

North Carolina
Water Treatment Facility Operators Certification Board

2010 Annual Report

To the Governor

Prepared by:

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WTFO Certification Board 2010 Annual Report

I. Description of Program

In 1969 the General Assembly passed the law providing for the certification of water treatment facility operators. GS 90A-20 through 90A-32 provide for the establishment of the Water Treatment Facility Operators Board of Certification, for the classification of water treatment facilities, and for the issuance of licensing certificates to certified operators.

GS 90A-20 states that the purpose of the certification program is “to protect the public health and to conserve and protect the water resources of the State; to protect the public investment in water treatment facilities; to provide for the classifying of public water treatment facilities; to require the examination of water treatment facility operators and the certification of their competency to supervise the operation of water treatment facilities; and to establish the procedures for classification and certification. Further, it is the purpose of this Article to provide for the certification of personnel operating the distribution portion of a water treatment facility.”

The certification program is supported entirely by operator fees generated by the program. The board does not receive money from the general fund nor does it receive federally appropriated funds.

II. Staffing:

The Board has four permanent full-time employees in administrative positions.

III. Budget:

FY 90	FY 94	FY 95	FY 96	FY 97	FY 98	FY 99	FY 2000	FY 2001
\$45,082	\$92,905	\$96,343	\$94,999	\$101,783	\$114,195	\$124,593	\$140,599	\$155,573
FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
\$127,758	\$158,945	\$195,307	195,307	206,032	218,378	305,106	393,955	\$303,078

IV. Expenditures:

FY 90	FY 94	FY 95	FY 96	FY 97	FY 98	FY 99	FY 2000	FY 2001
\$41,212	\$84,037	\$83,707	\$85,479	\$87,416	\$107,228	\$140,230	\$131,563	\$144,216
FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
\$114,717	\$124,103	\$91,215	192,593	192,482	174,756	279,744	246,990	\$268,822

V. Collections:

FY 90	FY 94	FY 95	FY 96	FY 97	FY 98	FY 99	FY 2000	FY 2001
\$48,295	\$90,942	\$96,674	\$93,530	\$90,422	\$114,461	\$126,907	\$129,282	\$181,268
FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
\$186,307	\$178,760	\$126,535	216,715	261,335	276,130	305,456	376,626	\$285,970

VI. Performance Data

Statistical Indicator	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001
Total Certified Operators in Database	3,519	3,836	4,205	4,347	4,550	4,864	5,103	5,643	6120	6338	5334	4986
Operators Certified /First Time	233	317	369	381	388	351	314	590	546	511	435	440
Upgrade Operator Certifications	127	121	133	141	180	187	216	360	165	292	270	305
Operators Decertified	87	0	0	239	185	37	75	50	69	293	1262	48
Systems Classified Per Year	42	130	80	99	75	36	112	27	40	49	22	110

Statistical Indicator	2002	2003	2004	2005	2006	2007	2008	2009	2010
Total Certified Operators in Database	5266	5352	4436	4705	4433	4825	4959	5053	5171
Operators Certified /First Time	391	315	406	409	385	331	469	408	281
Upgrade Operator Certifications	283	267	230	289	315	355	300	271	264
Operators Decertified	11	2	458	242	664	342	299	239	464
Systems Classified Per Year	47	16	101	244	12*	9	32	16	32

VII. Objectives for 2010:

A. General

1. Protect the public health, and conserve and protect the water resources of the state.
2. Protect the public investment in water treatment facilities.
3. Provide for the classifying of public water treatment facilities. *Prior to 2006, the Board reviewed and approved all classifications of facilities that were submitted by the Public Water Supply staff. In 2006, the Board elected to review only new classified facilities and those in which the classification changed, thereby reducing the number of systems classified annually.
4. Ensure public water treatment facilities have properly certified operators.
5. Certify water treatment facility operators by examination.

6. Review and improve the procedures for such classification and certification.
7. Utilize scanning technology to store records and to report continuing education using bar-coded operator renewal cards.
8. Continue to improve an education program that includes approved courses for all levels of certification.
9. Implement online availability of operator information for operators
10. Preliminary review of computerized testing

B. Specific

1. All levels of examinations are administered four times per year in three parts of the state for the convenience of the operators. The locations are Morganton, Kinston, and Raleigh.
2. Issue distribution and cross-connection operator certifications.
3. Issue well and surface system operator certifications.
4. Hold four quarterly board meetings.
5. Hold public hearings and stakeholders meetings as needed for the purpose of amending the rules.
6. Mail out annual renewal notices to all certified operators.
7. Prepare and mail renewal cards to all operators who have paid their renewal fees and obtained their appropriate professional growth hours.
8. Mail letters to drinking water utilities asking for updated information on their operators in responsible charge.
9. Expire certificates for failure to perform duties properly or failure to meet renewal requirements
10. Keep records of all renewal and examination fees received.
11. Administer a continuing education pre-approval, tracking, and course auditing program.
12. Continue to work closely with the North Carolina Waterworks Operators Association, North Carolina Section of the American Water Works Association, North Carolina Rural Water Association, North Carolina League of Municipalities, North Carolina State University, University of North Carolina at Chapel Hill, the North Carolina System of Community Colleges and the North Carolina Public Water Supply Section.
13. Administer Notice of Violation letters and administrative penalties to public water systems who are out of compliance as a result of not reporting a required Operator in Responsible Charge.

VIII. Issues:

1. Compliance of operators with board regulations
2. Community college involvement
3. United States Environmental Protection Agency's mandatory operator certification requirements
4. Finding the most efficient ways to utilize money from the EPA's Operator Certification Reimbursement Grant
5. Database management and improvements
6. Webpage improvements
7. Computerized payments