

87th Annual North Carolina Waterworks Operators School

September 21 - 25, 2026

Including Advanced Day

Wednesday, September 23, 2026



Physical-Chemical Grade 1 School September 22-24, 2026

Registration - Tuesday from 8:00am-8:30am

Class from 8:30am-4:30pm Tuesday-Thursday (lunch provided)

This school serves as a **REVIEW** of topics covered in the study manuals (see page 3) from which all exam questions are derived.

ATTENTION OPERATORS - Need help with math?

Special Class - Basic Math for Operators

(This class is designed for reviewing basic math skills for new operators in preparation to better understand the C-Surface & C-Well math classes.)

This class will be held from 9:00am - 10:00am on Monday prior to Fall School registration. This class is open to all operators free of charge who are registered for Fall School in either C-Surface or C-Well. This class is NOT REQUIRED as part of the certification school.

Class Schedule for A, B & C Well and A, B & C Surface

Monday, September 21

9:00am – 10:00am	Basic Math for Operators (C-level students only)
10:00am – 10:30am	Registration - McKimmon Center
10:30am – 5:30pm	Report to your assigned classroom – Lunch Provided
6:00pm – 7:00pm	Icebreaker – Holiday Inn Express & Suites

Tuesday, September 22

8:00am – 5:30pm	Surface/Well Classes – Report to your assigned room – Lunch Provided
-----------------	--

Wednesday, September 23

7:45am – 8:30am	Breakfast in Exhibit Hall
7:45am – 4:00pm	Exhibit Hall Open during Breakfast, Lunch & Breaks
8:30am – 5:30pm	Surface/Well Classes – Report to your assigned room – Lunch Provided
12:30pm – 1:30pm	AWARDS BANQUET LUNCHEON - McKimmon Center

Thursday, September 24

8:00am – 5:00pm	Surface/Well Classes – Report to your assigned room – Lunch Provided
-----------------	--

Friday, September 25

8:00am – 11:00am	Surface/Well Classes – Report to your assigned room
11:00am	Certificates of Attendance Awarded

Exact class agenda will be handed out at registration on Monday, Sept. 21, 2026 for A, B & C Well and A, B & C Surface and Tuesday, Sept. 22, 2026 for Physical-Chemical Grade 1.

School **REGISTRATION FORM** must be received on or before **September 11, 2026**. Applications accepted on a first-come, first-served basis. Class sizes are limited.

Host hotel will be the Holiday Inn Express & Suites

(3741 Thistledown Drive - 2.2 miles from McKimmon Center)

CHECKLIST

The following checklist is provided for your use to insure that you have taken the necessary actions to attend the School and be qualified to take the Exam.



- ☐ Send Class Registration Form (see page 6) and payment for the SCHOOL to:

NCWOA
PO Box 5466, High Point, NC 27262
Phone: 252-764-2094 ext 1
Fax: 252-764-2095
Email: heather@ncwoa.com

**Make check payable to: "NCWOA"
or "North Carolina Waterworks
Operators Association."**

**Registration must be received by
September 11, 2026.**

- ☐ **Send SURFACE/WELL EXAM APPLICATION and check for \$50.00 to the NCWTFO Certification Board:**

Visit the NCWTFO website for the electronic, apprentice or regular exam applications:

<http://deq.nc.gov/about/divisions/water-resources/operator-certification/drinking-water-operator-certification/dw-operator-certification-exams>. Phone: 919-707-9040

**October 29, 2026 - Hickory, Raleigh & Williamston (Applications must be postmarked by 9/29/26)
Exam applicants: All supporting documentation (certificates, proof of education, etc.)
must be submitted with exam application.**

- ☐ **SEND PHYSICAL-CHEMICAL EXAM APPLICATION and check for \$101.00 to the WPCSOCC**

Visit (<https://www.deq.nc.gov/about/divisions/water-resources/operator-certification/wastewater-operator-certification>) for more information and to complete exam application.

Dec. 3, 2026 (Applications must be postmarked by 11/3/26)

- ☐ Make hotel reservations – **HOST HOTEL IS THE HOLIDAY INN EXPRESS & SUITES**
To make reservations, call 919-854-0001 or 1-800-HOLIDAY. Guest should request group title NCWOA 2026. Deadline for special group rate is August 30, 2026. (See page 4).
Special Note: A hotel authorization form must be completed, and returned to the Holiday Inn Express for guests that will not be physically traveling with their company/organization credit card.
- ☐ Information on books is listed on the next page. All exam questions are taken from the books listed on the next page.
- ☐ Read and study recommended materials. **Be sure to bring a calculator to ALL classes.**

REGISTRATION INSTRUCTIONS AND REQUIREMENTS

SCHOOL REGISTRATION FORM

To be completed by ALL students. Please complete one form per person. Please print or type. This form must be accompanied by a payment for the correct registration fee. Please make checks or money orders payable to **NCWOA or North Carolina Waterworks Operators Association**. We do not accept Purchase Orders. Please be sure to enter all information requested on the form. Incomplete forms will delay your registration or may be returned. All attendees must be pre-registered and paid in advance.

RECEIPT/CONFIRMATION OF REGISTRATION

All participants who pre-register will receive a receipt/confirmation. This acknowledgement will include specific information on the site.

CERTIFICATES OF ATTENDANCE OR COMPLETION

At the conclusion of the event all participants, who have attended at least 80% of their classes, will receive a Certificate of Attendance. These certificates will document attendance for professional growth contact hour requirements and/or successful surface/well class completion (31 drinking water hours/6 wastewater hours). For Physical-Chemical class completion (18 wastewater hours). Participants must pick up their own certificate at the conclusion of the event. No certificates will be given out early, or to another individual.

REFUNDS

Refunds will be issued (minus a \$25 administrative fee), if the refund is requested, in writing, by September 11, 2026.

Substitutions may be made. Please inform us as soon as possible of substitutions so appropriate certificates of attendance may be generated.

MEMBER/NON-MEMBER STATUS

Only individuals who are current members of NCWOA are eligible for the member rate. Please refer to your membership card for your member #. We will verify registrations for eligibility and will return those who pay the incorrect amount. If you would like to become a member, please complete the membership application in this brochure and return with payment.

How to get books for school

Surface Water Treatment - Study Materials

Sacramento Manuals:

Website: <http://www.owp.csus.edu/> or call: (916) 278-6142
Water Treatment Plant Operator Vol. 1 – 7th Edition
Water Treatment Plant Operator Vol. 2 – 7th Edition
Small Water System Operation & Maintenance – 6th Edition

Rules Governing Public Water Systems (Green Book) (02/22)

available for download from NCDEQ website

Surface Water “Needs To Know” – A Certification Study Guide for Surface Water Systems (2021)

available for download from NCWOA website

Rules Governing Water Treatment Facility Operators (Blue Book) (09/18)

available for download from NCWOA website

*All books available for download from NCWOA
website are listed under Training - Books
www.ncwoa.com*

Well Water Treatment - Study Materials

Sacramento Manuals:

Website: <http://www.owp.csus.edu/> or call: (916) 278-6142
Small Water System Operation & Maintenance – 6th Edition
Water Treatment Plant Operator Vol. 1 – 7th Edition
Water Treatment Plant Operator Vol. 2 – 7th Edition

Rules Governing Public Water Systems (Green Book) (02/22)

available for download from NCDEQ website

Ground Water “Needs To Know” – A Certification Study Guide for Groundwater Systems (2021)

available for download from NCWOA website

Rules Governing Water Treatment Facility Operators (Blue Book) (09/18)

available for download from NCWOA website

Well Construction Standards (Red Book) (10/09)

available for download from NCWOA website

Special Note: Handouts will NOT be printed, all students will receive access to the ORC prior to the start of school where copies of presentations will be available.

Physical-Chemical Grade 1 - Study Materials

Kerri, Kenneth D. et al. Operation Of Wastewater Treatment Plants

Vol. I (8th Edition)

Vol. II (8th Edition)

Vol. III (1st Edition)

Industrial Waste Treatment Vol. I (1st Edition)

California State University, Sacramento.

(<https://www.owp.csus.edu/courses/wastewater.php>)

WPCSOCC Needs to Know for Physical-Chemical Operators (2007)

available for download

[https://www.deq.nc.gov/needs-know-physical-chemical/pdf/
download?attachment](https://www.deq.nc.gov/needs-know-physical-chemical/pdf/download?attachment)

WW/CS/PC Math Formulas

available for download

[https://www.deq.nc.gov/water-resources/pws/ww-oper-
ator-certification/202105-math-formulas-ww-cs-pcpdf/
download?attachment](https://www.deq.nc.gov/water-resources/pws/ww-operator-certification/202105-math-formulas-ww-cs-pcpdf/download?attachment)

Operator Resource Center (ORC)

All attendees of NCWOA Certification Schools will be enrolled in an online course that will supplement and enhance the materials presented in the week-long class. The online supplement is an optional, web-based Moodle class that includes multiple practice tests, videos of worked math problems, copies of presentation materials for many of the topics presented in the week-long school, and additional materials that will help you prepare for the certification exam.

Please be sure that YOUR email address is included on your registration form. Please note accessing the ORC is optional, but will be the only place you will receive copies of class presentations.

Individuals who register for the week-long school will receive an email with directions on how to log in and access the class.

Surface & Well Review Topics

WELL REVIEW CLASSES

A	B	C	Class Title
X	X	X	Administration
X	X	X	Bacteriology
X	X	X	Corrosion Control
X	X	X	Disinfection & Disinfection By-Products
X	X	X	Distribution Systems & Cross Connection
X	X	X	Drinking Water Regulations & Records
X	X		Fluoridation
X	X	X	Ground Water Hydrology
		X	Groundwater Treatment Processes
X	X		Handling & Disposal of Process Wastes
X	X		Instrumentation
X	X		Iron & Manganese Removal
X	X	X	Lab Procedures & Sample Collection
X	X	X	Maintenance
X	X	X	Math
X	X		Membrane Processes
		X	Operation of Small Water Systems
X	X	X	Pumps
X	X	X	Safety
X	X	X	Softening
X	X	X	Well Construction
X	X	X	Well-Water Chemistry

SURFACE REVIEW CLASSES

A	B	C	Class Title
X	X	X	Administration
X	X	X	Bacteriology
X	X	X	Coagulation & Flocculation
X	X	X	Corrosion Control
X	X	X	Disinfection & Disinfection By-Products
X	X	X	Distribution Systems & Cross Connection
X	X	X	Drinking Water Regulations & Records
X	X	X	Fluoridation
X	X	X	Handling & Disposal of Process Wastes
X	X		Instrumentation
X	X	X	Iron & Manganese Removal
		X	Jar Test
X	X	X	Lab Procedures & Sample Collection
X	X	X	Maintenance
X	X	X	Math
X	X	X	Plant Operations
X	X	X	Pumps
X	X	X	Safety
X	X	X	Sedimentation & Filtration
X	X	X	Taste & Odor
X	X	X	WTP Operator & Reservoir Management

Special Note: Handouts will NOT be printed, all students will receive access to the ORC prior to the start of school where copies of presentations will be available.



HOTEL ACCOMMODATIONS

SPECIAL NOTE: The host hotel will now be the Holiday Inn Express & Suites. A block of rooms has been reserved in the name

of the NC Waterworks Operators Association until **August 30, 2026**. When you make your reservations be sure to request group title NCWOA 2026.

Holiday Inn Express & Suites
3741 Thistledown Drive
Raleigh, NC 27606
Phone: 919-854-0001

Limited Number of Rooms Blocked – Special Group Rates
 \$ 130.00 Standard Room Rate (Breakfast is included)
 \$ 160.00 Suite-style Room Rate (Breakfast is included)

Special Notes:

A hotel authorization form must be completed, and returned to the Holiday Inn Express and TownePlace Suites for guests that will not be physically traveling with their company/organization credit card.

Other close proximity hotels:

Holiday Inn & Suites Raleigh-Cary (I-40 @Walnut St)
 ph: (919) 851-1220

Hilton Garden Inn Raleigh-Cary
 ph: (919) 377-0440

MEETING SITES

Advanced Day, Well & Surface classes, and P/C Grade 1 and their lunches will be held at the McKimmon Center, which is located near the main NCSU campus at the corner of Western Boulevard and Gorman Street in Raleigh (919-515-2277).

OVERFLOW HOTEL

Towneplace Suites
 3771 Thistledown Drive
 Raleigh, NC 27606
 Phone: 984-300-1410 (mention NCWOA Group)
Deadline: August 30, 2026

Limited Number of Rooms Blocked – Special Group Rate of \$148.00

DoubleTree by Hilton Hotel Raleigh - Cary
 ph: (919) 239-4777

Homewood Suites by Hilton Raleigh Cary I-40
 ph: (919) 745-8589



NORTH CAROLINA WATERWORKS OPERATORS ASSOCIATION

Advanced Day Agenda

Wednesday, September 23, 2026 in Raleigh, NC

EXHIBIT HALL OPEN FROM 7:45AM - 4:00PM
BREAKFAST 7:45AM-8:30AM

Advanced Treatment Technologies

9am - 5pm

Topics to Include:

AI in the Water Industry

Ion Exchange

Microplastics

Emergency Management

and more!

This class has been pre-approved for 6 contact hours for drinking water and wastewater certification.
Agenda is tentative and could be subject to change.

AWARDS BANQUET LUNCHEON

The Awards Banquet Luncheon and Business Meeting will be held on Wednesday, September 23, 2026. The festivities will begin at 12:30pm at the McKimmon Center. There will be door prizes given away. Please make plans to attend and congratulate your fellow operators for a job well done!



NORTH CAROLINA WATERWORKS OPERATORS ASSOCIATION

Annual Fall School Registration Form

Must be RECEIVED BY September 11, 2026

Please Print or Type

NAME (First, MI, Last): _____

NICK NAME for TAG: _____ SOCIAL SECURITY #: XXX-XX-_____

EMPLOYER / ORGANIZATION: _____

MAILING ADDRESS: _____

CITY: _____ STATE _____ ZIP _____ COUNTY: _____

WORK PHONE: _____ EXT: _____ FAX: _____

ATTENDEE'S EMAIL ADDRESS: _____

(Be sure to include attendee's email address for access to the presentation handouts in the ORC. Class handouts will not be printed. ORC log in and instructions will be sent to this email address.)

By registering for this training event, you acknowledge that you have read and understand NCWOA's Code of Ethics statement which can be found at www.ncwoa.com

ATTENDEE'S INDIVIDUAL NCWOA MEMBER # (must be included to be eligible for member rate): _____

NC WATER TREATMENT CERTIFICATE TYPE PRESENTLY HELD:

- ☐ AS ☐ BS ☐ CS ☐ AW ☐ BW ☐ CW ☐ DW
☐ AD ☐ BD ☐ CD ☐ DD ☐ CC/BF ☐ NONE

NC WATER TREATMENT CERTIFICATE # (OPERATOR ID #): _____

NC WASTEWATER CERTIFICATE# _____

PLEASE **CHECK** WHICH CLASS YOU ARE REGISTERING FOR AND **CIRCLE** RATE:

<u>CLASS TITLE</u>	<u>NCWOA MEMBER RATE</u>	<u>NON-MEMBER RATE</u>
☐ A-Surface (M-F)	\$ 495.00	\$ 600.00
☐ B-Surface (M-F)	\$ 495.00	\$ 600.00
☐ C-Surface (M-F)	\$ 495.00	\$ 600.00
☐ A-Well (M-F)	\$ 495.00	\$ 600.00
☐ B-Well (M-F)	\$ 495.00	\$ 600.00
☐ C-Well (M-F)	\$ 495.00	\$ 600.00
☐ Advanced (Wednesday)	\$ 170.00	\$ 250.00
☐ Advanced VIRTUAL (Wednesday)	\$ 170.00	\$ 250.00
☐ Physical Chemical - Grade 1 (Tuesday-Thursday)	\$ 350.00	\$ 450.00

**We will be offering 25
Advanced Day virtual
seats. Virtual training
requirements apply.**

**MAX 25 virtual seats
MIN 5 virtual seats**

Will you be attending the Basic Math for Operators from 9am-10am on Monday, Sept 21st? _____ Yes _____ No
It is not required as part of the certification school. **(C-level students only)**

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 _____

Billing Zip Code _____

Cardholder's Signature: _____

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

For online credit card payments, please
visit our website at www.ncwoa.com



****PLEASE NOTE THAT A 3% CREDIT CARD CONVENIENCE FEE WILL BE ADDED WHEN PAYING BY CREDIT CARD.****

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: _____



NORTH CAROLINA WATERWORKS OPERATORS ASSOCIATION

Membership Application

MEMBERSHIP APPLICATION – 2026 ANNUAL DUES ARE \$70.00

First Name: _____ Middle Initial: _____ Last Name: _____

Nickname: _____ Social Security #: 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

____ None Yet ____ You are not an Operator & do not plan to become Certified.

____, _____ Wastewater #'s

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: _____

Special Note: Issues of Go With The Flow will be delivered via email unless otherwise requested.

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: **North Carolina Waterworks Operators Association** or **NCWOA**. We do NOT accept Purchase Orders.

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 _____

Billing Zip Code _____

Cardholder's Signature: _____

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

For online credit card payments, please
visit our website at www.ncwoa.com



****PLEASE NOTE THAT A 3% CREDIT CARD CONVENIENCE FEE WILL BE ADDED WHEN PAYING BY CREDIT CARD.****

If cardholder is other than member, 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: _____

Heather Cagle
NC Waterworks Operators Association
PO Box 5466
High Point, NC 27262
www.ncwoa.com

NON PROFIT
U.S. POSTAGE
PAID
Mailed from
Zip Code 56601
Permit No 71



NORTH CAROLINA WATERWORKS OPERATORS ASSOCIATION

87th Annual North Carolina Waterworks Operators School

September 21-25, 2026

Advanced Day Wednesday, September 23, 2026

*AWARDS BANQUET LUNCHEON and ANNUAL BUSINESS MEETING
Wednesday, September 23, 2026 from 12:30pm - 1:30pm at the McKimmon Center*

We Appreciate Our Corporate Sponsors! Look to them first for all of your industry needs.



Jack Moore & Associates, Inc.