



North Carolina Waterworks
Operators Association

GO WITH THE FLOW

Training Tomorrow's Water Professionals Today

April 2023
Volume 26, Number 1

Operator Spotlight

A Conversation with Mark Hahn

Mark Hahn works as an Environmental Specialist for NC DEQ, in the Mooresville regional office of the Public Water Supply Section, a position that he has held since mid-2001. He covers 9 counties of the 11 in his region. Mark's primary responsibility is making sure systems are meeting state and federal drinking water regulations. Mark has also been involved with the NC-Area Wide Optimization Program (AWOP) since 2001.

Before Mark started working for DEQ, he worked at a couple of water systems and did some teaching for Western Piedmont Community College. After graduating from Appalachian State University, Mark says, "I was fresh out of college with a biology and chemistry degree and looking for a job and there was a position open at the Town of Maiden. I interviewed and visited the plant and liked what I saw. I especially enjoyed the



science and math involved in the job."

It was while Mark worked at Maiden that he obtained his drinking water certifications. Mark says, "I took the B (drinking water class) under Lee Kiser at Western Piedmont Community College (WPCC) and I really liked it, and later started teaching for WPCC." While teaching at WPCC he accepted a position as the superintendent and Operator in Responsible Charge (ORC) for the Town of Longview. Mark worked for Longview for about three years before talking with State (NC) officials about working for the Public Water Supply Section. Mark explains, "The State came by to do an inspec-

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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tion. Terry Gross had recently retired, and Britt Setzer (Regional Engineer for MRO) said, 'Hey, you're not interested in coming to work for the State, are you?' I said, 'Well, I might be.'" Mark interviewed and was offered the job, and started with Public Water Supply Section July of 2001.

Mark began his association with NCWOA while he was working for Maiden and he got involved with their section meetings. Lee Kiser was the Secretary / Treasurer of the Western section at that time. "I met a lot of people at Western Piedmont while I was teaching there at the school for a couple of years and learned a lot that way." Later, Mark became involved with the Board of Examiners and served as Co-chair on the Education committee, and also on the Finance committee for NCWOA. Mark says he also taught various classes on all three levels "C-Surface, B-Surface and A-surface, along with classes for NC Rural Water, NC-AWWA, and of course for NC Public Water Supply Section."

Mark is getting close to retirement. If Mark does retire, he might be interested in doing some municipal work, perhaps



more operating. "I enjoyed operating. I still enjoy that part a lot. I also love the people. The folks in this industry are just great and you learn a lot from everybody. Everybody's got something they can share and teach you. Also, I like the fact that each plant is a little different – You can learn a lot in those differences, and share a lot, and that's what I like about our industry - the networking and working together to solve issues."

Mark believes the best part of his job is the people in the water industry. "Absolutely the people. I mean, I love the industry, too. I love the science and operations

behind what we do, but the people – I'll miss them the most, they are the best part. There's a lot of intelligent people in this industry. I've been really fortunate and blessed to work with so many good people. I will miss



that, whenever I do retire. DEQ has been great to work for. My supervisors, all the way up the chain have been fantastic, and the staff at the water plants and municipal governments have been outstanding, I could not have asked to work with a better group of people."

Operator Spotlight

A Conversation with Anne Heimel

Anne Heimel is a senior operator for Winston-Salem / Forsyth County Utilities, working at the P.W. Swann water plant and has been there for almost 18 years. Anne's duties as a senior operator include doing lab work, checking the plant for problems (leaks, mechanical issues, etc.), and reporting those problems to repair personnel. Anne says, "If something goes wrong, it's on my shoulders. I just basically have

to make sure all the work gets done." Anne's staff varies slightly, between 2 and 3 people. They work rotating shifts, which they call a 5 / 2 rotation, which Anne says means "28 days on days, 28 days on nights. On for 5, off for 5, on for 2, off for 2." The shifts are 12-hour shifts, 7 AM to 7 PM and 7 PM to 7 AM.

The Winston-Salem / Forsyth County Utilities water system distributes water to all of Forsyth County. Winston-Salem has 3 water plants. Anne's plant is a newer plant, which opened in 2004. Anne notes, "We're just

now getting to where things are starting to break down, but we've been pretty lucky to not have any major issues." Her plant averages 12 – 14 MGD a day and is rated for 25 MGD.

Before Anne started working in the water industry, she worked at a lab that tested asbestos, but she lost that job. So, Anne was out of work "and my uncle worked for Wake Forest as an industrial hygienist and he said, 'Come on down here. There's plenty of scientific jobs down here.'" Without any prospects, Anne came down to Winston-



Salem, worked various part-time jobs for a while and then applied for the water treatment plant operator job and was hired. Anne adds, "I came down here on a wing and a prayer and just happened to have an opening at the water plant and I put in for it." While working for the City of Winston-Salem, Anne has obtained A-Surface, bacteriological, and Physical / Chemical certifications.

Anne is a colorectal cancer survivor and she feels it is important to talk to people about it and to urge people to investigate any colorectal cancer symptoms that might be having. Anne says, "I like to tell my story because young people now are getting diagnosed with colorectal cancer younger and younger. I've known 12-year-olds that have gotten it and died from it. So, I like to get the word out there, because if you're having symptoms and you're younger than 45, go to your doctor and talk about (your symptoms). I know it's not something that people want to talk about, but I encourage people to go to their doc-

tor and talk about it, so that any symptoms get checked."

Anne continues, "I'm happy to talk about my cancer battle, especially right now, because March is colorectal cancer awareness month." Anne was 39 when she was diagnosed with rectal cancer (six years ago). She had no symptoms, other than some diarrhea, "and my doctor wanted to get to the bottom of it, so she sent me to a gastroenterologist, who said we need to do a colonoscopy." The doctor was sure it was going to be IBS or something, but they discovered a tumor in her rectum. The cancer was stage 3-B, which meant it hadn't spread, "but it was really close to spreading, because it was in my lymph nodes." So, Anne started cancer treatment in March 2017, with chemo and radiation at the same time. She also had surgery to remove her rectum. She had 6 cycles of chemotherapy after that. Finally, in 2018, she had reversal surgery. To Anne's credit, she worked during her whole treatment and didn't take time off.

When Anne is not working, she collects Spider-Man and has a huge collection. Anne says, "My whole house is filled with Spider-Man stuff. (Comic books, artwork, action figures, models.) You name it, I probably have the product that has Spider-Man on it." Anne started her Spider-Man collection while she was in college and has continued collecting for 25 years.

Anne enjoys her job and takes her responsibilities seriously. She says, "The best part of my job is knowing that I'm putting out clean, safe, drinking water, for the citizens of Forsyth County. I take my job very seriously. I'm very proud of what I do. It's a pleasure to serve them in that capacity."

Thank you, Anne, for your work in the water industry and for getting out your important cancer message!

NCWOA is a non-profit organization that offers training to water operators across the state. We are currently seeking an Education Specialist to assist with current training needs and the development of new educational opportunities.



Education Specialist Position

Qualifications:

The applicant must possess at least a high school diploma and experience in the teaching of water industry professionals (equivalent experience in the teaching profession with advanced education beyond the high school level will be considered). This individual must possess a good working knowledge of the waterworks industry and good interactive skills to relate and communicate with industry professionals, managers and operators. Meeting planning and organizational

skills a plus. The ideal candidate must be self-motivated with the ability to work independently. The individual must possess computer skills (Microsoft Suite; Word, Excel, PowerPoint, Access) to prepare reports and communicate information relevant to NCWOA and the waterworks profession. Also, experience with learning management system Moodle a plus. This position will require extensive travel in North Carolina. The applicant must possess a valid N.C. driver's license, reliable transportation, and the ability to travel on a regular basis to include overnight stays as well as a personal computer. Exemplary oral and written communication skills; strong organizational skills; knowledge of current technology education such as video conferencing and online education.

Proposed Work Schedule and Salary:

This independent contractor position is part-time based on a 15-20 hour workweek and based on an hourly rate of \$23.00 - \$30.00 per hour, depending on experience. All travel expenses (mileage, meals and lodging) are to be reimbursed monthly by NCWOA. Office equipment such as printer and office supplies will also be provided and/or reimbursed.

Job Description (overview)

- Serves as a customer representative and a point of contact for NCWOA in a professional responsive manner.
- Works closely with other Education Specialists in the development of new training opportunities and implementation of training events as scheduled.
- Supports the activities of the Seminars Committee and NCWOA sections in the planning and implementation of training events.
- Supports the activities of the Annual Schools Committee in the planning and implementation of certification schools. Assists in the development of a trainer mentoring program to help increase the instructor pool.
- Works closely with the Moodle program to further develop new training modules and to help recruit subject speakers.
- Design and conduct professional development/training opportunities for both in person learning and online learning programs to end users.
- Ability to manage and facilitate educational programs.
- Maintain a high standard of professionalism in representing NCWOA including confidentiality and adherence to policies, procedures, and other established guidelines as appropriate. Work cooperatively with Committees and colleagues, contributing positively and constructively to the achievement of Committees and NCWOA objectives and provide a high level of service to members and sponsors by establishing and maintaining effective working relationships and partnerships.

How to Apply

Send resume to heather@ncwoa.com

Open Until Filled

We Appreciate Our Corporate Sponsors!



Jack Moore & Associates, Inc.

Interested in sponsorship?
2023 information available
on website
NEW Opportunities Available

Please contact:

Allen Daniels, Public Image Committee
(252) 230-8424

Email: adaniels@avistatech.com

Heather Cagle, NCWOA Administrator
(252) 764-2094 ext. 1

Email: heather@ncwoa.com

or check our website at www.ncwoa.com



New Water Infrastructure *to Supply* Union County



Currently, Union County obtains 80% of their water capacity from the Catawba River Water Treatment Plant (CRWTP), through a partnership with Lancaster Water and Sewer. Union County also has contractual arrangements with Anson County, to supply up to 4 MGD through a transmission pipeline and an interconnect that they have on the eastern side of the county. Additionally, Union County has several interconnects with Charlotte Water that can be utilized on an emergency basis. But within six months, Union County expects to have a new water treatment plant in operation, thanks to a project that John Shutak, Engineering Division Director for Union County, says started as a concept 18 or 19 years ago.

"The original idea is old enough to vote, is a good way of thinking about it," says Shutak.

The project is actually much more than just the water plant. It consists of an intake and a pump station at Lake Tillery, 30 miles of raw water pipeline (to supply the raw water to the treatment plant), and 10 miles of finished water transmission main. It is a substantial undertaking, which John says is actually two projects: One project is the raw water infrastructure, which is everything at the lake, including the pump station, the intake, and the raw water pipeline. The other project is the water treatment plant and the finished water transmission pipeline.

The project has taken years and many steps along the way. It proceeded through the initial concepts and made its way to master planning documents between 2004 and 2011. By 2011, Union County started looking for regional partners. The need for a regional partner is due to the fact that Union County doesn't have an identified water source within its boundaries. By 2013, Union County had finalized an agreement with the Town of Norwood and started the environmental work for the project, including the environmental impact statement and environmental assessment. Shutak says Union County looked at a dozen alternatives. "The option to pull water from Lake Tillery was found to be the least impactful, all the way around," said Shutak.

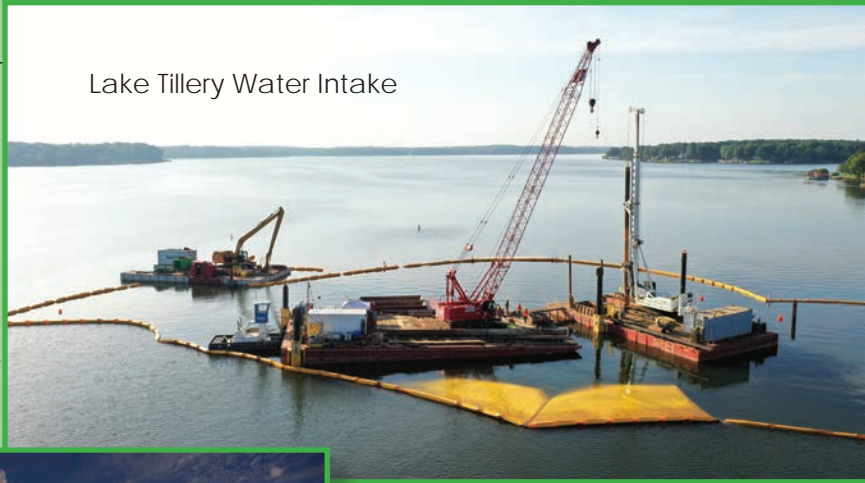
In 2015, shortly after the environmental studies were completed, Union County started the process of obtaining an interbasin transfer (IBT) permit from the State. The permit was issued by the State in 2017. From there, Shutak says, "we were able to move forward with selecting design build teams in 2018, and then progressing through the initial design into early 2020, and starting construction at the end of 2020, beginning of 2021. So, when you look at the project timeline, the vast majority of it is the concept phase through the big-picture permitting. That's about 75% of the timeline, and only about 25% of it is in the actual design and construction." Now the construction is more than 80% complete, and expected to go into operation in July or August of this year.

Union County is paying for the entire cost of construction through the issuance of approximately \$300 million in revenue bonds. However, the Town of Norwood benefits from the project as well.

"Basically, Norwood gets brand new infrastructure. They have an existing intake on Lake Tillery but that intake facility is very old, so they get a brand-new facility, capable of pulling plenty of water out of the lake, for their current and future needs," said Shutak. "In addition, Stanly County will have access to up to 1.5 MG, through the Town of Norwood. That raw water facility is sized so that Norwood can pull not only what they need, but what Stanly County might need in the future, as well."

When the water plant is in operation, it will not

Lake Tillery Water Intake



Intake Rendering

way 74 area and the associated Monroe Bypass.

"There's a significant portion of the county that does have very dense development in the Yadkin Basin, but as you move further to the east in the County, land use is primarily agricultural," said Shutak. "This project

will serve current and future residents, businesses, and institutions in the Yadkin Basin. Union County has grown steadily over time and we expect that trend to continue into the future."

Staffing for Union County increased by 11 personnel, due to the project. This number includes the plant operators, laboratory, maintenance, instrumentation and controls personnel, and utility operators.

"We had to account not only for the operation of the water treatment plant and intake but the addition of 40 miles of pipeline and related appurtenances we will need to operate and maintain," Shutak explained.

In times of normal operations, the two plants (Catawba and Yadkin) will supply different areas of Union County, but the capability exists for one plant to supply the other's area, if one plant has to go offline. The Catawba plant has a 42-inch pipeline that leaves the plant and the Yadkin plant will have a 36-inch line that leaves the plant and those pipes do ultimately connect to each other, basically creating what John calls a "water superhighway" between the two facilities.

In addition to the project being beneficial, John believes the project is unique.

"It's the largest Infrastructure project Union County has ever undertaken and it will be the first water treatment plant Union County will own and operate," said Shutak. "Another first is Union County's use of the progressive design-build delivery method for the project. So, we've broken ground on a number of firsts: the first treatment facility we'll own, the largest project that we've ever done, and it's the first one that we delivered via integrated delivery. I find those things to be truly unique about the project."



Rocky River Crossing

be run 24 hours a day initially. The water plant will be operated in 12-hour shifts. Initial capacity of the plant is 12 MGD, with conventional treatment (rapid mix, flocculators and sedimentation basins, four filters, 1.5 MGD finished water storage). But Shutak says the site can be expanded.

"That initial footprint can be mirrored a total of three times on the front side of the property, so we've got the ability to expand and we can go through the first expansion, so that we can double the plant's capacity, without having to revisit the IBT or expand the electrical or chemical buildings," said Shutak. "The initial phase is planned to meet projected demands into the next decade. Expansions of the water treatment plant will be undertaken based on population growth and system demand."

The current population of Union County is approaching a quarter of a million. Union County is split between the Catawba River Basin and the Yadkin River Basin. The area in the Catawba River Basin tends to be more densely populated than the area in the Yadkin Basin, but the Yadkin area serves the main transportation corridor, including the High-

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.

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.

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 Heather Cagle at (252) 764-2094
or heather@ncwoa.com**

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

May 25 - Asheville
August 15
October 19

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

North Piedmont Sectional Training

June 1
August 3
October 17

Questions/RSVP to Blake Slaughter at bslaughter@ci.reidsville.nc.us

South Piedmont Sectional Training

June 29 - Virtual
August 24 - Kannapolis
October 5 - Charlotte

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

Northeast Sectional Training

May 11 - Virtual
August 10 - Virtual
October 10 - Greenville

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

Southeast Sectional Training

April 26 - Virtual
July 12 - Trinity Manufacturing
October 11 - Wilmington

Questions/RSVP to Brittany Odom at Brittany.Freeman@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.

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 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.

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 :
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Committee Members

2022-2023 Executive Committee

President

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Email: oleslomo@gmail.com

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Phone: (336) 382-2373
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Chad Flannagan
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Email: michelle.clements@eastgroup.com

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Email: kloflin95@gmail.com

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Phone: (252) 475-5603
Email: pat.irwin@darenc.com

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Allen Daniels
Avista Technologies
Phone: (252) 230-8424
Email: adaniels@avistatech.com

Chair – Nomination Committee

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

Chair – Western Section

Brendan Kelley
City of Asheville
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Email: BKelley@ashevillenc.gov
(Vice Chair - Bryan Roberts, City of Asheville)

Chair – North Piedmont Section

Christy Lipscomb
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Email: ClarissaLipscomb@henderson.nc.gov
(Vice Chair - Brandon Garner, Hazen
Secretary - Blake Slaughter, City of Reidsville)

Chair – South Piedmont Section

Tena Mullis
City of Concord
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Email: mullistm@concordnc.gov
(Vice Chair - Alex Anderson, City of Kannapolis)

Chair – Southeast Section

Courtney York
Fayetteville PWC
Phone: (910) 223-4705
Email: courtney.york@faypwc.com
(Vice Chair - Mike Hughes, City of Raleigh
Secretary - Brittany Odom, Fayetteville PWC)

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

Del Coffman (Chair)
Leslie Carreiro
Julius Patrick
Sam Molinas
Steve Pope
Chad Flannagan

Professional Development Committees

Board Director: Steve Pope

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Julius Patrick
Leslie Carreiro
Tena Mullis
Dail Booth
Brendan Kelley
Courtney York
Christy Lipscomb
Allen Daniels

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Chad Flannagan (Co-Chair)
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Julius Patrick
Tena Mullis
Christy Lipscomb
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
Christy Lipscomb
Dail Booth
Brendan Kelley
Courtney York

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
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



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