



North Carolina Waterworks  
Operators Association

# GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

December 2018  
Volume 21, Number 4

## Don Price Joins the NCWOA Team

Don Price will be joining the NCWOA team in January 2019 as an additional Education Specialist alongside Mike Richardson. Don will be working primarily in the western half of the state, while Mike will concentrate on the eastern portion of the state. Don's duties will include supporting the seminars and annual school committees, planning and implementing new training opportunities, and assisting with section meetings.

Don brings a wealth of knowledge and experience to NCWOA. He holds many water, wastewater, and distribution licenses, and has worked for over 20 years in water and wastewater supervision positions and state regulatory positions. Don will be retiring from his current position as NC DEQ-DWR Environmental Senior Specialist – WTP Consultant, as he begins working for NCWOA.



Don is no stranger to NCWOA. He has worked with NCWOA for many years helping with schools and teaching classes. His vast knowledge as a water treatment plant consultant and his teaching experience will be invaluable to us.

Please help us welcome Don to his new position with NCWOA when you see him at a future NCWOA event.

*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!

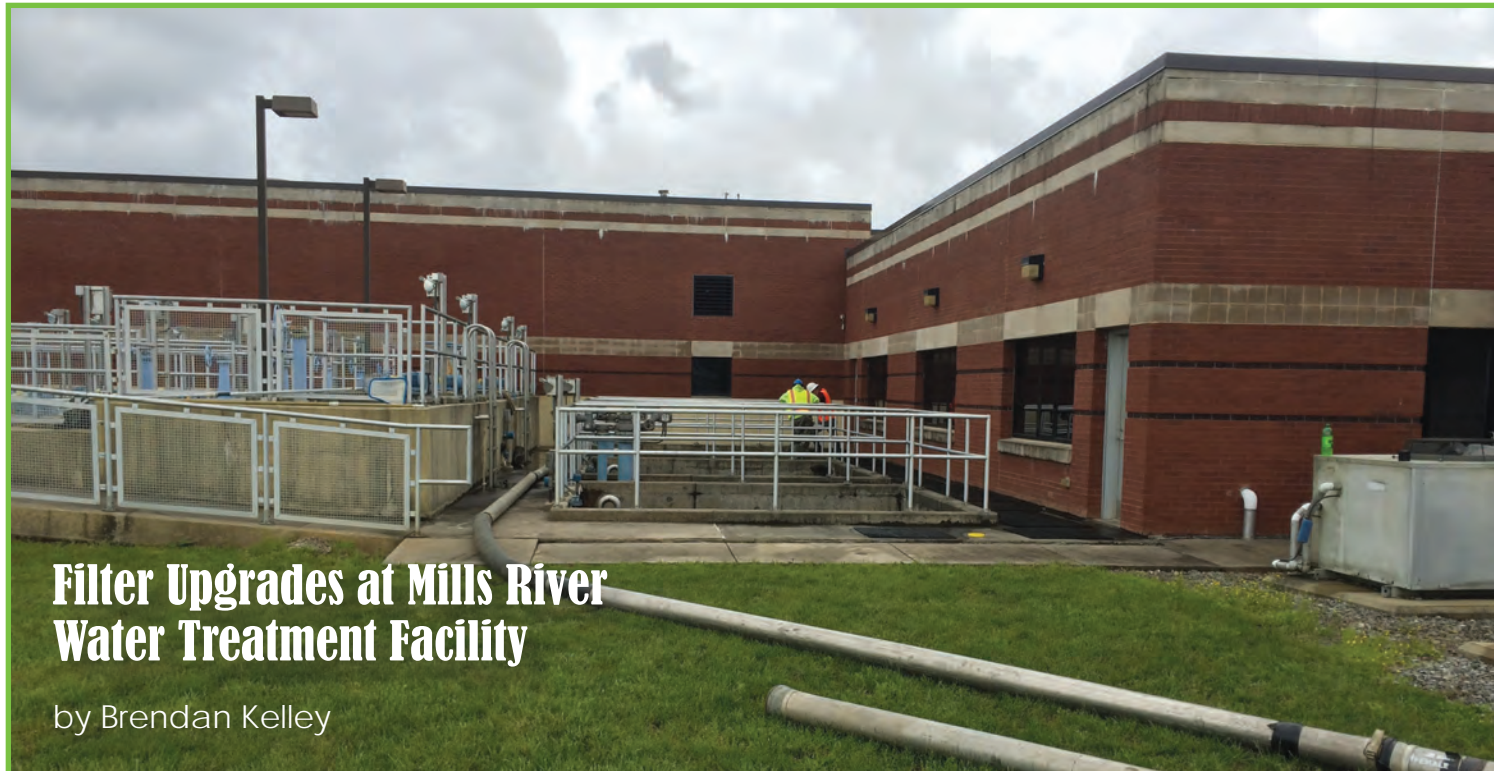
[www.ncwoa.com](http://www.ncwoa.com)

*If you would like to nominate an operator for a spotlight article please contact Heather Cagle at [heather@ncwoa.com](mailto:heather@ncwoa.com).*

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## Filter Upgrades at Mills River Water Treatment Facility

by Brendan Kelley

The City of Asheville owns and operates a conventional treatment ozonation and GAC filter media facility rated for 7.5 MGD production. In service since 1999, Mills River is often thought of as a new state of the art facility. As we all know however, the decades have a habit of sneaking up on infrastructure. In 2015 staff identified the need to change filter media that had been in service for 16 years. Average filter run times had decreased by 20 hours over the last 2 years. Additionally, raw water losses were steadily increasing through original rubber seating in the inlet

channel drain valves of all three filters. City of Asheville worked with CDM engineers to establish a plan for filter media replacement without interrupting production.

The mounting raw water loss was identified as more urgent than the media replacement. Carotek was contracted to remove and replace the drain valve seats prior to the filter media work. The project was scheduled to begin in November 2016. The decision to wait until autumn allowed operations to commence at low flow rates during repairs without further reducing filter run time and adsorptive capacity. On a cool autumn day a man with a pressure cooker device, wires, gauges, and sharp metal objects approached our secure facility. Someone looked at him and sent him straight to my office. That's how I met Scott Oliver of Carotek.

Scott had a labor intensive job ahead of him as the remnants of the old valve seat were still held firmly in place with epoxy. The filter was placed into local control, and the inlet valve was manually shut. The drain valve actuator was removed from the valve

stem to allow the butterfly valve to spin freely and to prevent pinching. The first round involved a lot of hours chiseling epoxy from the seat ring by hand.

On the second day the pressure pot was used to inject a consistent stream of new epoxy around a new valve seat. The job was now on operators to ensure that the device never lost pressure overnight via a compressed air system. After a brief curing period, the filter channel was disinfected and placed back online. Water losses instantly decreased by a third. There were a lot of smiles and high fives among senior staff that day because their valve seat theory was confirmed. The repair steps were repeated one filter at a time. When the project was complete in December 2016, the raw water losses disappeared. Distribution flow rates from the facility were similar from 2016 through 2017. However, during 2016 an additional 300 million gallons of raw water were pumped from the source than in 2017 following the repair.

Laughlin Sutton was awarded the contract to replace Asheville's filter media. S4 Water was hired







The filter upgrades at Mills River are doing well one year out. Filter run times are still high and raw water losses are all accounted. The success of the project



dem-on-strates Asheville's com-mit-ment to deliver high quality water to its resi-dents into the

as a subcontractor. A land application site was found in Lenoir NC, and work began in May 2017. Since the filters are located in the rear of the building, 40 yards of piping attachments were assembled between a vacuum truck parked in front and the filter bed. The media from filter 1 was vacuumed. Some of the filter drains needed to be replaced and some of the concrete joints were resealed. Concrete was patched where a wood plank once sat for a ladder during the original construction. After inspection and approval from CDM the filter was filled with new media.

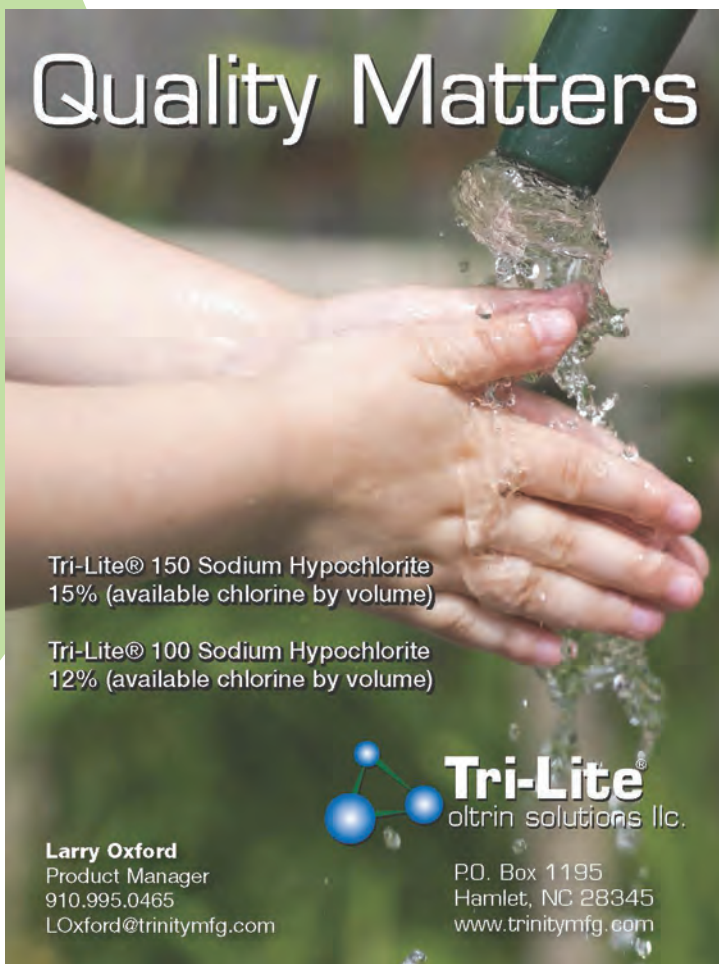
A liquid applied method was used for media installation. Bullet sand was applied first and allowed to sit overnight. Any craters in the sand surface the next day were noted as faulty effluent diffuser seals and were replaced. The granular activated carbon was applied on top. Disinfection of the channels and a backwash were performed before placing the filter back into service. Over the next

future. I am very thankful to the engineers and contractors who allowed our staff to observe, participate, and learn from the process.



week filter run times increased to 96 hours. Installation steps were repeated for the remaining filters.

## Quality Matters



Tri-Lite® 150 Sodium Hypochlorite  
15% (available chlorine by volume)

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12% (available chlorine by volume)

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oltrin solutions llc.

**Larry Oxford**  
Product Manager  
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LOxford@trinitymfg.com

P.O. Box 1195  
Hamlet, NC 28345  
www.trinitymfg.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 NCWTF OCB 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.

## Small Systems Seminar

Feb 28, 2019 in Washington and August 20, 2019 in Waynesville - 8am - 4pm

### The morning session will consist of:

- Administration - Records & Operators
- Rules & Regs
- Maintaining Viable Operations
- GW Rule Requirements
- SW Rule Requirements

- SW Treatment Options & Costs

- Distribution & Collection Systems - Maintaining the System, Emergency Response & Mutual Aid, Emergency Repairs & Public Notification

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

### The afternoon session will consist of:

- GW Treatment Options & Costs

## Improving Efficiencies - System.Facilities.People

May 21, 2019 in Concord and Dec 10, 2019 in Raleigh - 8am - 4pm

### The morning session will consist of:

#### Water Efficiencies

- Electrical
- Pumps & Motors
- Soft Starters

#### Water Loss

- Metering

#### Capacity Development

- Growth & Expansion issues

### The afternoon session will consist of:

#### Leadership/Supervision

- Motivation of the Workforce
- Generational Supervision issues

#### HR Practices

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

## Advanced Day 2019

April 10, 2019 in Hickory ([Registration in Spring School Brochure - coming in January](#))

### The morning sessions will include:

Regulatory Update on Source Water Protection

The Science Behind Emerging Contaminants

Treatment Techniques for Emerging Contaminants

### The afternoon sessions will include:

Using Alert Systems & Social Media to Communicate with our Customers

Effective Communication

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

# NCWOA Upcoming Workshops & Training Events with Proposed Agendas

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## Spring Certification School

April 8-12, 2019 at the Hickory Metro Convention Center in Hickory

Information coming in January

**For more information and online registration,  
please visit our website at [www.ncwoa.com](http://www.ncwoa.com)**

## NCWOA 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 #): \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

**NCWOA MEMBER PRICE IS \$50.00** (Must put your INDIVIDUAL NCWOA membership number on the line above to qualify)

**NON-MEMBER PRICE IS \$100.00** (2019 NCWOA membership included in this price.)

Small Systems Seminar - Feb 28, 2019 in Washington	Cost \$ _____
Improving Efficiencies - System.Facilities.People - May 21, 2019 in Concord	Cost \$ _____
Small Systems Seminar - August 20, 2019 in Waynesville	Cost \$ _____
Improving Efficiencies - System.Facilities.People - December 10, 2019 in Raleigh	Cost \$ _____

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 [heather@ncwoa.com](mailto:heather@ncwoa.com) to your email address book.

**NCWOA USE:** Amount: \_\_\_\_\_ CK# \_\_\_\_\_ E S Processed: \_\_\_\_\_

### PLEASE SEND APPLICATION AND PAYMENT TO:

Heather Cagle, NCWOA Administrator  
PO Box 5466  
High Point, NC 27262  
Phone: 252-764-2094 ext. 1  
Fax: 252-764-2095  
Email: [heather@ncwoa.com](mailto:heather@ncwoa.com)

**NEW ADDRESS**

**EFFECTIVE 01/01/19**

.....  
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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

**March 14, 2019 - Canton**

*Topics: Maintenance, Security & Valves*

**May 23, 2019 - Wilkesboro**

*Topics: Plant tour and plant upgrades*

**August 22, 2019 - South Mountain State Park (2 credit hours only)**

*Topics: System tour, AWOP requirements*

**October 24, 2019 - Lenoir**

*Topics: Plant tour, Actiflow, Plant upgrades*

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

## North Piedmont Sectional Training

**March 7, 2019 - PTRWA (Randleman) - sponsored by Univar**

*Topics: Membrane operations, SCADA & CIP Controls, Hands-on membrane removal & backwashing*

**June 13, 2019 - Lexington WTP - sponsored by PolyTech Inc.**

*Topics: Plant tour, Chloramines, Lab Procedures & Jar Testing, Lime/Carbon Slurry*

**August 15, 2019 - OWASA (Carrboro) - sponsored by Trinity Inc.**

*Topics: TOC vs THM, Emerging contaminants, Plant tour, Distribution*

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

## South Piedmont Sectional Training

**March 21, 2019 - Lee Dukes WTP (Charlotte North Mecklenburg WTP)**

*Topics: Security - Physical & Cyber*

**June 27, 2019 - Iredell Water Corp. (Statesville)**

*Topics: Distribution maintenance & Safe handling of chemicals*

**August 29, 2019 - Kannapolis**

*Topics: Handling of process wastes & Distribution - flushing*

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

# NCWOA Sectional Training

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**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.**

## Northeast Sectional Training

**February 21, 2019 - Dare County**

*Topics: Treatment Systems, Membrane Filtration (RO), corrosion control, plant tour*

**May 2, 2019 - Currituck County**

*Topics: Distribution inspections/maintenance, Lead & copper, Cyber & physical data recording & integrity*

**August 19, 2019 - Greenville Utilities Commission**

*Topics: Filter Assessment, Plant operations, Troubleshooting wellhouses, Distribution regs, Disinfection & DBP*

**October 15, 2019 - Winterville**

*Topics: Disaster preparedness, Certification Board rules & regs, Flushing*

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

## Southeast Sectional Training

**February 14, 2019 - Sweeney WTP (Wilmington)**

*Topics: Plant tour, Membrane treatment, Disaster preparation, Flushing*

**April 30, 2019 - Benton WTP (Raleigh)**

*Topics: Plant tour, SCADA & Security, Lab procedures, Use of state websites for Data Entry*

**July 18, 2019 - Sanford**

*Topics: Plant optimization for TOC removal, Plant operations, Security, Inline instrumentation*

**October 18, 2019 - PWC (Fayetteville) (2 credit hours only)**

*Topics: Plant tour, Distribution inspections*

**Please RSVP to Robin Miller at [robin.miller@faypwc.com](mailto:robin.miller@faypwc.com)**

**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](mailto:heather@ncwoa.com)**

# ***Reminder....***

NCWOA renewals were mailed mid-November.  
Remember, membership includes **FREE** sectional training, discounts on schools & dual training classes, etc...

**If corrections are needed, please correct  
ON THE RENEWAL FORM and send it in  
with renewal fees**

## **Interested in Specialized Training?**

**NCWOA will bring the training to you!**

Training specifically designed on subjects you request

6.0 hours of continuing education

Dual credit if requested

**Great economical way to provide your operators with knowledge and expertise!**



**If interested please contact Mike Richardson or Don Price  
at (252) 764-2094 or [mike@ncwoa.com](mailto:mike@ncwoa.com) or [don@ncwoa.com](mailto:don@ncwoa.com).**



# We Appreciate Our Corporate Sponsors!



## *Interested in sponsorship? Multiple Opportunities Available*

Please contact:

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)

### Additional NCWOA Sponsored Training

Bacteriological Methods Workshop  
Feb 5-7, 2019  
July 23-25, 2019  
November 6-8, 2018  
Contact Michelle Rufus, (919) 807-8751

Process Control Workshop  
March 5-8, 2019  
August 13-16, 2019  
Contact Michelle Rufus, (919) 807-8751

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

NCWOA Fall School  
Sept. 23-27, 2019 in Raleigh  
A, B, & C Surface  
A, B, & C Well  
Advanced Day, Sept. 25, 2019  
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 2019**

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: \_\_\_\_\_

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Email: heather@ncwoa.com

**NEW ADDRESS**

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• Credit Card Payment •  
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• Over the Phone •  
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# Committee Members

## 2018-2019 Executive Committee

### President

Jeff Isley  
Email: [Isley1062@aol.com](mailto:Isley1062@aol.com)

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

### Chair - Public Image

Allen Daniels  
Water Guard, Inc.  
Phone: (252) 230-8424  
Email: [allen@waterguardinc.com](mailto:allen@waterguardinc.com)

### 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

Del Coffman  
Fayetteville Public Works  
Phone: (910) 223-4706  
Email: [del.coffman@faypwc.com](mailto:del.coffman@faypwc.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

## 2018-2019 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 (Chair)  
Jeremy Godfrey  
Jeff Isley  
Leslie Carreiro  
Don Price  
Steve Pope  
Tena Mullis  
Yama Jones  
Lowell Graves  
Del Coffman  
Jeremy Godfrey  
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  
Dustin Guyer  
Erik Ruff  
Patricia Quinichett  
Steve Beale  
Elizabeth Meyer  
Michele Andrews  
David Livingston

### Board of Examiners

Pat Irwin (Chair)  
Ricky Langley  
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: Allen Daniels

#### Member Services

Pam Gibbons  
Bessy Farmer  
Chad Flannagan  
Jeff Isley  
Julius Patrick  
Tena Mullis  
Steve Pope  
Del Coffman  
Jeremy Godfrey  
Sam Molinas  
Ken Loflin  
Lowell Graves  
Yama Jones

### Operator of the Year Award

Julius Patrick (Chair)  
PWS Representative - Joey White  
Chris Smith

### Leadership Committees

Board Director: Sam Molinas

#### Nominating

Chris Smith (Chair)  
Tena Mullis  
Yama Jones  
Steve Pope  
Lowell Graves  
Del Coffman

#### Rules

Mack Edmisten (Chair)  
Chris Smith  
Jay Van Hoose

Heather Cagle, Administrator  
N.C. Waterworks Operators Association  
PO Box 5466  
High Point, NC 27262  
[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>
<i>Central Office</i>	919-707-9100	
<i>Asheville</i>	828-296-4500	
<i>Mooreville</i>	704-663-1699	
<i>Winston-Salem</i>	336-776-9800	
<i>Raleigh</i>	919-791-4200	
<i>Fayetteville</i>	910-433-3300	
<i>Washington</i>	252-946-6481	
<i>Wilmington</i>	910-796-7215	
NC State Laboratory of Public Health	919-733-7308	
SDWA Hotline	800-426-4791	
EPA SDWA Website		<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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