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MARCH 2009 • NUMBER 117

# BRITISH COLUMBIA OPERATORS Digest



The EOCP is  
proposing changes to  
its constitution.  
Please visit the  
website at  
**[www.eocp.org](http://www.eocp.org)**  
for more information.

## A Training Registry – A Conduit for Our Membership

by **Mike Gosselin**, *Chairman, EOCP*

### Do you want to be able to:

- ✓ Look in just one place for all training opportunities that qualify for EOCP CEUs?
- ✓ Find out how to apply to be an EOCP Recognized Instructor and have your Course recognized?
- ✓ Learn more about opportunities in the Water and Wastewater industry and about career paths?

**A**s Chair, I am very pleased to announce that EOCP has had a dedicated team working on a Training Registry that will meet all those needs and even a few more. Let me introduce you to the Training Registry's two key areas:

### 1. Get Training 2. Give Training

#### Get Training:

Search tools will help you look for any course that is recognized for CEUs by EOCP. Yes, you can find out how long the course is and see a course description. You'll also see how many CEUs can be obtained.

What if you know that more than one person teaches the course? You'll be able to look for the Instructor who EOCP recognizes and who may be at the closest location to you. Or, if a particular Instructor works well with your group — the Training Registry can help you find out about an EOCP Recognized Instructor's availability. You'll be able to see *where*, *when*, and *how often* Instructors are able to teach. You'll also be able to search for Training Providers.

Have you been trying to see if you can pool resources with other communities? When you take a Tour of the TR (as we're starting to call it) — be sure to look for our tool that can help you connect with others!

#### Give Training:

Of the three areas in the Training Registry, we have devoted the most time to this part. Basically, this is where individuals go to complete their application forms. In designing these forms, our team needed to balance at least 2 main factors:

- ✎ Encouraging more topics be taught in more locations
- ✎ Making sure of the quality — that the Instructor had enough experience with

**continues on page 3**

## Environmental Operators Certification Program

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

Submissions for publication in the Digest are welcome. Changes of address, annual dues, exam applications, as well as general inquiries about the program should be addressed to [eocp@eocp.org](mailto:eocp@eocp.org) or:

### Environmental Operators Certification Program

201 – 3833 Henning Drive  
Burnaby, BC V5C 6N5

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Stephanie Hall, Office Assistant

Business car-sized ads are available for \$50 per issue or \$175 for four issues, GST included. For ads of other sizes, please contact the EOCP office.

The Environmental Operators Certification Program is a charter member of the Association of Boards of Certification and is a registered society with more than 3,700 active members.

### 2008/2009 Board of Directors

Mike Gosselin – Chairperson

Pat Miller – Treasurer

Ron Bazuk

Scott Fry – Secretary

Brian Thorburn

Darryl Bjorgaard

Shawn Sanders

Steve Benoit

Bob L. Smith

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## 2009 Certification Board Elections

This year's nominating committee members are Pat Miller, Lyndon Jaworski, and Darryl Bjorgaard.

There are four positions available on the board to be filled by two operators, one government representative and one consultant. Each position is for a two-year term. The following candidates have been nominated:

### OPERATORS

Mike Gosselin  
Brian Thorburn

### GOVERNMENT REPRESENTATIVE

Ron Bazuk

### CONSULTANT REPRESENTATIVE

Shawn Sanders

**Remember:** If your dues are not paid for 2009 or your CEU's are not up-to-date as of the end of 2007, you are not entitled to vote and will not receive a ballot.

Completed ballots must be returned by noon, May 22, 2009 to:

### EOCP

201 – 3833 Henning Drive  
Burnaby, BC V5C 6P3

In conjunction with the Board election there will also be a Special Resolution to amend the EOCP constitution

Operators are invited to go to the EOCP website where they will find an introduction to the existing Constitution (adopted in 1992) and the proposed amendments along with a copy of each.

Any Operator in Good Standing who wishes a hard copy of either or both documents should contact the EOCP office immediately and a copy will be forwarded to you.

## The Old Order Changeth

It has been an eventful time for the EOCP and will continue to be so for some time to come. To add to the changes, three hard working members of the EOCP Board and staff have chosen to retire recently.



**Bob Smith**, our recent Chairman has finally said finally. He retired from the Ministry of Health a few years ago and after five years on the Board, the last two as Chairman, he has answered the call of the golf courses and the opportunity to go where the spirit moves Judy. We will all miss his enthusiasm and his perspective on all aspects of certification.

**Don Gare** joined the Board in 1993 and has worked tirelessly ever since. Early on he took on the challenge as editor of the Operators Digest and was instrumental in getting us into the electronic age with our website. Add in many years as our Secretary and it's easy to see he will be sorely missed. He continues to train Operators and work with everyone to improve the operation of water and wastewater facilities.



What can we say about **Barb Striegler**? She was the second person hired by the Board way back in 1992 (the first was hired part-time to find Barb). She has done it all – when she joined there were less than 1,000 Operators in the program. There are 4,500 now so way more than 3,500 applications, their exams, their employers' questions, and all manner of other questions crossed her desk. The one room, hole-in-the-

wall office in Gastown has become a four person office in Burnaby, she organized 150 exam sessions last year, and through it all she was there for all of us. We have a huge pair of shoes to fill.

## A Training Registry

continued from page 1

the topic and being sure the course was relevant and done in a way operators could learn and remember

Not only are both of these important to help our members to obtain their CEUs — but we want to help make sure this is a rewarding and beneficial training experience for all involved!

The forms created have been vetted by the team many times and then beta tested with a group. Almost as much thinking went into what could help streamline the process as identifying fields in the forms. If you have three years + experience in a subject or topic,

make sure to take a look at “So You’re Thinking of Applying...” It helps you decide whether to leap in and apply. If you decide to take part, the TR supplies you with a couple of checklists to help you collect what you need to apply. If you’re not sure about how to translate what you know into a course, there’s even some help with that too!

### Go – Career Path:

Many areas in our province find it a challenge to recruit potential operators, never mind get them into training. In this area, the TR becomes more than a Training Registry. Here you’ll find a brochure to help people who are thinking about the Industry decide if they want to join. In the works are

other resource materials to help with career paths...

The Training Registry will be a place to meet many of our members needs. Make sure you take a look!

### Next Steps:

- Watch for more information on the EOCP site
- Let us know if you would like us to come to your area to talk about how the TR works
- Encourage experienced operators to think about becoming EOCP Recognized Instructors



# Drew Road Water Treatment Plant

## Supply Water and History

**D**rew Road Water Treatment Plant receives its ground-water from three separate wells that have elevated levels of iron and manganese. The levels have historically been above the aesthetic recommend limits of 0.3 mg/L for iron and 0.05 mg/L for manganese. This has caused precipitates to form and during high flow situations dislodge within the water distribution system resulting in “brown water” complaints from customers. EPCOR

Water West acquired this water system in May 2006 and began pilot testing to determine the best possible means of dealing with this aesthetic water issue. After pilot testing a membrane filtration system, a more conventional manganese greensand filtration system was selected for iron and manganese removal.

## Water Treatment Process

A manganese greensand filtration plant was designed and constructed next to the existing pumphouse to minimize the footprint on the

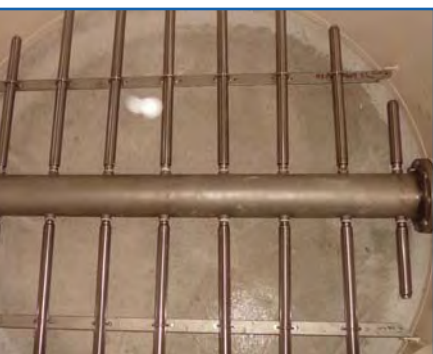
reservoir site. Raw water well supply lines were altered to direct the flow into the new water treatment plant and to enable a complete plant bypass in the event of an emergency.

Raw well water enters the treatment plant from different well supply mains and joins into a common header prior to oxidation with sodium hypochlorite. After chemical injection, the well water passes through an inline static mixer which thoroughly mixes chlorine into the well water. At this point, oxidation of iron and manganese begins.

**Drew Road Water Treatment Plant**



The oxidized well water then flows in parallel into one of three manganese greensand filters, each consisting of a 12 inch layer of anthracite on top of 30 inches of Greensand Plus, a synthetic greensand made of silica sand coated with manganese dioxide. The under drain system consists of 13 inches of gravel type rock.



**Filter under drain system**

Iron precipitate forms more rapidly than the manganese precipitate and begins filtration in the top layer of anthracite, while the manganese is absorbed onto the synthetic greensand.



**Greensand on the left and anthracite on the right**

In the figure below, water flows downward into the filter through the top right inlet valve and passes through the filter media. It leaves the filter through the bottom right outlet valve.



**Greensand filter**

Backwashing is done by closing both the inlet and outlet valves and reversing the flow upward through the backwash supply and backwash waste valves. After a backwash is over, the filter rinse valve opens up for a set length of time.

Filtered water is measured for turbidity and chlorine residual prior to metering. A desired free chlorine residual of 0.5 mg/L is maintained after filtration to continuously regenerate the greensand media. After the treated water leaves the treatment plant it receives secondary disinfection with sodium hypochlorite prior to entering the water reservoirs.

## Filter Backwashing

Once a specific head loss is achieved in the filters, a backwash cycle is automatically initiated, using disinfected treated water to dislodge any precipitate material from the greensand and anthracite in the filters. The backwash water is pumped into a holding tank where it is held for discharge into the sanitary sewer during low flow conditions.

## Treatment Plant

The water treatment plant is certified by the Environmental Operators Certification Program as a Class III water treatment plant. It is a fully automated treatment system that can be operated manually in the event of an emergency. It was designed for future expansion and there is piping and room in the facility for one more filter to be added with minimal effort. The treatment plant was commissioned in June 2008 and has performed exceptionally well, resulting in treated iron and manganese levels routinely under detection limits.

### Contact information:

Brian Thorburn, ASCT  
Senior Operator, EPCOR French Creek  
250-951-2460 office • 250-927-1181 cell  
#10D 1343 Alberni Hwy., Parksville, BC V9P 2B9

## Plant Parameters

	ML/day	LPS
Design Capacity	1.8	21
Future Capacity	2.4	28
Average Flow 2008	1.0	11
Peak Flow 2008	1.5	17

Water Quality	Raw Water	Treated Water	CDWG Standard*
Turbidity NTU	0.5	0.2	1.00
Iron mg/L	0.35	<0.05	≤0.3 AO
Manganese mg/L	0.17	0.008	≤0.05 AO

\* Maximum allowed under Canadian Drinking Water Guidelines

ML/day = mega litres per day  
LPS = litres per second  
NTU = Nephelometric Turbidity unit  
mg/L = milligrams per litre  
AO = Aesthetic Objective (secondary CDWG)



## Operator Profile

Lyndon Jaworski



**Lyndon Jaworski** is a Level II Water Distribution Operator with EPCOR Water West, French Creek. He is a member of the Environmental Operators Certification Program and also recognized as an Applied Science Technologist (AScT). Lyndon received his Environmental Engineering Technology Diploma in 2005 from Georgian College, Barrie Ont. Having moved from Ontario in 2006, Lyndon enjoys the rather balmy climate in British Columbia. His pass times include rock climbing, snowboarding and actively volunteering with Nanaimo Search and Rescue.

## EOCP Loses a Good Friend

**KERSTEEN JOHNSTON**, a former Executive Director of Health Protection in the Ministry of Health was a good friend of the EOCP and supported our efforts in many ways.

Kersteen passed away early in the morning in the comforting presence of friends and family in Bucerias, Mexico. Her last month was spent at the Casa de los Monos, a place with a group of people she loved for one month of each year and longed for the other eleven. Kersteen lived her life and left this world without any regrets — at peace with herself, her friends, and her family.

Kersteen was a benefactor to a variety of charitable organizations so let your heart guide you in how you would like to commemorate her. In lieu of flowers, love your family and friends, be kind to a stranger, feed the hungry, shelter the homeless, nurture a child. She will be sorely missed by all who knew her.

## Operator Challenge Whistler 2008

### Large Pump Tear Down

#### 1ST PLACE:

##### **Metro Vancouver**

- Scott Hayton
- Faye Jordan
- Mark Babey

#### 2ND PLACE:

##### **City of Chilliwack**

- Sandy Hamilton
- Shawn Pritchard
- Grant Metcalfe

#### 3RD PLACE:

##### **Team INAC**

- Jeff Coombs
- Joe Kelly
- Ernie Seymour

### Small Pump Tear Down

#### 1ST PLACE:

##### **Team INAC**

- James Tomma
- Ernest Harry

#### 2ND PLACE:

##### **District of North Cowichan**

- Tom Hankey
- Robert Bell

### Top Ops Challenge

#### 1ST PLACE:

##### **Capital Regional District**

- Steven Whipps
- Scott Hawthorne
- Jeff Girardet

#### 2ND PLACE:

##### **Team INAC**

- James Tomma
- Todd Coles
- Jeff Coombs

#### 3RD PLACE:

##### **Metro Vancouver**

- Faye Jordan
- Scott Hayton
- Teresa Mistic

More operators have been joining the Operator Challenge every year at the BCWWA conference to test their physical and mental prowess. 2008 was no exception as more operators had participated in it then in years past. Hopefully 2009 will have more operators joining the challenge to make it more fun and memorable.



**Team INAC came in second place. They are Jeff Coombs, James Tomma, Todd Coles. Mike Gosselin (on the left) and Ted Molyneux (far right) presented the award.**

# Operator of the Year

(The 2008 Vic Terry Award)

## James Tomma

**James Tomma** is an Operator for the Little Shuswap Indian Band, located in the Central Interior of BC near Chase between Little Shuswap Lake & Big Shuswap Lake. The Band is comprised of a total of 5 reserves. James has been an operator for the Little Shuswap Band since April of 2003.

To attain certification and further his knowledge in the Water and Wastewater industry, James has attended a variety of courses and to date holds certification in Small Water Systems; Small Wastewater Mechanical; Water Distribution Level 1; and Chlorine Handling. He has recently completed his first of four levels of the Water Treatment Technology Program at Thompson Rivers University and has proven to be one of the top academic achievers in this program. He has become a role model to all students, but in particular to our First Nations' students. He has also competed for several years in the Top Ops competitions at the BCWWA Annual Conference and has been a guest speaker at several



**James Tomma accepts the Vic Terry Award from Bob Smith**

workshops provided for Operators and managers of First Nations' treatment facilities. His first hand knowledge of treatment issues and his overall dedication to First Nations' causes has made him very successful in this area.

His strong belief that only through education can First Nations' communities truly gain the autonomy they need to reduce the reliance on outside contractors or consultants. James is recognized by his peers as a conscientious and dedicated Operator.

## OPERATORS

Do you know an operator who always goes the extra mile? Nominate them for the Vic Terry Operator of the Year Award.

### Nomination Guidelines

- The nominee must be a member in good standing of the EOCF.
- The nominee must have provided exemplary service in water or wastewater operations over an extended period of time.

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# First Operators Set to Write for Multi-Utility Certification

In 2004, the Board of EOCP assigned Board member and operator, Pat Miller the task of investigating the option to add a new certification to meet the needs of Operators who are working in more than one utility. EOCP realised that Operators working in smaller utilities are exposed to many situations where the knowledge and experience gained in one utility applies to all utilities. Many of their smaller utility systems may not require a full time operator, BUT require an Operator be available full time. Often these same operators work in 2, 3, or more utilities.



Under the current system, an operator would have to work a minimum of 6 months, hands-on in one utility plus 6 months of related work before being able to sit their first certification exam. If they work in several utilities, the period before writing can be up to 4 plus years to write a certificate in each area they wish to become certified.

After consultation with other certification jurisdictions, government regulators, and certified Operators, the Board of EOCP approved the Multi-Utility Certification in September 2008.

To qualify for multi-utility certification, the Operator must meet the following requirements:

- Have Grade 12 or GED
- Have taken 0.6 CEU's in an approved applicable course
- Have worked a minimum of 12 calendar months in 2 or more utilities (water or wastewater treatment, water distribution or wastewater collection) for MU Level I and 36 calendar months in 2 or more utilities for MU Level II.
- The utilities worked in must serve a permanent population of 10,000 or less

- Have worked a minimum of 1,000 hours in 2 or more utilities for MU Level I and 3,000 hours in 2 or more utilities for MU Level II
- Level I – Multi- Utility Certification – the operator must have worked a minimum of 500 hours in the utility being applied to be certified in and pass the Level I exam
- For a Level II – Multi-Utility Certification – the operator must have worked a minimum of 1,500 hours in the utility being applied to be certified in and pass the Level II exam

**NOTE:** *The Multi-Utility Certification Program allows an operator who meets the experience requirements of a regular Level I or regular Level II Certification to be granted the appropriate certification upon application to EOCP and paying the appropriate fees. Also, DRC hours may be applicable for use when applying to write a regular Level III or regular Level IV exam. Once certified, the Multi-Utility operator must earn the appropriate CEU's every two year period of time as all other Operators.*

For further information or to apply, visit the EOCP Web Site at [www.eocp.org](http://www.eocp.org) or email us at [eocp@eocp.org](mailto:eocp@eocp.org).



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**NETWORK ♦ DEVELOP ♦ COMPETE**

## **BCWWA 2009 CONFERENCE OPERATORS PROGRAM**

**JOIN US FOR FIVE DAYS OF ACTION PACKED EVENTS!**

*The BCWWA's 2009 Annual Conference & Trade Show offers opportunities for Operators to make contacts throughout the industry, learn about the latest technological developments, and put their skills to the test.*

---

♦ **NETWORK** Get to know BC's water and wastewater operators and the BCWWA and EOCP Directors! Join us on the afternoon of Sunday April 26th for a pizza and drinks at the Operators Icebreaker.

♦ **DEVELOP** Enhance skills and increase the effectiveness of operations and maintenance personnel. Participate in two full days of technical paper presentations or attend the new Enhanced Operator Stream on April 27th and 28th. In addition, we have three Technical Transfer Sessions to choose from on April 29th. Earn CEUs!

♦ **COMPETE** Practical competitions will take place Sunday and Monday during Trade Show hours. The competitions test speed, knowledge, skills, safety and teamwork. The following competitions will be held in 2009:

- ♦ Large Pump Tear Down
  - ♦ Small Pump Tear Down
  - ♦ Top Ops Knowledge Contest
- 

### **NEW FOR 2009: ENHANCED OPERATOR STREAM**

This unique training opportunity will be in a classroom setting but with a focus on hands-on training with equipment provided by BCWWA's Manufacturers, Suppliers and Consultants. The new operator stream will consist of 3 operator training sessions, Monday morning, Tuesday morning and Tuesday afternoon. Sessions will be 3 hours each, running at the same time as the Technical Paper Presentations. CEUs will be available for each session attended.



# System and Operator Classifications in British Columbia

## Reclassifications

Small Wastewater Systems	
Small Water Systems	6
Water Distribution Systems	2
Water Treatment Facilities	2
Wastewater Collection Systems	
Wastewater Treatment Facilities	40
<b>Total Reclassification</b>	<b>50</b>

## New System Classifications

Small Wastewater Systems	15
Small Water Systems	42
Water Distribution Systems	13
Water Treatment Facilities	8
Wastewater Collection Systems	6
Wastewater Treatment Facilities	6
<b>Total New Classifications</b>	<b>90</b>

## Current Facility Classification

Classification	IV	III	II	I	Total
WD	32	44	140	140	356
WT	15	24	46	11	96
WWC	17	11	58	52	138
MWWT	21	31	93	132	277
IWWT	1	1	2		4
SWS					705
SWWS					109
<b>Total</b>	<b>86</b>	<b>111</b>	<b>339</b>	<b>335</b>	<b>1685</b>

## Current Operator Certification

Classification	IV	III	II	I	OIT	Total
WD	21	118	653	799	49	1640
WT	14	17	96	176	16	319
WWC	1	24	309	550	26	910
MWWT	57	128	199	268	26	678
IWWT		3	8	14		25
SWS						1033
SWWS						178
CH						478
BWD						18

**Total** 5166

**Total Number of Active Operators** 3764 \*

**Total Number of Active Operators with Multiple Levels** 1923

*\*Includes only Operators whose dues are up to date – another 1,000 or so are running a little behind!*

## Small Water Systems Operators

Numerous groups are working behind the scenes in BC to help SWS Operators.

- The EOCP created the SWS category to recognize the unique circumstances small system Operators work in.
  - BCWWA has a Small Water Systems Committee that meets monthly to discuss challenges that smaller water systems face. Check them out at: [www.bcwwa.org/committees/smallwatersys/index.php](http://www.bcwwa.org/committees/smallwatersys/index.php)
  - The Small Water Users Association of BC holds workshops and communicates with small system owners and Operators throughout the province. See them at: [www.smallwaterusers.com](http://www.smallwaterusers.com)
  - The Water Supply Association of BC provides workshops and annual meetings for similar systems, primarily in the Okanagan. They can be found at: [www.wsabc.com](http://www.wsabc.com)
  - The Coastal Water Suppliers Association provides similar efforts for systems on the coast. You can find them at: [www.cwsa.net](http://www.cwsa.net)
- We're all trying to provide the information and services small system owners and Operators need.



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# Operator. Question

## Who is eligible to collect Direct Responsible Charge (DRC) time for operating?

Although managers may be directly responsible for operations, they are not able to collect DRC time unless they were previously an Operator and work at the site. DRC goes beyond doing a good job and being responsible for one's own actions; it also includes responsibility of the overall operation of the facility or system and for the other Operators under the supervision of the Operator in charge. Where DRC credit is requested for more than one operator at a time for the operation of segments of a large facility or system, prior Board approval must be obtained including facility classification of the segments by the Program to assure that they meet the criteria for DRC. Charge hands, foremen; chief or senior operators are typically eligible to collect Direct Responsible Charge time as are Operators on Call when they are actually called out.

**Operators: Remember to keep track of your own DRC hours either in a journal or have your office track them for you.**

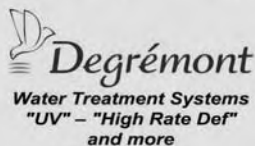
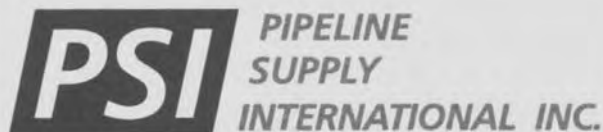
If you have any questions regarding Direct Responsible Charge, contact the EOCP at [eocp@eocp.org](mailto:eocp@eocp.org).

## Who or What is the Association of Boards of Certification (ABC)?

The Association of Boards of Certification is the umbrella organization for the water and wastewater Operator certification programs across North America and has been assisting states and provinces with environmental certification programs since 1972. Membership consists of over 90 certifying authorities representing more than 40 states and 10 Canadian provinces which certify over 150,000 water and wastewater operators, laboratory analysts, and backflow prevention assembly testers. Through its validation and Examinations committees, ABC reviews all water and wastewater exam questions on a regular basis and is always in the process of re-writing any misleading questions found by Operators as they write their exams. BC currently has 3 members on 3 V & E committees at ABC. We also participate actively in exam writing workshops and other ABC activities.

For more information about the Association of Boards of Certification, please visit:

<http://www.abccert.org/>



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# Looking forward to 2009...

Operators, EOCP is increasing the Certification Exam schedule for 2009. There have been over 70 exam opportunities scheduled for this year. If you are in need of writing or re-writing a certification exam, email or call the EOCP office and see if there is an upcoming exam location in your area.

**Remember: Operators must apply 2 weeks before any scheduled exam in order to be able to write any exam.**

2009 is shaping up to be a busy and great year to be a certified operator. Many new companies are beginning to provide exceptional training opportunities for all operators. There are many new courses being introduced to the operators and with the new and upcoming EOCP training registry, CEU accumulation and operator training should become more streamlined.

The Environmental Operators Certification Program has seen some large changes since the last news letter. Bob Smith and Don Gare have retired from the board after many years of service. Bob Smith, who provided many years of service to the EOCP was also the Chairperson of the EOCP and since his departure, Mike Gosselin has stepped up to the plate and has taken over the reigns. Don Gare was the driving force behind the EOCP news letter for many years and will be missed for his input to the board and also his endless work on the newsletter. Lastly, Barb Striegler has retired. Barb was the executive assistant for the EOCP for many years and will be missed.

With the departure of board members and staff, new faces have been added to the EOCP structure. Three new board members have been added since the last newsletter. Steve Benoit from Thompson Rivers University is the educational representative on the board while Ron Bazuk takes over from Ron Johnston as the provincial government representative on the board. Lastly, Brian Thorburn from EPCOR Water Services has filled Don Gare's void on the EOCP board and has attempted to take over the newsletter duties.

Finally, the EOCP is holding their Annual General Meeting (AGM) at the UBC Operator School this May. The EOCP may be looking at a change in venue for next year so if you have any suggestions for locations for the next AGM, please let the EOCP know.

## Reminder to Operators

Just a reminder for to make sure you are collecting and maintaining your CEU's. When attending workshops, ensure that you have signed in and have provided your EOCP number to the workshop facilitator to confirm you are credited with your CEU's.

SWS and SWWS operators are required to complete 12 hours (1.2 CEU's) of approved training every 2 year period while Operator's holding Level I – IV certificates are required to complete 24 hours (2.4 CEU's) of approved training every 2 year period.

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