

Operator Certification Information Regarding COVID-19

Operator Certification Exams

Missouri is cancelling all operator certification exams until further notice. Exams will resume once social distance, building closures, and traveling restrictions are resolved. Please focus on the health of your staff and avoid unnecessary travel.

Renewal Training

If you were unable to complete renewal training, and your drinking water treatment, distribution, wastewater treatment, or CAFO certificate is due for renewal, mail back your renewal postcard along with the appropriate fee and include write a note on the postcard citing that you were unable to complete training due to COVID-19. The Department will consider the circumstances COVID-19 has placed us all in, and process certificate renewals through the duration of the emergency event.

No one can predict the timeline of when in-classroom training will once again be available, but when it does, classrooms will have limited space for attendance. Think long-range about training needs for certificates that may expire later this year and consider completing online and correspondence training now. Visit our website at https://dnr.mo.gov/env/wpp/opcert/docs/online_correspondence_page.pdf to learn more about distance-learning opportunities.

Maintaining Facility Staffing Requirements

The Missouri Department of Natural Resources encourages all regulated entities to develop or continue to develop contingency plans aimed at addressing possible reductions in workforce due to COVID-19, and to pursue all available actions necessary to ensure compliance with environmental regulations and permit requirements.

You should continue to document compliance, including but not limited to, conducting sampling and analyses, recording monitoring results, keeping accurate and up-to-date records, and completing reports that document ongoing compliance.

The following resources are available:

- Search for available operators and their contact information by geographical location online using the Operator Certification Information System at <https://apps5.mo.gov/operator/index.do>. If you need to reach out to a neighboring system for support, you can use this website to search for drinking water systems and find contact information.

- Contact your local Regional Office to report staffing concerns. Map with contact information here: <https://dnr.mo.gov/regions/>
- Missouri Public Utility Alliance at 573-445-3279, fax 573-777-8033 or mpua.org (operator assistance and on-line training for certification renewal)
- Contact Missouri Rural Water Association at 573-657-5533 or moruralwater.org (operator assistance and on-line training for certification renewal)
- CDC has developed a webpage specifically addressing questions and answers COVID-19 and water and wastewater. This guidance can be found at <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>.

For information on what to do in the event noncompliance or delayed compliance during the present crisis is unavoidable, please follow the link below or you can visit our main Department web page and click on the purple box titled “COVID-19 Regulatory Relief Information.”

<https://dnr.mo.gov/docs/2020-03-24-requests-for-regulatory-relief-due-to-covid-19-impacts.pdf>