



North Carolina Waterworks
Operators Association

GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

July 2018
Volume 21, Number 3

NCWOA Explores How To Better Serve Our Operators

By Josie Mullins

The North Carolina Waterworks Operators Association (NCWOA) has been serving operators in the North Carolina water industry for 79 years. It has always been an organization run by volunteers that are industry leaders and professionals that give their time to help teach and train operators across the state.

Through the years, NCWOA has had to adjust to the changing times, as it is doing today. It all got started back in 1939 when a group of pioneering men came together and developed a written charter that formally organized the Association of Waterworks Operators. The goals of the new Association were to encourage and elevate the status of all waterworks employees in North Carolina, assemble all waterworks operators into the new Association, publish and work towards the approval of mandatory certification in North Carolina, provide training manuals for operators, and develop state and regional training schools in collaboration with the state's universities and State Board of Health.

However, those early years of NCWOA were marked with both world and local impacts. By September 1, 1939, the Germans were beginning an invasion of Poland, and as a result, Britain and France declared war on Germany and so began World War II. The war-effort depleted the activity and membership goals of this new Association. It was not until 1945, the end of the war, the Association's leaders began to get back on track and back to the business of its intended purpose.

This group of pioneers worked very hard during the first 25 years to provide programs and activities for the Association, and by July 1958, three new sections had formed (South-eastern Section, South Piedmont Section, and North Piedmont Section) for the purpose to offer more regionalized training throughout the year. By 1959, all the new sections would begin annual reporting and would play a role in membership recruitment and training throughout each year, as well as, providing valuable volunteers.

When the first 25 years of the Association ended, there were 679 certified operators in the state. At that time, North Carolina was one of only a few states that even had certified water operator programs in the country and NCWOA was the leader in that endeavor. The Association would record a fund balance of \$5,131.85 in its treasury with a membership enrollment 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 website!

www.ncwoa.com

If you would like to nominate an operator for a spotlight article please contact Heather Cagle at heather@ncwoa.com.

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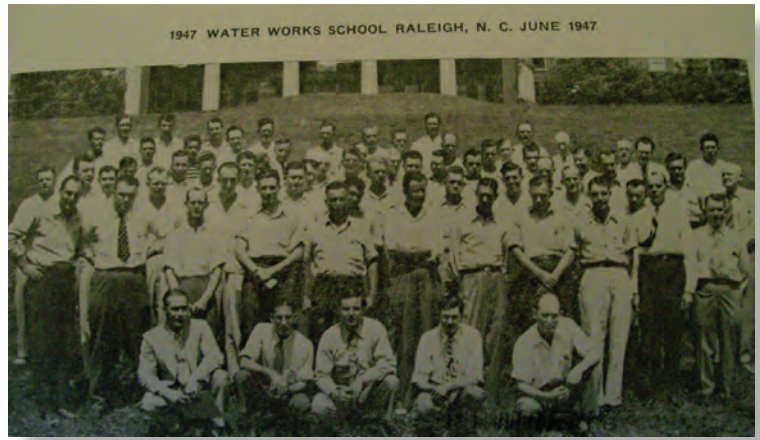
411. Twenty-three of the original 34 chartered members would still be active on the role, and 41 new operators would be certified that year. The three sections began giving reports that year with the Northeast Section and Western Section not being formed yet. These new sections had set a changing tone that would allow all members the chance to become active in the leadership of the Association.

By the time 1998 rolled around, the Association was 59 years young and a lot of changes were beginning to take place. NCWOA had to look at how to prepare and serve its membership for these changes. In 1998, the EPA made it a requirement for water operators to gain professional growth hours as a requirement for renewal of their certifications. NCWOA had been conducting the water operator certification schools for at least two decades but now NCWOA, as well as, NC AWWA-WEA and NCRWA, needed to add resources to be able to conduct more training opportunities for professional development training.

Public Water Supply along with NCWOA, NC AWWA-WEA, NCRWA, put together a proposal for NCWOA, through the State, to receive funding from the State Revolving Funds (SRF) to fund an Administrator position, assist with the needs of the Association, as well as the training of water operators for the additional professional growth requirements. Kasey Monroe and Cindy Finan helped lead this proposal to fund this position as well as fund a central training calendar to be mailed out to all water operators. Pam Moss was hired in August of 1998 as the first full time administrator for NCWOA and she produced the first issue of *Go With The Flow* with this first joint training calendar. It was mailed out in the Fall of 1998. *Go With The Flow* would be mailed four times a year to all certified water operators.

Another important task for NCWOA was the creation of a new membership database. Doug Finan, Cindy Finan's husband, worked with Moss to create a new membership and training registration database. A new accounting system was also set up in late 1998 for NCWOA. Cindy Gall, Administrator for NCWOA 2002-2016, worked with Moss to create the new accounting system which would track the financials for membership, training, and other Association activities. These individuals' hard work, volunteerism, and passion for the drinking water industry were instrumental in making NCWOA a successful training program.

Fast forward 20 years to 2018 and the Association is still going strong and is still in the business of training operators and helping them network with other operators across the state. In recent years, Gall, who now serves as Comptroller for the Association, has noticed an attendance drop in the seminars the Association offers to the operators throughout the year and a more challenging time securing people to come in and speak at these events. She also noticed that it is getting more challenging to get people to volunteer for the various committees NCWOA must have to help run the Association.



"Volunteering is such a rewarding experience, but it does require a commitment of time," says Gall. "The challenge is time to do the volunteer work."

Public Works and Utilities Director James Proctor for the Town of Ayden sees this firsthand. "I am always one or two people short and it makes my staff lean," Proctor says. "It is hard to do anything extra."

Gall says the population that has been the mainstay is the older generation that is dedicated to their job, their co-workers, and their employer. Today's employers are faced with new challenges in hiring qualified staff. Hiring replacement staff takes time, and sometimes never happens when it seems things are going fine without the new hire. Heather Cagle, the current administrator for NCWOA and Gall's replacement, says she hears this all the time from employers that are looking for skilled workers.

Gall became administrator of the Association in 2002. She was at the helm for 14 years and says back then the Association was growing and her focus was on the expansion of training. NCWOA had two schools and four seminars. With wise board and administrative decisions, the Association has grown in the number of training opportunities. It has been able to balance itself financially and makes every effort to keep costs of training to its members and other operators as low as possible. When Gall began to notice a decrease in seminar attendance, she began to take a hard look at how NCWOA could do things differently. She took note of where the Association was excelling and where it was failing. The section meetings were typically hosting 25-40 people, which Gall felt was a good number. On the other hand, seminars that used to host 30-70 operators were shrinking drastically.

At a staff brainstorming session, Cagle, Gall and Mike Richardson, the new Education Specialist, developed the idea of "Free Drinking Water Training for Members." It would be a two-hour session followed by lunch and then another two-hour session; done in about five hours.

Recommendation was made to increase dues slightly in order to enhance the free training offered by the sections. To accomplish that, NCWOA's plan was to offer at least 3, four-hour section meetings in all five sections at NO cost to members. Now an operator can get drinking water contact hours for free & not have to

pay \$70 for a seminar (as previously charged). With the Board's support, we rolled out the new plan in January.

Recognizing the fact that many of its members have drinking water AND wastewater certifications, Richardson and Cagle are working on some "Specialty Workshops" for later this year that will provide both wastewater and drinking water training at a substantially discounted rate from previous years for members and non-members.

"The membership drive this year has been excellent and the surveys we have conducted indicate the vast majority like this new training format," says Gall. "They like the flexibility."

"Training has typically been a whole day (7-10 hours including travel time) away from work and family," she says. "Today's younger families find it challenging to spend time away from home for training. The contact hour requirement is meant to better you in your career. Being a water operator is a wonderful career path. You are giving so much to the public health of your community. Like most professionals in order to keep your license up-to-date you must keep your contact hours up."

Gall said when the economy got into trouble and city hall had to tighten the budget they found ways to get their training without leaving the workplace.

"Training sessions and workshops are social as well as educational," says Gall. "People learn from the networking."



Networking has become a staple for NCWOA. Members can always reach out to other members or to the volunteers that run the Association to get answers to questions. When systems do not partake of these training opportunities, operators miss out on networking with other industry professionals. NCWOA's members across the state have said that the networking opportunities that the Association provides are by far one of its greatest benefits to the operators.

NCWOA is also trying to get people interested in the water industry and become operators by helping to support an apprenticeship program provided by the Certification Board.

"The apprentice program is a great addition for future water professionals," said Buddy Edmisten, one of the longest-serving members of NCWOA. "It helps assist

new operators by paving a path to permanent employment."

Another concern NCWOA faces is its volunteer time. The core volunteers are retiring and there are generational differences today versus in the past. Cagle expresses that this is one of her challenges.

"The question is, how do you engage the young operator coming into the industry?" she says. "How can we best support them and ignite their enthusiasm in volunteering and giving back to the industry?"

In looking to the future, Cagle states "I am always trying to keep the board aware of what the staff are seeing and hearing. Keeping the board informed allows them to make better, up-to-date decisions on how we progress and accomplish our goals and mission."

"We have to be able to offer the quality training we are known for," says Cagle. "We help people and that is why I love this job. You want to make sure that we continue to have the resources available to stay true to our mission and our members."

Moss foresees a bright future for NCWOA and sees a need to emphasize education / professional development, networking, training, and advocacy for the certification board rules / stakeholders for operators and their professional needs.

Gall feels the same way about NCWOA's future and sustainability. Gall feels that the Association will be strong if it can keep the schools productive and show value to its members.

NCWOA's motto is "Training Tomorrow's Water Professionals Today." This is a service it has offered operators in this state for 79 years. The Association works hard to train and help operators. It even recognizes top operators with its annual Operator of the Year Award. Edmisten suggests that NCWOA make a greater effort as an Association to represent and be a voice for these annual award recipients by visiting their respective council members, board of directors, etc.... to showcase their talents, contributions, and tell why they were chosen to receive such a prestigious award.

It is an exciting time for NCWOA as new programs and opportunities are being implemented for its membership. If you are in the water industry and not a member of NCWOA, you are encouraged to join the Association and reap the benefits of its training, networking, and volunteering. Volunteering for the Association not only benefits other operators across the state, but it also offers a front row seat to how the Association works, news in the industry, new products that can help a water system, and an opportunity to work with other professional water operators. If you are a member, you are encouraged to get more involved by partaking of all that the Association has to offer and consider volunteering to help sustain the Association for all the current operators and those to come in an ever-growing, important, professional industry.

NCWOA Upcoming Workshops & Training Events 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.

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

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>	2:15 – 3:00	Cyber Security – Protecting our Networks and SCADA
9:30 – 10:15	Physical Asset Security <i>Robert Melish, DHS</i>	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 <i>Eric Hatcher, CFPUA</i>	3:50 – 4:50	Panel / Round Table Discussions – Cyber Security - Mistakes – Guidelines to Improve Security <i>Perry Gayle, TBD</i>
11:15 – 12:15	Panel/Roundtable – Vulnerability Assessments Implementation - What to do with the Information! <i>John McLaughlin, Robert Melish, Eric Hatcher</i>	4:50	Certificates for 6 Contact hours for all DRINKING WATER and WASTEWATER certifications
12:15 – 1:30	Lunch (Provided on-site)		

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 Upcoming Workshops & Training Events with Proposed Agendas

All NCWOA seminars listed on pages 4-5 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. Seminar agendas and locations are tentative and may be subject to change.

Fluoridation & Public Health

Kip Duchon, P.E., National Fluoridation Engineer - Centers for Disease Control and Prevention

September 19, 2018 in Concord -- 8am - 4pm

The morning session will consist of:

Fluoridation and Public Health

- History of fluoridation and the problem of tooth decay
- Fluoride's mechanism of action and benefits
- Enamel fluorosis
- Public health issues related to fluoride

Regulatory Perspective

- EPA and Water Fluoridation
- MCL and SMCL
- Monitoring Requirements
- Public Notification

The afternoon session will consist of:

Health Effects and Current Issues

- Epidemiology of Peer Reviewed Studies
- Systematic scientific reviews and how they consider fluoridation
- Scientific review of common claims on fluoridation

Risk Communication

- Communication with the public on complex issues
- Strategies of communicating Risk

Fluoridation Costs and Benefits

- Equipment Costs
- Additive Costs
- Installation Costs
- Community Benefits and Savings

Certificates for 6 Contact hours for all DRINKING WATER certifications

Registration for :

_____ Remote Lab Tech Day - August 1 in Asheville

_____ Fluoridation and Public Health - September 19 in Concord

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 NCWFOCB 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

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

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@edennnc.us

South Piedmont Sectional Training

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

August 16, 2018 - Currituck County

Topics: Cyber Security, SCADA, Using Cloud Storage of Data

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

October 16, 2018 - Smithfield

Topics: TBD

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

Sectional Training Meetings (in date order)

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 16, 2018 - Smithfield

Topics: TBD

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

Topics: Tour, Polymer

If you are interested in hosting or sponsoring a sectional training meeting please contact Heather Cagle at (252) 764-2094 ext. 1 or heather@ncwoa.com



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 is hiring!

Education Specialist Position (central and western part of NC)

Qualifications:

The applicant must possess at least a high school diploma and experience in the teaching of water industry professionals (equivalent experience in the teaching profession with advanced education beyond the high school level will be considered). This individual must possess a good working knowledge of the waterworks industry and good interactive skills in order to relate and communicate with industry professionals, managers and operators. Meeting planning and organizational skills a plus. The ideal candidate must be self-motivated with the ability to work independently. The individual must possess computer skills (Microsoft applications) in order to prepare reports and communicate information relevant to NCWOA and the waterworks profession. This position will require extensive travel primarily in central & western North Carolina. The applicant must possess a valid N.C. driver's license, reliable transportation and the ability to travel on a regular basis to include overnight stays as well as a personal computer. Residency in the central to western part of the state preferred.

Proposed Work Schedule and Salary:

This independent contractor position is part-time based on a 15-20 hour workweek and based on an hourly rate of \$20.00 - \$25.00 per hour, depending on experience. All travel expenses (mileage, meals and lodging) are to be reimbursed monthly by NCWOA. Office equipment such as printer and office supplies will also be provided and/or reimbursed.

Job Description (overview)

- Serves as a customer representative and a point of contact for NCWOA in a professional responsive manner.
- Works closely with eastern Education Specialist in the development of new training opportunities and implementation of training events as scheduled.
- Supports the activities of the Seminars Committee and sections in the planning and implementation of training events.
- Supports the activities of the Annual Schools Committee in the planning and implementation of certification schools. Works to develop a trainer mentoring program to help increase the instructor pool.
- Works closely with the Moodle program to further develop new training modules and to help recruit subject speakers.

How to Apply

Send resume to heather@ncwoa.com

Closing Date - August 17, 2018

NCWOA Awards

Outstanding Operator of the Year

Certified Operator of the Year

Lab Analyst of the Year

Educator of the Year

**Submission deadline is
extended
to July 31, 2018**

You can download applications on our
website at www.ncwoa.com

(under forms)

We Appreciate Our Corporate Sponsors!



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 Michelle Rufus, (919) 807-8751

Process Control Workshop
August 14-17, 2018
Contact Michelle Rufus, (919) 807-8751

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

____ 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
Email: Isley1062@aol.com

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
Dare County
Phone: (252) 475-5603
Email: pat.irwin@darenc.com

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

Del Coffman
Fayetteville Public Works
Phone: (910) 223-4706
Email: del.coffman@faypwc.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
Rani Holland
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
Del Coffman

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

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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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