OPERATOR DIGEST

FALL 2023 | NUMBER 158



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

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OPERATOR DIGEST

The **Operator Digest** is the official magazine 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 enquiries about the program should be addressed to:

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How did you become an Operator?

In 2011, upon newly returning to the workforce after being away raising children, I was in a temporary position in a different department in Yukon Government. I took a huge leap and applied for a position with Community Services, Operations and Programs, for a Community Operations Supervisor position. As soon as I heard about the position I enrolled in a Water Treatment course out of Sacramento, California, and asked tons of questions of the Water and Wastewater Coordinator at the Yukon College at the time. I watched lots of videos and focused on learning about this world of water and Community Services' mandates. I also had a small amount of experience with assisting in water testing from pulp and paper shutdowns I had worked at in Alberta.

I had received a Northern Studies Outdoor and Environmental Diploma from the Yukon College in 2002 which was helpful on the science and field side of the work. I was the successful candidate for this role, and began an intense learning curve for many years. This position at the time covered Solid Waste, Waste Diversion, Water, and Wastewater for all unincorporated communities in the north. I had a lot to learn. I received my Small Water System certification in 2012, and Water Treatment Level I in 2016, summer.

How long have you been an Operator? In December of 2023, it will be 12 years.

What are your core functions? We oversee and operate 10 (soon to be 11) water treatment facilities (Small Water Systems to Level I Plants) and 7 (soon to be 8) wastewater lagoons. These days I am taking care of the tendering and contracting for everything from water delivery, snow removal, education services, mechanical services, electrical services, technical/SCADA services, lab guality services, and site repairs/ discharge monitoring at lagoons as well as procurement for all replacement parts like pumps and chemicals to water trucks. I also monitor the plants remotely, share on-call shifts, and visit sites planned and unplanned (collect bacteriological samples, inspections, minor repairs, and trouble shooting). I spend a lot of time managing the trucked water delivery in four communities, which includes taking calls from clients, communicating with the contractors about deliveries and the plants, building capacity by working with YukonU's WWWOP Water and Wastewater Operator Program to offer courses in the communities, working with remote community needs in Old Crow, and overseeing the maintenance and scheduling of the trucks. We are also involved in new water and wastewater projects from providing initial input to reviewing concept designs and commissioning.

What is your typical day? I first check the water plants on SCADA and figure out what priorities the day may require. I let our co-worker Josh Beckett, Water Tech extraordinaire, know before he heads into the field what issues might need attention and what supplies need to be brought out to site.

I review emails that require responses and make a list of things I would like to get done in the day. This usually includes finalizing a tender which could be anything from water delivery services to tank cleaning services to mechanical services for the water trucks, or requisitions for everything that could need replacing or has expired in the plants. I take calls from people needing water or wondering about water. I monitor and acknowledge alarms all day as they come in from the plants, from power outages, to

'Operator Profile' continued on page 7

MESSAGE FROM THE DIRECTORS AND STAFF

Well, wasn't that a conference?! We started off with our very first conference in 2018 and year after year, we add more to it! The feedback was quite amazing with almost 98% either strongly agreeing or agreeing that the conference met their expectations.

More photos and details from the conference are on page 12.

The conference met my expectations.



In addition, many of our sponsors and exhibitors have already made a commitment to come back next year.

But the conference is not all that we have been busy with since the last issue of the Operator Digest.

1. In alignment with our first Strategic Priority 1:



Encourage sustainability of our industry by promoting the Operator profession, education, training, and recruitment.

We have been taking part in career fairs, launched an awareness campaign for the industry, including these stickers that can be affixed at water bottle fill stations, water fountains, etc.





Tara Macrae

Associated with this is our new website www.watergeek.ca which has information on what Operators do, the benefits of being an Operator, and how to become one.

2. A new Operator collaboration platform has been launched. This platform has many tools to help unlock your potential. There is a Single-Sign-On process in place, so if you have a profile on the EOCP's Customer Relationship Manager, you can access the community and start networking with like-minded individuals, share best practices, and access valuable resources. We will soon be offering webinars to show you how to make the most of this new tool.

3. Please note, that as advised previously, membership dues go up for 2024:

Operator Type	Fees
BWD	\$70
SWS & SWWS	\$70
BWS	\$179
OIT	\$99
MU	\$179
Levels I to IV	\$179



Kalpna Solanki

Even with this increase, the EOCP membership dues still remain at the lowest level as compared to other organizations in similar sectors:

Organization	Annual Membership Dues
BC Institute of Agrologists	\$340-\$400
College of Applied Biology	\$225-\$325
Association of BC Forest Professionals	\$531-\$565
Applied Science Technologists and Technicians of BC	\$260-\$345
Engineers and Geoscientists of BC	\$399

Source: The Final Report of the Review of Professional Reliance in Natural Resource Decision-Making

Since this is the last issue of the Operator Digest for 2023, we would like to take this opportunity to wish you the best for the balance of the year. We appreciate all that you do, and enjoy working with you.

Tara Macrae, Board Chair

Kalpna Solanki, President and Chief Executive Officer

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Installation of the High Density Polyethylene (HDPE) primary and secondary water supply mains through Beban Park

THE BEST LAID PLANS... NOT A PIPE DREAM

By Kalpna Solanki CPHI(C) BSc MBA and Mike Squire AScT

Earlier this year, the EOCP published an article on the catastrophic failure of a manhole in Squamish, this time, we're looking at what went wrong in Nanaimo.

In the 1981s, a major watermain was installed in Nanaimo using high pressure concrete pipe (Hyprescon) that was expected to have a lifespan of approximately 80 years, yet it failed prematurely, and it failed catastrophically.

When the Hyprescon pipe failed on a Friday evening, 3 April 2020, 22 million liters of water were lost. This resulted in three reservoirs being completely drained, and leaving a hospital as well as thousands of people without water. It took a few hours to isolate the main, but a temporary repair was completed, and the hospital and residents had water service restored by early Sunday morning.

There was a significant amount of water on Bowen Road. However, it could have been worse, a lot worse had the break occurred at a very busy intersection uphill from a shopping mall. In addition, if there had been a fire during this time, firefighting capabilities would have been greatly compromised. The repair and damage to a few businesses amounted to approximately \$250,000.

When it comes to water, the system is as good as the weakest link. So, although the drinking water in Nanaimo comes from a stellar water treatment system at the <u>South Fork Water Treatment facility</u>, if the water supply system is deficient, the quality and quantity of the water supply could be jeopardized.

A systematic review of the pipe revealed other signs of future leaks and structural failures, and the consequences of additional failures would be severe. To manage the risk, several measures were taken:

1. An emergency water supply shutdown procedure for the Hyprescon pipe section was implemented;

2. The 2021-2025 Capital Plan was reprioritized, and the Midtown Water Supply Project was introduced;

3. Other major water supply capital projects were deferred in an effort to make way for the Midtown Water Supply Project and balance the water supply budget within the City's Financial Plan.

The initial upgrades to replace the Hyprescon pipe were estimated to cost



For ease of pipe insertion and seismic stability, the pipe bridge crossing the Millstone River will rest on rollers



The Millstone River crossing is prepared

\$23.5 million, however, due to a volatile construction market, and the addition of a secondary supply for redundancy, the final cost is expected to be closer to \$55 million.

After a thorough water supply routing study through the middle of the City, it was determined that the best option would be to parallel the Nanaimo Parkway and avoid other corridors with congested underground utilities and major infrastructure.

It was also found that the water supply through the middle of the City had little redundancy and was at risk in other areas crossing the Nanaimo Parkway and Buttertubs Marsh. From this review, it was determined that a secondary water supply main would be required for future growth and provide further capacity and resiliency to the water supply system in the midtown region.

The Midtown Water Supply Project will construct two large-diameter water pipelines to replace the aging and undersized current infrastructure that transmits potable drinking water to the central and northern areas of the City. This project will enhance the existing water supply network, build resiliency within the core of the City, and provide a dedicated water supply main to the Nanaimo Regional General Hospital.

The proposed new Primary Transmission watermain will deliver potable treated water from a connection point at College



Boxwood Creek crossing pipe alignment was raised vertically to allow an overhead pipe bridge crossing of Boxwood Creek and a future bridge for pedestrian use



Mike from Knappett with the McELROY TracStar

Drive near the Nanaimo Parkway to the Labieux Road pump station, will remove the need for the Labieux Pump Station, and make way for a future hydropower regeneration facility.

The proposed Secondary Transmission watermain will provide redundancy and deliver potable treated water along Bowen Road from Pryde Avenue to East Wellington Road, along East Wellington to the Nanaimo Parkway, then the watermain will have the same alignment as the new Primary watermain to the Labieux Road pump station.

The project will be completed in two phases:

Phase 1

Phase 1 (purple circle) will build a new Secondary transmission watermain that will deliver potable treated water from the Pryde Avenue pump station to the Labieux Road pump station. The northern half of the new Primary water supply main shall also be built in Phase 1 of the project.

Upgrades of the City's distribution watermains and pressure reducing stations will also be constructed as part of Phase 1 in the East Wellington Road/ Bowen Road/James Way area of the City.

This phase is currently under construction within two City construction projects, the Midtown Water Supply Upgrades Project and the Midtown Gateway Project. The Midtown Gateway Project is transforming a legacy brownfield site impacted by past industrial activity into a revitalized neighbourhood gateway.

Phase 2

This phase (pink rectangle), will complete the construction of the Primary water supply main along the east side of the Nanaimo Parkway from East Wellington Road to College Drive Reservoirs. Some unique features of the Midtown Water Supply project:

1. Depending on the location of the water supply main, three types of material are being used:

a. Kubota ductile iron pipe, also known as hazard pipe, is being used in marsh areas with unfavourable soils and a stream crossing. These pipes have flexible expansion joints to allow for seismic resilience. Although these pipes are more expensive, they provided a



\$ 900,000 savings compared to the conventional support piles and caps to traverse the marsh areas.

b. High Density Polyethylene Pipe (HDPE) solid wall pressure pipe in two wall thicknesses (DR11 and DR13). What is unique about this pipe is that two sections are heated to 230°C (450°F) for 45 minutes, they are then held together for approximately 25 minutes, and the two sections are then 'fused' together. The heating and fusing machine is on tracks, can be moved along as needed, and can even be used within a trench. HDPE pipe was chosen for its cost effectiveness, delivery, and seismic stability.

c. Conventional welded steel pipe and coatings were used in high-pressure areas exceeding 200 psi.

d. Other features, such as an urban trail network on top of the new mains in several areas allow connection of the City's multiple-use pathways through the midtown area that will promote livability and active transportation.

2. Once the new primary main is commissioned and in service, slip-lining construction using the old Hyprescon concrete pipe on Bowen Road will provide the remainder connection for the secondary main to Pryde Avenue and a new dedicated service to Nanaimo Regional General Hospital. Using this construction methodology will avoid costly surface restoration and additional traffic disruptions.

3. This project required a great deal of collaboration between various City departments as well as a provincial ministry. To name a few:

a. City of Nanaimo Parks, Recreation and Culture

- b. City of Nanaimo Public Works and Engineering
- c. City of Nanaimo Strategic Initiatives
- d. City of Nanaimo Communications

e. BC Ministry of Transportation and Infrastructure



Base preparation for a future trail over the primary and secondary water supply mains

f. School District 68

- g. Vancouver Island University
- h. Nanaimo Regional General Hospital

4. In an effort to expedite the project at the start of the COVID pandemic, Koers and Associates Engineering Ltd. was engaged through a Request for Proposals process and tasked with reviewing the City's proposed water supply routing options and advancing the design to a 50 % stage. After the 50% design completion, the project went out for construction procurement using a Negotiated Request for Proposal. Knappett Industries Ltd. was selected as the top-rated proponent and worked collaboratively with Koers and the City to develop constructability enhancements and value design cost savings. Overall, with the owner, engineer, and contractor all working together, they were able to save over 5 million dollars and provide a timely schedule to address the current risk to the City's water supply through the midtown region.

The project is expected to be complete in the fall of 2024.

Learn more about this important project by visiting: <u>www.nanaimo.ca/goto/</u> <u>MidtownGateway</u>

'Operator Profile' continued from page 2

suspended distribution.

As I sign off on invoices, review project plans, research options for issues/parts, or work on a tender, I can be alarmed from a site at anytime. If the site is on the other side of town to where Josh is at that time, or at a site he is already past and can't get back to I might have to drive between 25 minutes to an hour away and deal with issues that come up. It could be low chlorine, or manual reset required due to one of the many brown outs we get, hoses come loose on analyzers and flooding, you never know what you are going to come across sometimes.

While I am on site fixing the issue, I am taking calls for parts Josh needs ordered or issues on buildings that I need to submit to Highway and Public Works Property Management to address, or questions about projects or sites from various contractors, consultants or branches in Government.

Often, I am working with our programmer Viva Automation on the phone to work out PLC changes that need to be made or troubleshoot causes. Once things are working again, I inform Josh if he needs to visit the site the next day with certain parts or what the issue was and coordinate supplies that need to be sent to one of the four remote communities then I drive back and return to the original task my day started with and depending on the time it might become a part of the next days list of tasks, which happens a lot.

Some days I am scheduled to be in the field for seasonal discharge at a lagoon or meet with inspector for annual inspections. If Josh is away, then I take on the weekly checks for the six sites around Whitehorse as well. This includes checking the chorine residuals, pressures in filters, MIT on membranes, BacT samples, setpoint checks, primming pumps, fixing leaks, turbidity checks, pH, shovelling snow, chipping ice, and anything else that might come up.

What do you most enjoy about the work?

I really like the diversity. This field covers everything from chemistry, hydrology, engineering, mechanical, electrical, technical programming, client-based community services, First Nations relations, financial, procurement, outreach, education, you name it. There is so much to know and remember. I am very grateful for my co-workers who are a real team with different skills, and we respect each other for the differences and honour each others' strengths and learn from each other daily.

What are some challenges you face?

Providing services in remote communities can be challenging. Trying to keep open communication with individuals or organizations who operate differently or may have other plans can be frustrating if they are not shared and discussed. Capacity for operating all these sites is limited and working at a distance can be overwhelming at some times.

I've had to learn to stay calm and keep things in perspective, which is a challenge sometimes. We try to keep our sites open 24/7 and this level of service can be demanding and not always realistic. We have signage letting people know to be prepared for closures up to 72 hours, but even when we have planned shutdowns for mandatory maintenance and signs are posted and communities are notified well in advance, someone will call and complain. It can feel thankless like you can't do enough some days.

Can you speak of any highlight in the past year? I can share that through my own personal development over the last few years I finally feel like I belong in this role, and I am grateful for how everything has turned out.

What advice do you have on how to have a successful career as an Operator? Be open to learn, every moment, every day. There are always people and situations to grow from, so embrace these opportunities and allow it to help you become more confident and comfortable. Be patient and flexible with yourself and others and remember water has

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personalities just like people.

What do you do when you aren't working? I love spending time with my amazingly supportive husband and teenage children. I like being in the garden with the chickens and the dogs. Playing on the land, reading, and enjoying music.

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

It's not easy work and it's hard to plan some days, but it is rewarding to know at the end of the day that people are able to get water and enjoy their lives because of the work that we do.

Whom would you recognize as a mentor? I am very grateful for my coworker Steve Perrin. From the moment I was hired he took me under his wing and has taught me so much about all disciplines in this field. He has over 20 years experience in water and wastewater and has been the most supportive, informative, and patient person I could ever imagine working with, and we have a good laugh along the way. Even though this can be a very male dominated field he treated me as someone who was as capable as anyone else.

Anything else you would like to add? I can say that I never knew that this was the kind of work that I would end up doing, but now that I am doing it, I see it is a good fit for my personality, interests, and skill set. I am constantly being challenged and there is never a boring moment and always room to grow.

HEAVY URBAN SEARCH AND RESCUE AND WATER TREATMENT

By Christopher Radziminski, MASc, CWP, PEng, RPBio (City of Vancouver, member of the CAN-TF1 water purification team)

When disasters like flooding, landslides, and building collapses exceed local response capabilities, provinces and territories can call upon one of six national heavy urban search and rescue teams.

Canada Task Force 1 (CAN-TF1), based in Vancouver, BC, is one of these elite teams. The team comprises about 150 highlytrained members including firefighters, paramedics, police officers, engineers, specialised City staff, and physicians. These professionals are skilled in disciplines such as technical and canine search, technical rescue, advanced life support medicine, incident management, and more.

Key to the team is self-sufficiency, so no strain is placed on a distressed community. Responding to a request for assistance, the team can establish its own base of operations with accommodations, medical facilities, power, communications and drinking water. This necessitates a small water system, and CAN-TF1 includes certified EOCP Small Water System Operators who train monthly with emergency water treatment and distribution equipment capable of supporting up to 150 people.

Penticton Exercise

During a full-scale disaster response exercise held 19-21 September 2023 in Penticton, BC, the CAN-TF1 small water system and its operators were challenged. The water source was water pumped from Lake Okanagan and shuttled by truck to the base of operations. Within 6 hours, the team was producing drinking water that met provincial standards and was delivered to the team's handwashing sinks and showers (with both hot and cold water)!

Laboratory analyses of the source water measured E. coli at 13 MPN/100 mL, total coliforms at 1,410 MPN/100 mL, a turbidity of 1.94 NTU, and a colour of 5.4 TCU. Conversely, laboratory analyses of the treated water revealed no detectable E. coli



Rescue of trapped individuals by Canada Task Force 1 in a simulated landslide burying vehicles in Penticton, BC

or total coliforms, a turbidity of 0.19 NTU, and no measurable colour. For comparison, the City of Vancouver delivered drinking water that had an average turbidity last year of 0.22 NTU.

In disasters and emergency situations, laboratories are seldom available. CAN-TF1 is self-sufficient with enzyme substrate coliform testing equipment and can assess water quality in the field. Within 18 hours of treating water in Penticton, the team verified on-site that there were no detectable E. coli or total coliforms in the drinking water. To bolster the team's quality assurance procedures, the team recently began participation in the Canadian Microbiology Proficiency Testing program. Additionally, the team used its portable instrumentation to monitor free chlorine residual, turbidity, conductivity, and total dissolved solids, and the small water system continuously measured flow and UV transmittance through its integrated meters.

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Water rescue exercise by Canada Task Force 1 in Lake Okanagan

Environmental Health Officers with the Interior Health Authority attended the Penticton exercise at the team's invitation and shared feedback to further improve the Water Purification Team's operations.

Equipment

From a fresh-water source, CAN-TF1 can use two small water systems each with 6 stage filtration with customizable cartridges (up to 0.2 microns absolute) and UV treatment (NSF/ ANSI 55 Class A), together capable of producing 20,000 L or more of drinking water per day (depending on the source water quality). The treated water is stored in one or more 5,000 L bladders dosed to maintain a free chlorine residual of 0.2 mg/L at the furthest tap. A distribution pump directs this water to its end uses, such as personal hygiene, consumption, cooking, decontamination, and cleaning. Two on-demand water heaters supply hot water to four showers and 11 hand-washing stations.

Additionally, the team has two desalinators. Through reverse osmosis, these units produce about 2,500 L per day from a saline or brackish source. These small luggage-size desalinators are used to support smaller modular deployments where a fresh-water source is unavailable, and the team's full roster is not required.

Assistance

While CAN-TF1 hopes its assistance is never required, if disaster strikes, the team is ready to respond. In an emergency, contact the provincial emergency coordination centre at 1.800.663.3456. For more information on the team's capabilities, please visit cantfl.com.



Simulated landslide and rescue exercise by Canada Task Force 1 in Penticton, BC



Canada Task Force 1 canine technical search in Penticton, BC for exercises

For other non-emergency enquiries, please contact Assistant Chief Justin Mulcahy (604.603.2480, justin.mulcahy@ vancouver.ca) or Captain Eric Grootendorst (604.345.9005, eric.grootendorst@vancouver.ca).



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CONFERENCE OVERVIEW LEARN. EMPOWER. INSPIRE. Learn. Empower Upper



By Kalpna Solanki CPHI(C) BSc MBA

There were several 'firsts' at our most recent conference:

- 1. New members on the EOCP's staff team
- 2. For the first time, we had our AGM at the conference
- 3. A pre-conference workshop: Filter Surveillance
- 4. A new event: Women of Water
- 5. A new AV team
- 6. A Band!

Working with the adage: what isn't measured, cannot be improved on, we completed a post-conference survey, and the results have been informative.

98% of the survey respondents either strongly agreed or agreed that the conference met their expectations:



100% of the respondents said that the conference was well structured:

> The conference was well structured.



99% are interested in attending the conference in 2024:



In addition, many of our sponsors and exhibitors have already made a commitment to come back next year.



Jennah, Chandana, Valeria, and Stephanie are ready for registration!



Ray Menard being interviewed by Jennah Merchant for the virtual tradeshow

Going forward, what we will be changing/investigating:

1. The Women of Water component will be encompassed into a new Diversity in Water event that will be in the form of a preconference workshop on the first day.

2. The AGM will be moved to the afternoon of the first day to enable delegates to participate in any pre-conference workshops.

3. We already have a contract for our next conference as a hybrid event with the in-person location being the Marriott Pinnacle Hotel where we've always had our conferences. However, we will investigate other locations in the Lower Mainland for 2025.



EOCP CEO Kalpna Solanki with Keynote Speaker Steve Howe



Andrew Whelton's presentation generated a lot of audience participation



Great food and lots of opportunities to network at the Chair's Reception

Some of the feedback from the conference:

"Well done with the conference. I attended online but still felt well informed and was able to view all sessions without delays or interruptions. Thank you to everyone who made this possible, I hope to attend in person next year."

"The energy of your staff was EXCELLENT. And the effort that went into looking after attendees really showed. The food was GREAT."

"Well executed. Food was great. Evening get-together we're fun and a great way to connect to others and share. You all are wonderful and passionate and personable."

"I would rate all the presentations from interesting to fabulous."

The dates for EOtec24 are the 9th, 10th, and 11th of September 2024. Save the date in your calendar.



Financial overview presented by Treasurer Natasha Cvenkel



Talk to us.

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Ten Souljers had everyone dancing!



Carla Holowaychuk - Hydrant and Valve Training



Alvin Pillobello - Leveraging Your Team's Diversity



Director Ben Kineshanko with exhibitor Steve Dubois from IDEXX



Andrew Whelton PhD - Emergenices: How Prepared are We?



Jonathan Yeung - Advancements in Non-Contacting Level Measurement



Big Bold Brash...the circular water economy and the future of water - Moderator: Kalpna Solanki - Panel: Bruce Caister (left), Tom Robinson (middle), and Brian Bedford (right)



Ben Kineshanko accepting the Innovation Award from Natasha Cvenkel



Cheryl Capron - Plan. Disaster. Pivot: Emergency Response and Operator Development



Wendy Bennett Presenting at Women of Water - Selfempowerment, belonging, and knowing that you've earned your position



Operators and Exhibitors at EOtec23

to the EOtec23 Conference Volunteers

THANK YOU

The EOCP board and staff want to take this opportunity to thank our amazing volunteers for their incredible support during this year's EOCP Conference and Tradeshow. Our 18 volunteers stepped into the key roles of moderator and room monitor. We appreciate the dedication of their time during an event that is so important to us at the EOCP and the many Operators who attended. We hope to see you all at EOtec24!



Allison O'Neill moderating Women of Water Sessions



Volunteers Heather Dorken, Bryan Alexander, and Jordan Blair

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16 FALL 2023 OPERATOR DIGEST

WHO'S ON THE MOVE Natasha Cvenkel PEng

What was your first job?

I started working when I was 12 as a Tutor at Kumon Learning Centre. Within the industry my first job was with the Township of Langley, working as a technologist within the Utilities department.

What was your path to working in the water/wastewater sector?

During University, I took a course titled 'Municipal Engineering'. It was my favorite course, and after that, I knew I would pursue a career in the water/ wastewater sector.

How did you pivot from your last position to your current one?

I crossed paths with someone at Urban Systems and learned about the opportunity and growth that the company was pursuing in the Fraser Valley. I had a wonderful 6 years at my previous company where I had the pleasure of working with some incredible people but valued the growth that a change could provide.

What advice would you give to someone who is currently an Operator or considering becoming one?

As a person working in the consulting field working parallel with Operators throughout the design and commissioning phases of my work and my role on the EOCP Board for the past year, I have learned a lot about the profession.

The Operator profession is diverse, with opportunities for change and development. It's an amazing career with a combination of hands-on work and system management. My favorite part of my job as an Engineer is the problemsolving component which I know is also a big part of an Operator's job.

My advice to someone considering becoming an Operator would be to go for it! With minimal requirements to get your foot in the door as an Operator in Training, you can get first-hand experience to see if the job is right for you while earning money.

My advice to someone who is currently



Natasha Cvenkel at Machu Picchu

an Operator would be not to hesitate to make a change, pursue a different level or a different utility. There are many job opportunities right now, and although change can be uncomfortable, it is where we grow.

What are some of your goals in your new position?

My goals in my new position are to expand my knowledge base and

relationships with local First Nations communities and continue to support municipalities within the Fraser Valley.

What do you do in your spare time?

I spend most of my spare time outdoors hiking or out somewhere with my dog. During my job transition, I took a month off and travelled to Peru for a five-day trek to Machu Picchu!

BETTER TRAINED BETTER PREPARED

BCWWA Education has got you covered this CEU year! View a wide selection of training options, get access to expert instructors and start earning Continuing Education Units (CEUs) towards certification.

Purchase a BCWWA membership (\$109/year) for a \$130 discount on ALL courses and other select products!

FALL-WINTER 2023 SEMESTER

Instructor-led classes in a virtual classroom format

- Watermain Disinfection for the Field Operator Oct. 10-11
- Process Control and SCADA Fundamentals Oct. 12
- Water Treatment 3-4 Oct. 23-27
- Project Management Skills Oct. 23-27
- Operational Best Practices in Water Distribution Systems Oct. 30
- Leak Detection Nov. 1
- Dam Inspection and Maintenance Nov.2
- Managing Inflow and Infiltration Nov. 3
- Municipal Plan Readings Nov. 6
- Source Water Protection Nov. 7
- Unidirectional Flushing Nov. 8
- Water Quality and Sampling for W and WW Systems Nov. 9-10
- Communication and Financial Skills Nov. 20-24
- Distribution System Break and Repairs Nov. 21
- Wastewater Collection System Odor and Corrosion Control Nov. 22
- Lifts Station Operation and Maintenance Nov. 23
- Dam Safety Management Nov. 28
- Water Rights Basics for Groundwater Users in BC Nov. 29
- Preventing Waterborne Illness Nov. 30
- Ultraviolet Disinfection Dec. 1
- Introduction to Supervisory and Leadership Skills Dec. 5-6
- Reservoir Maintenance and Cleaning Dec. 7

ONLINE COURSES -INSTRUCTOR-SUPPORTED

Self-paced with instructor assistance available for any help you require

Courses run until Dec. 31, 2023

- Water Treatment 1
- Water Distribution 1
- Water Distribution 2
- Wastewater Collection 1
- Wastewater Collection 2
- Wastewater Treatment 1
- Small Water Systems
- Small Wastewater Systems

BRAND-NEW COURSE!

• Wastewater Collection 2

ONLINE COURSES -CONTINUOUS ENROLLMENT

Quick refresher courses for extra 1.2 CEUs!

- Hypochlorination
- Chlorine Handling Refresher



REGISTER TODAY! bcwwa.org

STATISTICS 1st July to 30th September, 2023



EXAM STATISTICS



WΤ WD wwc WWT Wastewater Treatment OIT **Operator In Training** BWD **Bulk Water Delivery Building Water System** BWS SWS Small Water System SWWS Small Wastewater System MU Multi Utility

CEUs can be added to your profile by choosing <u>Action > Add Course Taken</u> under the learning column. Or you can email your certificates to **eocp@eocp.ca**.



Facility Classification



Check your Operator status by logging into your profile at https://crm.eocp.ca/ and clicking on ACCOUNT to see if your 2023 dues have been paid, and CEU under the LEARNING STATUS tab to see if your CEUs have been met.

If you show as not certified, this means you either haven't paid your 2023 dues or submitted CEUs. The current CEU reporting period ends on December 31 2023.

WATER & WASTEWATER OPERATOR TRAINING

CLASSROOM OR INSTRUCTOR LED VIRTUAL TRAINING

Certification courses support new ABC criteria



CROSS CONNECTION CONTROL PROGRAM DEVELOPMENT SERVICES







Designed for Operators, by Operators

9 - 11 SEPTEMBER 2024 VANCOUVER BC OR ONLINE!

SAVE THE DATE!



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