

Quick Guide - Online Payment Instruction Steps for Drinking Water Operator Certification Program (DWOCP)

1. Click on “**Step One – Online Payment Form**”. Please note that boxes in red are required and must be completed in order to submit the payment form.
 - Part A: Create a DWOCP Application Number – The Application Number consists of the letters **ZA** followed by the first 4 letters of the operator’s last name, followed by the last 4 digits of the operator’s Social Security Number (SSN). If the operator’s last name is less than 4 letters, place a 0 (zero) after the name for any remaining spaces.
 - Example A: Last name is Jones and last 4 of SSN is 1234, then the DWOCP Application number is **ZAJONE1234**
 - Example B: Last name is Lee and last 4 of SSN is 9999, then the DWOCP Application number is **ZALEE09999**
 - Part B: Complete the fields for the operator’s name, DOB, address, phone, email address, grade level, operator number and whether this is for Treatment or Distribution.
 - Part C: Checkmark the box for which item(s) this payment is to be applied.
 - For Certification and Renewal, if you are dual certified (two or more certifications in water treatment, water distribution, or wastewater treatment), then choose the option for the Dual Certification Discount.
 - For renewals, if a late fee applies, check the First Late Fee box and if needed, the Second Late Fee box, **in addition to** the Renewal box. Please refer to your renewal form for the date and the amount of payment. If uncertain, please call the unit at (916) 449-5611.
 - Checkmark the box for the appropriate grade level and fee.
 - Part D: Fill in the amount of payment and the date that the debit payment is to be made. **Please note that the earliest date is the next business day. Saturdays/Sundays/Holidays are not available.**
2. Type in the date that your application or renewal form will be mailed in the bottom right corner. Click on the “**Submit Payment Form**” button in the bottom left corner to email the payment form to dwopcertprogram@waterboards.ca.gov. An email or dialog box will open. Click SEND to email the form. Note: depending on your email provider, some additional steps may be required in order to set up and send the completed Online Payment Form.
3. Go back to the DWOCP home page and click on “**Step Two – Online Payment**”.
4. Click on “**Application Fees**”.
5. Scroll down to the bottom of the next page. In the “**SWRC Application Number**” field, type in the DWOCP Application number that starts with ZA that was created in Part A of the Online Payment Form. Type in the amount to be paid in the “Invoice Amount” field. The “Debit Date” will show the date that the payment will be made. Please note that the earliest date is the following business day. Click “**Add Row**” if another application number is to be paid. When all is completed, click “Continue”.
6. Contact Info – Complete all boxes. If the payer is not a business, then type in the payer’s first and last name in the Business Name and Contact Name fields. When all is completed, click “Continue”.
7. Payment Method – Complete the fields for Account Holder name, account and routing numbers. Verify that the information is correct and click “Continue”.
8. Confirm Payment – Verify that all the information is correct. If not, click on “Edit Payment” to go back. If it is correct, click on “Submit Payment”. Please note the payment confirmation number.
9. Write “Paid Online” and the payment confirmation number on the top of the DWOCP application or renewal form.
10. **Mail the completed paper application or renewal form, including the operator’s original signature on the form (not required for online submittals), to:**
 - State Water Resources Control Board
 - Drinking Water Operator Certification Program
 - PO Box 944212
 - Sacramento, CA 94244-2120
11. If you have any questions regarding this process, please contact the Drinking Water Operator Certification Program at (916) 449-5611, or e-mail us at: dwopcertprogram@waterboards.ca.gov.