



North Carolina Waterworks
Operators Association

GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

April 2021
Volume 24, Number 1

Service with a Smile and Two Good Ears

*A Conversation with Michelle
Clements*

It has been written that, "we have two ears and one mouth so we can listen twice as much as we speak"! Those are the words of Epictetus, a Greek philosopher who was a slave to the Roman Empire.

This saying almost describes the actions and ways of Michelle Clements, a Senior Civil Engineer for The East Group in Greenville, North Carolina and NCWOA's current and longtime Executive Secretary.

For those that personally know Michelle, she is a person of few words with a pleasant smile and a caring personality. Usually she is the first to quietly listen, record and report but if called upon, will always give a well thought out response and very good ideas.

Michelle grew up in Jones County and attended North Carolina State University where she ob-



tained a bachelor's degree in Civil Engineering. She has been married to her husband Brian for 25 years and has two daughters, Emma and Sarah. Emma is a sophomore at UNC Chapel Hill and Sarah is a sophomore at Ayden Grifton High School.

Her family enjoys outdoor activities together and have enjoyed family cruises, and trips to Disney World over the years. The thing they love most to do together is to go on mission trips and have done several to Ecuador helping with school, medical and water purification work. They also work at local soup kitchens to give back. They soon hope to go on an African mission trip, but the pandemic has delayed travel overseas at this time. In a more personal way, they also want

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

If you would like to nominate an operator for a spotlight article please contact Heather Cagle at heather@ncwoa.com.

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to travel to Alaska and to the Grand Canyon in the near future.

Michelle has worked as a Senior Civil Engineer for The East Group for 26 years now and enjoys the challenges of planning, designing and overseeing the construction of water and wastewater systems in the eastern part of North Carolina. She works regularly with the systems of West Carteret Water Corporation, Bell Arthur Water Corporation, Deep Run Water Corporation, the Town of Newport, and Pamlico County. Those that work with her know that she wants all the facts from operators as well as management input before she puts any plans on paper.

Michelle has always been active in NCWOA and NC Rural Water Association, where she has taught many classes and seminars for operators across the state. She first got involved with NCWOA through her relationship with Pam Moss and Cindy Gall, both former administrators for NCWOA. In fact Michelle credits them for signing her up to be a member back in 2010. She has now been serving as the Board Secretary for 8 plus years and

When describing her fellow
NCWOA board members

***“good, hardworking
and dedicated professionals
who really care about the
water operators in this state”***

said that she has great respect for those that she serves with. She described her fellow board members as being, “good hard working and dedicated professionals who really care about the water operators in this state.” Of course, Michelle’s success as an engineer is because she too is always professional and someone who respects and values the water operators, their input, and wants to establish a good working relationship with them all. She was honored by NCWOA in 2016 with an Award of Merit for her dedication and service to the operators of our state.

We want to wish Michelle continued success and express our respect and appreciation to her for being a model citizen, an understanding engineer and a great contributor to our water operators association. We also extend our respect for her family’s commitment to helping others that are less fortunate. May she always find happiness in giving and strength through listening and caring.

NCWOA Awards

Outstanding Operator of the Year
Certified Operator of the Year
Lab Analyst of the Year
Educator of the Year

**Submission deadline
is July 31, 2021**

**You can download applications
on our website at www.ncwoa.com
(under forms)**

*We hope to present 2020 and 2021 Award
winners at the September Fall School in Raleigh*



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dthorne@trinitymfg.com

Jack Holmes
Sr. Regional Sales Manager
910-206-4603
jholmes@trinitymfg.com

P.O. Box 1519, Hamlet, NC 28345
trinitymfg.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 Heather Cagle
at (252) 764-2094 or mike@ncwoa.com or heather@ncwoa.com.**



From Banking to Water Treatment

A Conversation with Tena Mullis

The US Bureau of Labor estimates that the average person between the ages of 18-50 years will change jobs 3-7 times in a work life. For Tena Mullis, senior operator for the City of Concord, a job change has only occurred twice in nearly 43 years.

Tena first worked in banking for Security Bank and Trust as an Operations Manager for almost 30 years after graduating from Mount Pleasant High School and working her way up the ladder with that bank. During this time she continued her education at Rowan Community College where she obtained an Associate degree in Computer Programming, with minor studies in accounting and business administration. Unfortunately after all those years with Security Bank, the company decided to close

its doors with Tena finding herself without a job.

Knowing she did not wish to continue in banking, she set off to pursue new training in biological laboratory skills and found herself back in school. She had heard that a new biotech company was planning to be built in Rowan County and she took off down that path. While still in school, the cities of Concord, Kannapolis and Salisbury were all looking to hire water treatment operator trainees with related job duties to include laboratory testing which fit her current interests.

She decided to apply and was hired by Danny Williamson to work at the Coddle Creek Water Treatment Plant in 2007 for the City of Concord. Now, thirteen years later she speaks highly of Danny, his willingness to offer her a job and how he helped to mentor her along the way. During those years she has continued to train and learn her job and has attended several NCWOA schools to obtain her licenses as a Water Treatment Plant Operator. She now holds a Grade A surface license and has become a senior operator for Concord.

Tena has also been very active in NCWOA after joining in 2007, serving on the Executive Board and as the South Piedmont Section Chair for almost 6 years. She speaks of all the people she has met through NCWOA and how her membership has given her great opportunities to continue to learn new things in the industry. She enjoys helping her fellow Concord operators and believes in the importance of giving back and mentoring all other operators throughout the state. Heather Cagle, NCWOA's Administrator speaks of how much she enjoys working with Tena and says that, "she is a true asset for



Shelly, Tena, & Marie

NCWOA and is wonderful to work with".

Tena comes from a close-knit family and really enjoys spending time and traveling with her mother, Marie, and her sister, Shelly. Over the years they have traveled to the western part of the US and Alaska and had planned to do more traveling had the pandemic not occurred. They hope to travel to Iceland soon which is one of her big bucket list items.

She enjoys photography (as you can see from the pictures attached) and especially of nature, specifically at High Rock Lake near her home. She also likes old tractors and recently purchased an old Farmall model that she has converted from a 6-volt to a 12-volt system and is working to totally restore it. Along with tractors, she loves working outdoors and gardening. She grows vegetables in her garden and even pressure cans the vegetables she grows, just like in the old days.

Clearly Tena has an active and hopeful outlook on life, and she speaks of how much she enjoys serving in our NCWOA association and working at Concord. In 2019 she was recognized by

the city with a "High 5" Excellent Service Award, which speaks well for the type of individual and servant she is to her community.

Transitioning from a banker to a water treatment plant operator has been easy for Tena because of her enthusiasm for life and her dedication to do whatever it takes to, not only be successful but to help others along the way. Thank you, Tena, for your service and for your extra effort to be a daily part of our association, both with the South Piedmont Section and Executive Board and throughout our great state.



Photography by Tena Mullis

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.

Virtual Lab Tech Day

May 4 - 6

Topics include: Coliform and Fecal Coliform testing, Cyber Security, Emerging Contaminants, Total & Ortho Phosphate Analysis, Lead & Copper, Lab Certification updates and more

Detailed information on our website at www.ncwoa.com

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.

Virtual Water & WW Operations Seminar - 6 hours

June 8 from 8am-11am and 1-4pm (\$65/members \$125/non-members)

Topics include: Risk and Resilience Assessment, Severe Weather Planning, Cyber Security Planning, Asset Inventory, and more

Must attend entire day to receive credit hours

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.

Fall Certification School

September 20-24, 2021

McKimmon Center

Raleigh, NC

Advanced Day - September 22

More information coming in July

NCWOA Upcoming Workshops & Training Events

For more information and online registration, please visit our website at www.ncwoa.com

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 continue to move forward 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

VIRTUAL Water & WW Operations - June 8 - 8-11am and 1-4pm

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

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: _____

.....
: 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.

Western Sectional Training

May 20

August 19

October 19

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

North Piedmont Sectional Training

June 10

August 5

October 7

Questions/RSVP to Melanie Clark at (336) 627-1009 ext 101 or mclark@edennc.us

South Piedmont Sectional Training

June 17

August 26

October 21

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

Northeast Sectional Training

May 4

August 10

October 12

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

Southeast Sectional Training

April 27

July 15

October 14

Questions/RSVP to Robin Miller at 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

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

or check our website at 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.

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
Email: kloflin95@gmail.com

First Vice-President

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

Second-Vice President

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

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@ashevilenc.gov

Past President

Jeff Isley
Email: Isley1062@aol.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

Brendan Kelley
City of Asheville
Phone: (828) 232-4574
Email: BKelley@ashevilenc.gov

Chair – North Piedmont Section

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

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

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

Distribution Officer

Julius Patrick
Greenville Utilities
Phone: (252) 551-1561
Email: 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

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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
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:		www.deh.enr.state.nc.us/pws
<i>Central Office</i>	919-707-9100	
<i>Asheville</i>	828-296-4500	
<i>Mooresville</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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