

# OPERATOR DIGEST

SUMMER 2023 | NUMBER 157



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

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Paul above the Primary  
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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](mailto: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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The Environmental Operators Certification Program is a charter member of Water Professionals International and is a registered society with more than 4,500 active members.

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## OPERATOR PROFILE

### Kyle Ackles

CWP CWWP, Kamloops

#### **How did you become an Operator?**

I became an Operator a bit by fluke. I was an internal employee for the Streets Department at the City of Kamloops and spotted a posting which I had the prerequisites for. I was fortunate that I had worked in the field before starting with the City and the previous work experience help me get a temporary position. I then submitted my previous work history to the EOCP and was able to write my Level I in Wastewater Collections and got a permanent position after that.

#### **How long have you been an Operator?**

I've been an Operator on and off for 16 years. But I've been directly in an Operator role at the City of Kamloops for just over 7 years.

**What are your core functions?** My core functions lately have been CCTV and leak detection. But I can also be required to do anything involved with Utility Maintenance. I can be asked to flush Sanitary or Storm lines, UDF, Hydrovac, Mechanical Rodding, Utility Inspections, Lift Station Cleaning, Requests for Service, Waterline Repairs, Hydrant Maintenance, or Valve Exercising.

**What is your typical day?** My typical day will involve the use of our City of Kamloops CCTV unit. I'm generally inspecting the Sanitary or Storm Sewer Infrastructure, but I may also operate our Vactor Combo Unit. We start the day with our morning meeting and decide from there what everyone will be doing for the day.

**What do you most enjoy about the work?** I really enjoy the people I work with. We have a great group with a positive attitude. It's a great day when we can have a few laughs and still get the job done efficiently and safely. I also have to say that I enjoy the variety of work that we do and the variety of people I work with.

**What are some challenges you face?** A challenge that I face is trying to learn as much as possible from the experienced workers before they retire or advance in their career. I think many municipalities have been going through 'the boomers' retiring, and it's been important to learn from them before they go. There are new technologies around but learning the 'old way' of doing things is also important.

**Can you speak to any highlights in the past year?** Although it is a little over the last year my biggest highlight was assisting the City of Merritt in their time of need. There were approximately 15 employees from the City of Kamloops who spent many long days helping that community get their water infrastructure, sanitary sewer mains, storm mains, and wastewater treatment plant functional again. It really hit all of us hard to see the devastation caused by the Coldwater River flood. I was proud to be a part of that team and thankful that the City of Kamloops gave us an opportunity to go and assist.

**What advice do you have on how to have a successful career as an Operator?** Take all the opportunities that come your way. Hard work, knowledge, and attention to detail will be rewarded. Take advantage of all the education that is offered and take on new challenges. I've recently achieved my Level IIs in Water Distribution and Wastewater Collection and I plan on continuing to challenge higher levels of EOCP certifications for greater success in the future.

**What do you do when you weren't working?** I enjoy spending time with my family. My wife is recently a breast cancer survivor and we recognize the value of spending time together with our kids. We enjoy dirt biking, quading, camping, hiking, and mountain biking in the

*'Operator Profile' continued on page 11*



# MESSAGE FROM THE DIRECTORS AND STAFF



Hello everyone!

1. It has been a phenomenally busy Summer thus far, with a number of initiatives under way:
  - a. A notice of elections has gone out and we have candidates in three categories:
  - b. Administrator (three candidates)
  - c. Member At Large (two candidates)
  - d. The Operator Serving a Community of Fewer than 500 People (one candidate)

Find out more about our candidates at <https://tinyurl.com/EOCP2023Elections> (clicking on each candidate's photo will take you to their nomination submission). The new board directors will be announced at the EOCP's AGM on the 11<sup>th</sup> of September.



Chris Kerman



Kalpna Solanki

2. Membership Dues reminders will go out in November. Please note that membership dues for 2024 are as noted below:

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

3. It was a unanimous decision by the EOCP's Certifications Task Force to proceed with Backflow Prevention Assembly Tester and Cross Connection Control certification. This new program is in the public interest, and will be launched by the EOCP in mid-2024.

4. We continue with our Compliance Project and have reached out to Operators and facilities because:
  - e. More than a thousand Operators are no longer certified either because they have not completed the CEUs needed and/or have not paid their membership dues;
  - f. Facilities have expired classifications. Facility classifications need to be completed every five years or when there are significant changes to processes.
  - g. Facilities do not have an Operator certified at the level of the facility's classification;
  - h. Facilities that do not have a certified Operator at all.
5. We recently updated our Constitution and Bylaws to protect the role of the Operators, and also to be able to better handle situations where Operators are contravening on what the expectations are of them as

professionals. As of January 2024, we will have a staff member actively working on this initiative.

6. The EOCP team continues working on our 2023 conference with the theme 'Learn-Empower-Inspire'. **We can now claim that our conference is the largest conference in Canada that is designed for Operators, by Operators.** We expect more than 700 attendees at our conference this year which can be attended in person in Vancouver, and also online. If you have not registered yet, please do so soon, and especially for hotel rooms as the conference block is available only until the 10<sup>th</sup> of August. Access the registration site here: <https://tinyurl.com/eocp2023>

We look forward to seeing many of you at our conference in September!

Chris Kerman, Board Chair  
Kalpna Solanki, President and CEO



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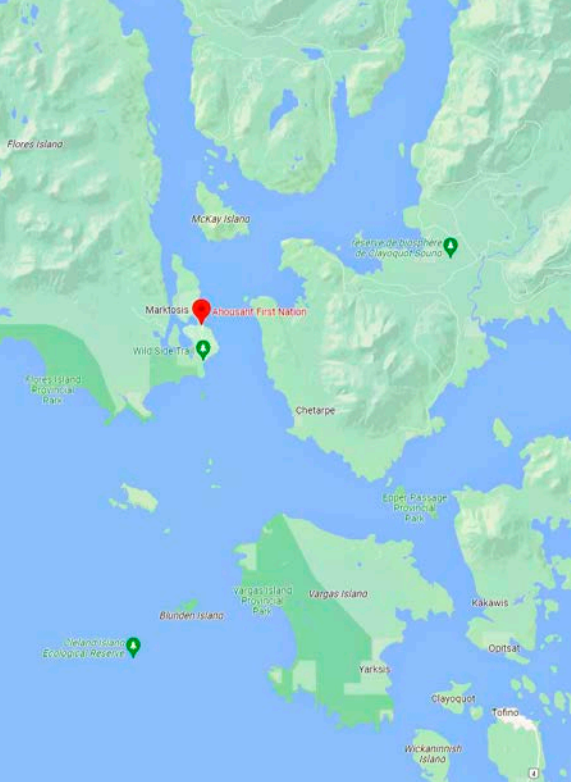
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## INNOVATION

*Chris Frank of Ahousaht, with Anna Agnew and Kalpna Solanki*

# AHOUSAHT FIRST NATION

By Anna Agnew CWP CWWP, and Kalpna Solanki CPHI(C) BSc MBA

What a fabulous way to begin a tour... with a thirty-minute boat ride from the government dock in Tofino to Ahousaht First Nation on Flores Island. It is the largest member of the Nuuchah-nulth Tribal Council. Ahousaht members live across Vancouver Island, on the Mainland of BC, and even in parts of Washington State. Its administrative centre, the village of Maaqutusiis, is located on Flores Island, near Tofino, and is the primary home of the people of Ahousaht.

Our first stop was the O&M building to meet with Alec Dick, the Superintendent of water and wastewater operations at the First Nation. Then, off we went to see the water treatment facility. This water treatment facility was constructed in 1999 and is currently undergoing classification. The water comes from a dammed surface source. On entering the facility, the raw water flows through a limestone contact tank to increase the pH and alkalinity. Then aluminum sulphate (coagulant) is added. The mixture then goes through a series of four flocculation chambers and then into a clarifier with inclined plate settlers. Solids from the chamber are discharged to a pond. The water then goes through one of two slow sand filters, a secondary limestone contact chamber and lastly sodium hypochlorite

is added. The surface of the filters 'the schmutzedecke' is scraped every few months when the pressure differential across the filter increases. The Ahousaht Water Treatment Plant has four Water Treatment Operators: Rod Sam, Paul Fran, Wayne Robinson, and Sierra Frank.

Unlike the water treatment plant, the wastewater treatment plant is very new. This facility is a Level III wastewater treatment facility with a lovely carving at the entrance that was carved by three individuals, including George John who is from Ahousaht First Nation.

To ensure the facility is not affected by inclement weather events, it is built high above the 'tsunami zone'. The WWC system comprises of two force mains and two lift stations to direct wastewater to the facility, and both lift stations have back-up generators. In addition, in case there is a power outage that is lengthy and the diesel for the backup generators runs out, there is also a large septic tank for storage of wastewater.

The facility has an average flow of 200 m<sup>3</sup> of wastewater per day and serves a population of approximately 1,200.

The influent first goes through an influent fine screen and then a grit cyclone. This removes the rags and grit to protect

**Water treatment and new, state of the art wastewater treatment facilities tour**



*Marceline Jack beside George John's sculpture at the entrance to the wastewater plant*





*Plate Settlers*



*Anna Agnew flushing one of the four turbidimeters*

the downstream equipment from wear and tear as well as taking up space in the treatment tanks. The wastewater then goes through one of two primary clarifiers. Sludge from the primary clarifier goes to the aerobic digester, and the effluent goes to the the Rotating Biological Contactor (RBC) – there are three in parallel. Although the facility has three RBCs for future expansion, currently two RBCs are in use. Each RBC has a clarifier to separate any sloughed off solids from the clear effluent! Sludge from this process from this process then goes to the aerobic digestion tank or the primary clarifier, while the effluent undergoes UV treatment prior to discharge to the bay. The limits for discharge to the marine environment are 25 ppm for TSS and 25 ppm for BOD that the facility has no difficulty in maintaining.

The solids handling unit is a screw press with polymer addition, and the facility produces a Class B biosolids product.

Unlike most other wastewater facilities, the Ahousaht Wastewater Treatment Plant has a unique Primary building - it houses the influent fine screen, grit, primary clarifiers and aerobic digesters in a building with screened siding allowing lots of fresh air but keeps out the birds or other animals. The secondary building contains the three RBCs (for UV protection), secondary clarifiers, UV disinfection, and the solids dewatering screw press. The secondary building has an HVAC unit to provide fresh air



*Scott Jameson and Rod Sam inspect the WTP flocculation tanks and install a new mixing system*



*Troubleshooting the Grit Cyclone*



*One of Three RBCs*



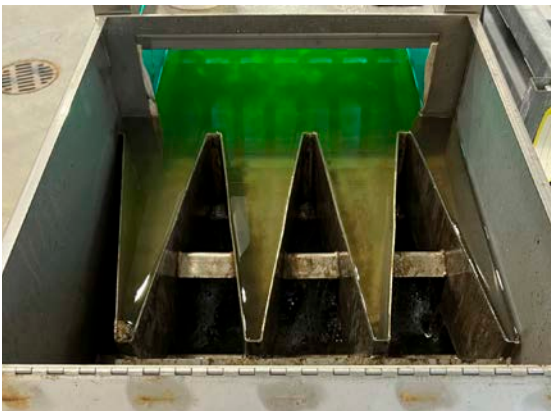


*Dewatered Sludge*

and climate control. For ease of maintenance or replacement there are in place a series of remote-controlled overhead cranes - very helpful for such a remote location!

This is an incredibly well designed and maintained facility that serves the population of Ahousaht First Nation well, for now, and as the community grows.

The two wastewater treatment operators are Tommy Paul and Marceline Jack supported by their operation and maintenance co-workers.



*Effluent Undergoing UV Treatment*



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# EMERGENCY RESPONSE, CONTINGENCY PLANNING, AND YOU

By Kalpna Solanki CPHI(C) BSc MBA and  
Chandana Sundar BTech MEng

Environmental Operators are responsible for providing clean drinking water and effective wastewater management to our communities. In the event of fires, floods, pandemics, or other emergencies, these Operators need to work even harder to ensure safety of public health and the environment.

The Environmental Operators Certification Program (EOCP) recognizes the vital role of emergency planning for facilities in British Columbia. As an organization dedicated to promoting excellence in environmental operations, the EOCP understands the importance of preparedness in safeguarding the environment and public health during emergencies. To this end, we are working with the Ministry of Health to help promote the new [Guide to Emergency Response and Contingency Plans for Water Supply Systems](#). We have also added supportive functionality to the EOCP's Customer Relationship Manager (CRM) for Emergency Response and Contingency Planning (ERCP):

- Certified Operators can volunteer to help neighboring communities facing emergencies by making themselves 'available' on the CRM;
- In case of an emergency, the EOCP can then generate a report of Operators indicating the area they are located in, their certifications, and their contact information, for quick response and deployment;
- Facilities with Emergency Response and Contingency Plans can upload their plan to their Facility's profile on the CRM to demonstrate compliance with the requirements in the Drinking Water Protection or Municipal Wastewater Regulations.

To make yourself 'available': log into your profile on the CRM, click on the **Action** tab on the right, and then under **Relationships**, choose **Available for Emergency Response Team**. This CRM upgrade applies to Operators with SWS, SWWS, WT, WD, WWC, WWT, and SCS certifications. The certifications will



automatically populate the reports that are generated if and when the need arises.

Please also review the Guide to Emergency Response and Contingency Plans (ERCP) for Water Supply Systems to support BC water suppliers to develop and implement an ERCP, as required by the Drinking Water Protection Act (DWPA) and Regulation (DWPR): <https://tinyurl.com/ERCPWSS>. Collaboration is a key aspect of Emergency Response and Contingency Planning, through which information and resources can be shared, best practices can be developed, and mutual aid networks can be established. ERCP for the water and wastewater sectors is essential to protect public health, the environment, and the integrity of these critical infrastructure systems. The new functionality in the CRM will for rapid deployment of appropriately trained Operators...and faster response means faster recovery.

This is but a first step in the process. We hope to have a lot more resources in place, and will continue working with provincial ministries to effect some significant changes over the next year.

## ESTABLISHED BUSINESS FOR SALE

We are a service business providing testing, monitoring, maintenance and repair for commercial EOCP systems, non commercial EOCP systems and residential customers in the Lower Mainland and Fraser Valley.

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To learn more email us at [bluecro@gmail.com](mailto:bluecro@gmail.com)



# BACKFLOW PREVENTION, CROSS CONNECTION CONTROL, AND THE EOCP

By Kalpna Solanki CPHI(C) BSc MBA

## Cross Connection Control

Cross Connection Control processes are to prevent contamination of potable water as a result of backflow through pipe cross connections. Whilst the terms are often used interchangeably, all Backflow Prevention is part of Cross Connection Control, but the reverse is not the same. For example, in many labs, we would often see rubber tubes dangling from taps into the sink to prevent splashing, and sometimes these tubes would be immersed in a beaker with chemical solutions. This has now resulted in a cross connection. Having no tube or a short tube results in an air gap preventing backflow. Of course, having a backflow prevention device in place is the ultimate method for preventing the foibles of undergrad science students who sometimes do things they should not.

But what exactly is backflow?

## Backflow

Backflow is the undesired reversal of flow from a building or facility back into the drinking water system that is caused by either back siphonage or back pressure:

Back siphonage occurs when there is a partial vacuum in the drinking water system from large water use events such as a watermain break or firefighting activities. This vacuum may draw contaminated water back into the drinking water system

Back pressure occurs when there is a connection to a non-potable water supply operating at a higher pressure than the drinking water system. Back pressure can be created by booster pumps, temperature increases in boilers, or elevated piping. This increased pressure may push contaminated water back into the drinking water system.

## BACK SIPHONAGE

Reverse flow caused by a loss of supply pressure



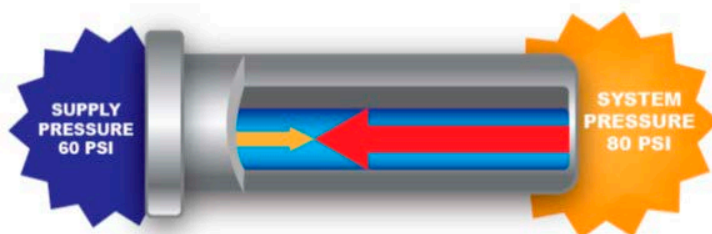
Figure 1: Back Siphonage (Source: City of Durham)



Figure 2: Acid Blue 9, used for algae control backflowed into the building's drinking water system from a building's air conditioning system

## BACK PRESSURE

An increase in water pressure caused by elevation or mechanical pumping that raises the system in pressure above the supply pressure



System pressure greater than supply pressure

Figure 3: Back Pressure (Source: City of Durham)

## So, tell me again, why is this important?

Backflow events have the potential to contaminate the water in our drinking water distribution system, which can cause implications for human health and safety. Canada has a history of backflow incidents highlighting the importance of backflow prevention programs. Some examples:



**2011:** An Oakville ON high school had to be closed due to cleaning chemicals entering its water lines. A backflow device successfully prevented any impact to the local drinking water supply.

**2005:** Stratford, ON residents discovered pink tap water following a backflow event at a local car wash. Residents of Stratford went without water for two days.

**2002:** An Edmonton high rise had blue caustic water flowing from the taps. The cause was backflow from the heating system after repairs to internal water lines. The issue took two weeks to correct.

**1997:** In Guelph, ON, petroleum chemicals back siphoned from an industry into the drinking water system impacting 50,000 residents.

**1989:** In Edmonton, AB, staff at the laboratory and offices of a research facility noticed a smell coming from the hot water at the facility. A growth nutrient for microorganisms had backflowed from the laboratory into the facility's domestic hot water system. The potable water system at the facility needed to be chlorinated and flushed.

There is also a notable incident from the US from 1983: In Woodsboro, MD, Paraquat, a highly toxic pesticide, held in storage tanks connected to a town water supply caused the drinking water for 63 homes to be contaminated.

These are the events we know of. There have likely been hundreds if not thousands of similar events that we don't even know about because the impacts of the backflow were not as severe.

### **But surely, this is preventable?**

Absolutely - ALL of the aforementioned incidents could have been prevented. Backflow can be prevented through backflow prevention devices. These devices allow water to flow only in one direction, hence preventing backflow and contamination of water supplies from external sources.

Simply installing a backflow preventer is not enough, however. To ensure the device works in the manner it is supposed to, it needs routine testing (at least annually), and repair/replacement when necessary.

This is obviously important...so there must be federal, provincial, or territorial regulations mandating the installation, testing, and maintenance of backflow prevention devices. Correct?

Therein lies the problem. Backflow prevention is in the public interest, yet there is no such regulation in place federally, in BC, or in YK. Instead, within BC and YK, there are some

municipalities with bylaws that mandate backflow prevention devices, and sometimes even mandate that they get tested on an annual basis. These backflow prevention assembly testers can obtain voluntary certification through BCWWA or any entity as approved by the municipality. As of mid-2024, testers will also be able to obtain certification through the EOCP.

### **So, what does this have to do with the EOCP, and Environmental Operators?**

The EOCP is named in legislation in BC and YK as the entity responsible for many aspects related to safe drinking water and wastewater management:

- The Drinking Water Protection Regulations (BC)
- The Municipal Wastewater Regulations (BC)
- The Public Health and Safety Act (YK)

Thus, the EOCP, as of mid-2024 will be offering Backflow Prevention Assembly Tester and Cross Connection Control Inspector certification.

### **What will this look like?**

We are working with Subject Matter Experts on assembling a robust process for the training and certification of professionals who work in the area of Backflow Prevention and Cross Connection Control. Similar to other certifications offered through the EOCP, this new program will consist of:

- Need to Know\* criteria outlining the necessary job tasks;
- Courses\* need to follow the NTK criteria;
- Upon completion of the course, a practical exam will be administered by the training provider;
- A written exam, with a fee of \$150, comprising of 100 questions, will need to be completed within a time period of three hours. The exam will have a pass grade of 70% and will be available in web-based, paper, and oral formats;
- To maintain certification, 1.2 CEUs will need to be completed in every two-year reporting period.

\* the NTK criteria and training will be based on the 'AWWA Canadian Cross-Connection Control Manual'

### **What about reciprocity and membership dues?**

As with the EOCP's current process, individuals certified with acceptable certifications from other organizations or jurisdictions will be granted an equivalent certification by the EOCP. Along with that, as is the current process, regardless of the number of certifications one holds, there is one annual membership fee. So, if you are a WT, WD, WWC, and/or WWT Operator, this would be an additional certification that would be available to you at no cost to you, or your organization.

### **All of this sounds great, but why?**

This is an area that many in the industry, as well as the EOCP directors and staff, have had concerns about for several years. We believe that with our expertise in the water and wastewater sector going all the way back to 1966, the EOCP is well-positioned to administer this program. This is what we do best... we examine, we certify professionals who work in the water and wastewater industry. We believe this is in the public interest.

*Figure 4: Backflow Preventer from a Commercial Facility (Source: Watts)*





# BOARD ELECTIONS

The EOCP's Nominations Committee is pleased to present the candidates for the 2023 Board Elections.

## The Administrator position candidates are:



Ben Kineshanko (incumbent)



Ravi Boyal



Marc Vilorio

Voting begins on the 13th of July for your new Board Directors and ends on the 14th of August. The successful candidates will be announced to the membership at the EOCP's AGM which will take place on the 11th of September.

**Please note that only EOCP certified Operators are eligible to vote.**

## The Member At Large position candidates are:



Darryl Bjorgaard



Rob Fleming

## The Operator Serving a Community of Fewer than 500 People candidate is:



Barnett Stewart (acclaimed)

Visit <https://tinyurl.com/EOCP2023Elections> to find out more about each of the candidates.

Please use the link that has been sent to you via email, and vote via the Customer Relationship Manager (CRM), or log into the CRM directly and click on the pop-up message.

# WATER PROFESSIONALS INTERNATIONAL (WPI) NEWS

By Kalpna Solanki CPHI(C) BSc MBA

What/who is WPI, you may ask. In case you missed it, the Association of Boards of Certification (ABC) went through a huge rebranding exercise and is now known as Water Professionals International (WPI). This rebranding was noteworthy and WPI won a Gold Award from the American Society of Association Executives in recognition of the creativity, execution, and success of outstanding marketing, membership, and communications campaigns in the association community.

The rebranding alone isn't new, there

are also several other initiatives that were discussed at the recent Canadian Certification Commission:

1. This will be great news for those of you interested in the WWT Level IV exams. NEW exams will be released within the next few months. Although the exam will be new, they will reflect the information in the current Need to Know (NTK) criteria.
2. New NTK criteria and new exams for all disciplines will be released by the end of 2024.
3. The new exams, similar to the current ones, will have 110 questions. 100 of

these will be graded, and 10 will be used as 'pretest' questions for use in future exams.

4. The new exams will be available in web-based and paper formats. For any training providers interested in improving their WWT course content, WEF now has a Trainer's Kit specific for this discipline.
5. WPI is also working on the development of a certification specific for trainers in the water/wastewater sector.

We are excited about these recent developments, and we will keep you apprised of the changes as they occur.





'Operator Profile' continued from page 2

summer. When possible, we enjoy live music and sporting events too. We live close to Sun Peaks so we also love snowboarding and skiing in the winter.

**What else can you tell us about working as an**

**Environmental Operator?** It has been a great career.

The variety of tasks we perform in the Utility Maintenance Department provide days without monotony, and it has been very stable career. There is always going to be a demand for workers in all fields of Environmental Operators.

**Who would you recognize as a mentor?** I would recognize Augie Carusi as a mentor. I wouldn't be where I am today if it wasn't for him. He steered me in the right direction when I was unsure of how to become an Environmental Operator and provided me advice on how to transfer to the Utilities Department at the City of Kamloops. He has always been able to answer any questions I might have and treats his staff fairly and with respect. I also have to give shout-outs to Mike Aldrich and Preston Hanson who are also two incredibly wise people who can answer any questions I might have.

**Anything else you would like to add?** I have really enjoyed this career. I have been spending more time in the last few years in a lead hand/crew leader role and have enjoyed passing my knowledge and experience on to many of the newer employees. I have also done some tutoring for coworkers to help them achieve success at writing EOCP exams and that has been extremely rewarding for me. The work that we do just naturally leads to a 'team' environment and that is one of my favourite aspects of this job.

## ENVIRONMENTAL OPERATOR TRAINING



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# WHO'S ON THE MOVE

**Lee Coonfer** – Incoming CEO of the BCWWA

Lee Coonfer is the incoming CEO of the BC Water and Waste Association (BCWWA). Lee brings extensive experience in government relations, public affairs, outreach, and communications. His portfolio includes over 20 years of providing strategic advocacy and public affairs counsel and over 10 years of leadership with associations in BC.

**What Was Your First Job?** That would be a paper boy at the age of 10. I mowed lawns in my neighborhood as well.

Coming out of university, my career began with the federal government, where I worked in the offices of the Prime Minister and later, the Minister of National Defence. After four years in Ottawa, I returned home to BC where I spent 25 years working in government relations, outreach and engagement and communications roles primarily in the natural resources sector.

**The Role of Operators** I am not an Operator but in moving through my onboarding experience at the BCWWA, I am inspired by Operators who work every day to ensure safe water and a healthy environment. This work is critical, and I continue to hear from our members about the complexity and sheer diversity of this sector from water distribution to collection and treatment and how every step along the way is so important to the health of communities and the environment.

**How Did You Pivot from Your Last Position to Your Current One?** Not to put a somber note on this article but I am a fortunate cancer survivor. After leaving my previous position to successfully address my cancer diagnosis, I knew that on my return to the workforce, I wanted to continue to do "meaningful work" much like I was doing on behalf of the seniors in BC. And what a way to continue doing meaningful work as the CEO of the BCWWA. I plan to continue the work of the organization team to deliver high-quality services, professional development programming, and uphold the mission to connect, empower and advocate for those in BC and the Yukon who safeguard public health and the environment.



**What Advice Would You Give someone who is currently an Operator or considering becoming one?**

Never stop learning. Whether in work or in life, always be looking for ways to improve what you, how you do it or who you are.

**What Are Some of Your Goals in Your New Position?** In the short term, I plan to build on the valuable and relevant work the BCWWA has done and will continue to support the education the education of BC's water professionals, particularly for Cross Connection Control (CCC) testers. Thinking longer term, enhance outreach and engagement as a function of the valued service offering provided to members. I'd like to see the BCWWA become a more active participant in policy development

and public discussion on behalf of its members.

**What Has the Impact of COVID-19 Been on Your Organization?** Like most sectors, COVID-19 has had a significant impact on business operations of the BCWWA. I have been impressed with how quickly and seamlessly the BCWWA pivoted its education and certification programs to a virtual platform and afforded a flexible working environment for our employees to accommodate both on site and virtual opportunities.

**What do You Do in Your Spare Time?** I am a glorified Uber driver for my twin teenage daughters Emma and Ava. Aside from that, I enjoy golf, playing hockey and watching my daughters play both indoor and beach volleyball.



# BETTER TRAINED BETTER PREPARED

**START  
EARNING  
CEUs!**

Ready to make the most of this CEU year? Take advantage of the many training options available through BCWWA Education! Get trained by expert instructors and earn Continuing Education Units (CEUs) towards certification.

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

## INSTRUCTOR-LED VIRTUAL CLASSES

Experience instructor-led classes in a virtual classroom format. These courses run for the same duration as physical classroom courses, and live instructors still deliver them in real-time.

## ONLINE COURSES

Learn at your own pace! This online format offers the same required knowledge as an in-person classroom while earning the same CEU credits.

## FALL-WINTER 2023 SEMESTER

- Calculations for Water and Wastewater Operators - Sept. 25
- Pumps and Pumping Hydraulics - Sept. 26
- 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
- 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
- And many more!

Interested in holding an in-person class at your facility?  
Contact us at [education@bcwwa.org](mailto:education@bcwwa.org) for custom training options.

## SUMMER ONLINE COURSES

Although courses are online, instructor assistance is available for any help you require.

**Courses run until Sept. 30.**

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

## CONTINUOUS ENROLLMENT

- Hypochlorination
- Chlorine Handling Refresher

**REGISTER TODAY!**

**[bcwwa.org](https://bcwwa.org)**



# STATISTICS

1st April to 30th June, 2023



# EOCP

Environmental Operators  
Certification Program

## EXAM STATISTICS



**309** exams  
taken

**104** exam  
sessions

## FACILITIES



**113** facilities  
(re)classified

## CONTINUING EDUCATION UNITS (CEUs)

**265** Operators  
submitted CEUs

**796** CEUs were  
earned

## DEFINITIONS

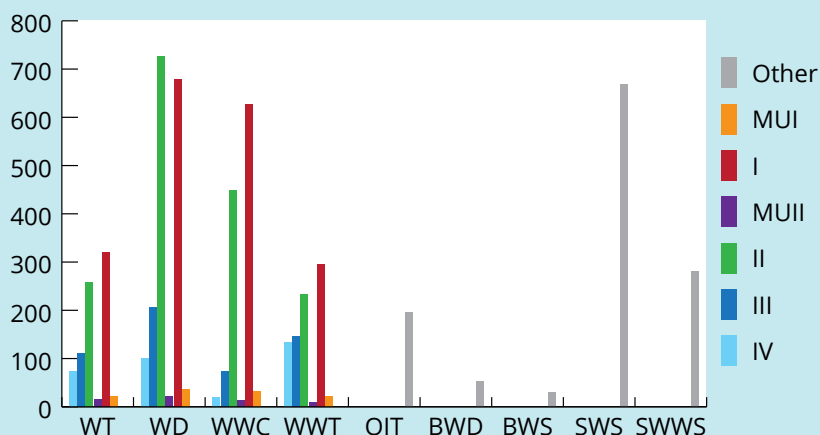
WT	Water Treatment
WD	Water Distribution
WWC	Wastewater Collection
WWT	Wastewater Treatment
OIT	Operator In Training
BWD	Bulk Water Delivery
BWS	Building Water System
SWS	Small Water System
SWWS	Small Wastewater System
MU	Multi Utility

CEUs can be added to your profile by choosing [Action > Add Course Taken](#) under the learning column. Or you can email your certificates to [eocp@eocp.ca](mailto:eocp@eocp.ca).

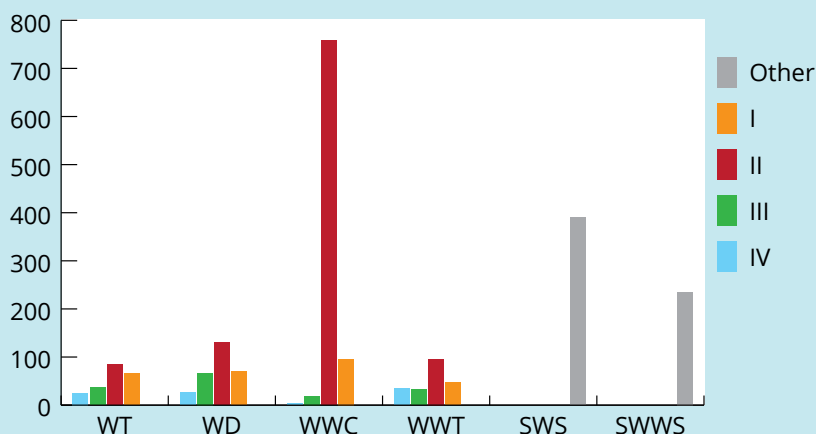
Check your Operator status by logging into your profile at <https://crm.eocp.ca/> and clicking on **ACCOUNT** to see if your 2023 dues have been paid, and **CEU** under the **LEARNING STATUS** tab to see if your CEUs have been met.

If your CEUs have not been met for the 2020 - 2021 reporting period, and/or your dues haven't been paid for 2023, your status will be red flagged and you will be listed as not certified.

## Operator Certification



## Facility Classification



# WATER & WASTEWATER OPERATOR TRAINING

**CLASSROOM OR INSTRUCTOR LED  
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**MTS Maintenance  
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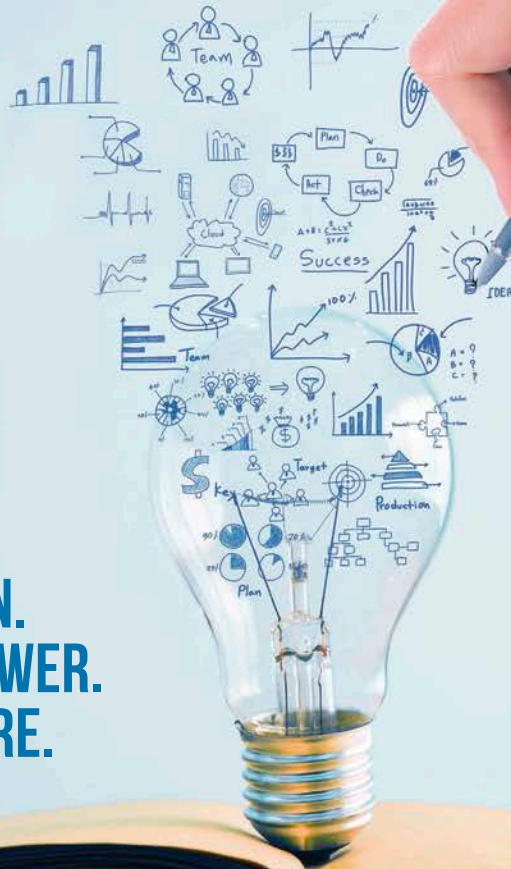
**CROSS CONNECTION CONTROL  
PROGRAM DEVELOPMENT SERVICES**



**www.mtsinc.ca  
250-503-0893**



11th to 13th September, 2023



**LEARN.  
EMPOWER.  
INSPIRE.**

## Designed for Operators, by Operators WATER, WASTEWATER, LEADERSHIP

Jam-packed with two full days of training. Attend in person (in Vancouver) or online!

### What #EOCP2022 attendees said:

“Thank you, I enjoyed the event very much. There were diverse topics, interesting conversations, and the food was excellent.”

“Very great, more than I thought it was going to be.”

“I was very impressed with it all, I've already got the go ahead to attend in person next year. See you next year!”

“Great Tradeshow - much needed Information.”

Worth up to 1.2 CEUs.

Morning of the 14th of September

## WOMEN OF WATER



Two industry leaders will speak on issues that affect all of us:

1. Practical solutions for surviving and thriving in a male dominated environment.
2. Self-empowerment, belonging, and knowing that you've earned your position.

We look forward to seeing you at our very first WoW event! This event is open to everyone.

Worth up to 0.3 CEUs.



For more information and to register, check out [eocp.ca/eocp-conference/](https://eocp.ca/eocp-conference/)



**EOCP**  
Environmental Operators  
Certification Program

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