

OPERATOR DIGEST

FALL 2018 | NUMBER 138



Quarterly Newsletter of the
Environmental Operators
Certification Program – BC/Yukon

INNOVATION

ANNACIS RESEARCH CENTRE

This beautiful, eco friendly facility serves primarily as a testing ground for pilot project technology trials. P6



WASN'T THAT A PARTY!

Highlights
from EOCP's
sellout first
Conference
and Trade-
show. P3



Silent Auction



Awards



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OPERATOR DIGEST

The **Operator Digest** is the official newsletter of the **Environmental Operators Certification Program**.

Submissions for publication in the Digest are welcome. Please email them to the EOCB office at eocp@eocp.ca

Changes of address, annual dues, Continuing Education Requirements, exam applications, as well as general inquiries about the program should be addressed to:

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The Environmental Operators Certification Program is a charter member of the Association of Boards of Certification and is a registered society with more than 4,500 active members.

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MESSAGE FROM THE DIRECTORS AND STAFF



Brian Dean, Chair



Kalpna Solanki, CEO

It seems like only a month ago that we were working on this message for the Winter 2018 issue, and here we are already at the fourth and last issue of the Operator Digest for 2018!

To put it mildly, it has been a very busy year with several new initiatives completed, underway, or just started:

1. Work continues on our Customer Relationship Management system with additional functionality being added. Every deployment requires planning, development, testing, and implementation to ensure that glitches are minimized as much as possible.
2. The new facility classification models are being implemented across British Columbia and Yukon with almost 250 completed thus far. Our goal is to re/classify all facilities in our CRM by June 2020. **If you are a Chief Operator and have not as yet completed your facility's classification/s on the CRM, please do so.**



3. For all four disciplines, Levels I to IV, we have switched over to new standardized exams as of January 2018. With our goal

of enabling Operators to write exams where and when they wish, we continue to provide more exam sessions than any Canadian province or territory.

4. We have just sent out a survey to determine the framework for an Operator Peer Network (OPN) – the survey will be open until the 31st of October. BC and YK EOCB certified Operator Mentors and Mentees who register in the OPN may be able to gain CEUs for participating.
5. Our 2017 survey regarding an EOCB Special Event indicated that you want us to organize an Operator Tradeshow and Conference, and YES, we did that! We had a sold-out attendance of our goal of 300 Operators, and we are already planning the next event – mark 14-16 September 2020 in your calendars!

In other news: the EOCB has been selected by the Association of Boards of Certification Awards Committee as the recipient of its Certification Program Award - presented to a member certifying authority in recognition of outstanding contribution toward establishing or advancing the certification of environmental professionals. Whilst we do not work with the expectation of accolades or honours, this recognition is very much appreciated.

We look forward to continue engaging with you, our members, so that you can get the most out of *your* program society!

Brian Dean, Chair
Kalpna Solanki, Chief Executive Officer

HIGHLIGHTS

EOCP's Inaugural Tradeshow and Conference, September 2018

by Kalpna Solanki , BSc MBA CPHI(C)



At the age of fifty-two, the EOCP held its very first tradeshow and conference for British Columbia and Yukon Operators.

So, how did this all come about? Two years ago, when I joined the EOCP as its CEO, we surveyed our membership to

find out what Operators wanted. Amongst other things, BC and YK Operators said they wanted a tradeshow and conference that was **theirs** – Designed by Operators, For Operators, and our entire team worked together to make it happen.

I have to say that I am very lucky because I have an awesome job, and I work with

some truly remarkable people! Over the years I have worked with many boards, and the EOCP board is excellent and works hard to serve its membership.

I also work with the most amazing staff team. Over the past year, in addition to implementing a new Customer Relationship Management system, new Facility Classification models, and their regular responsibilities, all of them took on major

Continuing with our commitment made in 2016: We Asked, You Responded, We Listened, we completed a post-conference survey, with the following results:

QUESTION	RESPONSE
1. Did you have enough notice for the conference?	98 % either Agreed or Strongly Agreed
2. How did you find out about the conference?	59 % found out through EOCP emails 16 % through colleagues
3. The online conference registration process was straightforward.	98 % either Agreed or Strongly Agreed
4. The conference app was useful.	78 % either Agreed or Strongly Agreed
5. The conference met my expectations.	88 % either Agreed or Strongly Agreed
6. The conference was well structured.	90 % either Agreed or Strongly Agreed
7. There was enough time for discussion.	69 % either Agreed or Strongly Agreed
8. The conference location was convenient.	79 % either Agreed or Strongly Agreed
9. I would be interested in attending the EOCP's conference in Vancouver in September 2020.	90 % either Agreed or Strongly Agreed



Our goal was to have 75% plus Agreed or Strongly Agreed for each category. Based on the feedback related to Question 7, as well as discussions with delegates, we will ensure there is more time allocated between sessions for discussion at our next conference.



1.



2.



3.



4.

AWARD WINNERS

The Awards Gala also provided us with an opportunity to celebrate the champions of the water/wastewater industry. We had numerous submissions, and the Awards went to:

1. Operator of the Year – Warren Brown, Lytton First Nation
2. Bert Caine – Brian Thorburn, EPCOR
3. Corporate Recognition – J. Ivor Norlin and Interior Health Authority. (Award accepted by Chris Russell.)
4. Innovation – Utility Services Maintenance Division, City of Kamloops
5. Outstanding Student – Lauren Lacey, Okanagan College. (No photo available.)

roles related to the conference so that we did not have to hire extra staff to take care of the numerous conference details.

A huge thank-you also to all of our attendees – we had a sold-out attendance of our goal of 300 Operators. With the theme of 'Enquire – Learn – Apply' the EOCF team worked really hard to put together a robust program that involved the 'who's who' of the water/wastewater training industry. All of the presenters were well received, and volunteered their time to come and present. Last, but definitely by no means least, my sincere appreciation to our sponsors whose generosity enabled the EOCF to offer such an inexpensive registration fee for Operators.

#EOCF 2020 will be 14-16 September 2020 (Marriott Pinnacle, Vancouver) – please save the date. We will send you a reminder, or two, or three to make sure you don't forget!

In the meantime, feel free to review the #EOCF2018 presentations and enjoy the photo collection at <https://eocf.ca/eocf-conference/>.



A MESSAGE FROM PREMIER JOHN HORGAN

As Premier of the Province of British Columbia, it is my great pleasure to welcome everyone to the Environmental Operators Certification Program's (EOCF) inaugural Tradeshow and Conference.

Since 1966, EOCF has evolved from just a handful of operators to a membership of over 9,000. The active certified operators – approximately 4,500 – have the critical job of overseeing both our precious water resources and our wastewater management servicing 4.2 million people in British Columbia and Yukon. What makes EOCF truly unique is that it is the only non-governmental water and waste water certification authority in all of Canada that is funded almost entirely by its membership, facility classification, and exam fees.

This Operators Conference is truly a landmark event! I thank each and every one of you for your years of dedication and service to our people and our beautiful land. The ingenuity and dedication of EOCF members is clearly evidenced by its ever-evolving and growing membership over the decades.

Please accept my heartfelt congratulations to everyone who has worked so hard to produce this event. I wish you all a productive and successful inaugural conference!

John J. Horgan
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PREMIER OF BRITISH COLUMBIA

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VOLUNTEERS



By Kim Eames and Madeleine Butschler,
Conference Volunteer Co-Leads

We take this opportunity to thank our incredible volunteers for your support and assistance during this year's inaugural EOCP Conference and Tradeshow. A significant part of any conference's success is keeping things running smoothly. Our twenty four volunteers stepped into the key roles of moderators, running the sessions, room monitors, scanning the delegate badges to help attending Operators get their CEUs, and ambassadors, helping EOCP staff at the registration table.

We appreciate the dedication of your time during an event that is so important to us at the EOCP, and the many Operators who attended.

We hope to see you again in 2020.

"Those who can, do. Those who can do more, volunteer." – Author Unknown.

PRESENTERS



All presenters volunteered their time. Shown is a Wastewater Presentation by Albert Ajatuewo of Univar.

EOCP STAFF

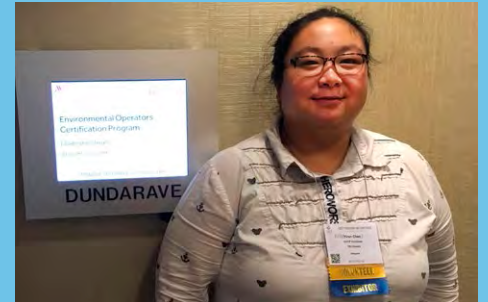
Flowers for the EOCP team, for taking on extra responsibilities.



VOLUNTEER INTERVIEW:

Yiran Chen

TRU Water and Wastewater Technology
Grad. Certified WT I and WWT I Operator.



How did you hear about the EOCP conference and the call to volunteer?

I heard about it from the Operator Digest, the EOCP website and the "Call for Volunteers" email from EOCP in August.

Why did you want to volunteer for the Conference? EOCP staff provided lots of help on my application for certification exams. This is the EOCP's first biennial Tradeshow and Conference so I wanted to volunteer after I received the call.

What was the highlight of your volunteer experience? I have to highlight three main parts. First of all, I met many Operators from BC and Yukon, and they shared lots of amazing experience in different water and wastewater systems. I was one of the room monitors in the Leadership stream in the Dundarave Room. Our duties included signing in the Operators and distributing handouts. The app check in system was very convenient to record Operators' activities. The speakers prepared good forms, references, and handouts for operators.

Would you volunteer again? Yes, I would like to be a volunteer for the next Tradeshow and Conference. I gained a lot of knowledge about water and wastewater technology, such as Dechlorination, SOPs set up, SCADA troubleshooting, sludge dewatering. I also got good clarification on the regulations and guidelines, especially the reclaimed water usage. This event will deeply affect our future development.

INNOVATION



ANNACIS RESEARCH CENTRE

By Metro Vancouver

At first glance, Annacis Research Centre is a modern building, with plenty of West Coast design influences in its B.C. wood-based architecture, and surrounded by sweeping natural grasses outside. It could easily be mistaken for a beautiful new community centre or university building.

On closer inspection, one notices the rain chains that collect rainwater as part of its storm water management initiatives, its green roof, and its freestanding solar panels. Around the side of the building, research trailers, custom-fitted storage containers, and a private research tent stand neatly beside each other on a large gravel section. Tall bay doors and a secure access side entrance lead into a 3,000 sq. ft. research hall and laboratory, dedicated to providing researchers a controlled environment to conduct projects in wastewater and water research.

Located near the Annacis Island Wastewater Treatment Plant (AIWWTP) in Delta, B.C., the Annacis Research Centre, or ARC for short, is administered by Metro Vancouver, which manages liquid waste for

the region to protect public health and the environment. The facility serves primarily as a testing ground for pilot project technology trials and demonstrations by private companies, Metro Vancouver and its partners, and academics. Four wastewater streams are available at ARC that make it particularly well suited for these purposes: primary influent, secondary effluent, waste secondary sludge, and centrate. Having ready access to these waste streams allows technologies to be tested in “real world” changing conditions, proving they can succeed in such circumstances.

The Future of Wastewater: Water Recovery Facilities

Many of the technologies tested at ARC focus on ways to use waste as a resource, by recovering valuable materials and energy from wastewater. Other technologies focus on radical new ways to treat wastewater more thoroughly or inexpensively. All efforts help to promote innovative wastewater treatment plants in



an era when technologies and expectations are changing rapidly.

Examples of Research Projects Hosted at Annacis Research Centre

Nutrient Recovery: Phosphorous, a non-renewable macronutrient, can be recovered from wastewater along with biogas and other possible fuel sources. Nitrogen removal/recovery via annamox treatment methods is also desirable for municipal wastewater facilities due to its





Paul Markin at the ARC Research Hall

economic and environmental benefits. Research projects at Annacis Research Centre explore some of these recovery processes and also investigate possible new technologies to mitigate sewage issues such as pipe corrosion, monitoring gases and odor reduction.

Water Reclamation: Metro Vancouver has conducted trials of technologies capable of purifying wastewater sufficiently to allow the water to be used for non-drinking purposes. Plans are underway to install such technologies at several of Metro Vancouver's wastewater treatment plants and to make the reclaimed water available to businesses in the region, or for use within the treatment plants.

H₂S mitigation: Metro Vancouver is testing ways to reduce the production of hydrogen sulfide gas (H₂S), which is produced in sewer collection systems. H₂S creates unpleasant odors, and corrodes infrastructure, which reduces its life and forces replacement costs sooner than planned.

Paul Markin, an applied microbiologist at Kerr Wood Leidal, who is conducting a project at ARC on behalf of Metro Vancouver, commented about the benefits of working in a controlled wastewater research environment: "Some of the challenges with testing emerging environmental technologies are site access and effluent quality. Utilities are busy, so securing full-scale site access can be difficult, especially if it involves installing hardware or reactors. This means a lot of research has to rely on trucking sample streams off-site which can limit experimental design, and sometimes age the samples. Having access to fresh, continuously flowing commodities in a controlled space off-site enables greater freedom for research while still being closely representative to full scale."

Domestic wastewater alone cannot fulfill the energy needs of a large society with high demand for resources, but it represents a substantial alternative and holds promise for future recovery at wastewater plants.

Sustainable Design for A Sustainable Future

Annacis Research Centre is a certified LEED platinum facility that uses its design to support energy and environmental impacts. ARC also offers affordable event space and meeting rooms that are used by Metro Vancouver groups, private companies and the public. ARC has hosted everything from large-scale product demonstrations to location filming for a television series.

Energy efficiency measures include using heat from secondary effluent to heat the building; collecting rainwater pumped from underground cisterns and sand filtered for toilet flushing; and photo-voltaic solar to help with power consumption. Commitments to recycling, composting, and using eco-friendly products are a part of every event. Staff at the Centre are always happy to offer short tours to educate the public on water resource recovery, green energy and sustainable design elements.

Benefits and Opportunities for Our Communities

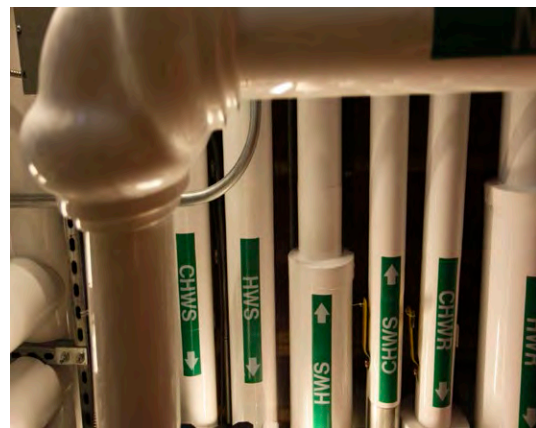
Investing in research for resource recovery and clean technologies doesn't just help to reduce our reliance on finite resources like fossil fuels and phosphorus. It also helps save taxpayers money, improves public health, and contributes to other important societal needs like reducing air pollution and reducing our contributions to global warming.



ARC Research Hall



Automated Commodity Valves – ARC Research Hall



ARC Mechanical Room (Chilled & Hot Water for HVAC)

By providing researchers work space at Annacis Research Centre, progress can be made in developing exciting new technologies that further benefit utilities operations and help sustainable economic growth in Canada.

Metro Vancouver is a federation of 21 municipalities, one Electoral Area and one Treaty First Nation that collaboratively plans for and delivers regional-scale services in British Columbia. Its core services are drinking water, wastewater treatment and solid waste management. It also regulates air quality, plans for urban growth, manages a regional parks system and provides affordable housing.

OPERATOR PROFILE

Tara Macrae

Manager, Water Distribution,
City of Abbotsford



Tell me how you became an Operator.

I moved to Sun Peaks Ski Resort in 2003. I was hired as a field technician/operator for their water treatment/distribution/wastewater treatment/collection system. Previous to Sun Peaks, I worked for a laboratory and had water quality testing/reporting experience.

How long have you been an Operator?

I became a certified operator in December 2003.

What do you most enjoy about the work?

The diversity/variety, every day I learn something new and it's always challenging.

What has surprised you most about your job?

That I haven't become bored after 14 years.

What do you find most challenging about your work?

Conveying the importance of operational requirements and long term impacts during the design and construction of new infrastructure. It's difficult to share an operator's perspective with people who don't operate the infrastructure.

What do you wish other people knew about working as an Environmental Operator?

It's rewarding because there is direct connection with the community, it's a field that is always changing and a field that can lead to so many new opportunities.

Can you tell me about any initiatives you have been involved with?

I have been involved in several. From

Cross Connection Control, to Water Conservation, to Public Outreach/Education.

What are some opportunities regarding the field of Environmental Operator?

With the current rates of retirement and with all the growing communities in our province, the opportunities are endless. From working in smaller towns to large cities and includes technologist positions through to construction.

What do you do when you aren't working?

I enjoy skiing, kayaking and paddle boarding with my husband and three children.

What else can you tell us about working as an Environmental Operator?

It has the right balance between technical and hands on work. It is both practical and theoretical. It's a field that will always be in demand and is always changing.

Tara began her career in public works in Sun Peaks Resort 13 years ago. While working for Sun Peaks Utilities, she became certified in both Water Treatment and Distribution. In 2007 Tara and her husband relocated to the coast where she worked for the City of Port Moody as a Water Quality Technician. Tara then worked with the Township of Langley for four years as an Engineering Technologist and completed the Township's largest capital works project, the East Langley Water Transmission Main. In June 2016 Tara became certified as a Public Works Inspector and is currently the only female

certified inspector in the province. In May 2017, Tara became Manager of Water Distribution with the City of Abbotsford. Tara lives in the Fraser Valley with her husband and three children.

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At its inaugural tradeshow and conference in September 2018, the EOCP announced its support for Operators Without Borders. As part of the launch, a lunchtime presentation was made that resulted in 14 Operators signing up. Along with this, vendors at the tradeshow ran a silent auction that resulted in enough funds being raised to cover airfare for one Operator to go to the Caribbean.

"The EOCP is delighted to become a Founding Partner of Operators Without Borders. The EOCP serves Operators in British Columbia and Yukon, and it makes sense for us to support an Operator focused non-profit organization," said Kalpna Solanki, CEO, EOCP. "We see the work of Operators Without Borders as something that is long overdue and will give our Operators a chance to give back to their peers in less fortunate circumstances."

Hurricane Florence made landfall this in September, bringing rain, storm surge, and flooding to the eastern United States. While Florence has been downgraded, it will continue to bring heavy rain and flooding to the Northeast. Given last year's hurricane season, the Caribbean has been spared thus far, but this year's season has only begun and will last until December.

As the organization overseeing certification of water and wastewater professionals, the EOCP is in a unique position to help. Although other volunteers have not as yet been deployed, arrangements are being made to ensure Operators are ready to go.

Recovery in Puerto Rico and other Caribbean countries, devastated by Irma and Maria last year, could take years. As each island tackles its challenges, the support of qualified professionals is needed on site, specifically qualified water and wastewater Operators, millwrights, and plumbers to assist in repairing infrastructure and getting utilities up and running.

"Having worked in the Caribbean region for the last decade I have seen that the Operators there are dedicated and willing. However, they do not have access to the types of training that are commonplace in Canada. Furthermore, they lack the resources that we take for granted in Canada," said Valerie Jenkinson, founder, Operators Without Borders. "In talking to the volunteers that went to Dominica,

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it soon became apparent that we could go beyond disasters and send volunteers to help their Caribbean peers working alongside them showing them how to operate their systems effectively and efficiently. Therefore, we will consider also requests from Utilities to send our volunteers to train and mentor."

In 2017, 12 volunteers put their names forward and the first contingent went to Dominica. Canadian Operators, Jason Mank, Marcel Misuraca, and Glen Ketchum made a huge difference in the lives of the residents there. During their two-week assignment they restored water service to three villages as well as getting the wastewater treatment plant up and running.

We hope that you and your organization will join the EOCP to support this endeavour. Operators interested in volunteering, or anyone who wishes to cover airfare or sponsor an Operator, can contact Valerie Jenkinson at jenkinsonv@gmail.com



Operators Jason, Marcel and Glen relaxing after a hard day.



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WHO'S ON THE MOVE

Michael Firlotte

Water Quality Supervisor
City of Penticton



Mike at the podium at the Awards Gala.

Michael Firlotte is the Chair-Elect on the EOCP Board. In 1997, Mike with the advice of the Operators at the Penticton Water Plant started his water quality journey. Throughout this journey he has worked in many different capacities in the water and wastewater industry. 21 years later Mike has been hired as the Water Quality Supervisor for the City of Penticton and has returned to where his journey started. Currently, Mike and his trusty team of 6 operate a conventional water treatment system with a high rate DAF and single media filters. In addition to the treatment process, Mike and his team operate the booster stations, PRVs, and reservoirs that provide potable water service to the City of Penticton. In his spare time, Mike has helped create and instruct water treatment training courses through a number of outside training providers as well as being actively involved with the EOCP. Mike is happy to return to his home town and provide the municipality with safe potable drinking water.

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Drew DeFrias
Graduated
2016

Andrew Hunt
Graduated
1994

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Core courses are designed to prepare the participant to challenge a related **Environmental Operator Certification Program (EOCP)** certification exam.



Elective courses are designed to develop technical skills and workplace essential skills, and offer **Continuing Education Units (CEUs)**.

ELECTIVE COURSES INCLUDE:

- Polyethylene Pipe Fusion
- Cross Connection Control
- Chlorine
- Passive Wastewater Treatment
- SCADA and Control Systems in Yukon
- Water Quality Monitoring and Recordkeeping
- Emergency Response Plan
- Source Water Protection

INFORMATION:

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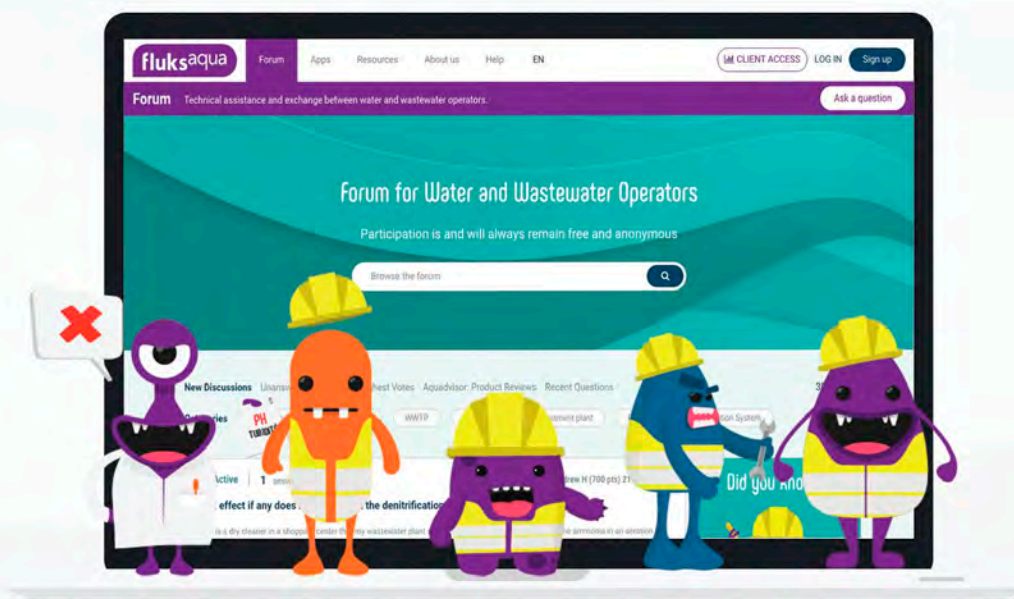
YWWOP classes and EOCP exam sessions can be facilitated at any Yukon College campus or surrounding NWT and Northern BC community on an on-demand basis. Alternatively, YWWOP classes are available through web-conferencing (FUZE).



All photos by Fritz Mueller Visuals

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STATISTICS

January to September 28, 2018



EOCP

Environmental Operators
Certification Program

A new CEU reporting period began on January 1, 2018. The figures in the Operator certification report reflects those Operators who have met their certification requirements for the 2016 -2017 reporting period, as well as having paid their 2018 Operator dues.

You can check your status by logging into your profile at <https://crm.eocp.ca/> and clicking on ACCOUNT to see if your dues have been paid, and CEU under the LEARNING STATUS tab to confirm that your CEUs have been met.

FACILITY CLASSIFICATION as of Sept. 28, 2018

Classification	IV	III	II	I	Other	Total
WT	19	41	124	62		246
WD	35	57	175	153		420
WWC	12	20	79	117		228
MWWT	25	33	97	68		223
IWWT	2	1	5	1		9
SWS					890	890
SWWS					269	269
Total						2,285

Exam Statistics

- **155** Operators wrote certification exams in 40 sessions between July 1, 2018 and September 28, 2018.

Facilities

- **43** facilities were newly classified or reclassified from July 1, 2018 to September 28, 2018.

OPERATOR CERTIFICATION as of September 28, 2018

Classification	IV	III	II	MUII	I	MUI	OIT	Total
WT	45	81	180	5	289	9	43	652
WD	73	150	575	12	610	16	37	1,473
WWC	12	50	342	8	488	11	32	943
MWWT	103	96	169	5	205	17	32	627
IWWT		2	18		13			33
BWD								37
SWS								615
SWWS								229
Total								4,609

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