

Licensed Operator Program Updates

NJWA Training Sessions – Dec 2019 and Jan 2020

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Goals of the Program

- ▶ Ensure that all CWS and NTNCWS have the appropriate licensed operator
- ▶ Assist with the training, certification, and license renewal of operators
- ▶ Review training courses for initial certification and continuing education
 - ▶ Updating VSWS manual to reflect new technologies used in water treatment
- ▶ Make training more available and affordable to operators
 - ▶ Introducing webinars produced by the Division and other TCH providers
- ▶ Clarify licensed operator and owner roles and responsibilities

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Licensed Operator Program Reassessment

- Evaluate all existing processes
 - *Memorialize internal process to create consistency*
- Identify opportunities for improvement
 - *Digital submissions*
 - *Electronic compliance tracking*
 - *Missing standard operating procedures or guidelines*
- Assess the need for rule updates
- Consult with stakeholders
- Implement changes in the near and long term

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Biggest Challenges

1. Increase of Regulations and Maintaining Compliance
2. Updating Existing Regulations
3. Licensing Examinations
4. Licensing Training
5. Adequate Staffing and Management
6. Lack of Communication Between the NJDEP
7. Time Management and Balance
8. Maintaining Consumer Confidence



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Comments from Licensed Operators

"...the items on the exam need to be covered in the Introduction and Advanced course.."

"...there should be periodic reports mailed to the system on regulatory changes/updates.."

"...there should be a course that reiterates the new and existing regulations.."

"...there should be well-defined responsibilities laid out between the water system owner and permittee.."

"...an operator in training license/program should be created.."

"...there should be transparent AND realistic drinking water quality expectations.."

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Program Assessment Improvements Communication

- ▶ NJDEP is pursuing approval for a regular update in NJWA's quarterly newsletter
- ▶ Website updates
- ▶ An actively monitored email is required for all future DEP correspondence with Exams and Licensing
- ▶ **New** email addresses for exam/licensing questions:
 - ▶ TCH rosters and questions: tch@dep.nj.gov
 - ▶ Exam/licensing questions and submission of updated email addresses: www@dep.nj.gov

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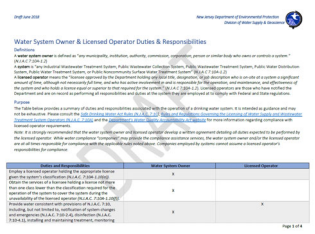
Program Assessment Improvements Exam Applications

- ▶ \$70 non-refundable fee is required for any retest or rescheduled exam date
- ▶ Administratively incomplete exam applications will be returned without Board review (exception only for certificates from required courses completed after closing date)
- ▶ Formal process for submitting ADA accommodation requests

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Program Assessment Improvements Roles and Responsibilities


- ▶ Developing training and guidance documents on roles and responsibilities
- ▶ Clarity on expectations of licensed operators set in the rules



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Program Assessment Improvements LO hours and back-up operators

- ▶ Establishing minimum hours of operation or expectations for availability
- ▶ Revision of the drinking water licensed operator employment notification DEP065 form. The revised DEP 065 form will include detailed information regarding hours for varying tasks, such as the operation and maintenance of treatment processes.
- ▶ Backup operator information will be electronically data managed



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Program Assessment Improvements Rules

- ▶ Necessary rule changes will be identified to address the above issues as well as definitions that are inconsistent with the statute and regulations.
- ▶ Potential Amendments Include:
 - ▶ Adjust 3-year TCH cycle to run July to June
 - ▶ Would allow 90-day window to submit TCHs
 - ▶ Clarify back-up operator requirement for Class 3 and 4 treatment systems
 - ▶ To provide full-time coverage while primary LO on record is unavailable
 - ▶ Minimum hour requirements
 - ▶ Licensed Operator in Training

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Program Assessment Improvements Rules & Feedback from Stakeholders

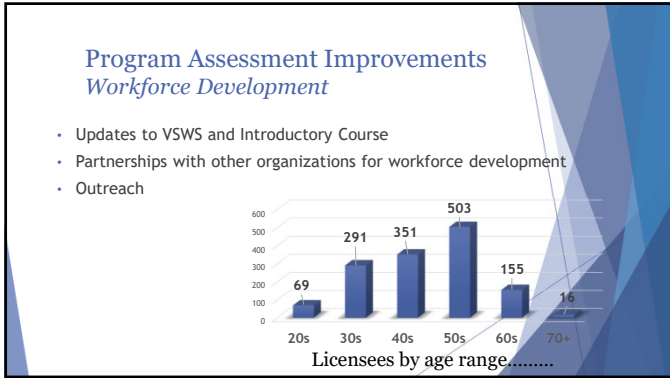
- “Are there minimum hours a licensed operator of record should be present for?”
- “How many systems is one operator permitted operate?”
- “What are the roles and responsibilities of a licensed operator?”
- “How are drinking water systems classified?”
- Thoughts and comments on how to improve the quality of the program?
 - Email watersupply@dep.nj.gov

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Program Assessment Improvements Operating Multiple Systems

- Licensed operators with multiple systems will be asked to justify how they are able to manage all systems.
- The revised DEP 065 form may ask LOs if they operate more than ten systems or if they operate a T-3 or T-4 classified system that is considered full-time (e.g. 35 hour minimum) time requirement.
- The Department can limit the number of systems an operator can operate and the amount of time required in attendance at the system(s).

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Questions?

Where do you direct your questions?

- ▶ TCH rosters and questions: tch@dep.nj.gov
- ▶ Exam/licensing questions and submission of updated email addresses: www@dep.nj.gov
- ▶ Water Supply questions: watersupply@dep.nj.gov
 - ▶ Call 609-292-5550

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