



North Carolina Waterworks
Operators Association

GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

April 2019
Volume 22, Number 1

WARO Surface Plants Staff Networking

by Julius Patrick, GUC

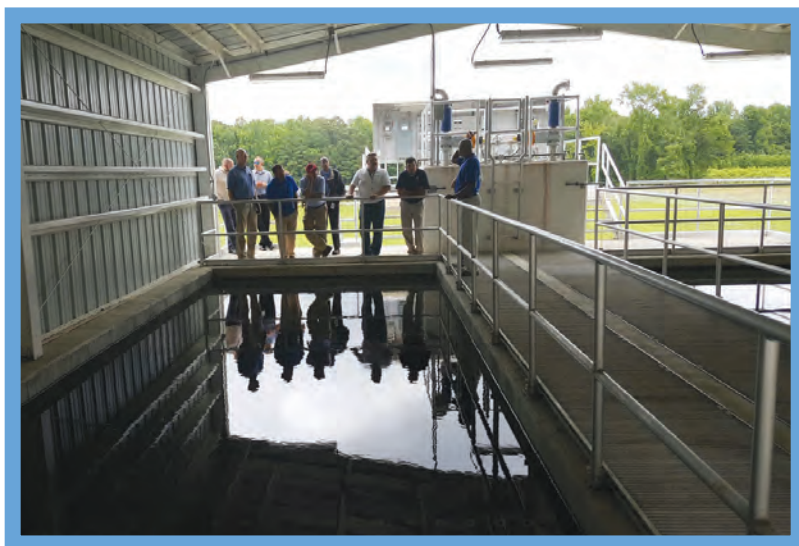
In 2002, the Central Coastal Plain Capacity Use Area (CCPCUA) Rule went into effect which mandated groundwater systems in 15 eastern NC counties to reduce water withdrawals from the Cretaceous aquifer over a 16-year period. The required re-

duction was due to steadily declining water levels in the Black Creek and Upper Cape Fear aquifers over a 30-year period. The CCPCUA rule required all ground water systems using more than 100,000 gallons of water to apply and obtain a permit. In addition, the rule defined two zones with phased reductions. Permittees in the dewatering and salt water encroachment zones were required to reduce withdrawals by 25%, 50%, and 75% in 2008, 2013, and 2018 respectively. CCPCUA mandated permittees in the declining water level zones to reduce withdrawals by 10%, 20%, and 30% in

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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2008, 2013, and 2018. The affected systems were required to find alternate sources (15A NCAC 2E .0501 - .0507) to allow groundwater aquifers to replenish.

The Washington Region had only two surface water plants prior to 2008, Greenville Utilities Commission and the City of Goldsboro. That number doubled when two water authorities were formed to supply several groundwater communities impacted by the CCPCUA reductions with an alternate source -- Neuse Regional Water and Sewer Authority (NRWASA) and Martin County Regional Water and Sewer Authority (MCRWASA).

NRWASA was the first WTP in the region to provide surface water to groundwater systems in 2008. A new 15 MGD WTP was commissioned serving eight systems. Greenville Utilities Commission (22.5 MGD) began providing water to five systems in 2011; MCRWASA's new two MGD WTP came online in 2016 serving two systems; Goldsboro's 12 MGD WTP began serving four systems in 2017. A total of 19 purchasing groundwater systems worked with their purchasing systems to understand the difference in water quality characteristics between groundwater and surface water, sampling schedule, and the challenges of switching from free chlorine to chloramines for disinfection.

Shortly after each water system began selling water, new leadership took over at each WTP. Retired Regional Engineer, Harry Bailey, was in-

strumental in starting the quarterly surface WARO meetings where leaders from operations and lab staff share lessons learned on water quality, project updates, staffing, new treatment technology, etc. The first meeting was held in April 2013 and rotates between the four water systems. Since the water treatment plants are at the end of their respective river basins (Neuse and Tar), water quality (elevated TOC, Mn, turbidity) is always a major topic. Information sharing is the greatest benefit for attendees; by providing an opportunity to gain new contractor/vendor contacts (divers, sludge removal, instrument installers, filter media, treatment chemicals, SCADA software, etc.) and share experiences about various projects is very valuable. Dyk Luben, Regional Engineer, and other regional staff attendance at the meeting is also a true asset. They provide regulatory updates, answer questions, and actively participate in discussions. Guest speakers have also been invited to provide topics of interest to the group.

Groundwater levels have shown improvements since 2008. The CCPCUA rule will sustain the region's groundwater supply for the future as well as created a network for four water systems. Staff at each plant look forward to attending these meetings so that they can learn from each other and use it as another resource to meet the overall mission of delivering the best quality water to our customers.

**Greenville Utilities
Commission**

**Neuse Regional Water
& Sewer Authority**

City of Goldsboro

**Martin County Regional
Water & Sewer Authority**



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.

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

Small Systems Seminar

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

Remote Lab Tech Day

August 28, 2019 in Raleigh

Topics: TBD

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

Fall Advanced Day 2019

September 25, 2019 in Raleigh ([Registration in Fall School Brochure - coming in July](#))

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

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Fall Certification School

September 23-27, 2019 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 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.)

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 to your email address book.

NCWOA USE: Amount: _____ CK# _____ E \$ 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

NEW ADDRESS

EFFECTIVE 01/01/19

.....
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 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

North Piedmont Sectional Training

June 13, 2019 - City of King (new location) - sponsored by PolyTec Inc.

Topics: Plant tour, 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

South Piedmont Sectional Training

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

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Northeast Sectional Training

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 well houses, 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

Southeast Sectional Training

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

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**

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 or don@ncwoa.com.**

Additional NCWOA Sponsored Training

Bacteriological Methods Workshop
Feb 5-7, 2019
July 23-25, 2019
November 6-8, 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

We Appreciate Our Corporate Sponsors!



Jack Moore & Associates, Inc.



***Interested in sponsorship?
Multiple Opportunities Available***

Please contact:

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

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: _____

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: _____

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

NEW ADDRESS

EFFECTIVE 01/01/19

.....
: Credit Card Payment :
: Cannot be Processed :
: Over the Phone :
.....

Committee Members

2018-2019 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

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

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

TBD

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)
Jeff Isley
Leslie Carreiro
Don Price
Steve Pope
Tena Mullis
Yama Jones
Lowell Graves
Del Coffman
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
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

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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
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
<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		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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