



North Carolina Waterworks  
Operators Association

# GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

December 2020  
Volume 23, Number 3

## Turning Point

*Ray McCall*

We have all had times in our life where events happen which causes a turning point. For some it might be graduation from high school or maybe when entering military service. For others it might be the challenge of finding steady work or landing a job that might become a lifelong career. Surely for everyone it's the day we realize that the fun times are over and we must move on into the work phase of life.

For Don Price, Education Specialist for NCWOA and former Water and Wastewater Treatment Plant Consultant for NC DENR/DEQ, it was while living with his grandfather Horace Price in Rutherford County in the mid 1970's.

While still in high school at R.S. Central, Don worked afternoons at the local Winn Dixie store. He worked in all departments and was considered a jack of all trades by the management at the store. One day, near the end

of his shift, his manager called him to the office where he complimented Don on his work and encouraged him to attend manager's school. He told Don that, "he would make a good grocery manager."

The next morning, while still pretty excited about the news from his store manager, Don told his grandfather that the Winn Dixie wanted him to train to be a store manager and he had decided to quit school to pursue that calling. Don's grandfather did not have much to say but informed him that if he were not returning to school, he would need his help that day working on the farm. Don described being put to work clearing a fence line which was very laborious work. Near lunch time his grandfather told him it was time to get cleaned up so he could go on to his job at the "Dixie" store. By the time Don returned home late that evening he said, "I was plum worn out from working from daylight until dark that day".

Waking the next morning he again joined his grandfather at the breakfast table. His Grandfather immediately announced to Don, "you need to hurry with that food because we have a

*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).*

### Inside This Issue ...

Turning Point	1-3
Gizmos & Gadgets	4-5
NCWOA Workshops & Training Events	6-7
NCWOA Sectional Training	8
Sponsors	9
Membership Application	10
Board & Committee Members	11
Important Phone Numbers	12



lot of work to do around here today". Don said he looked at his grandfather and announced, "I thought I might just go back to school today". He said the old man just smiled back at him and did not say anymore.

Don speaks of that experience as being one that truly set him on his way in life. From there he graduated from R.S. Central and enrolled at Isothermal Community College where he received a degree in Business in 1976. He then joined the US Navy and served as a Hospital Corpsman. After service with the Navy, he enrolled at Western Carolina University and received a B.S. in Social Science.

After college at Western, Don began his working career in the textile industry and later landed his first teaching job as a Textile School Instructor with the NC Center for Applied Textile Technology in Belmont, NC. While there he taught various courses and seminars which led him into Water Pollution Control Systems operation. It was there that he obtained his love for teaching and an interest in water treatment.

After several years Don took another turn which led to many years working for municipal government as well as the textile

industry. First, it was the Town of Spindale working in municipal wastewater treatment. Later he would return to industrial work as a Process Engineer for the New Cherokee Corporation and for the Hoechst Celanese Fiber Plant in Shelby, NC. The Hoechst job also included working as the operator in responsible charge of the .9 MGD industrial waste Activated Sludge Treatment system. Later in the early 2000's, he went to work for the City of Mount Holly as Utilities Director.

Don's early years set the tone for a long and successful career in both the water industry, where he would become both a Wastewater and Water Treatment Superintendent at several towns and cities in Western North Carolina, as well as in South Carolina. Along his way he started teaching operators through both the NC AWWA/WEA, NCWOA and the NC Rural Water Association.

Due to his extensive experience, in 2005, Don was hired with NC DENR/DEQ to become their Wastewater Treatment Plant Consultant working to provide technical and regulatory assistance to many towns

and cities. He worked directly with treatment plant staff in the construction, operation, and training of operators. Because of his dedication to training operators, Don was recognized by NC AWWA and NCWOA receiving the "Donald E. Francisco" Educator of the



Year Award in 2008 and Educator of the Year Award in 2017, respectively.

After 8 years as a consultant for NC DENR/DEQ, he left to become the Water Treatment Plant Superintendent for the City of Marion. While at Marion, Don built a lifelong relationship with the management and staff and made great strides to update their treatment facility and train and mentor their existing staff.

Yet again the State of North Carolina was calling and hired Don to become a Water Treatment Plant Consultant in the Asheville Regional Office with the Public Water Supply Section. During that job he continued to teach operators. Don stayed with the regional office for a few years working mostly with water plant superintendents in the approval, construction, and operation of drinking water plants. Finally in 2019 Don decided to retire from the state and joined NCWOA to become their Education Specialist in the Western part of the state.

While teaching and mentoring operators for well over 30 years (to assist them with licensing), Don himself has acquired a lot of certifications in both North Caro-



Don Price presenting AWOP award to Forest City

lina and South Carolina. Not only does he hold the top licenses in water and wastewater, he also holds licenses in subservice land application, water and wastewater distribution and collections as well as being a BCP (Bureau of Certified Safety Professionals) certified instructional trainer and is BMP storm water certified. He is also NIMS (National Incident Management Systems) trained and First Aid and CPR certified. He holds EPA certificates in Water and Wastewater Sanitary Survey and Evaluation as well as being EPA certified in Surface Water Plant Evaluations through the Area Wide Optimization Program (AWOP). While working with the AWOP program, he served on the EPA Region 4 Evaluation Team. He also has been a life-long member in both NC AWWA/WEA, NCWOA and the NC Rural Water Association.

It is safe to say that Don has spent a working lifetime in the

training of water operators. He has always done it with a smile on his face and with a great enthusiasm for sharing his knowledge with everyone in our water and wastewater industry. He has been a champion for the good of our industry and for all us water operators.

As of late, Don speaks of retirement settling in at his small farm in Rutherford County and spending more time with his first love and wife of 35 years, Louisa, with his second love being small farming taught by his grandfather. He loves old tractors too, and recently purchased a 1952 Ford model tractor that he would like to restore. He still plans to work part time and has recently begun helping Pine Mountain Utility with some much-needed repair of their wastewater treatment plant. He says that he still wants to help in our water industry and besides, "once an operator always an operator" is his motto.

As for our opinion, Don is much more than an operator. He has been a dedicated and faithful servant to all operators needing training and a great example what you can accomplish if you set your mind and heart to it. He has also worked throughout North Carolina to keep our drinking water safe from both the upstream and downstream side. Thank you Don for the many, many years of your dedication to our water industry and to the training of thousands of water and wastewater operators. As you were described in the Belmont Banner News many years ago for outstanding work and dedication, the article was titled, "The Price is Right for the Job". We agree whole heartedly!!

## 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 Heather Cagle at (252) 764-2094 or [mike@ncwoa.com](mailto:mike@ncwoa.com) or [heather@ncwoa.com](mailto:heather@ncwoa.com).





## ***Gizmos & Gadgets:***

### ***Dual media filter assessment tool and mounting bracket***

The DE Benton WTP went online in 2010 with a capacity of 16 MGD. This added a much-needed 2nd treatment plant in the City of Raleigh/Raleigh Water. The Benton plant treats water from Lake Wheeler and Lake Benson in Garner. The plant uses raw ozone for taste and odor control, ferric sulfate for coagulation, Super Pulsator clarifiers, GAC biofilters, and UV disinfection. Both the EM Johnson and DE Benton plants have received the Partnership for Safe Water (PFSW) Phase III Director's Award since 2013 and 2014 respectively. Part of the requirements of the PFSW Phase III is a combined filter effluent turbidity below .10 ntu for 95% of the samples measured. Both plants also participants in the Area Wide Optimization Program (AWOP) since 2013. In order to meet the requirements of the PFSW and AWOP, a filter profiling program was started at both plants which included turbidity measurements and measuring the filter media expansion level during the high backwash cycle of the filter wash.

Upon plant startup DEB WTP staff recognized the need for a simple but effective filter assessment tool to assist in monitoring filter performance and media expansion in order to optimize wash water flow to achieve optimum expansion during seasonal water temperature changes.

There were a few on the market that had been fabricated and marketed by ex or current water plant staff around the country as well as private companies. These were often expensive, bulky and cumbersome to use. The current maintenance supervisor (Robert Bonham) along with input from operations staff designed and fabricated a simple and easy to use "media expansion tool". The tool allows the operator to perform a media expansion analysis in real time during the backwash cycle. The tool is positioned on the top of the filter media bed prior to backwash and secured to safety railing using our patent pending "Media expansion tool mounting bracket" that was fabricated to specifically secure the tool in place during the backwash cycle. The tool has "media wells" spaced out every 2.0" over a range of 14.0". This allows media to only collect in the wells equal to or below the expansion depth. Once the high backwash cycle is complete the operator removes the "media expansion tool" from the filter and notes on the filter profiling log the inches of expansion observed then calculates % media bed expansion. AWWA recommends between 20-30% for adequate backwashing. When we started using the media tool the operator would go out to the filter they were washing and make marks on the pole with O-rings as a reference to the top of the bed and would need to remain there with the



tool during the entire backwash to hold the tool in place and we saw this as an opportunity to design and fabricate the “filter assessment tool mounting bracket”. The mounting bracket allows the operator to secure the tool to the railing still using the top of the media bed as the starting reference and be free to perform other tasks during the backwash cycle such as pulling turbidity profiling samples and washing down filter walls without the need for additional staff. Filter profiling is an important operator skill that should be utilized at least seasonally to monitor media expansion and used to adjust backwash water flows to maintain adequate media bed expansion.

Both plants have future goals to meet the PFSW Phase IV turbidity requirements for Individual Filter Effluent turbidities. Innovative ideas from Raleigh Water staff such as the filter media expansion tool and media tool mounting bracket will help us get closer to these goals.

*Jeremy Ennis  
Operations Supervisor  
Dempsey E. Benton – WTP  
Garner NC, 27529*



# NCWOA Upcoming Workshops & Training Events

(tentative schedule as NCWOA monitors COVID situation)

All NCWOA seminars listed on pages 6 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

**March 15-19, 2021**

Hickory Metro Convention Center  
Hickory, NC

**Advanced Day - March 17**

**More information coming soon**

## Water & Wastewater Seminar 6 hours

**As NCWOA monitors the ongoing impacts of COVID-19 our training schedule will be continuously updated and amended. We are currently working on in-person and virtual options.**

**NCWOA appreciates your continued support and patience as we move forward in 2021.**

## Virtual C-Level Certification School

June 2021 (Multiple 3-hour sessions)

More information coming in 2021

### Virtual Training Requirements

**Participants must have broadband internet access, computer audio with microphone (or the ability to dial in by phone) and a web camera. We must be able to see the participant at all times during the sessions.**

# NCWOA Upcoming Workshops & Training Events

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

More detailed information coming in 2021

## 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 \$65.00** (Must put your INDIVIDUAL NCWOA membership number on the line above to qualify)

**NON-MEMBER PRICE IS \$125.00**

TBD \_\_\_\_\_ 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 \$25 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)

### 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: \_\_\_\_\_

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

# NCWOA Sectional Training

*(tentative schedule as NCWOA monitors COVID situation)*

All sectional training is open to anyone regardless of your particular section.  
Training agendas and dates are tentative and may be subject to change.  
More detailed information coming in 2021

## Western Sectional Training

March 30  
May 20  
August 19  
October 19

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

## North Piedmont Sectional Training

March 4  
June 10  
August 5  
October 7

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

## South Piedmont Sectional Training

March 25  
June 17  
August 26  
October 21

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

## Northeast Sectional Training

March 2  
May 4  
August 10  
October 12

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

## Southeast Sectional Training

February 23  
April 27  
July 15  
October 14

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

**If training continues to be virtual please note:**

### **Virtual Training Requirements**

**Participants must have broadband internet access, computer audio with microphone (or the ability to dial in by phone) and a web camera. We must be able to see the participant at all times during the sessions. Must be an active member to receive credit hours.**



# 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)

## What's happening at your plant?

Are you going through an upgrade, adding some new features, starting a new process? Want to share your experience with other operators?

NCWOA would love to include an article in the Go With The Flow or if you are interested in hosting a sectional training meeting please contact Heather Cagle at 252.764.2094 ext. 1 or [heather@ncwoa.com](mailto: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 \$50.00 FOR 2021**

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.

#### 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

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

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



# Committee Members

## 2021 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)

## 2021 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 (Chair)  
Del Coffman  
Garrett Gilbert  
Tiffanie Hawley

### 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)

NON PROFIT ORG  
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> 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>



*This newsletter is printed on recycled paper.*