



North Carolina Waterworks
Operators Association

GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

August 2021
Volume 24, Number 2

The North Carolina Area Wide Optimization Program

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Asheville Regional Office –
Regional Engineer*

The Area Wide Optimization Program (AWOP) is a national voluntary program for both public water systems and states agencies. The NC Department of Environmental Quality, Division of Water Resources, Public Water Supply Section (PWS Section) has participated in the EPA Region 4 AWOP since 2002. The program's goal is to provide North Carolina's water utilities with training and tools that can assist in optimizing water system operations to surpass regulatory requirements. NC AWOP monitoring requirements and goals are shown in Table 1.

Microbial pathogens including protozoan parasites, bacteria, and viruses are physically removed as particles in the floccu-

lation, sedimentation, and filtration treatment processes and inactivated in disinfection processes. The goals of AWOP are to eliminate or reduce fluctuations in water quality and treatment facility performance. These performance goals are focused on turbidity removal, largely based on the correlation that reducing finished water turbidity from 0.3 to 0.1 NTU is the equivalent of an additional log removal of giardia and cryptosporidium (USEPA Dugan 2001). Water treatment facilities that meet these performance goals provide higher quality drinking water to their customers that improves public health protection by further reducing the risk of microbial contamination.

Since AWOP's inception in 2002, North Carolina has seen a tenfold increase in population served by optimized water from approximately 250,000 people in 2002 to over 2,500,000 people in 2020. The surface water treatment plants that met the NC AWOP turbidity optimization goals in 2020 are shown in Table 2.

These water systems will receive a printed and framed AWOP award, which signifies to management and the public the ex-

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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tra work water system personnel have done to achieve improved public health protection. Meeting the optimized microbial goals is very challenging and requires consistent dedication by management and staff.

In addition to the turbidity related goals, NC AWOP has also adopted Disinfection Byproduct (DBP) goals (see Table 1). The NC AWOP program targets technical assistance for systems where the Maximum Contaminant Level for Total Trihalomethanes (TTHMs) and 5 Halo Acetic Acids (HAA5) are being exceeded. Maintaining compliance with the Stage

2 DBP Rule presents a challenge for water systems in North Carolina. While the number of systems exceeding the DBP goals has decreased by 75 percent since 2006, there is still room for improvement.

In summary, the NC AWOP program has taken great strides in improving drinking water in North Carolina through working with water systems to achieve the turbidity and DBP goals. Technical assistance from the NC AWOP team and consistent effort by water system staff are key components of the successful AWOP program in North Carolina. For

more information about how your water system can become optimized, visit the NC AWOP website at <https://deq.nc.gov/about/divisions/water-resources/drinking-water/area-wide-optimization-program>.



City of Morganton with members of the NC AWOP Team in 2019

TABLE 1
NORTH CAROLINA AWOP MONITORING REQUIREMENTS AND GOALS

Category	Goal	Description
Microbial	Minimum Data Monitoring Requirement	<ul style="list-style-type: none"> Daily raw water turbidity. Settled water turbidity from sedimentation basins at four-hour increments. On-line, continuous turbidity from each filter.
Microbial	Individual Sedimentation Basin Performance Goals	<ul style="list-style-type: none"> Settled water turbidity < 2 NTU in 95% of readings when the annual average raw turbidity is > 10 NTU. Settled water turbidity < 1 NTU in 95% of readings when the annual average raw turbidity is ≤ 10 NTU.
Microbial	Individual and Combined Filter Performance Goals	<ul style="list-style-type: none"> Filter water turbidity of less than 0.10 NTU in 95 percent of the maximum turbidity samples recorded each day (excluding 15-minute period following filter backwash). Maximum individual filtered water turbidity of 0.3 NTU. Filter backwash initiated before effluent turbidity exceeds 0.1 NTU. Filter to waste until turbidity is less than 0.1 NTU. Maximum filtered water measurement of less than 10 particles (in the > 2 micron range) per milliliter (if particle counters are available).
Distribution System	Disinfection Byproducts Performance Goals	<ul style="list-style-type: none"> Individual Site Goal: Quarterly Maximum Locational Running Annual Average TTHM/HAA5 values not to exceed 70/50 ppb. Long-Term System Goal: Average of Maximum Locational Running Annual Average TTHM/HAA5 values not to exceed 60/40 ppb (the average of the last 8 quarters cannot exceed 60/40 ppb).

TABLE 2
NC SURFACE WATER TREATMENT PLANTS THAT MET MICROBIAL AWOP GOALS IN 2020

Appalachian State University Water Treatment Plant	Town of Southern Pines Water Treatment Plant	City of Cherryville Water Treatment Plant
Town of Wilkesboro Water Filtration Plant	Town of Carthage Water Treatment Plant	Town of Robbinsville - Rock Creek Water Treatment Plant
City of Burlington - Ed Thomas Water Treatment Plant	Orange Water & Sewer Authority	Fontana Dam Water Treatment Plant
City of Thomasville Water Treatment Plant	City of Rockingham Water Treatment Plant	City of Waynesville-Allens Creek Water Treatment Plant
Town of Mocksville - Hugh A. Lagle Water Treatment Plant	City of Raleigh - E.M. Johnson Water Treatment Plant	Maggie Valley Sanitary District Water Treatment Plant
Davie County Water System - Sparks Road Water Treatment Plant	City of Raleigh - D.E. Benton Water Treatment Plant	City of Hendersonville Water Treatment Plant
City of High Point - Frank L. Ward Water Treatment Plant	Cary/Apex Water Treatment Facility	City of Statesville Water Treatment Plant
City of Eden - Robert A. Harris Water Treatment Plant	Harris Nuclear Plant Water System	Town of Mooresville Water Treatment Plant 2
Town of Mayodan Water Treatment Plant	Cape Fear Public Utility Authority - Wilmington - Sweeney Water Treatment Plant	Western Carolina University Water Treatment Plant
Town of Madison Water Treatment Plant	Greenville Utilities Commission - Charles Horne Water Treatment Plant	City of Lincolnton Water Treatment Plant
City of King Water Treatment Plant	Piedmont Triad Regional Water Authority - John F. Kime Water Treatment Plant	Lincoln County Water Treatment Plant
City of Mount Airy - F.G. Doggett Plant	Johnston County Water Treatment Plant (East)	City of Marion Water Treatment Plant
City of Mount Airy - S.L. Spencer Plant	Martin County Regional Water and Sewer Authority Water Treatment Plant	Franklin Water Plant
Town of Elkin Water Treatment Plant	Town of Burnsville Water Treatment Plant	Salisbury-Rowan Water Treatment Plant
Town of Dobson Water Treatment Plant	City of Asheville - North Fork Water Treatment Plant	City of Kannapolis Water Treatment Plant
Kerr Lake Regional Water System	City of Asheville - William DeBruhl Water Treatment Plant	Broad River Water Authority Water Treatment Plant
Town of Pittsboro Water Treatment Plant	City of Asheville - Mills River Water Treatment Plant	Town of Norwood Water Treatment Plant
Hoffer Water Treatment Plant	Town of Weaverville-Ivy River Water Treatment Plant	City of Brevard Water Treatment Plant
Harnett County Water Treatment Plant	City of Morganton-Catawba River Water Treatment Plant	Town of Boone Water Treatment Plant
Town of Smithfield Water Treatment Plant	City of Concord - Coddle Creek Water Treatment Plant	Town of Blowing Rock - Thomas G. McRary Water Plant
Johnston County Water Treatment Plant (West)	City of Lenoir Water Treatment Plant	
City of Sanford Water Filtration Facility	City of Newton Water Treatment Plant	



River Otter Mural Wins National Championship

A river otter mural on a water tank in Winston-Salem has won the 2021 Knope National Championship, a March Madness-style competition hosted online by Engaging Local Government Leaders. Named after Leslie Knope, the fictional "Parks and Recreation" character, this year's challenge was focused on municipal water-related services.

The Winston-Salem/Forsyth County Utilities Sides Road Water Tank was one of 85 nominees. Buoyed by the Arts Council of Winston-Salem & Forsyth County, global otter protection groups and local media encouraging the public to vote, the tank won every weekly bracket. In the final round, the colorful critter beat a wastewater reclamation facility in Athens, Georgia with 3,036 votes to 2,615.

Local ELGL members entered "Daybreak Along the River" featuring an indigenous American River Otter that was designed and painted by the artist Daas in 2018. They describe it as "absolutely adorable – not a fact, but a very, very strong opinion."

"The large participation in voting from the community really shows how much public art can make a positive, meaningful impact and serve as an ex-

ample to encourage creative use for these types of municipal water facilities around the country," Daas said.

The mural is visible to thousands of southbound drivers every day on Peters Creek Parkway just south of Clemmons Road. It brings attention to water resources, native flora and fauna, and their importance to the community. Otters are native to the Yadkin River which serves as the main source of water for the region. The mural was created through a public/private partnership with the Lidl grocery chain, Winston-Salem/Forsyth County Utilities and the Winston-Salem Public Art Commission.

See an interview with Daas at youtube.com/2gmPQvZDtNk, a time-lapse video of the otter mural painting process at youtu.be/P8yN-R4gogGE and more of the artist's work at artist-daas.com.

Kirsten Wyatt, the executive director of ELGL, said the organization hosts the annual Knope Award to shine a light on essential local government services. "This year, by focusing on water, wastewater,

and stormwater facilities, we wanted to showcase how critical these services are to thriving and livable communities," Wyatt said. "It's an added bonus that this year's National Champion is also simply adorable and reminds local government of the powerful connection between public services and public art."



Visit cityofws.org/1287/Water-Treatment for information on the WSFC Utilities Water Treatment Division. To learn more about this annual competition, visit elgl.org/2021-elglknope/.

Interested in Specialized Training?

NCWOA will bring the training to you!

Training specifically designed on subjects you request

6.0 hours of continuing education

Dual credit if requested

Great economical way to provide your operators with knowledge and expertise!



If interested please contact Mike Richardson or Don Price at (252) 764-2094 or mike@ncwoa.com or don@ncwoa.com.

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.

Fall Certification School

September 20-24, 2021

McKimmon Center

Raleigh, NC

Advanced Day & Exhibits - September 22

for more information and registration please visit www.ncwoa.com

Water & WW Operations - Distribution & Collections

October 20, 2021 in Dunn - 8am - 4pm

December 8, 2021 in Asheville - 8am-4pm

Topics will include:

Regulations & Permitting for Distribution and Collection

Managing the Assets for the Future

Optimization of Operations & Maintenance for Distribution/Collection Systems

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

System Cleaning - Flushing, Vacuum Cleaning & Other Maintenance

Water Operations - Virtual

Session 1 - November 3, 2021 from 9am-12noon

Session 2 - November 4, 2021 from 9am-12noon

Session 1 topics will include:

Session 2 topics will include:

Water System Management Plans

NC AWOP

Groundwater Protection

Turbidity Optimization

Source Water Protection

Total System Optimization

Certificates for 3 Contact hours for all DRINKING WATER certifications (each session)

Virtual C-Level Certification School

January 2022 (Multiple 3-hour sessions)

More information coming in November

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

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 (2022 NCWOA membership included in this price.)

Water & WW Operations Distribution & Collections - October 20 in Dunn - 8-4pm	Cost \$ _____
Water & WW Operations Distribution & Collections - December 8 in Asheville - 8-4pm	Cost \$ _____
VIRTUAL Water Operations - Session 1 - November 3 9am-12noon	Cost \$ _____
VIRTUAL Water Operations - Session 2 - November 4 9am-12noon	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
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 and could be subject to change)

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

August 17 - 10am-12noon

Mills River WTP - Topics: SCADA - Jon Forrest, Fortech /Tanks & Coatings - Austin Windham, Tnemic

October 19

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

North Piedmont Sectional Training

August 5 - 10am-12noon

Eden City Hall - Topics: Legionella Testing & Technology/Different Technologies - Isaac Kettelman, USA Bluebook

October 7

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

South Piedmont Sectional Training

August 26 - 10am-12noon

Salisbury-Rowan Utilities - Topics: Asset Inventory Systems - Doug Chapman, McGill Associates/Plant Upgrades & Plant Tour - Jeff Parker, City of Salisbury (SPACE IS LIMITED TO 25 ATTENDEES)

October 21

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

Northeast Sectional Training

August 10 - 10am-12noon VIRTUAL

Topics: Data Management - Pam Moss, HACH/Chemical Safety - WaterGuard

October 12

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

Southeast Sectional Training

October 14

Questions/RSVP to Robin Miller at robin.miller@faypwc.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.
Must be an active member to receive credit hours.

We Appreciate Our Corporate Sponsors!



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 intersted 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.

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

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

Committee Members

2021 Executive Committee

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Ken Loflin
Email: kloflin95@gmail.com

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

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Phone: (336) 382-2373
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Email: mclark@edennc.us

Chair – South Piedmont Section

Tena Mullis
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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

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Ken Loflin
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PWS Representative - Joey White
Charlie Colie

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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
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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>Mooreville</i>	704-663-1699	
<i>Winston-Salem</i>	336-776-9800	
<i>Raleigh</i>	919-791-4200	
<i>Fayetteville</i>	910-433-3300	
<i>Washington</i>	252-946-6481	
<i>Wilmington</i>	910-796-7215	
NC State Laboratory of Public Health	919-733-7308	
SDWA Hotline	800-426-4791	
EPA SDWA Website		www.epa.gov/safewater
EPA Microbial & DBP Data from Drinking Water Systems Website		www.epa.gov/enviro/html/icr
NC Waterworks Operators Association (NCWOA)	252-764-2094	www.ncwoa.com email: heather@ncwoa.com
NC Rural Water Association	336-731-6963	www.ncrwa.com
NC AWWA-WEA	919-784-9030	www.ncsafewater.org



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