

OPERATOR DIGEST

SUMMER 2020 | NUMBER 145



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

INNOVATION

SECHELT WATER RESOURCE CENTRE

This revolutionary system is disguised as a greenhouse and botanical garden. Situated between residential areas and the Sechelt Marsh nature reserve, the site surrounding the plant has become a public park. P4

OPERATOR PROFILE

Chris Lawrence, Operator, and now EOCP Board Chair likes challenges and variety.

P2

MULTI-UTILITY CERTIFICATION

for Operators in Smaller Communities

P10

EOCP'S NEW CODE OF ETHICS

and Standards of Practice for Environmental Operators

P11



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 EOCP 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:

Environmental Operators Certification Program

201 – 3833 Henning Drive,
Burnaby, BC V5C 6N5

PHONE: 604 874 4784

FAX: 604 874 4794

TOLL FREE: 1 866 552 3627

EMAIL: eocp@eocp.ca

WEB: www.eocp.ca

FACEBOOK: EOCPBCY

TWITTER: @EOCPBCY

Publications Mail Agreement
No. 41498030

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.

Staff

Kalpna Solanki, Chief Executive Officer (CEO) ksolanki@eocp.ca

Kim Eames, Office Manager
keames@eocp.ca

Jenni Green, Technical Expert
jgreen@eocp.ca

Stephanie Hall, Exam Co-ordinator
shall@eocp.ca

Lachlan Manser, Program Assistant
lmanser@eocp.ca

Board of Directors

Chris Lawrence, Chair

Krista Derrickson, Chair Elect

Mike Firlotte, Past Chair

Allison O'Neill, Treasurer

Chris Kerman, Secretary

Anna Agnew, Director

Peter Coxon, Director

Rob Fleming, Director

Ben Kineshanko, Director

Jim McQuarrie, Director

OPERATOR PROFILE

Chris Lawrence

Operator and EOCP Board Chair



How did you become an Operator?

I was hired by the District of New Hazelton as part of a succession plan to take over for the current Public Works Superintendent. He was an excellent Operator and mentor to have as I started my career in the Public Works Department. I had no idea about all the processes involved in water treatment and soon developed a serious appreciation for clean drinking water. I was able to spend a great deal of time in two separate Water Treatment Plants, each with its own unique processes. With the help and guidance of my predecessor and other Operators, becoming a certified Operator was one of my main priorities. Once I had gained enough hours to write my first exam, I scheduled it as soon as possible. After my predecessor retired, I assumed all the managing and administrative responsibilities for all water and wastewater operations. To this day, the utilities side of my job is the most enjoyable.

How long have you been an Operator?

I started training in the New Hazelton Water Treatment Plant and South Hazelton Water Treatment Plant in 2014. In 2016 I attended BCWWA Operator School in Kamloops and was certified shortly after.

What are your core functions?

I have recently had a job change and am now the Manager of Operations for the District of Houston. I oversee all operational aspects of the Municipality's Water and Wastewater systems and Operators. We have numerous infrastructure projects in our 5-year financial plan. I am responsible for project management on behalf of the District. I set the operational and capital budgets for the Public Works Department. I also have to ensure that the District Council is aware of what is taking place within the department. This requires staff reports and presentations.

What is your typical day?

That is a difficult question to answer. It seems that priorities are always shifting due to numerous factors and influences. I do spend as much time as possible with the staff in my department. I feel that building a strong team is important to ensure exceptional service delivery. With the multiple capital infrastructure projects we have on the go, I have been on-site often, coordinating with contractors, engineers, and the public to guarantee the District's best interests are taken into consideration.

Continued on page 6

MESSAGE FROM THE DIRECTORS AND STAFF



Chris Lawrence, Chair

Kalpna Solanki, CEO

We started off this year with so many plans, and despite the impact of COVID-19, we have been able to pivot to our new reality and achieve a great deal. We are nimble, we are creative, we are resilient, and we continue doing what matters:

1. Work continues on our conference – Canada’s very first virtual conference specifically designed for Operators! We will have four concurrent streams - water, wastewater, transport, leadership - that you can pick and choose from! To start us off on a high energy level, our keynote is the Olympic gold medalist Adam Kreek. Register now at <https://tinyurl.com/y59b46p9>
2. We have been involved in two very exciting initiatives that will be announced at the opening of the conference on the 15th of September. We hope you will be there!
3. We started off with exam sessions as soon as we were able to, and have organized exam sessions in as many parts of BC and YK as possible. On occasion, when a facility was not available, EOCP staff arranged and invigilated sessions themselves.
4. When our CRM was implemented in 2016, we set a goal to work through as many facilities as possible to ensure up-to-date classifications were completed. For any facilities that did not complete new classifications, we had set an expiry date of 30 June 2020. As a result, the staff team has been

incredibly busy completing these classifications. Please note that ALL facilities need to be reclassified every five years, or sooner if significant changes are made to the facility. Please sign up for a webinar if you need help with your facility’s classification by checking the webinar schedule at <https://tinyurl.com/ybcrvoeq>.

5. A huge huge ‘shout-out’ to the mentors from the Operator Peer Network. When we reached out to them to see if they would be willing to help communities (via email or phone) where Operators were affected by COVID-19, within a minute, the emails started coming in with Operators willing to volunteer. Thank-you! Your generosity is very much appreciated.

We cannot end without acknowledging how so many across the world have been affected by the pandemic and racial injustice. Our hearts and thoughts go out to all those affected, and we are grateful to our Operators for making it possible for us to wash our hands so frequently.

At this juncture, we do not know when things will normalize, or if they will, but we are here, and we will continue working away to do what we can to help make the world a better place.

Please Be Kind, Be Calm, Be Safe.

Chris Lawrence, Chair
Kalpna Solanki, Chief Executive Officer

Attending the EOCP's Virtual Conference

By Kalpna Solanki BSc CPHI(C) MBA

Even in the new reality, post-COVID, virtual events will be here to stay. They are cheaper and greener, and can attract massive international audiences.

But, ough, presentation after presentation, with lots of slides, poor lighting for speakers, and even poorer sound, can be an off-putting experience.

Having sat through several of these, I promised that the EOCP’s 2020 Conference will definitely not be like that. What are we doing:

1. The EOCP team has put together an AV team with an incredible platform to ensure the speaker and delegate experience is excellent, and
2. We are running four concurrent streams, each with a separate login so that you can attend different streams within the two days of the conference.

We also have some tips for how to make the most of your virtual conference attendance:

1. After you register, add the event to your calendar right away (15-16 September);
2. Once the program is finalized, choose the sessions you want to attend;
3. Prepare your space so that you won’t be distracted by background noise or interruptions;
4. If physical distancing permits, attend with other team members from your company’s boardroom;
5. Make sure you have good internet connection and good sound – either with speakers or headphones;
6. Get involved – ask questions, join the ‘Think Tank’ sessions;
7. Have FUN! Admittedly, attending an EOCP conference in person in downtown Vancouver with the great meals we provide is the BEST, but virtual conferences can be fun, too!
8. Register! Go to <https://tinyurl.com/y59b46p9>

I hope these tips help you get the most out of your virtual conference experience. ‘See you’ in September!



Sechelt Water Resource Centre
5678 SURF CIRCLE

SECHELT WATER RESOURCE CENTRE

This LEED-Gold certified; award winning, tertiary treatment plant creates a space in the heart of residential Sechelt for the public to enjoy and learn.

By Jenni Green, P. Eng

The District of Sechelt Water Resource Centre has created an opportunity for communities around BC and beyond to transform how we think about wastewater treatment. The LEED-Gold certified; tertiary treatment plant created a transparent space in the residential heart of residential Sechelt that engages the public in meaningful ways. The Centre encourages the public to witness their role in the hydrological cycle.

The facility rethinks traditional municipal wastewater treatment by revealing and highlighting the mechanical and biological systems instead of sequestering them behind a locked chain-link fence. The system is disguised as a greenhouse and botanical garden between residential areas and the Sechelt Marsh nature reserve. The site surrounding the plant has been transformed into a public park where residents are free to observe the bioreactors. The building includes a public meeting room that supports educational tours and community events.



Public space including a viewing area of the greenhouse and bio-reactors.

TREATMENT CAPACITIES	TREATMENT SPECIFICS
Average day flow: 4000m³/d	Primary: 6mm fine screens with cyclonic grit separation
Peak flow: 6000m³/d	Secondary: Organica Fed Batch Reactor
Future expansion capability to 8000m³/d	Tertiary: Membrane Filtration to 20nm
Influent Holding: 907m³	Disinfection: Ultraviolet
Batch Reactors: 4 x 1000m³	Biosolids: Centrifuge dewatering to 20% and composting to Class A compost
Secondary Equalization: 400m³	
Sludge Holding: 400m³	

Wastewater travels by gravity and force main to the treatment plant. Larger solids are removed by mesh screens. Wastewater is aerated to mix contents and prevent odours, while organic waste is broken down by trillions of microbes. Larger solids are allowed to settle to the bottom and smaller solids are filtered out by membrane filters. All effluent is disinfected with UV light before release to the environment.

The process design includes plants suspended over treatment tanks enclosed in a greenhouse. The plant roots enhance the biological treatment process, making it more efficient, reducing energy and space requirements. The greenhouse also helps meet the aesthetic objectives for building the facility in a residential area, as well as controlling fugitive odours and noise. Although the plant was created with a small footprint, the plans allow for future expansion.

Upon commissioning, the plant achieved biochemical oxygen demand (BOD) less than 2, total suspended solids (TSS) less than 1, and no detectible fecal coliforms. This plant is in the top tier of treated water quality compared to similarly sized plants throughout Canada.

The plant design also effectively limits operational costs, which was an important consideration in selecting the treatment technology. While meeting indirect recycling water quality and Class A biosolids standards, the plant can operate using roughly 40 percent less electrical energy than the previous two plants.



View from greenhouse to Sechelt Marsh and surrounding residential areas.



Mechanical systems during plant commissioning.



The facility has received numerous awards over the last five years:

- Architectural Innovation from Architectural Institute of British Columbia - 2018
- Southern Interior Construction Association (SICA) – 2016 Innovation Award

- Federation of Canadian Municipalities (FCM) – 2016 Sustainable Communities Award
- Canadian Design Build Institute (CDBI) – 2016 – Grand Winner – Awards of Excellence
- Association of Consulting Engineering Companies (ACEC-BC) – 2016 Award of Excellence
- Association of Professional Engineers and Geoscientists of BC – 2016 Environmental Award
- Canadian Construction Association (CCA) – 2015 Environmental Achievement Award

Funding for this \$24.9 million project was provided from a variety of sources.

- Contribution from the Shishálh Nation - \$1,680,250
- Senior Government Grants - \$12,200,000
- District reserves - \$1,219,500
- Debt - \$7,400,000
- Development Cost Charges - \$1,488,000

The facility is classified by the EOCP as WWT Level IV.

Operator Profile continued from page 2

What do you most enjoy about the work?

The thing I love the most about the Public Works Department including water and wastewater is the unpredictability. You just never know what is going to happen on a daily basis. I suppose you can say that I love the chaos that surrounds the operations world. Water breaks, backed up sewer mains, equipment failures, even 30 cm plus snowfalls are things I see as opportunities. Challenges like these make you think on your feet to deal with issues as quickly and efficiently as possible.

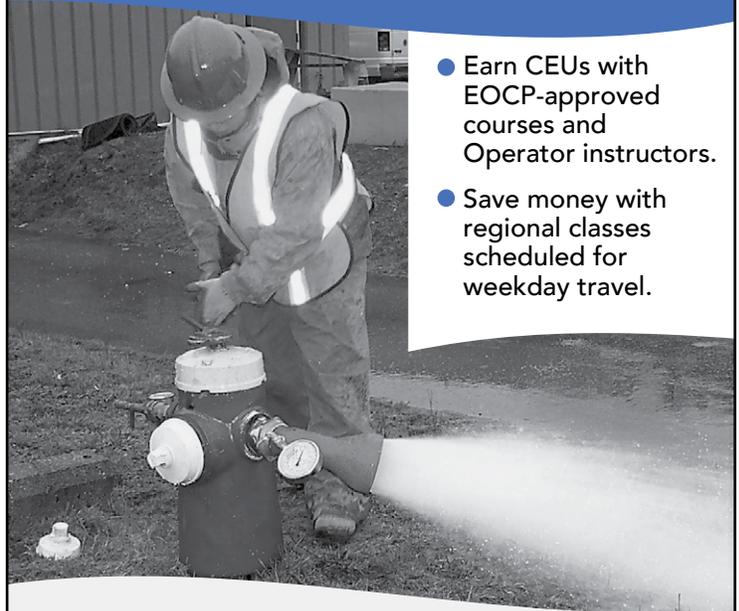
What are some challenges you face?

This is probably familiar to every Operator or manager, but I would have to say aging infrastructure. We all have it, but how do we finance its replacement? We are working on our asset management program as we speak and that will help inform our priorities and decision process moving forward. It will also assist with grant funding opportunities, but that is not a guarantee. It is challenging to engage in these large-scale infrastructure projects without grant funding, as that would be a burden for the taxpayers. Another challenge we face is local Operator training opportunities. It is difficult to schedule training for level I to IV in the northwest. Every Operator in the region is at a different stage in their certification, so having enough seats for a specific course may be difficult. If an Operator is only looking to maintain CEUs, then there is travel involved. This is challenging for utility teams with limited Operators to be able to cover for each other.

What advice do you have on how to have a successful career as an Operator?

Continued on page 13

ENVIRONMENTAL OPERATOR TRAINING



- Earn CEUs with EOCIP-approved courses and Operator instructors.
- Save money with regional classes scheduled for weekday travel.

Want a course in your area?
Talk to us.

250-882-0796
jamesonwater.com


JAMESON WATER
Get smart.



Water Engineering Technology students from Okanagan College are career-ready with exceptional technical skills and training.

CONTACT US

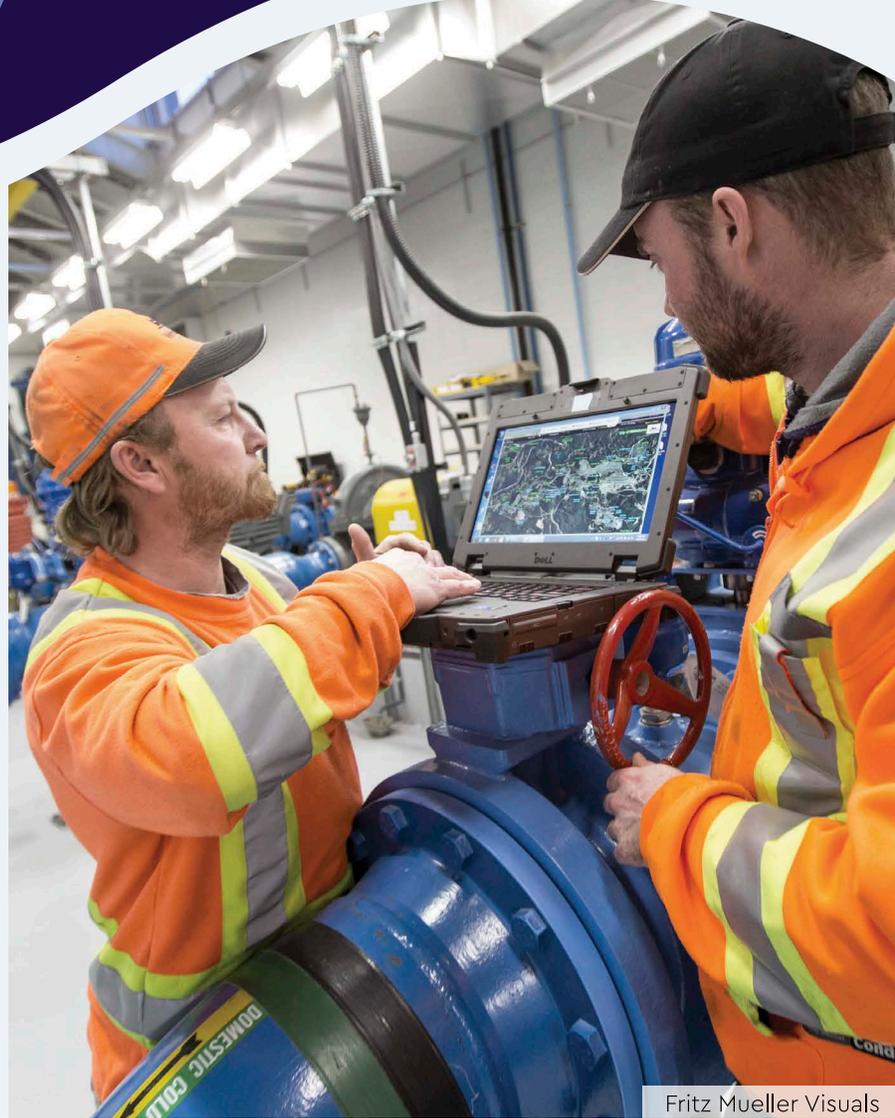
To learn about the WET program or grads, contact aoneill@okanagan.bc.ca
Hire a co-op student! Contact coop@okanagan.bc.ca



Operator training, close to home



you work in a small community
your training should too



Fritz Mueller Visuals

Yukon Water and Wastewater Operator Program

Contact us for a course in your community! **t** 867 668 8792 **e** ywwop@yukonu.ca

- Prepare for certification and continue your education with our wide range of relevant training, designed to suit the needs of operators of small, northern or remote water and wastewater systems.
- Offered in-person and online.
- Yukon University delivers exceptional experiences – registering, tutoring, training and education, and career counselling.

YukonU.ca/ywwop

WHO'S ON THE MOVE

Pat Miller

Retired, WT and WWT Level III, WD and WWC Level II

By Kalpna Solanki BSc CPHI(C) MBA

During a recent visit to Victoria to invigilate exam sessions, I caught up with Pat Miller to find out what she was up to. Pat Miller has been a trailblazer in the industry, and I wanted to make sure to get information from her that would be inspiring to those thinking about becoming Operators and those new to the industry.

What was your first job?

My first job was working as a customer service representative for a phone company. My work entailed taking trouble calls for service disruptions and it was while working there that I learned about the technical side of the telecommunications industry.

How did you pivot from that to becoming an Operator?

After 26 years working in the telecommunications industry, I was hired by Sun Peaks Resort to deal with its telecommunications infrastructure. I oversaw the supply of cable TV system, cellular service, fibre to facilitate high speed internet to the new resort community. This led to my involvement with the gas utility, and then I was asked to oversee the water and sewer utilities. This was at a time where I had no EOCP certifications and did not even like outhouses!

What was your first certification?

Since I was working in the industry, I thought it best that I get my certifications. I started off with WWT in 2002, with WT and WD in 2003, followed by WWC in 2007. I looked at courses available, but it took me five years of experience to qualify to write, and this is what provided me with the impetus to propose the Multi-Utility certification. I was so determined to achieve this, I joined the EOCP board in 2003 – its first female director!

Was being one of a very few women a challenge?

When I became an Operator, I was one of less than 100 certified female Operators in the province. However, I found the field to be quite inclusive, everyone was willing to help, and unlike the telecommunications industry, I did not feel that there was a 'glass ceiling' I had to break through.

On your retirement, looking back, what will you miss about being an Operator?

I will miss the camaraderie, but I will be volunteering, and I will be teaching, so the opportunities to work with Operators will still be there.

What will you not miss?

I will definitely not miss the 2 a.m. alarm calls!



What advice would you give to someone who is contemplating becoming an Operator?

If you get a chance, don't worry about getting dirty, and learn how to use heavy equipment. This is a skill many new Operators do not seem to learn.

What are your plans now that you have retired?

I grew up in Vancouver and wanted to move back to the coast – 26 years of snow was enough! With my son and daughter-in-law living in Victoria, my husband and I decided to move to Victoria. Currently, I am overseeing some renovations at my townhouse. My goal is to continue teaching and mentoring Operators through the certification process and help small utility (private and municipal) systems attract and grow their Operators to match the facilities' classifications.



PACIFIC FLOW CONTROL LTD

HOT TAPS—LINE STOPS—VALVE INSERTS

Proudly serving Western Canada for over 35 years. Our techniques allow for no disruption of service to customers & critical processes.

- **HOT TAPS** - New connections, Instrumentation & Pipe Integrity Sampling.
- **LINE STOPS & VALVE INSERTS** - Line relocation, replacing defective valves, dead ending, extending, additional shutoffs, pump station retrofits & leak repair.

PHONE - 604 888 6363 E-MAIL - tapping@pacificflowcontrol.ca
WEBSITE - pacificflowcontrol.ca TF - 1-800-585-8277 (TAPS)



A MESSAGE FROM THE ASSOCIATION OF BOARDS OF CERTIFICATION

Dear Stakeholders,

In this pivotal and unprecedented moment in history, we are coping with a global pandemic that has claimed the lives of thousands, a financial and economic struggle for businesses and families, and a collective social challenge that moves us to change the way we think and act. As we rethink how we work and live, so should we rethink the value we place on diversity and inclusion in this country.

Our hearts and prayers go out to the loved ones of George Floyd, Tony McDade, Ahmaud Arbery, Breonna Taylor, and all of those whose lives were lost in senseless acts of brutality. Discrimination and social injustice have no place in our society. We stand in solidarity with those fighting to build a future of equality, inclusion, and safety for all—no matter your appearance or circumstance.

At ABC, we are committed to doing our part. We work with highly trained psychometricians to remove testing barriers and biases from our exams before they reach operators. The merit, ability, and character of an operator is what is important, not aspects like race, gender, or creed.

But we believe we can do even more. There is a place in the water and wastewater industry for everyone, and to show our



commitment to promoting equality, we are proud to announce that we will be hosting a featured diversity and inclusion presentation at our 2021 Innovation in Certification Conference. We are looking forward to providing a platform to discuss issues and work together to create strong, unified solutions.

There are some wrongs that can never be corrected. George Floyd can not be given back his life. But we will not forget what happened and we will commit ourselves to be allies for change. Only through working together, educating ourselves about issues, and standing for what is right can we be proud of the world we are creating.

Paul D. Bishop,
CAE President and CEO



H-TEC 986 AIR RELEASE & VACUUM WASTEWATER VALVES AND VALVE SETS

- 0 PSI sealing capability prevents leakage in chamber.
- H-tec's 986 debris shield and screen ensure the valves performace isn't distrupted from wastewater debris.
- Lower maintenance costs.
- Available as self-contained sets-no requirement for confined space entry for the operator!



TF: 1-855-381-2146
www.usccanada.com
sales@usccanada.com



UTILITY SUPPLY (WEST) CORP.

Proudly Distributing Waterworks Products

MULTI-UTILITY CERTIFICATION

FOR OPERATORS WORKING IN SMALLER COMMUNITIES



Levels I and II in Water Treatment, Water Distribution, Wastewater Collection, and Wastewater Treatment

By Pat Miller, WT and WWT Level III, WD and WWC Level II

For many water and wastewater Operators who operate utility systems in small communities, it has always been a challenge to become an EOCP certified Operator. Adding the fact that many small facilities are becoming more automated and have the potential to become classified at higher classification levels, the certification challenge potentially increases.

When Multi-Utility Certification was first approved by EOCP's Board of Directors in 2008, the concept was to recognize the job tasks performed by Operators who worked in smaller systems and the overall knowledge they acquire to run these treatment, distribution, and collection systems.

Prior to this new certification being recognized in 2008, EOCP consulted many stakeholders for their comments and approval. The investigation into a new certification started in 2004 with the key goal of addressing smaller systems without eroding the existing certification program. The board wanted the ability to recognize the knowledge that many Operators in smaller systems acquire going about their day to day activities.

In smaller systems, an Operator usually works on many aspects of the water and wastewater industry. In the morning, they may be checking on well operations, filtration, and chlorine addition, and hooking up a water connection; while in the afternoon, they may check on wastewater lagoon operation and deal

with a collection system odour issue. In addition, there are pump repairs, water main breaks, sewer main breaks, meter reading, and other related activities.

Thus, to meet the goals of the Multi-Utility Certification, Operators must perform a minimum of 1,000 hours of work in at least two fields (i.e. water treatment and water distribution or water treatment and wastewater collection..) for 12 months and spend at least 500 hours in the discipline they are applying for certification in. The work experience also must be supplemented by at least a one day (0.6 CEU) in an applicable and approved course.

Once those requirements are met, the Operator must pass (70% or higher) the appropriate level certification exam (e.g. Water Treatment Level I). Most Operators are aware that the various certification exams require both book knowledge as well as field experience to pass.

Once an Operator has achieved their Multi-Utility Level I certification in one of the four fields and they have 1,800 hours of experience in the specific field, the Operator can then apply to EOCP to have their certificate changed from a Multi-Utility Level I certificate for Level I certificate in the applicable discipline (there is a fee to process the application).

An Operator can hold up to four Multi-Utility certification certificates if they have worked in those fields and have 500 hours minimum for each certification they are applying for and passing the exam. They also need to have at least a one day (0.6 CEU) applicable and approved course

for each certification. The good news is a number of these courses are approved for two or more certificates. For example, a 'small water systems' course would be an approved course for both water treatment and water distribution.

For a Level II Multi-Utility certification, an Operator must work a minimum of 3,000 hours over 36 months with at least 1,500 hours in the specific discipline and pass the Level II certification exam. This assumes that they work 36 months in two or more fields of water treatment, water distribution, wastewater collection, and wastewater treatment.

This certification is designed to address smaller systems, so the community that the Operator provides service to (in the two or more fields), has a permanent population of no more than 10,000 as per the latest Statistics Canada population information.

NOTE: Multi-Utility Certification 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 appropriate fees. Also, DRC hours may be applicable for use when applying to write a regular Level III or Level IV exam. Once certified, the Multi-Utility Operator must earn the appropriate CEUs for every two-year reporting period, as required for all EOCP certified Operators.

For further information or to apply, visit the EOCP Web Site at www.eocp.ca or send an email to eocp@eocp.ca.

EOCP'S CODE OF ETHICS AND STANDARDS OF PRACTICE FOR ENVIRONMENTAL OPERATORS



By Kalpna Solanki BSc CPHI(C) MBA

The EOCP has had a Code of Ethics for many years, but the document had not been updated for at least 15 years, and had not kept up to date with changes in our environment.

In 2019, we reviewed the Code of Ethics, evaluated best practices for similar organizations, focused on professionalizing the role of Operators, and developed a new 'Code of Ethics and Standards of Practice for Environmental Operators'. Subsequent to a legal review, the new Code of Ethics and Standards of Practice for Environmental Operators was implemented.

What is the Code of Ethics and Standards of Practice for Environmental Operators?

This document sets out the EOCP's ethical guidelines and best practices for Environmental Operators to follow, it is not an external set of restrictions. Rather, it embodies the shared values of the EOCP's members. Membership implies a commitment to these shared values.

The objective is to have Environmental Operators conduct their professional lives and activities in an ethical manner. Fairness, courtesy, and good faith form moral philosophy which, associated with a mutual interest among people, constitute the foundation of ethics. Environmental Operators should recognize such a

standard, not in passive observance, but as a set of principles guiding their conduct and way of life. It is their duty to practice their profession according to the Code of Ethics and Standards of Practice for Environmental Operators. The guiding principle for the content of this document is the EOCP's Mission Statement, which states:

"To protect human health, the environment, and the investment in facilities through increased knowledge, skill, and proficiency of the Members of the Program in all matters relating to water treatment and distribution and wastewater collection, treatment, re-use and disposal."

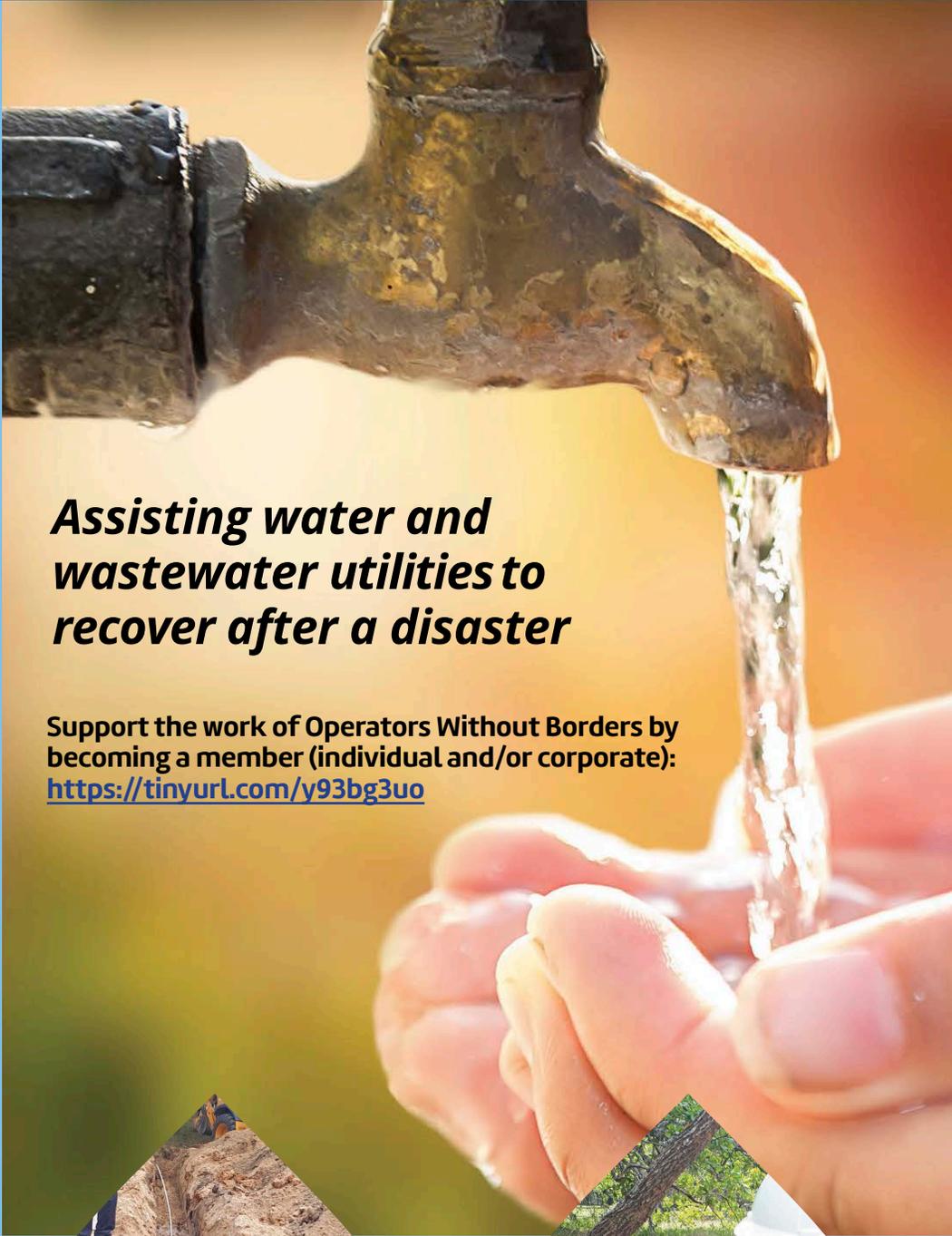
What are the ramifications for violating the Code of Ethics and Standards of Practice for Environmental Operators?

Herein lies a key difference between the previously used code and this new document. While the previously used Code of Ethics laid out expectations of Environmental Operators, there were no repercussions prescribed in the document. When there were situations as egregious as one where an Operator falsified a course completion certificate, the EOCP was encumbered in its ability to take any action against the offender. The new Code of Ethics and Standards of Practice for Environmental Operators lays out a disciplinary matrix for instances of violations.

Who investigates violations?

When the EOCP is advised of violations, the EOCP's 'Ombudsperson Committee' is mobilized. This committee comprises of two board directors and two staff members and investigates any reports that come in, and determines what action, if any, needs to be taken.

The Code of Ethics and Standards of Practice for Environmental Operators can be seen at <https://tinyurl.com/yqc3urnn>



***Assisting water and
wastewater utilities to
recover after a disaster***

Support the work of Operators Without Borders by
becoming a member (individual and/or corporate):
<https://tinyurl.com/y93bg3uo>



NEWLY ELECTED OFFICERS OF THE BOARD



Chris Lawrence
Chair



Krista Derrickson
Chair-Elect



Mike Firlotte
Past Chair



Allison O'Neill
Treasurer



Chris Kerman
Secretary

Operator Profile continued from page 6

I would say never stop learning. Things in our world change so fast that it is always best to stay informed. Integrity and professionalism are vital to being a successful Operator. We must always keep in mind that we are safeguarding public health and the environment. It takes a special person to become an Operator and take on those roles and responsibilities.

What do you do when you aren't working?

I like to be outdoors as much as possible. You can find me on mountain bike trails or on a ski run usually going too fast, hooting and hollering all the way down with my kids following behind. We like to spend time on the river, either rafting or paddle boarding occasionally getting into some whitewater.

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

Working as an Environmental Operator has definitely been the most fascinating part of my job. I appreciate all the education and learning opportunities around the field. I am enjoying my time on the EOCP Board of Directors and hope to meet as many Operators as I can in the future.

Whom would you recognize as a mentor?

I would have to say Allan Berg. He was my predecessor when I was at the District of New Hazelton. He was very practical and professional with his approach to water treatment. He set very high standards and expected them to be executed. I think that is only fair when dealing with public health and the environment. I am thankful I had the opportunity to be trained by Allan.



»» kpu.ca/cps/water
t: 604-598-6039
e: ronald.enns@kpu.ca

WATER & WASTEWATER PROFESSIONAL TRAINING

Kwantlen Polytechnic University offers relevant and industry recognized training in the water and wastewater sector.

We offer:

- Introduction to Public Works
- Core courses in Water Treatment, Water Distribution, Wastewater Collection and Treatment
- Upgrading courses
- Management courses

Our courses are recognized for EOCP CEU's. Courses & delivery are completely customizable.



KWANTLEN POLYTECHNIC UNIVERSITY



LAVO
WATER & WASTEWATER

Consulting for SMALL WATER AND WASTEWATER SYSTEMS

Providing experienced advice on small system operating facets in a cost-effective way.

- ▶ EOCP Certified in Water Treatment, Wastewater Treatment, Water Distribution and Wastewater Collection
- ▶ EOCP Approved Instructor

Anna Agnew
Principal Operator
EOCP certified for 16 years

604-880-0209
lavoconsulting@gmail.com
www.lavoconsulting.com

Based on the Sunshine Coast

H₂O/20
**SHARED PERSPECTIVES,
CLEAR VISION**
**BCWWA 2020 VIRTUAL
CONFERENCE & TRADE SHOW**
NOVEMBER 3 - 4, 2020

BCWWA 2020 VIRTUAL CONFERENCE & TRADE SHOW

The BCWWA Annual Conference has been a highlight of the water and wastewater community for almost 50 years. It has been a place where old connections reacquaint, new connections are made, projects, research and information are shared, new technology is presented and importantly, people exchange knowledge and ideas that further the sector as a whole. Due to the ongoing health crisis, we have decided to convert the BCWWA Conference and Trade show to a one-of-a-kind, innovative virtual event.

We invite you to join us for a new immersive online experience that will take place over the course of two days: **November 3 & 4, 2020**. Your registration gives you access to all the on-demand education sessions where each session is worth CEU credits. This year's theme showcases how diverse perspectives from different areas of the sector may offer complimentary solutions to common problems the industry is facing. Through reflecting on lessons learned and examining current practices, the water sector may begin to form a clear '20/20' vision for what the future of water may hold.

BCWWA 2020 VIRTUAL CONFERENCE & TRADE SHOW
November 3 - 4, 2020 | Online

SAVE THE DATE: Registration for BCWWA's 2020 Virtual Conference & Trade Show opens **August 24, 2020**.

STAY TUNED FOR MORE INFORMATION

Visit us at bcwwa.org and more information on pricing and registration.

**UPGRADE YOUR SKILLS.
ADVANCE YOUR CAREER.**

More Information available at
bcwwa.org

STATISTICS

1st April to 30th June 2020



EOCP

Environmental Operators
Certification Program

EXAM STATISTICS



121 exams taken

42 exam sessions

FACILITIES



152 facilities re/classified

CONTINUING EDUCATION UNITS (CEUs)

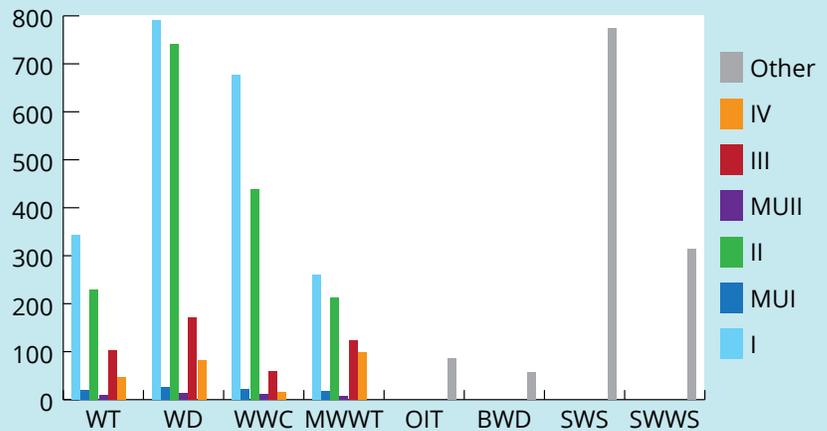
251 Operators submitted CEUs

735 CEUs were earned

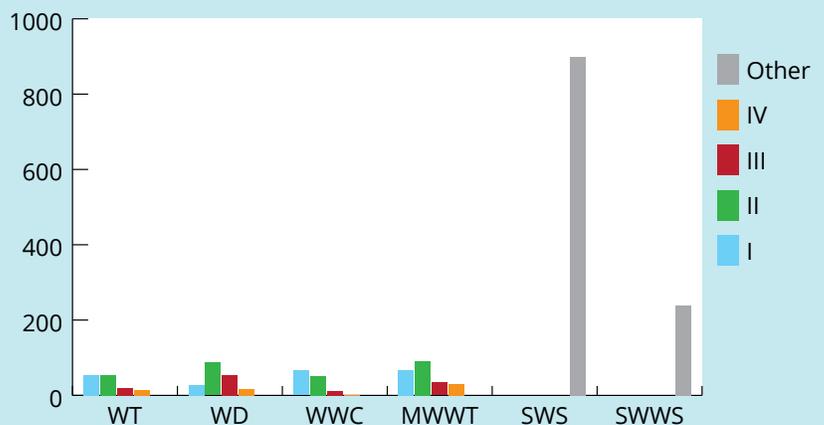
DEFINITIONS

- WT Water Treatment
- WD Water Distribution
- WWC Wastewater Collection
- WWT Wastewater Treatment
- OIT Operator In Training
- BWD Bulk Water Delivery
- SWS Small Water System
- SWWS Small Wastewater System
- MU Multi Utility

Operator Certification (April to June 2020)



Facility Certification (April to June 2020)



Any Operators who have not paid their 2020 dues, or submitted course completion certificates for the 2018-2019 period should do so as soon as possible. Please 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 on LEARNING STATUS to see if your CEUs for 2018-2019 have been met. If either or both are outstanding, you will be listed as 'Not Certified'.



Water & Wastewater Operator Training

Training for Level I to IV

for all four disciplines AND over 60 additional interactive ½, 1, 2 and 4½ day courses



(250) 503-0893

www.mtsinc.ca



MTS Maintenance Training Systems Inc.



@mtsoptaining

2018 CONFERENCE FEEDBACK

“Great job, especially for a first conference! As a speaker I found the experience very professional, well organised and useful. It was an excellent opportunity to meet operators in BC and learn from them.”
- Presenter

“The conference was well organized and thought out. Can't wait for the 2020 conference.”
- Conference Delegate

“Very well organized and structured! Kudos to all the EOCP staff and volunteers!”
- Conference Delegate

“You guys raised the bar - this was an excellent tradeshow. We will be back!”
- Vendor

WATER**TRANSPORT****LEADERSHIP****WASTEWATER****2020 CONFERENCE THEME****LEADING
EDGE****Four learning streams:**

- water
- wastewater
- transport
(distribution and collection)
- leadership

Registration Is Live!<https://tinyurl.com/y59b46p9>