



North Carolina Waterworks  
Operators Association

# GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

April 2020  
Volume 23, Number 1

## To Our Members

*Ken Loflin, NCWOA President*

I hope April's edition of Go With The Flow finds you, your family members, and loved ones safe and well!

This is truly an historical event, one of which many of us have never experienced in our lifetime.

The COVID-19 Pandemic has presented operators across North Carolina with many challenges. Even during an unprecedented event like the current pandemic, it still our responsibility to provide our customers the high quality drinking water to which they are accustomed.

As you all are already aware, in complying with CDC and state requirements for social distancing and travel restrictions, NCWOA had to postpone the Spring Operator's School in Hickory and reschedule it for June 8th through June 12th. All current training events and section meetings have been affected as well.

I feel one of the greatest benefits NCWOA offers its' members is the ability to network with fellow operators. NCWOA has always encouraged operators to share their experiences and operational challenges with each other. This sharing of knowledge and experience is now more important than ever. Remember that you don't have to go through this alone. Your fellow NCWOA members are there for you. Please don't hesitate to reach out to these fellow water treatment professionals for assistance or just to chat.

The North Carolina Waterworks Operators Association has provided many years of dedicated service to the waterworks community. NCWOA staff continue to work hard for you. They are currently working to provide a virtual training opportunity for NC Operators that should be made available in the near future.

I wish to express my sincere appreciation to the many dedicated water professionals that continue to perform their job duties through these challenging times. Please continue to keep yourself safe and healthy. I look forward to seeing everyone again once life returns to normal!

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). 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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# Operator's Spotlight

## *A Conversation with Angela Hillis*

A water treatment operator in the US Army is called a 77 Whiskey. This military occupational skill (MOS) is assigned after formal schooling following his/her basic training and becomes their primary duty. However, all soldiers are trained prior to MOS school to be proficient in combat arms and other military skills.

Angela Hillis, who today works as a Senior Water Treatment operator for the Fayetteville PWC was a 77 Whiskey in the US Army, serving almost 6 years as a Water Treatment Specialist. She just did not know that her military skills would end up being her lifelong work after leaving the Army.

She joined the Army in 1992 at the age of 27 and was sent to Fort Leonard Wood in Missouri for basic training. She landed there not knowing she would be training with the 2nd all female company ever to train at Fort Leonard Wood. After basic training she attended Jump School (Paratrooper Training) at Fort Benning, Georgia. She completed school and earned her Jump Wings but on her fifth and final jump she broke her back and fractured her hip causing some serious rehab time. Eventually she was reassigned to Ft. Lee in Virginia to attend a four-month school to become a Water Treatment Specialist.

After school at Fort Lee she received PCS orders to the 82nd Airborne Division at Fort Bragg in North Carolina. Upon arriving, the Division requested that she sign a waiver concerning her health in order to continue as a paratrooper. She decided against signing the health release and was reassigned to COSCOM (Logistics Unit) and the 186th/204th



*Angela at Basic Training*

Quarter Master Detachment at Fort Bragg. In that unit she trained and deployed (as needed) to purify surface and well water sources using 3K ROWPU's (Reverse Osmosis Water Purification Units).



*Portable ROWPU*

During her nearly 6 year career in the Army, Angela obtained the rank of Sergeant and became a Squad/Team Leader in her water treatment unit. As a Senior Water Treatment Specialist she was responsible for the set up and operation of the ROWPU's which included recon (acquisition) of water sources, performing quality testing, and the installation of pumping and portable storage units. These treated water sources were used

to fill mobile transport tankers, provision of shower point units, food preparation and other mission essential needs for soldiers in the theater of operations.

Angela is very proud of her military service and especially her deployment in the mid 1990's to Haiti in support of Operation Uphold Democracy. This operation was a combat intervention to remove a military regime installed by a 1991 coup d'état to overthrow (then) President Jean Bertrand Aristide. The United States sent several military units including the 82nd Airborne Division there to reinstate the President and to restore a democratic government.

Angela spoke of how hard the mission was for her unit and team in Haiti. By the time she arrived the mission had changed to a

humanitarian effort but being in a foreign country was still quite challenging. The source of water they had to treat at Port-au-Prince was highly contaminated and very



*Angela and Sergeant Major McKinney*

hard to process through their 3K ROWPU's, making for a stressful situation. She and her team completed the mission successfully and was awarded the Army

Commendation Medal for her leadership.

Her team was also the “go to” squad when treatment demonstrations were needed by her unit. They were selected to demonstrate the use and operation of ROWPU’s to the Sergeant Major of the Army, Gene McKinney in the mid 1990’s. He was quite pleased and satisfied with the demonstration and appreciative of Angela’s team efforts.

After leaving the Army in 1997 Angela was not sure what she wanted to do, but through encouragement from her husband she applied and got a job with the Fayetteville PWC in 1998, working at the P.O. Hoffer Water Plant. That same year she joined NCWOA and over time received her B-Surface license. She is currently working towards an A-Surface license and plans to obtain that soon.

In 2019, after serving 20 years with PWC, she was promoted to the Senior Water Treatment Operator there at the Hoffer Plant. She is responsible for daily oversight of the plant, providing help and training to the operators and in seeing that the water is properly treated and delivered to the customers. She stated “PWC is a great company to work for” and likes her work. She also com-

mented that she enjoyed attending NCWOA events and section meetings and that NCWOA is “a great organization for operators to learn and grow in the industry.”

In her free time Angela likes to travel with her family “seeing new places and experiencing the culture.” She also likes indulging in the local foods and spirits. She and her family have traveled throughout Europe, but their favorite trips have been to Alaska where they enjoyed salmon fishing, camping, and mountainous hikes. During a recent visit to Alaska, they enjoyed seeing the Knik River Glacier taking a 45-minute airboat ride to get there which she called “an awesome experience.”

As previously stated, it is quite unusual that Angela ended up doing the same work skill in both her military and civilian life. She certainly has seen the best conditions to treat water and maybe some of the worst. It is certain



*Angela with co-workers Cody  
Rosser and Stacy Bryant*

to say though, she has served faithfully and honorably in both regards and has truly gained lifelong experiences along the way. Thank you Angela for your service to both our nation and to your community there in Cumberland County. We wish you continued and great success.



*Angela with family in Alaska*



# City of Lenoir Water Treatment

## *"From Vulnerability to Reliability"*

Looking back on the last two decades in water treatment it has been a lot like the movie, "Fast and Furious" for us water treatment plant operators.

EPA and the State of North Carolina has rolled out rule after rule and we have seen numerous droughts, algal blooms and other source water issues that have impacted not only how we have looked at water treatment but how we actually have done it and paid for it. Many cities have spent millions of dollars reacting to source water impacts and laws affecting how they treat their drinking water.

No other water system in North Carolina has reacted to these changes and needs more so than the City of Lenoir. Lenoir owns and operates a 12 MGD conventional water treatment facility located on the banks of Lake Rhodhiss on the Catawba River chain in Caldwell County. The facility serves some 55,000 customers through their and several other purchasing systems. The plant originally built in the

early 1950's was in need of a lot of improvements not only to handle the impacts and new quality requirements, but also to insure sustainability for the years to come.

For them it all began in early 2001 when their plant staff experienced a severe algae bloom in Lake Rhodhiss. The plant had a potassium permanganate feed system but it was not enough to handle the problem, so they began a temporary carbon feed program which did get them through the event. Plans were laid and they built a new bulk carbon feed facility as soon as possible which gave them better capability to treat algal blooms in the future. To further insure reliability the city built a new Whitnel booster pumping station located on site at the plant.



*City of Lenoir Waterworks Operators pictured from left: Jonathan Powell, Jonathan Fox, Jeff Hayes, Mason McDonald, Lowell Graves, and Kevin Matheson. (not pictured: Van Johnson, Toby Lee, James Townsend)*

Unfortunately not long after that, they began to have drought problems in Lake Rhodhiss which really began in the summer of 2000 and had lasted for 155 weeks into 2002. At one point their source water had receded in Lake Rhodhiss to a point where the entire intake structure was exposed with only a trickle of water entering the wet well. This prompted Lenoir to seek funding and to construct a new intake with a raw water line submerged into the lake all the way out to the main channel of the Catawba River. This new raw water line insured ample supply and greatly enhanced source water quality.

Due to these impacts and the subsequent other needed projects, the City embarked on a plan that would help them with both quantity and quality for the long range future. Through research, input from the operations staff and their contract engineering firms they detailed what projects were needed for their future sustainment.

Some of the needs included, mechanical pretreatment to



*Rhodhiss Raw Water Station and Whitnel BPS*

handle rapid fluctuations in source water quality, improved chemical mixing equipment to replace old and outdate ones, new bulk chemical storage facilities that was housed and better situated for offloading and safe storage. Their older filters needed rehabilitation and two new ones were needed to bring the plant up to its designed capacity of 12 MGD. The laboratory needed modernization and they needed a new SCADA system to be able to combine system control and monitoring of the facility. The project also included the complete overhaul of the plants main Cahah's Mountain booster pumping station which delivered treated water to the entire distribution system. The existing station was very old with a high maintenance and energy footprint.

Well to make a long story short, in January of 2020 the City received their final approval from the state for completion of all of the before mentioned projects. After many years of construction all the projects are completed and the facility is operating in top notch condition.

The staff and the City no longer has to worry about droughts or algae blooms. High raw water turbidity concerns are less because the plant can pre-treat heavy turbidity loading during major rain events. The new filters with air scour produces

longer filter runs with less backwash water used and high quality end results.

The chemical feed facilities are virtually all new and reliable and the new SCADA system affords better operational control for the operators. Of course the new laboratory is more user friendly for the operators and probably helps to produce more reliable testing results. At least it is safe to say that the operations staff is happier to know that the plant is reliable and better to operate. For the citizens of Lenoir, they should be at ease knowing that today the City has a state of the art treatment facility.

The City of Lenoir has certainly



*MPT facility*

of their customers. They have built reliability into the mix and have given the operators something they can be proud to operate and maintain.

It would not be good to complete this article without mentioning and giving congratulations to the operations staff. Lenoir is lucky to have a highly qualified

staff with many of the operators having been at the plant for 30 years or more. Three Superintendents have worked diligently to help move the city toward these goals over two decades. Buddy Edminsten, Mark Townsend and now Kevin Matheson have led the charge along with the dedicated operations staff. Congratulations Lenoir for setting a high standard of treatment

capability that has helped you to overcome all previous and emerging vulnerabilities at your water treatment facility and system.



*Bulk chemical storage*

looked to the future and has used the mandated regulations and local infrastructure needs to drive them forward to modernize and meet future needs



*Bulk chemical building*



# In Memory

## *Mr. Mike Bell*

Michael P. Bell, 80, passed away Monday, January 27, 2020 at his home following a short illness.

Mike was born February 22, 1939 in Morristown, NJ to E. Arthur Bell and Helen L. Bell. He attended schools in Essex Fells until high school when his family moved to Stamford, CT. He graduated from Duke University in 1961 and then obtained his Master's in Public Health Engineering at UNC Chapel Hill. After graduating, he served in the Public Health Service and in 1966 became an engineer in the Water Division of the NC Department of Public Health. He worked as a regional water quality engineer where he continued until his retirement more than 40 years later. Mike loved his happy place on the Pamlico River, sitting and looking out at the river, sailing when he was younger and just relaxing. Although he spent more time in Greenville in recent years, he still enjoyed "going to the river".

Mike became a member of St. Paul's Episcopal Church when he and his wife moved to Greenville in 1966 and continued active serving in various roles. Perhaps his greatest enjoyment was his participation in the choir and recently helping install the "new" organ. He will be greatly missed by family and friends.

Mike had a sincere passion for training operators and protecting public health. He taught at numerous certification schools, section meetings and seminars during his career. Mike's devotion to NCWOA and the Northeast section was evident as he kept accurate minutes and records while serving 34 years as Secretary/Treasurer. After retirement, Mike held this position for an additional ten years and attended section meetings thereafter. In a 2011 Go with The Flow spotlight article Mike stated "It was a very rewarding career. I enjoyed meeting the people of Eastern North Carolina. When I retired, that's what I hated giving up most. That's one of the reasons I've stayed with the Association, to maintain those contacts." Mike was presented



the NCWOA Special Award of Merit in 2009. During my Presidential acceptance speech in 2015, I challenged NCWOA members to be like "Mike." Mike's fifty-five years of active service to the Association, his drive for protecting public health, and training operators across multiple generations has made a difference. Let's keep Mike's legacy going!



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## Tom Muse-City of Asheville Receives "Order of the Long Leaf Pine Award"

Tom Muse began his career working for the Biltmore Estate's Lagoon System. In 1985, he discovered the Asheville North Fork Water Treatment Facility on a drive and decided to apply for work.

He gradually worked his way through the State Operator Program obtaining the highest level licensure for surface water treatment and wastewater treatment in North Carolina. Tom also holds a certification to operate distribution systems.

After his first four years at North Fork, Tom moved his position out to the newly opened William DeBruhl (Bee Tree) facility in Swannanoa in 1989.

Tom assisted with establishing the operating procedures for the newly upgraded facility and even served as acting Operator in Responsible Charge meaning that he took on the legal responsibility for facility and the effluent for a time.

During the Blizzard of 1993, Tom reported in to work for a night shift at DeBruhl on Thursday March 11. Not knowing when he would be relieved, he sent the day shift operator home. When the sun rose, Tom was surrounded by 30 inches of snow. His relief had no way to report in on the single rural road to the facility. He began making the rounds to pumps, motors, and valves on foot to check for freezing equipment. This was the beginning of an epic three day and three night shift where Tom managed to keep water flowing to residents and perform all lab analysis alone. By Monday, a snow plow was able to reach the front gate of the facility with food. The taps continued to flow.

In 1999, the City opened a new treatment facility in Mills River. Tom again volunteered to help with plant start up. His name is listed as author on many of the operating procedures still in existence today. He has been at Mills River on a night shift for the last 20 years.

Tom has been the first face of the City to many new trainees beginning their careers in Water Resources and is often a guiding voice of reason during stressful moments. During his service the city water system has yielded approximately 248 billion gallons of water. Of that amount, we estimate that Tom is personally responsible for the production of 3.4 billion gallons of potable water to Asheville's residents. Tom has never asked for any recognition for his efforts.

Last month several letters made it to Governor Roy Cooper's office informing him of Tom's retirement from Asheville's water system. After a couple of phone calls with the Governor's office, Asheville staff received word that Tom had earned the highest civilian honor in North Carolina – The Order of The Long Leaf Pine. Established in 1963 the award is given to persons who have made a significant contribution to the state and their communities through their exemplary service and exceptional accomplishments.

At his retirement party recently, staff had the privilege of presenting him with his new title as State Ambassador. Tom's retirement began on December 25, 2019 after 34 years of faithful service to the City of Asheville. Congratulations Tom!



# 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.

## Spring Certification School

June 8-12, 2020 in Hickory

For registration please visit [www.ncwoa.com](http://www.ncwoa.com)

## Optimization of Treatment

**May 21, 2020 in Wilson - POSTPONED**

October 6, 2020 in Canton - 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

## Distribution & Collection Systems - Keeping it Flowing

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

**April 29, 2020 in Valdese - POSTPONED**

December 3, 2020 in Dunn

|               |   |   |  |
|---------------|---|---|--|
| 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 |   |  |



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## Fall Certification School

September 21-25, 2020 in Raleigh (Information coming in July)

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 \$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.)

Optimization of Treatment - October 6, 2020 in Canton Cost \$ \_\_\_\_\_

Distribution & Collection Systems - Keeping It Flowing - December 3, 2020 in Dunn 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**

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

# NCWOA Sectional Training

NCWOA sectional training meetings listed below are for 3.0 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 9am - 12:00noon. (3 credit hours available)**  
Lunch and business meeting will follow.

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 21, 2020 - Hickory - POSTPONED**

*Topics: Plant tour, pumps and pump curves, valve maintenance*

**August 20, 2020 - Broad River Water Authority**

*Topics: Plant tour, filters and upgrades, stream & watershed classification*

**October 22, 2020 - Boone**

*Topics: Plant upgrades*

**Please RSVP to Brendan Kelley at (828) 232-4574 or [BKelley@ashevillenc.gov](mailto:BKelley@ashevillenc.gov)**

## North Piedmont Sectional Training

**August 6, 2020 - City of Eden - sponsored by USA Bluebook**

*Topics: instrumentation, calibration maintenance, chemical feed pump maintenance*

**October 8, 2020 - Davidson Water (tentative)**

*Topics: gas to bleach conversion, filter system & plant improvements*

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

## South Piedmont Sectional Training

**June 18, 2020 - Shelby Operations Center**

*Topics: distribution, valves & pump monitoring*

**August 27, 2020 - Salisbury-Rowan Utilities**

*Topics: actiflow process*

**October 15, 2020 - Statesville**

*Topics: maintenance, lubrication of equipment & pumps*

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



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Lunch and business meeting will follow.

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

**May 5, 2020 - NRWASA (Neuse Regional Water & Sewer Authority) - POSTPONED**

Topics: PFAS treatment techniques, water loss/distribution audit, plant tour

**August 13, 2020 - GUC (Greenville Utilities Commission)**

Topics: math for operators, SCADA controls/security, plant tour

**October 13, 2020 - New Bern**

Topics: asset management, vulnerability assessment, plant tour

Please RSVP to Dail Booth at (252) 551-1559 or [boothrd@guc.com](mailto:boothrd@guc.com)

## Southeast Sectional Training

**April 30, 2020 - City of Raleigh - POSTPONED**

Topics: plant tour, emerging contaminants, rules & regs update

**July 16, 2020 - City of Smithfield**

Topics: plant tour, sludge dewatering & disposal, use of chlorine dioxide as pre-oxidant

**October 15, 2019 - Pender County**

Topics: plant tour, math, PFAS/PFOA treatment techniques

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

Starting in 2020, section meeting notices will be sent to all sections via postcard in February, June, and October. All sectional training is open to anyone regardless of your particular section.

For more detailed section meeting information please visit our website at [www.ncwoa.com](http://www.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](mailto:mike@ncwoa.com) or [don@ncwoa.com](mailto:don@ncwoa.com).

## Additional NCWOA Sponsored Training

Bacteriological Methods Workshop  
July 28-30, 2020  
November 4-6, 2020  
Contact Michelle Rufus  
(919) 807-8751

Lab Technology Day  
July 7, 2020  
Raleigh, NC

Math Review  
Contact JD Monroe  
(910) 947-5784

NCWOA Fall School  
September 21-25, 2020 in Raleigh  
A, B, & C Surface  
A, B, & C Well  
Advanced Day, September 23  
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](mailto:allen@waterguardinc.com)

Heather Cagle, NCWOA Administrator (252) 764-2094 ext. 1 Email: [heather@ncwoa.com](mailto:heather@ncwoa.com)

or check our website at [www.ncwoa.com](http://www.ncwoa.com)



**NEW FOR  
2020**

The *Go With the Flow* will be issued in December, April, and August.

Starting in 2020, section meeting notices will be sent to all sections via postcard in February, June, and October.

For more detailed training event and section meeting information please visit our website at [www.ncwoa.com](http://www.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 2020**

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

## 2020 Executive Committee

### President

Ken Loflin  
OWASA  
Phone: (919) 537-4232  
Email: [kloflin@owasa.org](mailto:kloflin@owasa.org)

### First Vice-President

Sam Molinas  
Broad River Water Authority  
Phone: (828) 286-0731  
Email: [smolinas@ncbrwa.com](mailto:smolinas@ncbrwa.com)

### Second-Vice President

Steve Pope  
Piedmont Triad Regional Water Authority  
Phone: (336) 382-2373  
Email: [spope@ptrwa.org](mailto:spope@ptrwa.org)

### 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

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

Brendan Kelley  
City of Asheville  
Phone: (828) 232-4574  
Email: [BKelley@ashevillenc.gov](mailto:BKelley@ashevillenc.gov)

### Chair – North Piedmont Section

Melanie Clark  
City of Eden  
Phone: (336) 627-1009 ext 101  
Email: [mclark@edennc.us](mailto:mclark@edennc.us)

### 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

Dail Booth  
Greenville Utilities  
Phone: (252) 551-1559  
Email: [boothrd@guc.com](mailto:boothrd@guc.com)

### Distribution Officer

Julius Patrick  
Greenville Utilities  
Phone: (252) 551-1561  
Email: [patricje@guc.com](mailto:patricje@guc.com)

## 2020 Committees

### Finance Committee

Board Director: Julius Patrick

Chad Flannagan (Chair)  
Leslie Carreiro  
Julius Patrick  
Sam Molinas  
Ken Loflin  
Jeff Isley

### Professional Development Committees

Board Director: Sam Molinas

#### Seminars

Steve Pope (Chair)  
Jeff Isley  
Leslie Carreiro  
Don Price  
Mike Richardson  
Melanie Clark  
Tena Mullis  
Dail Booth  
Brendan Kelley  
Del Coffman  
Julius Patrick  
Carl Scharfe  
Allen Daniels  
Rodney Horne

### Annual Schools

Sandra Bradshaw (Co-Chair)  
Mark Hahn (Co-Chair)  
Rodney Horne  
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  
Elizabeth Meyer  
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

Ian Stroud, Chair  
Chad Flannagan  
Julius Patrick  
Tena Mullis  
Melanie Clark  
Del Coffman  
Dail Booth  
Brendan Kelley  
Gabe Sasser  
Dave Banick  
Sam Molinas  
Ken Loflin

### Operator of the Year Award

Jeff Isley (Chair)  
PWS Representative - Joey White  
Charlie Colie

### Leadership Committees

Board Director: Steve Pope

#### Nominating

Chris Smith (Chair)  
Tena Mullis  
Dail Booth  
Melanie Clark  
Brendan Kelley  
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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U.S. POSTAGE  
PAID

## 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> |
| Bob Midgette, PWS Section Chief                              | 919-707-9088 |   |
| Linda Raynor, Compliance Services Branch                     | 919-707-9095 |   |
| Jay Frick, Operations Branch                                 | 919-707-9102 |   |
| Rebecca Sadosky – Protection & Enforcement Branch            | 919-707-9096 |   |
| 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><br>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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