

# 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.

## Advanced Day - Plan for the Future - Strategies.Process.People

March 18, 2020 in Hickory - **Registration included in spring school brochure**

### The morning session will consist of:

Contaminant Remediation/Mitigation  
What do chemicals do?  
Water Chemistry  
Physical/chemical treatment

### The afternoon session will consist of:

Residuals management  
Personnel/Succession planning  
• Hiring  
• Training  
• Longevity  
  
Certificates for 6 Contact hours for all DRINKING WATER and WASTEWATER certifications

## Distribution & Collection Systems - Keeping it Flowing

*Regulatory Update, O&M, Planning & Permitting*

April 29, 2020 in Valdese

8:00 - 8:30	Registration and Logistics (NCWOA)	2:15 - 2:30	Break
8:30 - 10:00	Regulations & Permitting for Distribution & Collection	2:30 - 3:15	Pipeline Assessment & Rehab/Asset Management
10:00 - 10:15	Break	3:15 - 4:00	OSHA/Safety/Security for Collection & Distribution
10:15 - 11:45	Optimization of O&M for Dist/Collection Systems	Certificates for 6 Contact hours for all DRINKING WATER and WASTEWATER certifications	
11:45 - 12:45	Lunch (provided on-site)		
12:45 - 2:15	Dist. & Collection system corrosion control, flushing, & sewer cleaning		

## Optimization of Treatment

May 21, 2020 in Wilson - 8am - 4pm

### The morning session will consist of:

Treatment of Emerging Contaminants  
• Processes  
• Chemicals  
• Next steps  
  
Importance of SCADA in meeting regulatory compliance  
• Source to tap and back to source  
• Process monitoring & control  
• System monitoring/Problem solving

### The afternoon session will consist of:

Future W/WW Operators Development  
• Education (knowledge) vs Experience (skills)  
• Workforce Development  
• Leadership Development  
  
Customer Relations  
• Competing with internet for information  
• Using media relations to assist  
• Relaying truthful information  
  
Certificates for 6 Contact hours for all DRINKING WATER and WASTEWATER certifications

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

## Spring Certification School

March 16-20, 2020 in Hickory (Information coming soon)

### 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 \$55.00** (Must put your INDIVIDUAL NCWOA membership number on the line above to qualify)

**NON-MEMBER PRICE IS \$105.00** (2020 NCWOA membership included in this price.)

Distribution & Collection Systems - Keeping It Flowing - April 29, 2020 in Valdese Cost \$ \_\_\_\_\_

Optimization of Treatment - May 21, 2020 in Wilson 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.

**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**

**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 \$ Processed: \_\_\_\_\_

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 Credit Card Payment  
 Cannot be Processed  
 Over the Phone  
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