



North Carolina Waterworks
Operators Association

GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

April 2018
Volume 21, Number 2

Operator's Spotlight

*A Conversation with
James Proctor*

Back in 2016, the Town of Ayden offered James Proctor the director of utilities and public works job. It was just what he had been looking for, an opportunity to come home and end his almost three-year commute. A job commute that began in Franklin County, NC for the first 10 months and then a move to the City of Oxford as the director of public works & utilities.

"I left a job with DuPont in 2011," says Proctor. "I had been living in Greenville since 1990 and I had a hard time finding a job. My daughter was going to college and I needed more income, so I took the job in Franklin County. My wife was a nurse and we wanted her and the kids to stay in the area, so I would come home on Friday, go back on Monday."

Proctor started his career in the wastewater and water industry back in 1989 with the City of Rocky Mount. He really didn't have a planned direction, so some of his family convinced him to go to work for the city so he could move more easily into a job with the fire department.



"I applied for a wastewater job," he says. "I grew up on a farm and we had pigs and smells and getting dirty was no big thing. I started in wastewater and decided to stay and finish my training and computer studies instead of moving over to the fire department when I was offered a position. I was in Rocky Mount for 10 years."

When a wastewater supervisor job opened at DuPont, in Kinston, Proctor jumped on it. While at DuPont he was introduced to distribution and drinking water because the facility needed a water operator.

"I was willing to do that and was sent to school for a well license and took over the well system," Proctor explains. "DuPont had a 3.5 mgd facility and I worked there for 14 years under five different entities."

DuPont had roughly 2,600-2,800 employees at the time and Proctor says he saw that number began to

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

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dwindle. Eventually, there were only 102 left, with only about 80 today, says Proctor.

Proctor loves his water and wastewater career. He has enjoyed the growth he has seen in the industry and the education it affords for young people looking for a career.

"I tell my employees if you want a job go to McDonald's; if you want a career, come here and go through the licensing," he says. "I saw value in the licensing and it went from being a job to a career."

Proctor says he struggles with keeping employees and getting the job done with a lean staff. He says it is a sign of the times. Younger people struggle with communication because they don't want you to talk to them, they want you to text message them, he says.

"I have had in the last 18 months four people leave because I require them to get a C-Well in 18 months," Proctor says. "The town pays for the class and three tests. They have 18 months to get it and if they don't in three tries, they have to pay for the test. Once it is passed, they get a

raise on the back end. I am having problems sending people to school and they'll take the test two or three times and leave the job because they don't want to pay for the test."

Proctor says it is so hard to get them to study. He says young people just don't work like his family had to on the farm.

"You can't teach work ethic. They either take pride in what they do or they don't," he says. "Trying to connect with them and find the ones that want a career vs. a job."

Proctor says he will probably never be able to retire, but if he does, he just wants good health. He says there is a difference between just living and a life and he opts for the life. He has just recently gotten engaged to his high school sweetheart and his daughter is finishing nursing school with a job already lined up. His son is attending electrical lineman school. He says the water industry has been really good to him and moving forward in the future the industry needs to learn how to communicate with this younger generation and help employers train their staff in such



a way that does not hurt the employer.

"It's hard because a lot of the extra people we had in our workplaces has been so streamlined and we are all working shorthanded now," he explains. "I have a lean staff. I am always one or two people short and it takes my lean staff, and it is hard to do anything extra and to find an employee that wants to do extra. I can show them the earning potential with license and without and they get really excited until they have to do their part."

NCWOA Awards

Outstanding Operator of the Year

Certified Operator of the Year

Lab Analyst of the Year

Educator of the Year

**Submission deadline is
July 13, 2018**

You can download applications on
our website at www.ncwoa.com
(under forms)

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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 an article in the Go With The Flow or if you are intersted in hosting a sectional training meeting please contact Heather Cagle at 252.764.2094 ext. 1 or heather@ncwoa.com.

NCWOA Seminars with Proposed Agendas

All NCWOA seminars listed on pages 4-5 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.

Lab Tech Day

May 3, 2018 at the McKimmon Center in Raleigh

Wastewater topics include:

Lab Renovations
Per- and Poly-fluorinated Compounds Analysis
Permit Review
New MDL Procedure
and more.....

Detailed information on our website at
www.ncwoa.com

EXHIBIT HALL OPEN FROM 8AM - 4PM

Drinking Water topics include:

Per- and Poly-fluorinated Compounds Analysis
Chemical Matrix & Serial Dilutions
Cold Water Mitigation
New MDL Procedure
and more.....

Advanced Day 2018 - Keeping It Safe and Secure: Asset Security

September 26, 2018 in Raleigh (Registration in Fall School Brochure - coming in July)

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

Fall Certification School

September 24-28, 2018 at the McKimmon Center in Raleigh

Information coming in July

For more information and online registration,
please visit our website at www.ncwoa.com

NCWOA Seminars with Proposed Agendas

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Remote Lab Tech Day

August 1, 2018 in Asheville

8:00- 8:30	Registration & Welcome	12:15 – 1:15	Lunch
8:30 - 9:15	Safety & Chemical Hygiene Plan	1:15 – 2:00	Public Relations Information- Community Outreach <i>Louise Bhavnani, Charlotte Water</i>
9:15 – 10:00	Laboratory Management Systems (LIMS) - <i>Ken Ochi, Accelerated Technology Laboratories, Inc.</i>	2:00 – 3:15	Tour: Asheville Water Treatment Plant @ Mills River
10:00 – 11:15	Employee Retention - Discussion Panel <i>Chad Flannagan, City of Greenville, Member from Large system & HR/ Management</i>	3:15 - 3:30	Break
11:15 – 11:30	Break	3:30 – 4:00	Demo Heterotrophic Plate Count – Simplate - <i>Eric Ruff, City of Charlotte</i>
11:30 – 12:15	Algal Toxins – Cyanotoxins (Abraxis Automated Assay System)	4:00	Certificates for 6 Contact hours for all DRINKING WATER and WASTEWATER certifications

Registration for Remote Lab Tech Day - August 1, 2018 in Asheville

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 #): _____, _____, _____

NCWOA MEMBER PRICE IS \$40.00 (Must put your INDIVIDUAL NCWOA membership number on the line above to qualify)

NON-MEMBER PRICE IS \$90.00 (2018 NCWOA membership included in this price.)

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.

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 :
:.....

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

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

North Piedmont Sectional Training

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

South Piedmont Sectional Training

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

Northeast Sectional Training

May 10, 2018 - Tyrell County

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

August 16, 2018 - Currituck 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

Southeast Sectional Training

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 (preferably by email)

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.

Sectional Training Meetings (in date order)

May 10, 2018 - Tyrell County

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

May 24, 2018 - Maggie Valley Sanitary District

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

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

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

June 14, 2018 - City of Eden

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

June 21, 2018 - Shelby WTP

Topics: Distribution, Rules & Regulations

August 2, 2018 - Bryson City

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

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

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

August 16, 2018 - Currituck County

Topics: TBD

August 23, 2018 - City of Concord

Topics: Source Water, Reservoir Management

October 9, 2018 - Greenville Utilities Commission

Topics: Filter Construction & Assessment, Backwashing Techniques

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

Topics: Tour, Polymer

2018 SECTIONAL TRAINING



CERTIFICATION BOARD ANNOUNCEMENT

* * * NOTICE OF RULES REVISIONS * * *

The following Operator Rules are up for revision and readoption later this year:

15A NCAC 08G Wastewater

15A NCAC 08F Animal Waste

15A NCAC 18D Drinking Water

for more information please go to:

<https://deq.nc.gov/about/divisions/water-resources/operator-certification>

for the PROPOSED RULES go to:

<https://deq.nc.gov/permits-regulations/rules-regulations/proposed-rules>

Public comment period is March 15 - May 14, 2018

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

Allen Daniels, Public Image Committee (252) 230-8424 Email: allen@waterguardinc.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

Bacteriological Methods Workshop
July 24-26, 2018
November 7-9, 2018
Contact Tiffany Kohl, (919) 807-8879

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

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

NCWOA Fall School
Sept. 24-28, 2018 in Raleigh
A, B, & C Surface
A, B, & C Well
Advanced Day, Sept. 26, 2018
Brochures coming in July

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

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Committee Members

2017-2018 Executive Committee

President

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

First Vice-President

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

Second-Vice President

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

Secretary

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

Treasurer

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

Past President

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

Chair – Board of Examiners

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

Chair - Public Image

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

Chair – Nomination Committee

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

Chair – Western Section

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

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

Frank Efird
Smithfield Packing
Phone: (910) 785-5099
Email: speckledtrout808@gmail.com

Chair – Northeast Section

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

Distribution Officer

Jeremy Godfrey
City of Asheville
Phone: (828) 259-5991
Email: 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

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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
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 Emerald Isle, NC 28594
www.ncwoa.com

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Important Phone Numbers & Websites

Main Phone # for Certification Board	919-707-9040	https://deq.nc.gov/about/divisions/water-resources/operator-certification/drinking-water-operator-certification/dw-operator-certification-wtfocb
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
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		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: heather@ncwoa.com
NC Rural Water Association	336-731-6963	www.ncrwa.com
NC AWWA-WEA	919-784-9030	www.ncsafewater.org



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