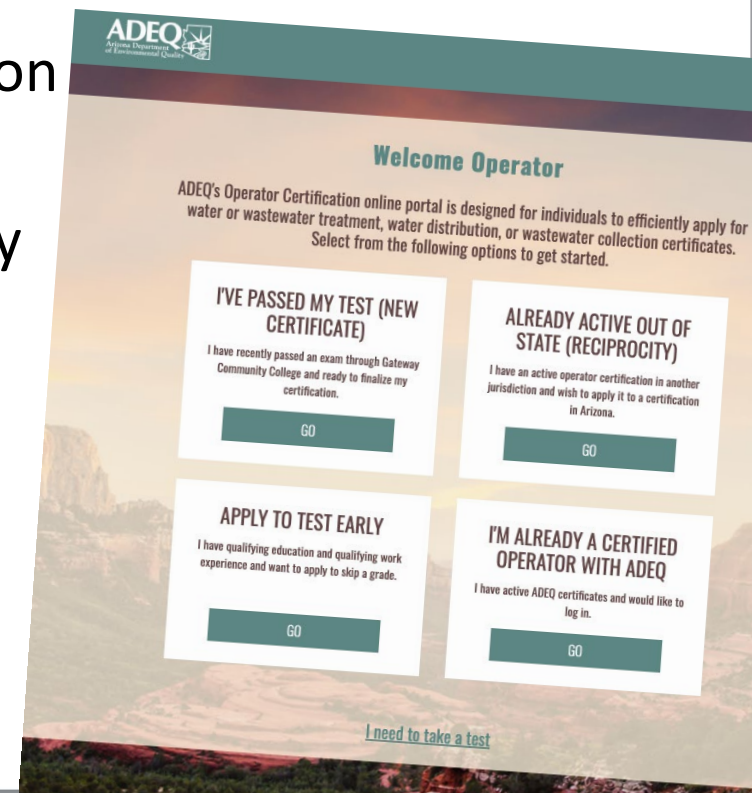


On June 1, 2020, ADEQ will be going paperless with our Operator Certification process with the release of our new online Operator Certification portal. In this portal, operators will be able to:

- Obtain and pay for Operator Certification (after you have passed needed exams).
- Add ongoing class/training certification hours.
- Renew Operator Certification and pay related fees online.

In the weeks to come we will be sharing additional information at azdeq.gov/OperatorCertification



Operator Advancement & Certification

Jason Bobko, ADEQ

Certified Operators **ARE REQUIRED**

Certified Operators make **ALL** decisions about process control or system integrity as well as water quality and quantity!



If it is a planning decision that does not directly affect public health a non-certified person may make that decision.

WHO IS AN OPERATOR?

- “Certified operator” or “operator” means an individual who holds a current certificate issued by the Department in the field of water or wastewater treatment, water distribution, or wastewater collection.
- A facility owner shall ensure that at all times:
 - The names of all current operators are on file with the Department. **R18-5-104A6**
- Consider adding the ADEQ Update form to your Hire/Fire Process!



WHO MUST BE CERTIFIED?

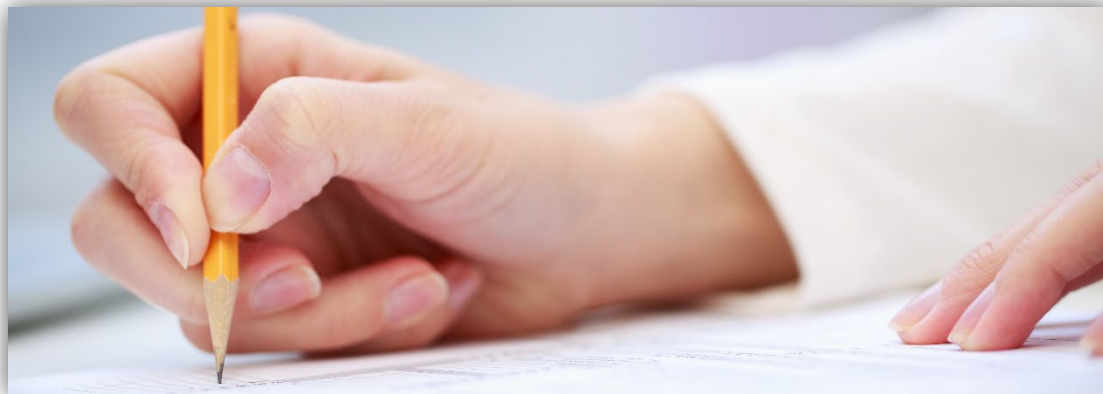


- ☞ All Water and Wastewater Facilities **shall** have an operator in direct responsible charge who is certified for the class of the facility – at or above the grade of the facility.
- ☞ Grade 3 & 4 Facilities **shall** have an onsite operator.
- ☞ Grade 1 & 2 Facilities **shall** have an onsite representative.
- ☞ Grade 1 distribution serving < 100 do not need an onsite representative.

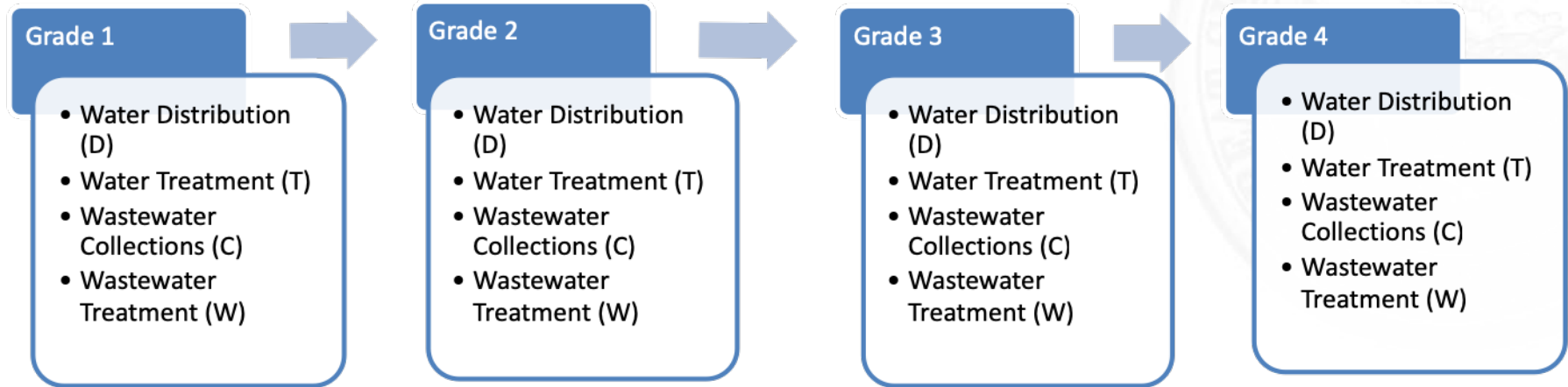
- Instructs, supervises, and provides written instructions.
- Must be able to be reached by phone.
- Resides no more than 200 road miles.



- Know your deadline.
- Know the Range of Knowledge for your exam.
http://www.abccert.org/testing_services/certification_study_resources.asp
- This range of knowledge is going to cover more than your job duties.
- Make sure you are eligible to sit for the exam.



16 DIFFERENT OPERATOR EXAMS



EXAM DETAILS:

- ☞ Each exam is a multiple choice 100 questions – 3 hour limitation.
- ☞ Only one exam may be taken in a three hour period.
- ☞ You are provided an equation sheet, calculator and scrap paper/pencil.
- ☞ You must earn a grade of 70% or higher to successfully pass the exam.
- ☞ Exam dates and registration located on GateWay CC Website

2012 ABC Exams

- ☞ ADEQ is not implementing the ABC 2017 or ABC 2019
- ☞ ADEQ will not reciprocate certificates earned by passing the ABC 2017/2019 exams

Operator Certification Testing



General Information

Exam Information

Payment Information

Available Exam Dates: All Locations

Testing Facilities Location

Request Onsite Exams

GateWay Contact Information

Additional Information

Review ABC's 2012 New Standardized Exam Need-to-Know Criteria [HERE](#)

Contact ADEQ's Operator Certification Program for additional information, request early exam approval, schedule a free practice test, and general operator information [HERE](#)

Check the ADEQ Operator Certification Database to make sure that you are applying for the correct exam and grade

General Information

Welcome to the GateWay-ADEQ Operator Certification Exam Website

GateWay Community College is the proctoring agency for the Arizona Department of Environmental Quality (ADEQ) Operator Certification exams.

We have been providing Operator exam services since 2008 in partnership with ADEQ and the Association of Boards of Certifications (ABC).

How to register for an Operator Certification Exam

Step 1: Decide which Operator Certification you will test for – Grade 1 exams require a high school diploma or GED. Contact ADEQ's Operator Certification Program for approval to skip one grade if you have less than one year with a previous grade.

Step 2: Review the GateWay exam dates & locations. *Available Exam Dates: All Locations tab.*

Step 3: Pre-order your exam using the NEW Purplepass System – You no longer need to create a Maricopa Student Account. (Purplepass only accepts credit cards as payment). See 'Exam Information' tab for details.

Step 4: After passing your exam – Apply for your new or upgraded certificate with ADEQ. As of July 1, 2016, ADEQ requires everyone to complete a [New Certificate Application](#), provide a copy of your test results, and pay a \$65 fee.

❖ Email: operatorcert@gatewaycc.edu
Phone: 602-286-8105

Operator Certification Testing



[Home](#) | [View All Events](#) | [Sell Tickets](#) | [My Account](#) | [Cart](#)



ADEQ TESTING-GATEWAY LOCATION- APRIL 9, 2019

Presented By [Gateway Community College](#)

Tuesday, April 9th at 10:00am AZ Time
Online sale ends: 04/01/19 at 10:00am AZ Time

GateWay Community College
South Building - Rooms SO1201/1231 108 N
Phoenix, AZ 85034

[Order your Test Here](#)

Talent

ADEQ-GATEWAY TESTING

Description

No actual tickets will be provided when you order your exam using Purplepass. The "Will Call" delivery option means that you need to check in at the designated testing room on the test date no later than 1/2 hour before the test time with your accepted photo ID. A registration confirmation email will be sent to your confirmed email address used in the Ticket Holder information.

ADEQ's Operator Certification Program establishes guidelines to ensure that only certified operators make decisions about process control or system integrity that affects public health. The program establishes minimum standards for certification and re-certification of the operators of drinking water and wastewater systems.

Operators must hold the lower grade level certificate for one full year (365 days from your effective date), prior to sitting for the next grade level exam. Operators may check the effective date of their certificate(s) by using the Operator Certification Database (<http://legacy.arizona.gov/databases/operatorcertificates.html>).

Presented By



Time

10:00am to 1:00pm
Doors open at 9:30am

Price

Water Treatment Grade 1: \$89.00
Water Treatment Grade 2: \$89.00
Water Treatment Grade 3: \$89.00
Water Treatment Grade 4: \$89.00
Distribution Grade 1: \$89.00
Distribution Grade 2: \$89.00
Distribution Grade 3: \$89.00
Distribution Grade 4: \$89.00
Wastewater Treatment Grade 1: \$89.00
Wastewater Treatment Grade 2: \$89.00

Operator Certification Testing



ADEQ TESTING-GATEWAY LOCATION- FEBRUARY 21, 2019

Presented By [GateWay Community College](#)

Thursday, February 21st at 10:00am AZ Time

Online sale ends: 02/11/19 at 10:00am AZ Time

GateWay Community College

South Building - Rooms SO1201/1231 108 N. 40th Street
Phoenix, AZ 85034

[Order your Test Here](#)

Water Treatment Grade 1

Price: \$89.00

Service fee: \$5.94

Quantity:

Water Treatment Grade 2

Price: \$89.00

Service fee: \$5.94

Quantity:

Water Treatment Grade 3

Price: \$89.00

Service fee: \$5.94

Quantity:

Water Treatment Grade 4

Price: \$89.00

Service fee: \$5.94

Quantity:

Distribution Grade 1

Price: \$89.00

Service fee: \$5.94

Quantity:

Distribution Grade 2

Price: \$89.00

Service fee: \$5.94

Quantity:

Distribution Grade 3

Price: \$89.00

Service fee: \$5.94

Quantity:

Distribution Grade 4

Price: \$89.00

Service fee: \$5.94

Quantity:

Wastewater Treatment Grade 1

Price: \$89.00

Service fee: \$5.94

Quantity:

Wastewater Treatment Grade 2

Price: \$89.00

Service fee: \$5.94

Quantity:

Presented By



Time

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Doors open at 9:30am

Price

Water Treatment Grade 1: \$89.00

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Water Treatment Grade 3: \$89.00

Water Treatment Grade 4: \$89.00

Distribution Grade 1: \$89.00

Distribution Grade 2: \$89.00

Distribution Grade 3: \$89.00

Distribution Grade 4: \$89.00

Wastewater Treatment Grade 1: \$89.00

Wastewater Treatment Grade 2: \$89.00

Wastewater Treatment Grade 3: \$89.00

Wastewater Treatment Grade 4: \$89.00

Collection Grade 1: \$89.00

Collection Grade 2: \$89.00

Collection Grade 3: \$89.00

Collection Grade 4: \$89.00

Age

18+

Venue

GateWay Community College

South Building - Rooms

SO1201/1231 108 N. 40th Street

Phoenix, AZ 85034



[View on Map](#)

Operator Certification Testing



[Home](#) | [View All Events](#) | [Sell Tickets](#) | [My Account](#) | [Cart](#)

ADEQ TESTING-GATEWAY LOCATION- FEBRUARY 21, 2019



Date/Time: Thursday, February 21st 2019 @ 10:00am AZ Time

Remove

Type: Water Treatment Grade 1

Quantity:

Shipping:

Coupon Code:

Price:	\$89.00
Service Fee:	\$5.94
Quantity:	x1
<hr/>	
Shipping:	\$0.00
Total:	\$94.94

Operator's First Name. (Your First name must be the same as it appears in your valid photo ID)

Operator's Middle Name, if any. (Your Middle name must be the same as it appears in your valid photo ID)

Operator's Last Name. (Your Last name must be the same as it appears in your valid photo ID)

Operator's Valid Email address. (GateWay will send the exam scores to this email)

Test Location

☒ GateWay

Test Date

☒ 2/21/2019

By selecting yes you confirm you meet the requirements and are eligible to sit for the grade level of exam you are purchasing. For any grade one exam this mean you have a high school diploma or GED. For any higher grade level exam you have held the lower grade level for one year or more, or received written permission from ADEQ to skip or shorten the one year time frame. Understand that any falsification on this application may subject the certificate(s) to denial, suspension, probation and/or revocation. (R18-5-109).

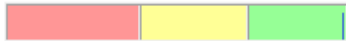
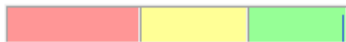
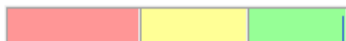
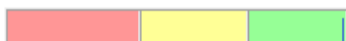
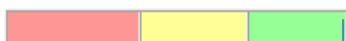
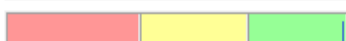
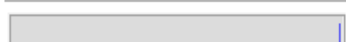
☐ No

- Photo ID: A photo ID must be presented before a test is administered.
- Formula/conversion sheets, pencil, and calculator will be supplied at the testing site.



INDIVIDUAL MASTERY REPORT

Individual Mastery:
Arizona Wastewater Collection Grade 1
Student ID 25334122
On 4/13/2018 at 4:37:08 PM

Objective	Score	%	0.....100
E&M Equipment	15 of 15	100.00	
Maintain & Restore Collection Syst	10 of 10	100.00	
Maintain Lift Station	14 of 14	100.00	
MEA Collection System	9 of 9	100.00	
Operate Equipment	21 of 21	100.00	
Perform Security, Safety, & Admin	21 of 21	100.00	
[Unassigned Area]	10 of 10	100.00	

Summary:

Points Earned	100
Objectives Mastered	10
Objectives Partially Mastered	0
Objectives Not Mastered	0
Areas Mastered	6
Areas Partially Mastered	0
Areas Not Mastered	0

FY19 EXAMS

	Grade 1	Grade 2	Grade 3	Grade 4	Totals		
Collections						Total	2879
Pass	169	110	59	47	385	Passing	58.07%
Fail	55	43	27	13	138		
Total	224	153	86	60	523		
Passing Rate	75.45%	71.90%	68.60%	78.33%	73.61%		
Wastewater Treatment							
Pass	131	70	46	30	277		
Fail	183	77	34	50	344		
Total	314	147	80	80	621		
Passing Rate	41.72%	47.62%	57.50%	37.50%	44.61%		
Distribution							
Pass	306	165	83	37	591		
Fail	171	129	99	49	448		
Total	477	294	182	86	1039		
Passing Rate	64.15%	56.12%	45.60%	43.02%	56.88%		
Water Treatment							
Pass	180	128	51	39	398		
Fail	145	47	49	57	298		
Total	325	175	100	96	696		
Passing Rate	55.38%	73.14%	51.00%	40.63%	57.18%		
FY19 July 1, 2018 - June 30, 2019							



OPERATOR CERTIFICATION NEW CERTIFICATE APPLICATION

How did you earn your New Certificate?

Gateway Examination ☐

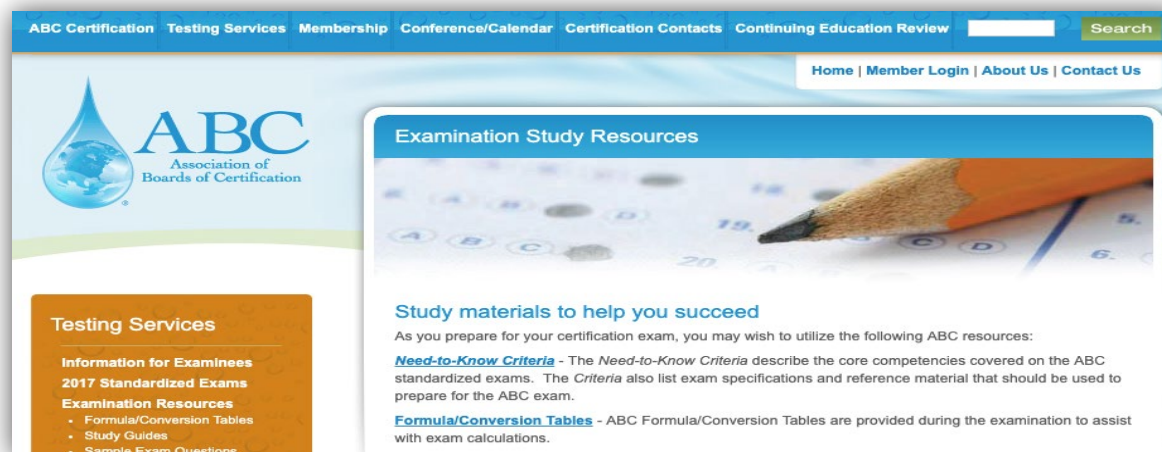
or

Reciprocity ☐

Use this application if you recently passed an operator certification exam from Gateway Community College or received reciprocity from ADEQ. The new certificate fee is \$65.00 per new certificate. If you recently passed an exam you will need to include your Individual Mastery Report (IMR) which you received from the Association of Boards of Certification (ABC) via email. Print the IMR email showing your first and last name along with the exam breakdown and passing score. This document will need to accompany this application and \$65.00 fee. If you earned your new certificate from reciprocity only include this application and fee(s). New Certificates will not be issued until this application and applicable fee(s) have been received by ADEQ.

Name:	<input type="text"/>	Operator Number OP0:	<input type="text"/>	SSN: (Last Four Digits Only)	<input type="text"/>
Mailing Address:	<input type="text"/>				
City:	<input type="text"/>	State:	<input type="text"/>	ZIP:	<input type="text"/>
Home Phone:	<input type="text"/>	Work Phone:	<input type="text"/>	Email:	<input type="text"/>

- For operator certification exam 2012 Need-To-Know criteria visit http://www.abccert.org/testing_services/certification_study_resources.asp
- Each classification of exam has a pdf document which outlines all the topics and concepts that you must know about.



EXAM PREPARATION

ABC's 2012 New Standardized Exam *Need-to-Know Criteria*

Please contact the [certifying authority](#) for your state, province, or geopolitical region to determine which *Need-to-Know Criteria* to use for your examination.

[Collection](#)

[Distribution](#)

[Wastewater Treatment](#)

[Water Treatment](#)

Perform Maintenance	Class I
Blowers and compressors	N/A
Chemical feeders	Application
Chlorinators	Application
Corrosion control	Application
Cross-connection control	Application
Drives	N/A
Electric motors	Application
Electrical grounding	Application
Engines	Comprehension
Evaluate operation of equipment	Application
Facility inspection	Application
Generators	Application
Hydrants	Application

Core Competencies

The essential tasks and capabilities that were identified through this process are called the core competencies. The following pages list the core competencies for distribution operators. The core competencies are clustered into the following job duties:

- System Information/Components
- Monitor, Evaluate, and Adjust Disinfection
- Laboratory Analysis
- Install Equipment
- Operate Equipment
- Perform Maintenance
- Perform Security, Safety, and Administrative Procedures

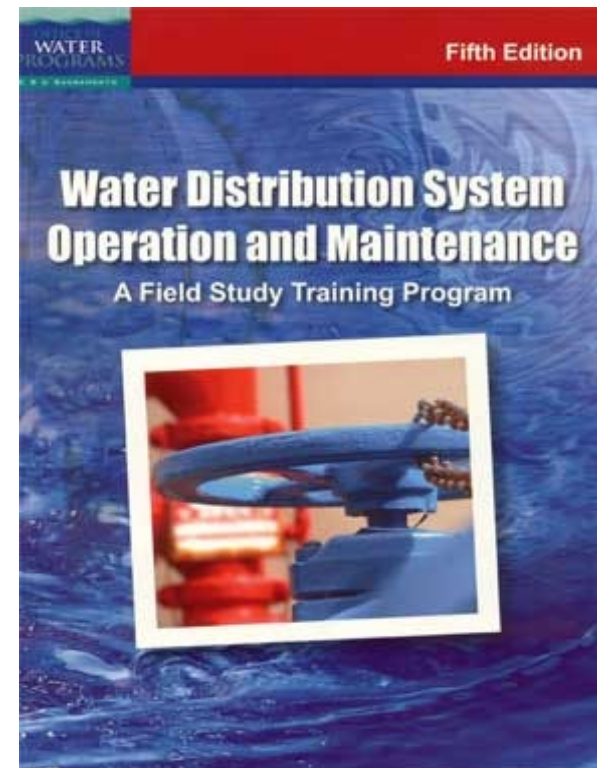
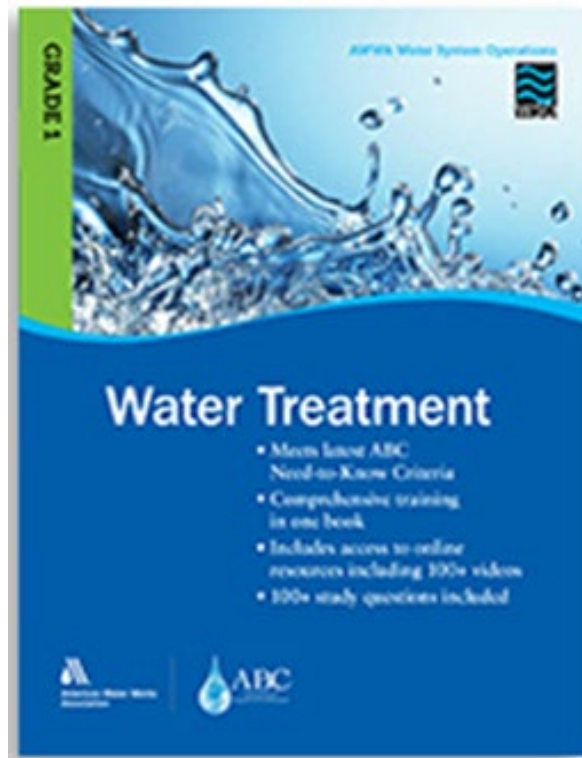
The level of knowledge (i.e., comprehension, application, analysis) required for each task is also identified in the following pages.

- **Comprehension** is the most basic level of understanding and remembering. Items written at the comprehension level require examinees to recognize, remember, or identify important ideas.
- Items written at the **application** level require examinees to interpret, calculate, predict, use or apply information and solve problems.
- Items written at the **analysis** level require examinees to compare, contrast, diagnose, examine, analyze, and relate important concepts.

The level of knowledge is a hierarchy from basic comprehension to analysis. The level of knowledge tested is cumulative. Therefore, tasks identified as application may include questions written at both the application and comprehension levels. Tasks identified as analysis may include questions written at the comprehension, application, and analysis levels.

EXAM PREPARATION & ADVANCEMENT

- The ABC 2012 Need-To-Know criteria lists the recommended study resources.
- AWWA www.awwa.org \$89/\$62
- OFFICE OF WATER PROGRAMS \$49/\$90
California State University Sacramento
Phone 916-278-6142, Fax 916-278-5959
<http://www.owp.csus.edu/training/courses/orderform.php>



GOT GOOGLE ???

<http://americanwatercollege.org/>

www.sewergeek.com

<http://www.montanawatercenter.org/resources/>

<http://www.thewatersifu.com/>

<http://www.indigowatergroup.com/index.htm>

<https://quizlet.com/standardized-tests/>

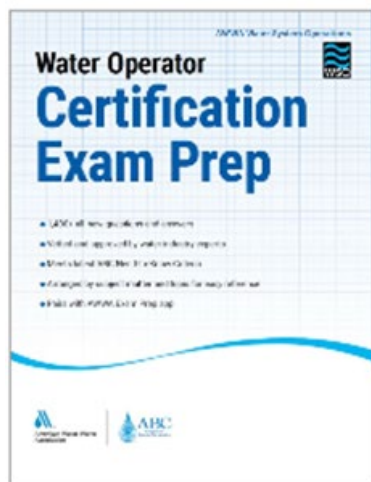
<http://www.cram.com/>

<https://www.env.nm.gov/wp-content/uploads/sites/5/2016/07/NMWaterSysOperStudyMan.-Update-11-2016.pdf>

<http://dca.ky.gov/certification/pages/testpreparationmaterials.aspx>

- ADEQ offers a practice exam.
- The AWWA or WEF study guides are practice exams.
- Quizzing yourself will give you an idea of what areas you need to study.
- It's great if you know the answer is 'A'....but do you know what 'B', 'C' and 'D' are.

Practice Exam Questions & Answers



- 1,400+ all-new questions and answers
- Vetted and approved by water industry experts
- Arranged by subject matter for easy reference
- Pairs with AWWA's Certification Exam Prep App

[Learn More](#)

Take Studying on the Go



The new AWWA Exam Prep App allows you to take certification preparation with you wherever studying is most convenient.

- See detailed answer explanations
- Track your performance
- Create mock exams

Download the free app with sample questions through the Apple or Android Store. Additional question sets are only \$19 each!

- You may submit a renewal form up to 3 months prior to the expiration date.
- PDHs vs CEUs
- A professional development hour is one hour of contact time.
- 1 CEU is 10 hours of contact time.
- 1 CEU = 10 PDHs



- If the City is paying & submitting on your behalf make sure it gets done.
- If the City is cutting one check for multiple renewals it better be correct or the entire batch will be rejected.
- Certificate(s) belong to you.
- Sending certified mail so you get a delivery receipt.

CERTIFIED MAIL

Operator Certification Renewal Application

Name: **John Water** Operator Number OP0: **00001** SSN: (Last Four Digits Only) **9999**

Mailing Address: **1234 W Adams Ave**

City: **Bubba Gump** State: **AK** ZIP: **55555**

Home Phone: **6025555555** Work Phone: **6025555555** Email: **jwater123456@gmail.com**

PWS/WWS Name and Number: **ABC water 0400000**

Indicate the type, grade, and expiration date for each certificate that you hold.

TYPE	GRADE 1	GRADE 2	GRADE 3	GRADE 4	EXP. DATE
Water Distribution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5/31/2017
Water Treatment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5/31/2017
Wastewater Collection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5/31/2017
Wastewater Treatment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5/31/2017

Please check how many certificates you are renewing **1 (fee is \$150)** **2 (fee is \$200)** **3 (fee is \$250)** **4 (fee is \$300)**



Date	Description of Training	PDHs
8/12/2014	ADEQ math	4
9/25-28/2014	tri state	21
1/15/2015	OSHA training	7
8/20/2016	RWAA	6

- Your contact information should be **YOUR** contact information....not supervisors, managers, or spouse.
- Provide an e-mail address you use most often.
- This is your certificate. You worked hard to earn it.
- Should you keep your certificates if you are retiring? Yes/No
- You can only keep the certificate(s) you need.

- Passing an exam does not renew other certificates you have.
- A certificate is only active for 3 years but time can be taken away to be common with other certificate(s).
- 2/29/2020-D1
- 2/29/2020-T1
- 2/29/2020-W2
- 2/29/2020-C1- C2-2/16/2020 passed! Out to 2/29/2020

- Are you planning on upgrading your certs?
- Renewal fee then upgrade fee.
- Waste of money to renew a D1 then test at D2.





WWW.AZDEQ.GOV



FREQUENTLY VIEWED

Welcome to ADEQ

Registrations and Permits

Operator Certification

[GO >](#)

[HOME](#) | [ABOUT](#) | [PERMIT AND COMPLIANCE ASSISTANCE](#) | [PROGRAMS](#) | [FOR BUSINESSES](#) | [MY COMMUNITY](#) | [RECORDS CENTER](#) | [EMAPS](#)



Operator Certification

Revised on: September 5, 2017 - 11:06am

ADEQ's Operator Certification Program establishes guidelines to ensure that only certified operators make decisions about process control or system integrity that affects public health. The program establishes minimum standards for certification and recertification of the operators of drinking water and wastewater systems.

Who Is An Operator?

A certified operator is an individual who holds a current certificate issued by ADEQ in the field of water or wastewater treatment, water distribution, or wastewater collection. All water and wastewater facilities require an operator in direct charge who is certified for the class of the facility at or above the grade of the facility. Facility owners need to ensure that all current operators working in their facility are on file with ADEQ.

Who Must Be Certified?

- Grade 3 & 4 facilities require an on-site operator.
- Grade 1 & 2 facilities require an on-site representative.
- Grade 1 distribution facilities, serving fewer than 100 people, do not need an on-site representative.

How Do I Become A Certified Operator?

To become a certified operator, you will need to take the Operator Certification



CONTACT

Program Coordinator

602-771-4511

[Email >](#)



[How To Register \(Video\) >](#)



UPCOMING WORKSHOPS

Pre-Paid Workshops

Operators, Owners & Managers

[View dates >](#)



[How To Register \(Video\) >](#)



UPCOMING WORKSHOPS

Pre-Paid Workshops

Operators, Owners & Managers

[View dates >](#)

[Receive Workshop Notifications >](#)





Email Updates

Sign up below to receive updates from ADEQ on various topics. You will have the flexibility to choose as many topics as you want. ADEQ offers updates on: programmatic topics (Water Quality, Air Quality, Waste Programs), meeting notices, public hearings, requests for public participation, among other updates. You can choose to modify your preferences on the following page.

Please select a subscription type (email or SMS/Text Message) and enter your contact information. You will be prompted to confirm your contact information and preferences on the next page.

Subscription Type

Email ▼

***Email Address**

Save

Cancel



Primary Email Address

You must enter a primary email address. You will use this to access and update your subscriptions or modify your subscriber preferences.

★Email Address

★Confirm Email
Address

Email Delivery Preference

If you would like to change how subscription updates are delivered to you, select an option below.

- ☒ Send updates immediately by email
- ☐ Send updates daily by email
- ☐ Send updates weekly by email

Certain high priority updates may be sent regardless of your delivery preferences.

Optional Password

Enter an optional password to add password protection to your subscriber preferences.

Password

Confirm Password



WaterOperator.org

[HOME](#)

[EVENT CALENDAR](#)

Looking for SmallWaterSupply.org?
You're in the right place.

Certified Operators **ARE REQUIRED**

Certified Operators make **ALL** decisions about process control or system integrity as well as water quality and quantity!



If it is a planning decision that does not directly affect public health a non-certified person may make that decision.

*Our mission is to
protect and enhance
public health and the
environment in Arizona*



THANK YOU

??QUESTIONS??

602-771-4511 or
adams.noah@azdeq.gov