



North Carolina Waterworks
Operators Association

GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

December 2022
Volume 25, Number 3

Operator Spotlight

*A Conversation with Jason
Faunce*

Jason is the Operator in Responsible Charge (ORC) for the Montgomery County water plant, a position that he has held for a little over a year. Jason did not always work in the drinking water industry, but he claims that he was always interested in water. Jason says, "Growing up, I've always loved water. I had a pool in my backyard and I tested it. I love being around water and I love working with it." Jason's first government job involved working at the scale house for the City of Winston-Salem, which dealt with weighing trucks that came to the landfill. Jason did that job for about ten years, but "it just started getting old."

Jason's entry into the water industry was partially due to some advice he was given. "Somebody said, 'Find something you love to do and then find a way to get paid to do it.'" Since the City of Winston-Salem had a water plant, Jason decided he



was going to go to school to get his bachelor's degree and then work in the water field. Jason graduated with a BS in Environmental Science in 2014. In 2015, he started working at a Winston-Salem water plant. The City of Winston-Salem has three plants and Jason was fortunate enough to be able to work at all three.

After working at the three water plants, Jason originally considered applying for a different water position for Winston-Salem. Interestingly, the City of Winston-Salem requires a resume to apply for any position, even for current employees applying to move from one position to another within the City. Jason hadn't prepared a resume since 2000, but he prepared one

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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before deciding that he wasn't really interested in the job he would be applying for. Jason decided to use his resume to apply at other places, or as he puts it, to "toss my resume out there and see what happens." Jason had his A-Surface certification at that point and he was wanting a more challenging job. So he sent his resume to Montgomery County, to apply for an operator position. At the time, the ORC for Montgomery County was just filling in and Montgomery County wanted a full time ORC, so they offered Jason that position. Another big reason Jason accepted the job was that Montgomery County would allow him to learn other water-related skills (distribution, cross connection, wastewater, etc.), a luxury Jason didn't have with Winston-Salem. Since Jason has been with Montgomery County, he has also obtained his Physical Chemical certification.

Winston-Salem's water plants are bigger than Montgomery County's water plant and fully automated. Montgomery County's plant averages between 2.6 and 3.1 MGD. Their production has increased recently, due to them increasing their flushing program. The plant is rated for 6 MGD, but they are able to produce a maximum of 9 MGD, a future goal of Jason's. The Montgomery County water plant and system has 4 certified operators, plus one getting ready to be certi-

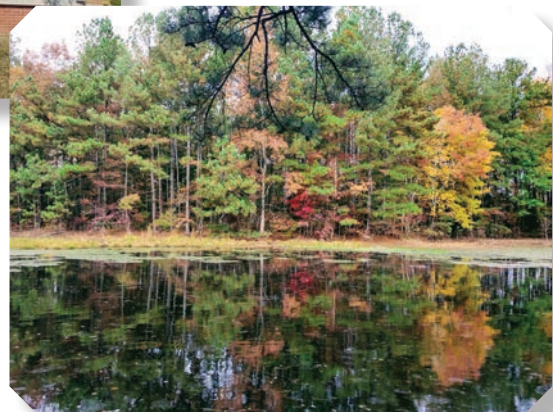


"let those who know what they're doing, do what they know," he is able to let the mechanics and distribution personnel tell him what needs to be done, and he doesn't override their decisions.

fied. They work 12-hour shifts, with no shift rotation. In the past, the operators would fill up the plant and shut down, but starting late last year, the plant now runs 24 hours a day, adjusting the flow as needed to keep running. Jason explains, "Plants like this, they don't like being shut down. We try to prevent shut downs."

Jason says that his ORC position has a couple of challenges, which he thinks is a good thing. As previously noted, Winston-Salem's water plants are fully automated, whereas Montgomery County's plant was not automated. While working for Winston-Salem, Jason says, "You were told target ranges to stay in, and that's what you did." So, a big challenge for his ORC job was going from a fully automated plant with senior operators and ORC to one that is not automated, with him making the decisions. Jason claims, "We're pretty much there." All the chemicals (alum, caustic, phosphate), except for chlorine gas, are now flow-paced on SCADA. The filter levels are now automated. One problem is obtaining chlorine gas, so there are talks about changing to sodium hypochlorite.

When Jason came to Montgomery County, he said he "had a deer in the headlights look." But thanks to a great staff and management with the philosophy of



The other big challenge Jason had when he accepted the ORC position was not having as many people to bounce ideas off of. Jason says, "You'll hear me saying 'I don't know' a lot. But I like saying 'I don't know,' because it means I'll learn something." In fact, Jason feels that this ability to learn is the best thing about his position.

Outside of work, Jason loves spending time with his family. "It's all about my family." Jason is married to his wife, Carolyn, and together they have one daughter (age 3) and two sons (ages 12 and 9). Jason's family recently moved to a new place that has 10 acres of land and a 2-acre pond. The pond was "a welcome surprise," because they didn't know that it came with the property. They fish out of it, recently catching large-mouth bass. And whether it's fishing, going to parks, or just watching TV, Jason's family likes doing things together.

Here's to wishing Jason continued success with his ORC position!



The North Carolina Division of Water Infrastructure:

A Conversation with Jon Risgaard and Cathy Akroyd

The North Carolina Division of Water Infrastructure was created by State statute in 2013, as a way to provide funding for projects that improve water quality. Recently, I was able to have a conversation with Jon Risgaard, Section Chief, State Revolving Fund Program, North Carolina Division of Water Infrastructure (DWI) and Cathy Akroyd, Public Information Officer, Division of Water Infrastructure, to have them explain what the DWI does to help water systems.

Prior to 2013, there were ways for water and wastewater systems to receive grant and loan funds for projects, but the DWI was developed to help streamline the application process. Jon explains, "When the DWI was formed, the idea was to bring the different state and federal programs under a single umbrella, with an attempt to ease the application process and have more coordinated funding for water and wastewater infrastructure. Having that all in one place, we feel, really helps to better serve the utilities, they can submit a single application, and then we can give them the best funding that we have available, to get those projects fully funded. It gives us a combination of loan and grant money, to try to best meet the needs of the community."

In spring, 2022, 649 funding applications were received and 386 projects were funded, at a total amount of \$789.4 million dollars. Cathy notes, "A really great thing is that when we took in our applications, they came from 94 counties out of the 100 in NC. So that's a great representation, and we did really well with actually funding a lot of those counties. We funded projects in 86 of the 94 counties that had project applications. We're proud of that."

The DWI works closely with the State Water Infrastructure Authority (SWIA), which is made up of members appointed by the governor and legislature. The SWIA ultimately decides who receives funding and establishes a priority system, to priori-

tize the funding of projects. After systems submit funding applications, a points system is used, to prioritize which systems are in greatest need of funding. Jon says, "The approach that we take is to award applications to projects, construction projects, primarily, based on 4 category types: We look at what's the purpose of the project, what are they trying to accomplish. We try to give the highest priority to projects that are addressing a system that is no longer financially viable. That gives the highest prioritization right now, for any type of project. We also prioritize replacement and rehab as the primary purpose of the project. That's a really good use of our funds and there's a really big need for that."

Jon continues, "The next of the four categories, we look at what's the benefit of the project. Those are things like a wastewater project, where there's an impaired stream and the project will help reduce pollution or hazard to overflows to that stream. And so, the project is addressing a water quality issue directly. They get additional prioritization for that. On the drinking water side, for water loss, you get additional prioritization for that. It's public health benefits primarily, water quality benefits."

More recently, DWI has added project points for providing new water and/or wastewater service to areas that are identified as disadvantaged. As Jon says, "As far as helping to prioritize disadvantaged areas, or projects that help support disadvantaged areas, we also look at what we call affordability. And there, we are looking at what's the size of the community. Smaller communities get higher prioritization. Not necessarily an indication of being disadvantaged financially or financial pressure, but there is a strong correlation. Our smaller systems struggle the most financially." Other factors that are considered are local government indicators, which includes median household income, poverty rate, property values of communities, and population change.

If a system is interested in applying for funding, the application forms are on the DWI website (<https://deq.nc.gov/about/divisions/water-infrastructure>) However, Jon adds, "If a town called me up and said, 'Hey, we are thinking about applying for a project,' the first thing I would say is contact your engineer. If you don't have an engineer, make some phone calls, and find somebody who has gone through our process before and has successfully got funding, because they are going to be a huge benefit, in helping them through this process." DWI also provides application training twice a year, for those that need help with it, but Jon advises systems to get started sooner than



that. "If you are just thinking about putting in an application and you waited until application training, it might be tough to get everything together in time."


Further, Jon says, "Another thing our program supports - it's one of the four categories - is system management. We really want to encourage communities to do asset management planning, developing a capital improvement plan, and having a plan to maintain their utility. So, I guess, one of the first things I would say is 'Do you have a capital improvement plan? Do you have an asset management plan?' And if they don't, we've got grants for that, to help them develop that. And I would say start there, so they prioritize what really needs to be fixed or if they need to expand or do something else."

Water and wastewater personnel can play an important part in helping a system determine what its needs are, by communicating their needs to their superiors and local leaders. As Jon explains, "One of the biggest issues we see in these communities is the lack of capacity of local leaders, and that goes all the way through their utility department. How do these communities communicate needs to their local leaders? I think the operators are a big part of that. You've got a ton of knowledge about your facility - what's working, what's not working, what's broken, what needs to be fixed, and how soon. We're striving to get that communication increased and improved, via the utility department, operators and staff, so that local leaders understand what needs to be done for their utilities' long-term functionality. I really value what operators bring to the table in developing prioritization."

Cathy adds, "We really value our entire partnership. In fact, we helped start an organization called the Resource Agency Partnership for Water Utilities, and that includes about 20 or more different organizations and resource folks, that help let us know what's going on out there, to a degree that we wouldn't know, without them. And they give us ideas, and we bounce ideas off of them. That has been very valuable to us, to hear what's been going on, to a greater degree."

What would Jon want you to know about the program? Jon says, "I'll give you a good pitch: One of the things that our division is really focusing on is the concept of long-term viability. We've got a program and staff and that's what they're doing: a viability utility program. We have statutory language as well, that between the SWIA

and the local government commission, set up a process to identify distressed communities...financially distressed. We have to base that decision on several financial metrics and some compliance confirming-metrics as well. There are 131 distressed communities, which is too many for NC. The idea is to support those communities, help them do asset management planning, capital improvement planning, and financial planning, so they can know what's best for their community's utility and move forward toward long-term viability."



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(252) 764-2094 ext. 1
Email: heather@ncwoa.com
or check our website at www.ncwoa.com



Preparing for the Lead and Copper Rule: Long-Term Revisions

Becki Rosenfeldt, Roger Arnold, Christine Owen, and Brandon Garner - Hazen

The Lead and Copper Rule (LCR), established in 1991, requires utilities to monitor and control lead and copper levels in drinking water. On December 16, 2021, the EPA instituted broad sweeping changes to this rule, known as the Lead and Copper Rule Revisions (LCRR). This is the first major update to the LCR in over a decade and impacts every water system in the United States. These revisions significantly alter how utilities implement corrosion control treatment (CCT), conduct compliance sampling, manage lead service lines (LSL), and communicate with customers. The LCRR also established a new Trigger Level of 10 ppb at the 90th percentile. By the initial compliance date of October 16, 2024, utilities must develop an LSL inventory, make the inventory available to the public, develop an LSL Replacement Plan, and develop a list of schools and childcare facilities.

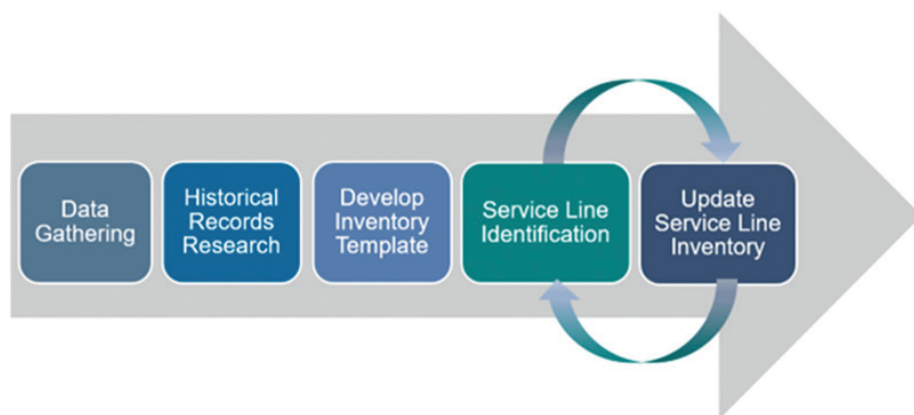
Initial Compliance (by October 16, 2024)

Developing Service Line Inventories

When present, LSL are typically the primary source of lead in drinking water. The first step in understanding and addressing LSL risks is to determine their locations in the system. The LCRR require all systems develop and maintain a publicly available inventory of all public and privately owned service lines in the distribution system. For large systems (pop >50,000), the LSL must be posted to a publicly available web-site in electronic format such as a map. It is important to note that this is a major change from how systems have historically dealt with the customer side of the meter. Now, it is the responsibility of the system to verify the customer side materials of construction.

The LCRR require unknown service line materials to be treated as lead for replacement purposes. Systems are required to submit annual notification letters to all customers with LSLs, or service lines of unknown material informing them of the potential health risks of lead in drinking water. By improving the accuracy of the inventory to reduce unknown materials, the burden of regulatory requirements associated with LSL notifications and required LSL replacement can be alleviated.

To develop inventories, systems must review historical records such as state and local building codes, Rules Governing Public Water Supplies (the "Green Book"), property records, and system records such as tap cards, material purchase records, maps, work orders, and standard operating procedures to identify portions of the system more likely to contain LSL. Utilities must review all available paper records of service line installation dates or materials.



Expansion of Lead Service Line Replacement (proactive replacement and replacement plan)

The LCRR accelerate the removal of lead in drinking water by expanding full LSL Replacement (LSLR) requirements and mitigating the potential for lead exposure during the replacement process. Systems with service lines designated as unknown or LSL must develop a LSLR plan establishing how LSLR will be performed and identify methods of funding.

Systems that exceed the 90th percentile Trigger Level of 10 ppb of lead are required to complete a goal-based LSL replacement and to complete public education. Systems exceeding Action Level of 15 ppb of lead at the 90th percentile will be required to replace full LSL, including privately owned portions, based on a calculated rate detailed in the rule. In this scenario, partial LSL replacements do not count toward replacement-rate requirements. Annual notifications to customers with LSL may also increase the number of private LSLR. When notified of a private LSLR, the water system has 45 days to replace the public LSL.

Schools and Childcare Facility Sampling Requirements

Utilities are required to develop and maintain a list of schools and childcare facilities that they serve by the initial compliance date of October 16, 2024, and henceforth update these lists annually. All schools and licensed childcare facilities built prior to January 1, 2014, should be identified. If a facility has been completely replumbed after January 1, 2014, then it may be removed from the list. In North Carolina, it is possible for a primary school to include grades 1-8 and secondary schools to include grades 9-12. Therefore, it is recommended that schools through grade 8 be considered. Five samples from primary schools and 2 samples from childcare facilities are required, and all identified facilities must be sampled within 5 years. Identified secondary schools may request sampling during the initial 5-year period. Water systems must notify the facilities of results within 30 days of receipt of the results. All schools and childcare facilities must be notified annually of the health risks of lead in drinking water.

Lead Sampling in Primary Schools and Childcare Facilities

Lead Sampling Instructions



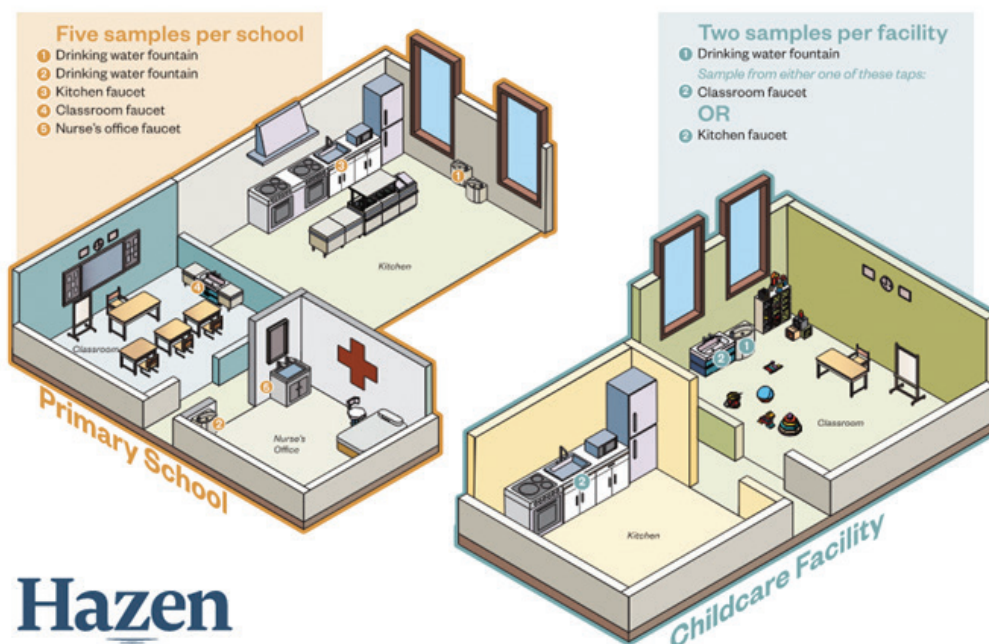
Each sample for lead shall be a **first draw sample** **250 ml in volume**



The water must have remained stationary in the plumbing system of the sampling site (entire building) for **at least 8 but no more than 18 hours**



Samples must be **analyzed using acidification** and the corresponding analytical methods in 40CFR 141.89



Water systems shall collect from at least 20% of schools and childcare facilities until all schools and facilities have been sampled

All schools and childcare facilities must be sampled once in five years

Water systems shall also conduct lead sampling at secondary schools upon request.

Notification of Results

Water systems must provide sampling results annually to:

- The local and State health department
- The State in accordance with 40 CFR 141.90 (i)
- Schools and childcare facilities that have provided samples

P90 Samples in schools and childcare facilities do not count toward the 90th percentile value.

Alternate Sample Locations

Water systems may sample at faucets with point-of-use (POU) devices if the devices are installed on all outlets typically used for consumption.

If one or more of the faucets are not present, samples may be collected from another outlet typically used for water consumption.

Do NOT sample outside faucets such as hose bibs

Primary schools and childcare facilities constructed **AFTER January 1, 2014** are exempt from lead sampling.

After the Initial Compliance Date

Following the initial compliance date, several other aspects of the LCRR come into play. A few items that should be on people's minds include sampling at schools and childcare facilities, annual notifications requirements, and reducing the number of "unknowns" in service line designations. In a future article, we will discuss these and other aspects of the LCRR.

NCWOA Upcoming Workshops & Training Events

(tentative schedule and could be subject to change)

All NCWOA training is pre-approved by the NCWTFOCB for treatment and distribution operators. Some of the training will also qualify for wastewater contact hours. Individuals that attend training will receive a Certificate of Attendance for credit applicable hours. Please see each individual training agenda or description for details. Training and locations are tentative and may be subject to change.

NEW! Regional Certification Schools

February 6-9, 2023

Cape Fear Public Water Authority - Wilmington, NC
A,B and C Surface

February 13-16, 2023

Cape Fear Public Water Authority - Wilmington, NC
A,B and C Well

April 17-20, 2023

City of Asheville - Asheville, NC
A,B and C Surface

April 24-25, 2023

City of Asheville - Asheville, NC
C-Well Only

**Regional schools will combine in-person and on-line training components.
Detailed information/registration available in Jan 2023**

Fall Certification School - A,B,C Surface and A,B,C Well

September 25-29, 2023

McKimmon Center - Raleigh, NC

Advanced Day - September 27

More information and registration will be available in July 2023

Continuing Education

Our sectional training will be offered across the state in all sections. Advanced Day will also be offered at the fall school in September. Virtual and in-person training options will be scheduled.

If you are interested in specialized training (let us come to you with specific requested topics) please contact us at 252-764-2094.

NCWOA 2023 Sectional Training

(tentative schedule and could be subject to change)

All sectional training will be offered from 9am-12noon (unless otherwise notated) and is open to anyone regardless of your particular section.
Training agendas and dates are tentative and may be subject to change.
Virtual and in-person training will be planned.

Western Sectional Training

March 7
May 25
August 15
October 19

Questions/RSVP to Brendan Kelley at BKelley@ashevillenc.gov

North Piedmont Sectional Training

March 9
June 1
August 3
October 17

Questions/RSVP to Heather Cagle at heather@ncwoa.com

South Piedmont Sectional Training

April 6
June 29
August 24
October 5

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

Northeast Sectional Training

March 2
May 4
August 10
October 10

Questions/RSVP to Dail Booth at Dail.Booth@cravencountync.gov

Southeast Sectional Training

February 23
April 27
July 13
October 12

Questions/RSVP to Robin Miller at robin.miller@faypwc.com

If you are interested in
hosting or sponsoring
a sectional training
meeting please
contact
Heather Cagle at
(252) 764-2094
ext. 1 or
heather@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.
Must be an active member to receive credit hours.

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 2023

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

.....
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Email: oleslomo@gmail.com

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

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Phone: (252) 551-1563
Email: flannacm@guc.com

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Phone: (252) 758-3746 x 131
Email: michelle.clements@eastgroup.com

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Allen Daniels
Water Guard, Inc.
Phone: (252) 230-8424
Email: allen@waterguardinc.com

Chair – Nomination Committee

Jason Green
Fayetteville Public Works
Phone: (910) 223-4710
Email: jason.green@faypwc.com

Chair – Western Section

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

Chair – North Piedmont Section
TBD

Chair – South Piedmont Section

Tena Mullis
City of Concord
Phone: (704) 920-5163
Email: mullistm@concordnc.gov

Chair – Southeast Section

Courtney York
Fayetteville PWC
Phone: (910) 223-4705
Email: courtney.york@faypwc.com

Chair – Northeast Section

Dail Booth
Craven County Water
Phone: (252) 636-6615
Email: dail.booth@cravencountync.gov

Distribution Officer

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

2023 Committees

Finance Committee

Board Director: Ken Loflin

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Leslie Carreiro
Julius Patrick
Sam Molinas
Steve Pope
Chad Flannagan

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Tena Mullis
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Dail Booth
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Tena Mullis
Courtney York
Dail Booth
Brendan Kelley
Gabe Sasser
Dave Banick
Sam Molinas
Ken Loflin

Operator of the Year Award

Ken Loflin (Chair)
PWS Representative - Joey White
Ryan Gregory

Leadership Committees

Board Director: Chad Flannagan

Nominating

Jason Green (Chair)
Tena Mullis
Dail Booth
Brendan Kelley
Courtney York

Rules

Mack Edmisten (Chair)
Chris Smith
Jay Van Hoose

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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
Rebecca Sadosky, PWS Section Chief	919-707-9096	
Miranda Harper, Compliance Services Branch	919-707-9092	
Eric Hudson – Protection & Enforcement Branch	336-776-9665	
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 One Water	919-784-9030	www.nconewater.org

