



# NORTH CAROLINA WATERWORKS OPERATORS ASSOCIATION

## Advanced Day Agenda

Wednesday, April 10, 2019 in Hickory, NC

### Getting Ahead of Emerging Contaminants & Public Relations

**EXHIBIT HALL OPEN FROM 8:00AM - 4:00PM**

#### Session 1

8:30 am – 8:40 am Welcome and Opening Remarks - *NCWOA Representative*  
8:45 am – 9:30 am Regulatory Update  
9:30 am – 10:15 am The Science & History of Emerging Contaminants  
**Break: 10:15 - 10:45**

#### Session 2

10:45 am – 11:15 am Treatment Techniques for Emerging Contaminants  
11:15 am – 12:15 pm Emerging Contaminant, a Case Study  
**Lunch – Provided on Site 12:15 – 1:30**

#### Session 3

1:30 pm – 2:15 pm Public Relations - Resources Available to Effectively Communicate with Customers, the Public and Media  
2:15 pm – 3:00 pm Public Relations - Developing an Effective Crisis Communication Plan  
**Break: 3:00 – 3:20**

#### Session 4

3:20 pm – 3:50 pm Public Relations - Media's Perspective, Print Media  
3:50 pm – 4:20 pm Public Relations - Media's Perspective, Broadcast Media  
4:20 pm – 4:50 pm Public Relations - Communicating with Media and Public after a Negative Incident, a Case Study  
4:50 pm Certificates awarded

This class has been pre-approved for 6 contact hours for drinking water and/or wastewater certification.

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### Examination for Laboratory Analyst Certification Water Bacteriology OR Water Process Control Chemistry

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**OBJECTIVE:** The North Carolina Waterworks Operators Association is sponsoring a voluntary certification program for laboratory analysts. Certification will be given in the area of water process control chemistry.

Upon completion of a written examination, the analyst will receive a certificate. The certificate must be renewed every five years.

**Water Bacteriology Examination Content:** The examination will cover sampling techniques, quality control and media, equipment and techniques used in the water bacteriology laboratory. Knowledge of the Multiple Tube Fermentation Procedure, Membrane Filter Procedure, Colilert Procedure and Standard Plate Count Procedure is required.

**Water Process Control Chemistry Examination Content:** The examination will include safety, sampling techniques, conductivity, hardness, turbidity, chlorine, and selective electrode and spectrophotometric techniques.

**EXAMINATION DATE:** Wednesday, April 10, 2019 at 6:00 p.m.

**PLACE:** Hickory Metro Convention Center (*Room to be announced*)

**FEE:** \$20.00 (*Payable at time of the examination.*) Payment must be made by check or money order to: North Carolina Waterworks Operators Association (NCWOA) - NO CASH WILL BE ACCEPTED.

**HOW TO APPLY:** Each applicant must contact Michelle Rufus: (919) 807-8751 or [michelle.rufus@dhhs.nc.gov](mailto:michelle.rufus@dhhs.nc.gov)



# NORTH CAROLINA WATERWORKS OPERATORS ASSOCIATION

## Spring School Registration Form

RECEIVED ON OR BEFORE MARCH 28, 2019

**Please Print or Type**

NAME (First, Middle, Last): \_\_\_\_\_

NICK NAME for TAG: \_\_\_\_\_ SOCIAL SECURITY #: XX-XXX-\_\_\_\_\_

EMPLOYER / ORGANIZATION: \_\_\_\_\_

ADDRESS FOR CONFIRMATION & MAP: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ COUNTY: \_\_\_\_\_

WORK PHONE: \_\_\_\_\_ EXT: \_\_\_\_\_ FAX: \_\_\_\_\_

ATTENDEE'S EMAIL: \_\_\_\_\_

*(Be sure to include if you would like access to NCWOA Moodle On-line supplement. Moodle log in and instructions will be sent to this email address.)*

ATTENDEE'S INDIVIDUAL NCWOA MEMBER # (must be included to be eligible for member rate): \_\_\_\_\_

NC WATER TREATMENT CERTIFICATE TYPE PRESENTLY HELD:

- AW     BW     CW     DW     AS     BS     CS
- AD     BD     CD     DD     CC/BF     NONE YET

NC WATER TREATMENT CERTIFICATE # (OPERATOR ID #): \_\_\_\_\_

WASTEWATER CERTIFICATION # \_\_\_\_\_

**PLEASE CHECK WHICH CLASS YOU ARE REGISTERING FOR AND CIRCLE RATE:**

| <u>CLASS TITLE</u>                                | <u>NCWOA MEMBER RATE</u> | <u>NON-MEMBER RATE</u> |
|---|--------------------------|------------------------|
| <input type="checkbox"/> A-Surface (M-F)          | \$ 250.00                | \$ 300.00              |
| <input type="checkbox"/> B-Surface (M-F)          | \$ 250.00                | \$ 300.00              |
| <input type="checkbox"/> C-Surface (M-F)          | \$ 250.00                | \$ 300.00              |
| <input type="checkbox"/> B-Well (M-F)             | \$ 250.00                | \$ 300.00              |
| <input type="checkbox"/> C-Well (M-F)             | \$ 250.00                | \$ 300.00              |
| <input type="checkbox"/> Advanced Day (Wednesday) | \$ 120.00                | \$ 165.00              |

Will you be attending the Basic Math for Operators from 10am-12noon on Monday, April 8th? \_\_\_\_\_ Yes \_\_\_\_\_ No  
It is not required as part of the certification school. (limited to first 40 participants)

By Credit Card: \_\_\_ Visa \_\_\_ MC \_\_\_ Am Ex \_\_\_ Discover

Name on Credit Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Exp Date: Month \_\_\_\_\_ Year \_\_\_\_\_ Security Code from back of card: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

**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)

← Please note  
NEW ADDRESS

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 to your email address book.

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