

CUSTOMER RELATIONSHIP MANAGER FOR DRINKING WATER SUPPLY SYSTEMS

WHAT IS THE ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM?

The Environmental Operators Certification Program (EOCP) is responsible for the certification of Operators and the classification of drinking water and wastewater treatment facilities, and collection and distribution systems in British Columbia and Yukon.

Classification of facilities and Operator certification by the EOCP must meet the requirements of section 12 of the Drinking Water Protection Regulation (as applicable). The EOCP classifies facilities based on infrastructure components and operating attributes; determines the level of the Operators required for operating the facility; and certifies Operators to meet the classification requirements.

WHAT IS THE EOCP CUSTOMER RELATIONSHIP MANAGER?

The EOCP Customer Relationship Manager (CRM) is an online database that provides drinking water facility and Operator information from initial contact through certification and professional development. It supports business process decisions and functions for the EOCP as well as its stakeholders under the *Drinking Water Protection Act*.

HOW CAN IT HELP YOU?

The CRM can support you in your regulatory functions under the *Drinking Water Protection Act* by providing:

- instant online access to current drinking water facilities and Operator information;
- history of Operators throughout the lifecycle of their interaction with the EOCP;
- workflow and status tracking;
- roll-up reporting and exception reporting tailored to your needs; and
- enhanced data security and data access in the event of fire, flood, earthquake, or any other emergency.

HOW CAN YOU LEARN MORE ABOUT THE CRM?

Contact EOCP at eocp@eocp.ca or by phone at 604.874.4784, extension 0. The EOCP also holds webinars that provide an overview as well as a real time walk-through on how to access and use the new CRM system.

HOW CAN YOU GET ACCESS TO THE CRM?

To access the EOCP's CRM, you need to create a profile or review and update your existing profile at <https://crm.eocp.ca/>. Once this step is complete, health authority drinking water staff can request an upgraded administrator level access by contacting the EOCP at eocp@eocp.ca or by phone at 604.874.4784, extension 0.