

**BOARD OF CERTIFICATION OF OPERATORS
OF DRINKING WATER SUPPLY FACILITIES**

**STANDARD OPERATING PROCEDURE FOR
EVALUATING EXPERIENCE OF APPLICANTS FOR CERTIFICATION**

I. POLICY OBJECTIVES & APPROVAL REQUIREMENTS

This policy, developed by the Board of Certification of Operators of Drinking Water Supply Facilities (the Board), is intended to outline experience acceptable and unacceptable to the Board for the purpose of determining if an applicant has the necessary work experience for a “Full” license. This policy includes the following:

1. Acceptable experience
2. Unacceptable experience
3. Verification of system classification

II. ACCEPTABLE EXPERIENCE

1. Acceptable experience includes duties performed operating a public water system treatment process. Examples of duties accepted by the Board for treatment experience include:
 - a. Direct supervision of personnel engaged in the operation/maintenance of treatment facilities
 - b. Operation of treatment facilities including wells and pumping stations.
 - c. Inspection and maintenance of treatment facilities including cleaning, lubrication, calibration and repairs of machinery/process control equipment.
 - d. Process control sampling and monitoring.
 - e. Inspection/maintenance of surface water intake facilities, wells and well fields.
 - f. Calibrating and maintaining chemical feed equipment.
 - g. Ordering, receiving, and transferring chemicals.
 - h. Reading instrumentation, recording results and preparing reports.
 - i. Reviewing water quality sampling results to determine compliance with state regulations or setting operational parameters.
 - j. Operation/maintenance of a SCADA system.
 - k. Training of treatment personnel and developing standard operating procedures.
 - l. Laboratory duties performed in conjunction with the operation of the treatment processes.
 - m. Other related work as determined by the Board.
2. Acceptable experience includes duties performed operating a public water system distribution system. Examples of duties accepted by the Board for distribution experience include:
 - a. Direct supervision of work crews engaged in the construction and maintenance of water mains, services, hydrants, valves, and meters.
 - b. Installation and/or repair of water mains, services, hydrants, valves or meters.
 - c. Inspection and maintenance of pumping stations including cleaning, lubrication and repairs of machinery and equipment.
 - d. Developing and/or directing hydrant flushing programs.
 - e. Oversight of Cross Connection Control Program including surveys and testing of devices.
 - f. Inspection of storage tanks.
 - g. Oversight of metering program including installation of meters, testing and replacement of meters.
 - h. Training of water department personnel or developing standard operating procedures.

- i. Maintaining distribution system records.
- j. Maintaining parts inventory and ordering materials.
- k. Maintaining assets and developing capital improvements plan.
- l. Other related work as determined by the Board.

III. UNACCEPTABLE EXPERIENCE

1. Examples of duties not accepted by the Board as a majority of the applicant's treatment experience:
 - a. General administrative supervision.
 - b. Engineering design.
 - c. Laboratory analyses performed by private laboratories.
2. Examples of duties not acceptable by the Board as a majority of the applicant's distribution experience:
 - a. General administrative supervision.
 - b. Engineering design.
 - c. Administrative or clerical duties involved with customer relations, billing, payroll, timekeeping, etc.
 - d. Meter reading, unless the applicant performs other related distribution system operations duties.

IV. VERIFICATION OF SYSTEM CLASSIFICATION

1. The Board shall verify that each applicant has obtained their experience in a system of appropriate grade.
 - a. For applicants who have obtained experience in a public water system(s) in Massachusetts, the Board will verify the classification of the system in accordance with system classification documents provided by Massachusetts Drinking Water Program.
 - b. For applicants who have obtained experience in a public water system other than Massachusetts, the applicant must provide the Board with documentation sufficient for the Board to verify how the system compares to the classification system used in Massachusetts.

IX. WAIVERS

The Board may waive any requirement of this policy in exceptional situations as determined by the Board. All waivers shall be included in the minutes of the Board.

Board of Certification of Operators of Drinking Water Supply Facilities