State Water Resources Control Board
Changes to Operator Certification Testing

The State Water Resources Control Board (the State Water Board) is changing the way we administer Operator Certification examinations by moving from paper-pencil testing to computer-based testing beginning in February 2021.

BACKGROUND

In the past, the State Water Board offered paper-pencil exams twice a year (one Saturday in Spring and one Saturday in Fall) at 10 locations throughout the state. Due to COVID-19 health and safety guidelines, we are moving to year-round computer-based testing at more than 30 testing centers statewide.

BENEFITS FOR TEST TAKERS

Computer-based testing means…

- No application deadlines.
- Year-round testing opportunities.
- More testing locations.
- Faster exam results.

TRY IT OUT

To get an idea of the computer-based testing platform, applicants can access a demonstration of the testing experience at http://bit.ly/cbt_demo.

COMPUTER-BASED EXAMINATION PROCESS

1. **Applying**

   Submit an exam application to the State Water Board for approval. Applications and submittal instructions can be found here:

   - Drinking Water Treatment: http://bit.ly/DWT_app
   - Drinking Water Distribution: http://bit.ly/DWD_app
   - Wastewater Treatment: http://bit.ly/WwT_app

   Applications may be submitted at any time since there are no application deadlines. However, there is a 60-day filing period for Wastewater Treatment exams (*section 3701 subdivision (a) of Operator Certification regulations: https://www.waterboards.ca.gov/water_issues/programs/operator_certification/docs/ocr_clean.pdf*).. That means the earliest an applicant can take the Wastewater Treatment exam is 60 days from the date we receive the application.

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Applicants that are approved will receive notification from the State Water Board by email within 30 days. If no email address was provided by the applicant, then they will receive notification by letter.

2. **Scheduling the Exam**

   After receiving approval from the State Water Board, go to www.prometric.com to schedule an exam appointment. Applicants will be provided a 90-day window in which they will have to schedule and take their exam.

3. **Test Day Check-in**

   On test day, test takers must arrive to their selected testing center 30 minutes before the scheduled test time. There is a security check-in process and test takers will need to show a valid, government issued photo ID. Please watch the short video "What to Expect" www.prometric.com/test-takers/what-expect before your test day.

4. **Taking the Exam**

   Exam content has not changed. However, instead of a paper exam booklet, scantron©, and pencil, test takers will use a computer to see the questions and select answers. A demonstration of the exam experience can be viewed here: http://bit.ly/cbt_demo.

5. **Getting the Results**

   Exam results are emailed to the test taker within one business day after the exam is completed. If no email was provided, a results letter will be provided by mail. Results are also sent to the Office of Operator Certification.

MORE INFORMATION

For more information, please review our Computer-Based Testing Frequently Asked Questions or contact the Office of Operator Certification:

- DWOpCertProgram@waterboards.ca.gov for Drinking Water Operator Certification.
- WWOpCertProgram@waterboards.ca.gov for Wastewater Operator Certification.