The mission of the State Water Resources Control Board (State Water Board) is to preserve, enhance, and restore the quality of California’s Water resources and drinking water for the protection of the environment, public health, and all beneficial uses, and to ensure proper water resource allocation and efficient use, for the benefit of present and future generations.

- Drinking Water Operator Certification Program (DWOCPP)
- Wastewater Operator Certification Program (WWOCP)
EXAMINATION FREQUENCY

- Proposed to begin September of 2020
  - Change to three examinations per calendar year - January, May, and September
- Combination of Drinking Water Distribution, Treatment, and Wastewater Examinations
- Wastewater Grade III - V will be offered twice per year (September and January only)
- Please provide written feedback at wwopcert@waterboards.ca.gov or dwopcert@waterboards.ca.gov
Wastewater Operator Certification Program

Filing a Complaint

Anonymous, organization, or government agency may file an allegation with the SWRCB, Division of Financial Assistance (DFA) concerning compliance of:

• Any individual California certified wastewater treatment plant operator;
• Any wastewater treatment plant Contract Operator operating in California
• Any person or entity who owns or operates or allows the operation of a wastewater treatment plant as defined in the California Code of Regulations.

A complaint must not have been heard or involved in the alleged compliance violation. However, DFA requires that there be substantiating evidence before proceeding with the investigation of any allegation. Information received by any complainant to the DFA should be as detailed and specific as possible.

The DFA understands the sensitive issue concerning an operator filling a complaint against another operator or possibly their employer. The complainant is not required to reveal his or her identity. Those complainants wishing to keep identities confidential will be accommodated to the limits of the law. A confidential complainant will be kept informed of the progress of an investigation and may be requested to testify in front of the State Water Resources Control Board. Anonymous complainants will not be fully protected, as the investigator will not know the complainant’s identity. An anonymous complainant will not be given any informational updates concerning the investigation.

Please complete the Operator Certification Complaint Form (Office of Enforcement - OE) and either scan and email the completed form to: oeo@waterboards.ca.gov or to the SWRCB.

Wastewater Operator Certification complaints can call 916-324-5700 and speak with staff or email them the completed form at operatorcertification@waterboards.ca.gov or fax it to 916-324-6746.

Complaints alleging to keep identities confidential will be accommodated within the limits of the law. In order to follow-up upon your complaint, the State Water Board may need to share the information you give us with other regulators or government agencies. This may include sharing any personal information you include in your complaint. The information you provide may also be disclosed in the following circumstances:

1. In response to a Public Records Act request, as allowed by the California Public Records Act.
2. To another government agency as required by state or federal law.
3. In response to a court or administrative order, a subpoena, or a search warrant.
4. In a civil enforcement action, if we need your information to substantiate a violation.

(Page last updated 10/4/18)
Operator Certification Complaint Form
Office of Enforcement (OE)

Complainant
Title
Agency (if applicable)
Address:
Street address
Suite/Room
City
State
ZIP
County

Telephone:
Work
Home
Cell
Email

Does complainant wish to maintain confidentiality of personal info? Yes No
Confidential Discharge is noted on the second page.

May we call Yes No

Alleged Violator
Title

Alleged Location
Location Name
Location/Address:

Facility Name

Certificates:

Drinking Water Distribution
Drinking Water Treatment
Wastewater
Mark all that apply

Date(s) of Alleged Violation(s):

Summary of Complaint:

Irritant Public Health or Safety Issue Yes No.
If yes, please explain:
Drinking Water Operators
Navigating the Certification Process

Who NEEDS to be Certified??

- Treatment - Any person who makes a decision that affects the quality of water being disbursed.
- Distribution - Any person who maintains or operates any portion of a distribution system. (Person making a decision regarding quality or quantity of the disbursed water)

How to Receive Certification??

- Pass an exam within last three years
- Grade 3 - 5 must meet experience requirements and submit verification
- One Year of Experience = 1800 hours
Submitting Grade 3 -5 Distribution/Treatment Applications
Building the Package

In order to obtain a Distribution or Treatment Certification at the Grade 3 or higher level you must submit a Certification Application and Experience Verification.

There are five (5) required documents.

1. Signed Certification Application/Request and Fees
2. Supervisor’s Letter
3. Organization Chart
4. Official Job Description
5. A Letter or Permit designating the Water System Classification.
Supervisor’s Letter
(Signed and Dated)

- Timeframe of employment for each position held
- The duties listed are reconciled against your job description/duty statement.
- # of hours worked in Treatment/Distribution/Wastewater
- The letter must be signed by the chief plant operator or your immediate supervisor as noted on the organization chart.
- An original signature is always required, blue ink is preferred.
Chief or Shift Operator Status

- Each water system SHALL designate at least one Chief Plant Operator (CPO) and at least one shift operator (CCR § 64413). A shift operator is not just an operator that works an 8 hour shift. They should be the person(s) that is in direct change of the operation of the facility for a specified period of the day.

- CCR sections §63765/63770 define the level of certification for the Chief and Shift operators. Water systems provide this information on the Electronic Annual Report (EAR) submitted to their regulatory field office. Review your report to verify the correct operators are listed at the correct level of certification. If incorrect, provide a revision to the Division of Drinking Water district office or regulatory authority.
Drinking Water Operators
Renewing Your Certificate

- On average, 10,000 certificates are renewed per year
- The average processing time is 4-6 weeks
- All courses must be completed within the three year renewal period.
- Twenty-five percent (25%) can only be in safety related coursework. The remainder must be technical related to drinking water.

QUESTIONS??
State Water Resources Control Board
Office of Operator Certification

- Drinking Water Operator Certification Program
  Alice Webber, Manager
  (916) 449-5642 or Alice.Webber@waterboards.ca.gov

- Wastewater Operator Certification Program
  Wes Wilkinson, Manager
  (916) 341-5131 or Wes.Wilkinson@waterboards.ca.gov

- Office of Operator Certification
  Annette Caraway, Manager
  (916) 449-5620 or Annette.Caraway@waterboards.ca.gov