	
Winston-Salem	336-776-9800	
Raleigh	919-791-4200	
Fayetteville	910-433-3300	
Washington	252-946-6481	
Wilmington	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:heather@ncwoa.com">heather@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>



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