

# Operator Certification Program Update

Jason Bobko, ADEQ



- Jason Bobko has been in the drinking water industry for 21 years. During that time he has had oversight of many different water treatment facilities using many treatment techniques. Jason has managed surface water treatment facilities and groundwater treatment facilities in Connecticut and Arizona. Jason holds Grade 4 certifications from ADEQ in Water Treatment and Distribution and Grade 1 certifications in Wastewater Treatment and Collections.
- Jason is currently the manager of the Drinking Water Inspections, compliance enforcement and Operator Certifications Unit at the ADEQ.

# OPERATOR CERTIFICATION PORTAL

November 2020, ADEQ began a paperless Operator Certification Program with the release of the online Operator Certification portal. In this portal, operators are able to:

- Obtain and pay for Operator Certificates
- Add training/PDHs
- Update contact information
- Re-print certification
- Assign certificates to water/wastewater facilities



# PORTAL LOCATION



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[< RETURN TO OPERATOR CERTIFICATION](#)

## Operator Certification Process is Now Paperless

Revised on: December 2, 2020 - 1:08pm

Operator Certification process is now paperless with the release of ADEQ's new online Operator Certification Portal.

Using the new Operator Certification Portal, operators can:\*

- Obtain, renew and pay for an Operator Certification online
- Receive renewal notifications by email
- Easily update your information with 24/7 access
- Add ongoing class/training Professional Development Hours (PDHs)

[Operator Certification Overview](#) | [Visit Page >](#)

[Operator Certification Online Portal](#) | [Go to Portal >](#)

*\* Note: ADEQ will no longer accept mailed or email applications.*



### ONLINE PORTAL

[Operator Certification Online Portal >](#)

[Frequently Asked Questions >](#)



### CONTACT

Program Coordinator  
602-771-0100  
[Email >](#)



### SEE MORE

[How to Become Certified >](#)  
[Operator Certification Overview >](#)  
[Operator Certification Database >](#)

## Frequently Asked Questions | Operator Certification Online Portal

Posted on: November 24, 2020 - 9:51am

### Which internet browsers work best with the online portal?

Chrome or Firefox is best for accessing the online portal from a PC; Chrome, Firefox and Safari are all best for accessing the portal from a Mac.

### How do I find the email address ADEQ has on file for me?

Your email on file with ADEQ can be found by searching the Operator Database | [Search Now >](#)

### What if my email address is listed incorrectly or I can no longer access the address?

To update your email on file, contact us at 602-771-0100 or by email | [azopcert@azdeq.gov](mailto:azopcert@azdeq.gov) >

### What do I do if the portal asks for a password after I enter my email address to register?

First, check the Operator Database to confirm you are entering the correct email address on file | [Search Now >](#)

If the issue persists, contact us at 602-771-0100 or by email | [azopcert@azdeq.gov](mailto:azopcert@azdeq.gov) >

### What if I don't receive a verification code?

You must click "SEND ME THE CODE." After the verification code screen appears, you should receive the email within 30 seconds. If you don't see it, check your "Spam" email folder. If it's there, you may need to adjust your spam filter settings to allow our system emails into your inbox.

### Why aren't my professional development hours (PDHs) applicable to the certificate(s) I am renewing?

All PDHs must be earned during your three-year certificate window. Confirm that the start and end dates of the training are within the three-year window (e.g., If your expiration date is Nov. 30, 2020 your three-year window is Nov. 30, 2017 to Nov. 30, 2020).

### Will I get a receipt for paying for my certification online?

Yes. The Arizona Department of Administration manages the payment site (J-Billing), which generates an email with a receipt attached upon payment. This receipt is sent to the email address entered on the payment screen (not necessarily the email on file in the Operator Database).



# WELCOME TO THE PORTAL

NEED HELP ?

## Welcome to the Operator Certification Portal

This portal was designed to help individuals manage water or wastewater treatment, water distribution, or wastewater collection certification. To get started select from one of the following:

### I'VE PASSED MY TEST (NEW CERTIFICATE)

I have recently passed the exam and am ready to finalize my certification.

GO >

### ALREADY ACTIVE OUT OF STATE (RECIPROCITY)

I have an active operator certification in another jurisdiction and wish to apply it to a certification in Arizona.

GO >

### APPLY TO TEST EARLY

I have qualifying education and qualifying work experience and want to apply to skip a grade.


GO >

### I'M ALREADY A CERTIFIED OPERATOR WITH ADEQ

I have active ADEQ certificates and would like to log in.

GO >

[I need to take a test](#)



[LOGOUT](#)[myINFO](#)

NEED HELP ?

[GET NEW CERTIFICATION >](#)[RENEW CERTIFICATION >](#)[ADD PDHs >](#)[APPLY FOR EARLY EXAM >](#)[RECIPROCITY >](#)

ACTIVE/IN PROGRESS

FACILITIES

INACTIVE

ACTIVE CERTIFICATES

DOWNLOAD CERTIFICATE >

Certificate Class	Grade	Effective Date	Expiration Date	Status
Wastewater Collection	Grade 1	11/01/2016	06/30/2022	● Active
Water Distribution	Grade 2	07/02/2008	06/30/2022	● Active
Water Treatment	Grade 2	07/18/2008	06/30/2022	● Active

# CERTIFIED OPERATORS ARE REQUIRED

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

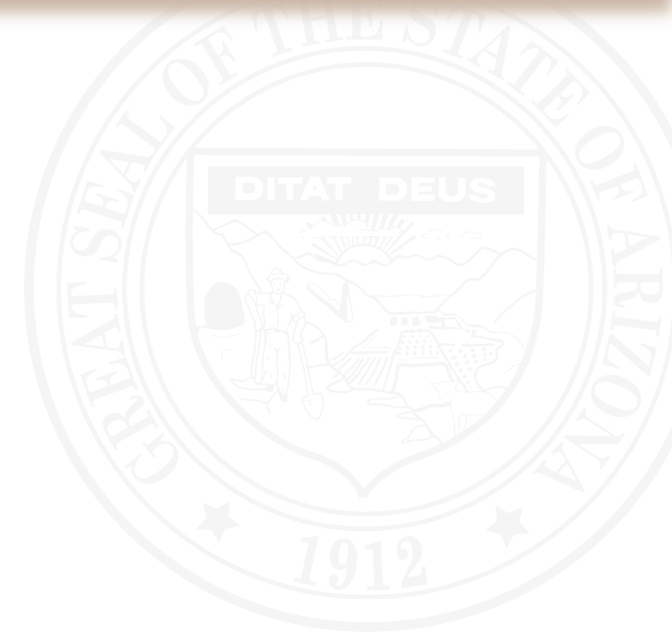


If it is a planning decision that does not directly affect public health a non-certified person may make that decision.

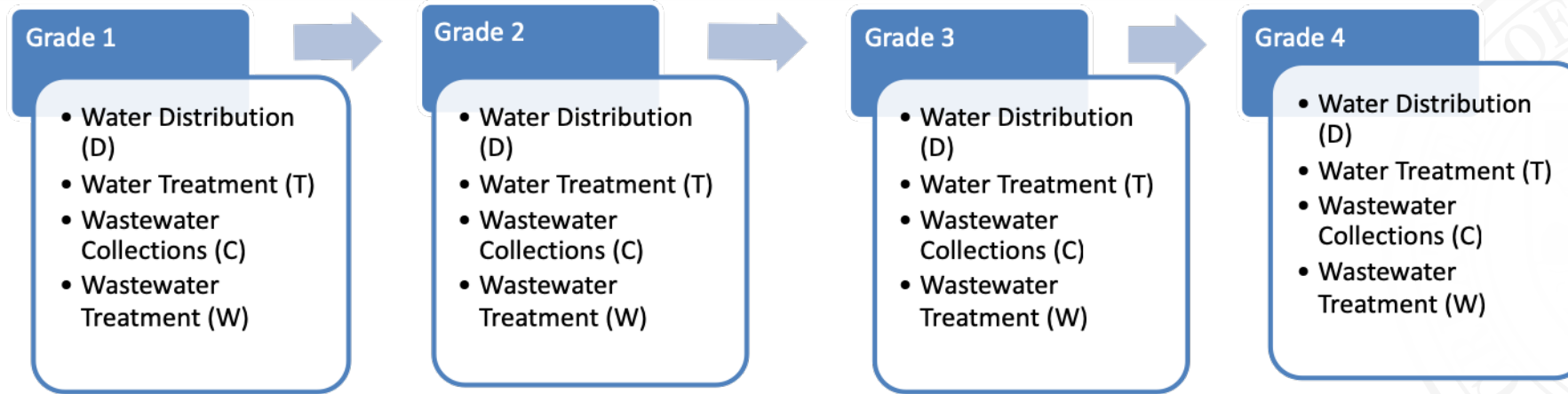


# BECOMING CERTIFIED

- Earning your first certificate
- Seeing a job posting requiring ADEQ certifications
- Advancement within your Water/Wastewater system



# 16 DIFFERENT OPERATOR EXAMS



## *EXAM DETAILS:*

- ☞ Each exam is a multiple choice 110 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 and City of Phoenix Website

# ABC 2017 EXAMS

The 2017 Exams have 10 additional unscored pre test questions for gathering statistical data by ABC

Exam Content Outline

Number of Questions	Content Area	Job Task Complexity Levels
25	Distribution System Components	10 15 0
24	Equipment Installation, Operation, & Maintenance	10 14 0
27	Disinfection Monitoring, Evaluation, Adjustment, & Laboratory Analysis/ Interpretation	19 8 0
24	Security, Safety, Administrative Procedures, & Public Interactions	10 14 0
100*	Total	49 51 0

\*Your exam may contain up to 10 extra unscored pre-test questions (see *Before You Dive In* for more details).

This exam includes  
**8**  
calculation questions

## Water Treatment Operator

- [2017 Edition Class I Water Treatment Operator Need-to-Know Criteria](#)
- [2017 Edition Class II Water Treatment Operator Need-to-Know Criteria](#)
- [2017 Edition Class III Water Treatment Operator Need-to-Know Criteria](#)
- [2017 Edition Class IV Water Treatment Operator Need-to-Know Criteria](#)

## Wastewater Treatment Operator

- [2017 Edition Class I Wastewater Treatment Operator Need-to-Know Criteria](#)
- [2017 Edition Class II Wastewater Treatment Operator Need-to-Know Criteria](#)
- [2017 Edition Class III Wastewater Treatment Operator Need-to-Know Criteria](#)
- [2017 Edition Class IV Wastewater Treatment Operator Need-to-Know Criteria](#)

## Water Distribution Operator

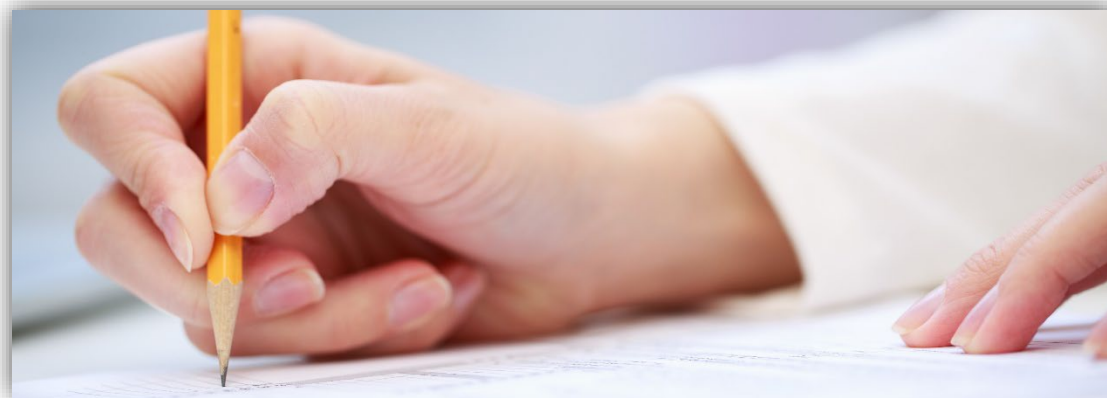
- [2017 Edition Class I Water Distribution Operator Need-to-Know Criteria](#)
- [2017 Edition Class II Water Distribution Operator Need-to-Know Criteria](#)
- [2017 Edition Class III Water Distribution Operator Need-to-Know Criteria](#)
- [2017 Edition Class IV Water Distribution Operator Need-to-Know Criteria](#)

## Wastewater Collection Operator

- [2017 Edition Class I Wastewater Collection Operator Need-to-Know Criteria](#)
- [2017 Edition Class II Wastewater Collection Operator Need-to-Know Criteria](#)
- [2017 Edition Class III Wastewater Collection Operator Need-to-Know Criteria](#)
- [2017 Edition Class IV Wastewater Collection Operator Need-to-Know Criteria](#)

# THE OPERATOR CERTIFICATION EXAM

- Know your deadline.
- Know the Range of Knowledge for your exam.  
[http://www.abccert.org/testing\\_services/need\\_to\\_know\\_criteria.asp](http://www.abccert.org/testing_services/need_to_know_criteria.asp)
- This range of knowledge is going to cover more than your job duties.
- Make sure you are eligible to sit for the exam.



## Operator Certification

Revised on: December 7, 2020 - 6:57pm

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 Examination. No work experience at a water or wastewater facility is required to complete an operator certification exam in Arizona.

#### Examination Requirements:

- To sit for a Grade 1 exam, you must have a high school diploma or GED.
- Operators must hold the lower-grade-level certificate for one full year (365 days from the effective date), prior to sitting for the next grade level. To check the



#### ONLINE PORTAL

[Operator Certification Online Portal >](#)

[Frequently Asked Questions >](#)



#### CONTACT

Program Coordinator  
602-771-0100  
[Email >](#)



- Portal link
- Exam Registration
- Program contact
- How to Become Certified
- Training and PDHs
- Subscribe for the listserv



# 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

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## 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](mailto:operatorcert@gatewaycc.edu)

Phone: 602-286-8105



# OPERATOR CERTIFICATION TESTING

## Phoenix Water and Arizona Department of Environmental Quality (ADEQ) Operator Certification

### ADEQ Operator Certification Examination

The City of Phoenix (COP) Water Services Department (WSD) is now a proctoring agency for the Arizona Department of Environmental Quality (ADEQ) Operator Certification exams. We have entered into a partnership with ADEQ and the Association of Boards of Certifications (ABC).

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.

For more information visit: <http://www.azdeq.gov/OperatorCertification>

#### Exam Criteria:

[ABC Criteria documents \(2017 edition\).](#)

Review requirements to pass the exams.



Email: [wsdabcexam@phoenix.gov](mailto:wsdabcexam@phoenix.gov)

Phone: 602-534-0763


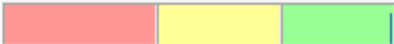

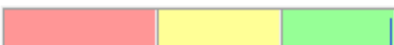
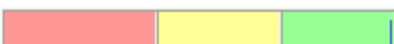
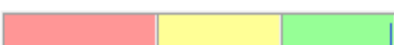
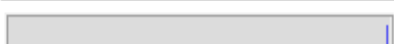
# WHAT TO BRING

- 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

# FY20 EXAMS

	Grade 1	Grade 2	Grade 3	Grade 4	Totals		
<b>Collections</b>						<b>Total</b>	1800
Pass	142	65	33	23	263	Pass	1012
Fail	57	31	10	13	111	Passing Rate	55.37%
Total	199	96	43	36	374		
Passing Rate	71.36%	67.71%	76.74%	63.89%	69.92%		
<b>Wastewater Treatment</b>							
Pass	104	50	22	18	194		
Fail	125	48	35	30	238		
Total	229	98	57	48	432		
Passing Rate	45.41%	51.02%	38.60%	37.50%	43.13%		
<b>Distribution</b>							
Pass	174	93	49	29	345		
Fail	120	69	50	26	265		
Total	294	162	99	55	610		
Passing Rate	59.18%	57.41%	49.49%	52.73%	54.70%		
<b>Water Treatment</b>							
Pass	94	64	35	17	210		
Fail	89	30	34	21	174		
Total	183	94	69	38	384		
Passing Rate	51.37%	68.09%	50.72%	44.74%	53.73%		
FY2020 July 1, 2019 - March 31, 2020							



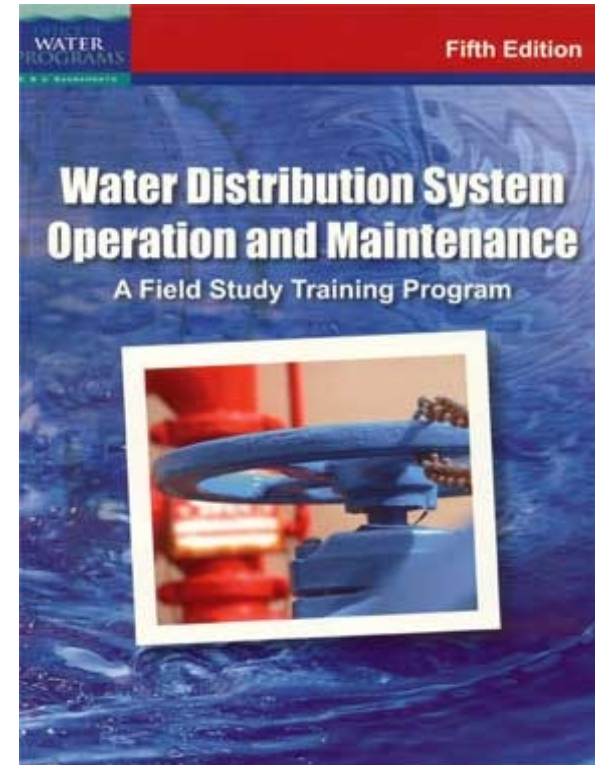
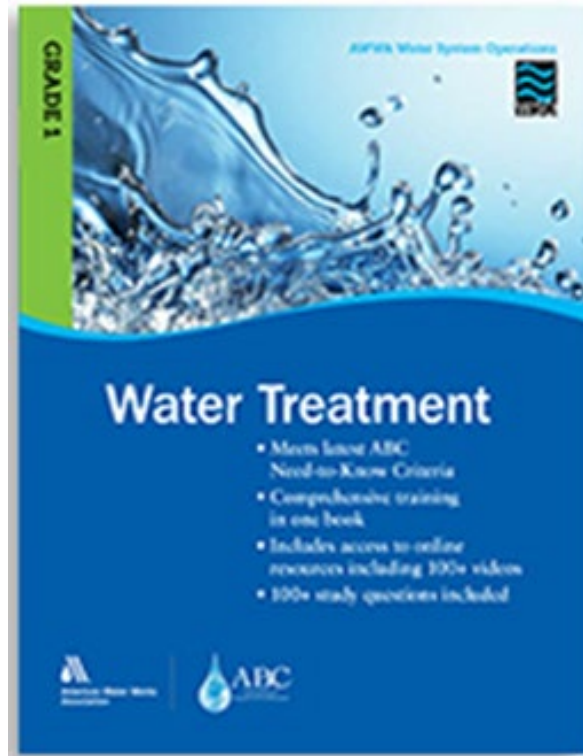
- For operator certification exam 2017 Need-To-Know criteria visit [http://www.abccert.org/testing\\_services/certification\\_study\\_resources.asp](http://www.abccert.org/testing_services/certification_study_resources.asp)
- Each classification of exam has a pdf document which outlines all the topics and concepts that you must know about.



# EXAM PREPARATION & ADVANCEMENT

- The ABC 2017 Need-To-Know criteria lists the recommended study resources.
- AWWA [www.awwa.org](http://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.sewergeek.com)

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

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

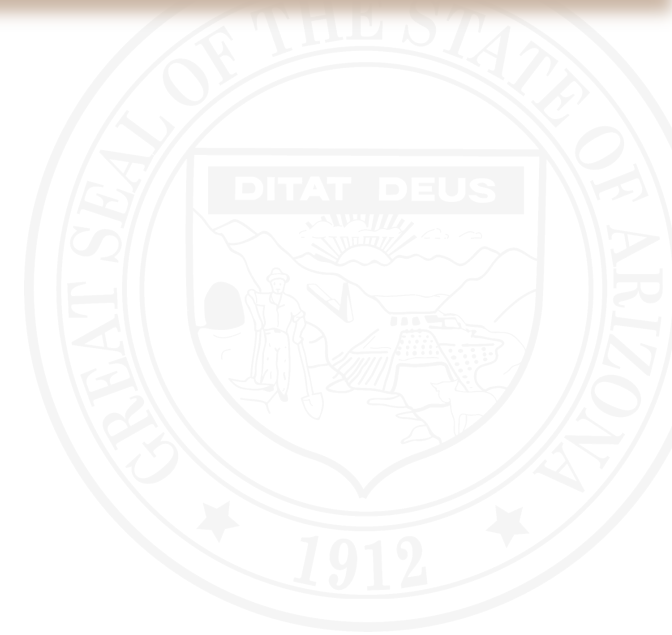
<http://www.indigowatergroup.com/index.htm>

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

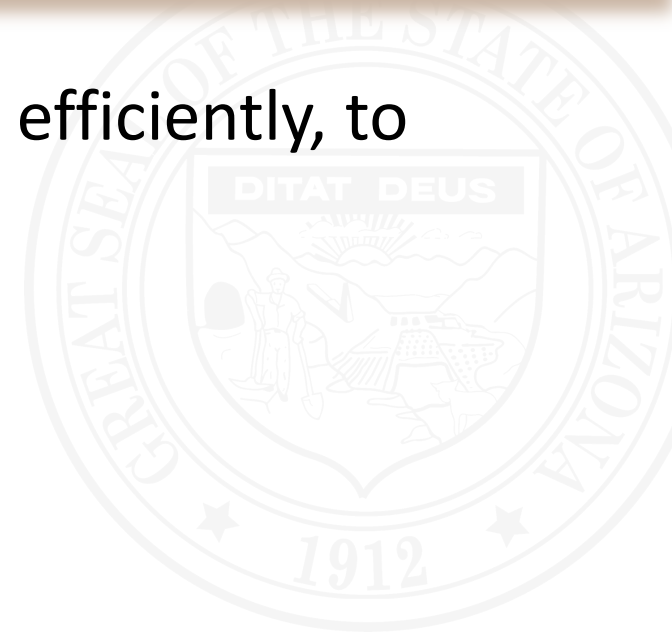
<http://www.cram.com/>

<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>

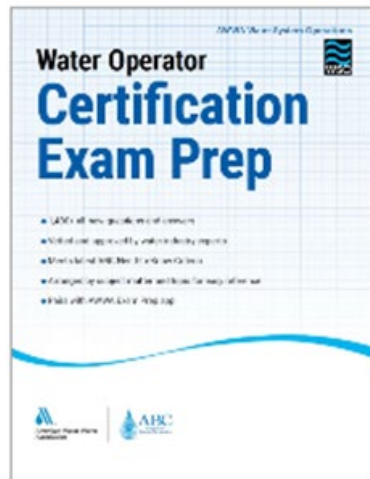


- Study to improve your career, to run your facility more efficiently, to stay in compliance....not to get a 70%.
- Create an environment that supports clear thinking.
- Study to understand....not to memorize.
- Write down what you read or listen to.
- Start...Once you register for the exam begin studying.
- Quality time not Quantity. 15-20 minutes
- Teach what you learn to others



- 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!**

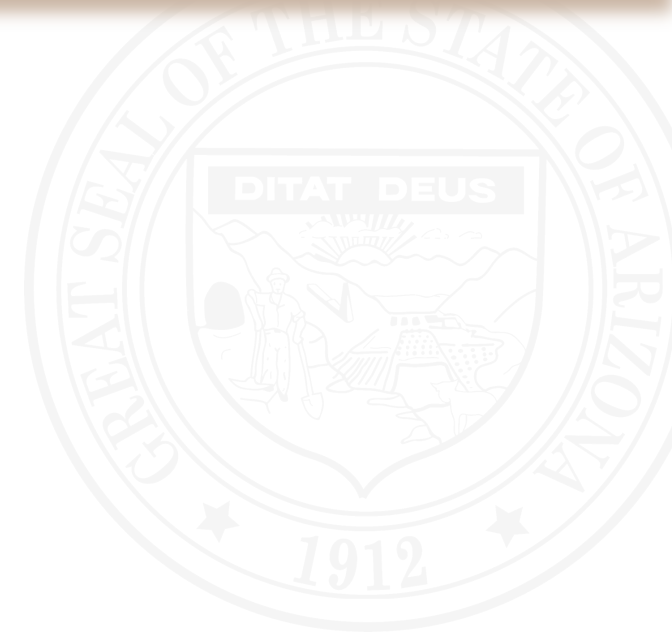
- You may submit a renewal form up to 3 months prior to the expiration date.
- PDHs vs CEUs
- A professional development hour is one hour of contact time.
- 1 CEU is 10 hours of contact time.
- 1 CEU = 10 PDHs



- 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).
- 2/28/2021-D1
- 2/28/2021-T1
- 2/28/2021-W2
- 2/28/2021-C1- C2-2/8/2021 passed! Out to 2/29/2024

# RENEWING Vs. UPGRADING

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







## WaterOperator.org

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You're in the right place.

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Instructions: 1) To view events, select one or more filter criteria and/or enter a keyword (press the "Go" button to apply a keyword filter).

2) Click on an event to see the details.

TYPE ▾

- conference/symposium
- seminar/meeting
- training/workshop
- webinar/live online

Select... ▾

Keyword:

Go

Filters

TYPE = 'webinar/live online'

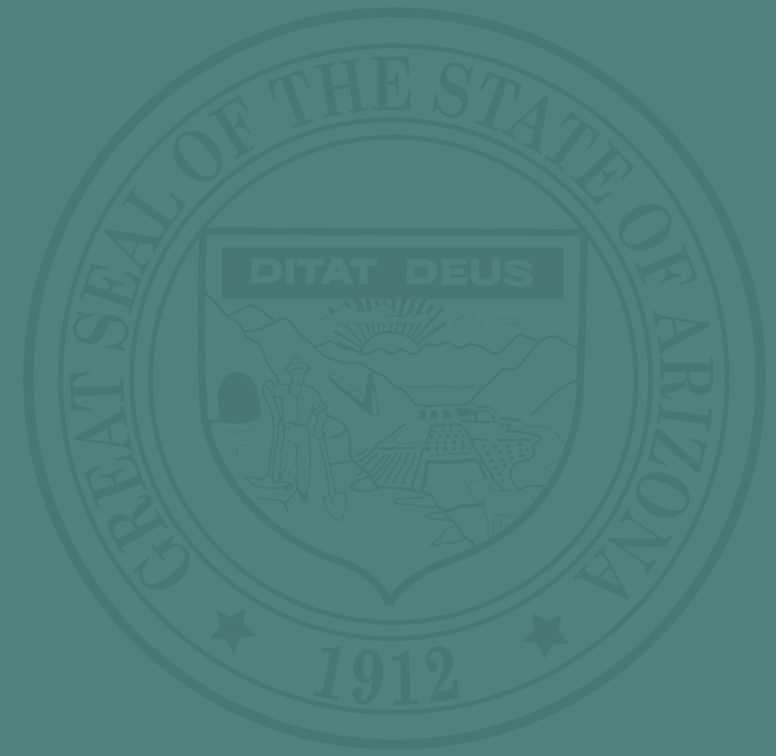
[Clear Filters](#)

[View List](#)

Previous	January 2021						Next
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
					1	2	
3	4 GWWI	5 MWWC	6 MWWC	7 MWWC	8 MWWC	9	
	GWWI	MPUA	FCCCHR	GWWI	NJWA		
	GWWI	GWWI	GWWI	NCRWA	SCRWA		
	WETRC	NCRWA	NCRWA	GLCAP	EGLE		
	WETRC	NCRWA	ITCA	VRWA			
	WETRC	WRWA	ISAWWA	CRWA			
	Missouri DNR	TEEX	DRWA	HACH			
	TPC	OAWU	CDPHE	HACH			
		ISAWWA	TPC	VRWA			
		ERTC	NEWWA	NJWA			
		GLCAP	MJETCC	OAWU			
		TWUA	GLCAP	ISAWWA			
		TWUA	Missouri DNR	NEWWA			
		TWUA	AWWA/MTAWWA	Missouri DNR			
		ITCA	ITCA	EGLE			
		ITCA	Missouri DNR				
		EGLE	EGLE				

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

THANK YOU  
??QUESTIONS??  
602-771-0100 or  
[azopcert@azdeq.gov](mailto:azopcert@azdeq.gov)





*Professionals Dedicated To Arizona's Water*



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official policy of the Association.

**February 09, 2021**