



State Water Resources Control Board

July 28, 2025

Brian Kawashima
Operator Certification Program Coordinator
U.S. EPA. Region 9
75 Hawthorne Street
San Francisco, CA 94105

RE: CALIFORNIA STATE WATER RESOURCES CONTROL BOARD DRINKING
WATER OPERATOR CERTIFICATION ANNUAL REPORT FOR STATE FISCAL
YEAR (SFY) 2024-2025

Dear Mr. Kawashima:

Enclosed is the California State Water Resources Control Board Drinking Water
Operator Certification Annual Report for SFY 2024-2025.

Please contact Keisha Kelley at (916) 341-5665, or Keisha.Kelley@waterboards.ca.gov
if you have any questions.

Sincerely,



Digitally signed by Darrin Polhemus
Date: 2025.07.28 11:31:17 -07'00'

Darrin Polhemus, Deputy Director
Division of Drinking Water

Joe Karkoski



Digitally signed by Joe Karkoski
Date: 2025.07.31 12:00:50
-07'00'

Joseph Karkoski, Deputy Director
Division of Financial Assistance

Enclosure (1):

1. Drinking Water Operator Certification Program Annual Report, SFY 2024-2025

E. JOAQUIN ESQUIVEL, CHAIR | ERIC OPPENHEIMER, EXECUTIVE DIRECTOR

California State Water Resources Control Board

**Drinking Water Operator Certification Program
2024 Annual Report**

**State Fiscal Year 2024 - 2025
(July 1, 2024 to June 30, 2025)**

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Drinking Water Operator Certification Program Annual Report (July 1, 2024 to June 30, 2025)

Introduction

The California Drinking Water Operator Certification Program's (DWOCP) Annual Report for the State Fiscal Year (SFY) 2024-2025 (July 1, 2024 to June 30, 2025) is submitted to the United States Environmental Protection Agency (USEPA) to meet the requirements of the Final Guidelines for the Certification and Recertification of Operators of Community and Non-transient Non-community Public Water Systems. The activities of the DWOCP to ensure certification of treatment and distribution operators in California are an important component of compliance with the Federal Safe Drinking Water Act (42 U.S.C., chapter 6A, subchapter XII (commencing with section 300f)), the California Safe Drinking Water Act (Health and Safety Code (H&SC), division 104, part 12, chapter 4 (commencing with section 116270)), and all implementing regulations (collectively the SDWA). The format and content of this report follow the recommendations provided by the USEPA's Office of Ground Water and Drinking Water Protection Division in a Desk Guide for Reviewing State Operator Certification Annual Reports issued in July 2018.

The DWOCP's goal is to ensure that skilled professionals are overseeing the treatment and distribution of safe drinking water that meets public health objectives. The State Water Board affirms that the state of California ensures the public health objectives are met by the DWOCP, Division of Drinking Water (DDW), and Office of Enforcement (OE).

The DWOCP is substantially the same and any procedural changes made have been done to improve administrative efficiency and oversight – i.e., there has been no “backsliding” or reduction in requirements through any change in policy, regulations, or statute. The State Water Board's DWOCP, DDW, and OE work together to continue to institute procedures and protocols to increase enforcement efforts to ensure the integrity of certification examinations and ensure properly certified operators are operating drinking water systems.

1. Authorization

The California Department of Public Health adopted regulations concerning the DWOCP in 2001 to meet federal guidelines and requirements, as well as H&SC, division 104, part 1, chapter 4, article 3 (commencing with section 106875). These regulations, referred to as the DWOCP Regulations, are codified at California Code of Regulations (CCR), title 22, division 4, chapter 13 (commencing with section 63750.10). Prior to 2001, California had a program to certify water treatment operators for public water systems, but the program did not include certification of distribution system operators. In 2001, the certification program was broadened to include certification of operators of distribution systems serving community and non-transient non-community public water systems. In addition, the regulations contain provisions to ensure that all treatment facilities and distribution systems are classified consistent with federal guidance.

On April 8, 2025, the California Attorney General's Office certified that the statutes establishing the DWOCP and the regulations implementing those statutes were lawfully created and are consistent with California law. The California Attorney General's Office further certified that subdivisions (a)(4), (a)(5), (b)(1), and (b)(2) of section 116555 of the H&SC require the use of certified water treatment and water distribution system operators consistent with federal law (Attachment 1).

2. Classification of Systems, Facilities, and Operators (CCR, title 22, sections 64413.1, 64413.2, 64413.5, & 64413.7)

As of June 10, 2025, there are 7,249 public water systems (PWSs) in California. Of these PWS, 2,822 are classified as community water systems; 2,965 are transient non-community systems; and 1,462 are non-transient, non-community systems. The number of active PWSs varies regularly, as new PWSs are added and existing PWSs are inactivated. The State Water Board's DDW District Offices and Local Primacy Agencies (LPAs) classify water treatment facilities and distribution systems statewide in accordance with sections 64413.1 and 64413.3 of Title 22 of the CCR. These classifications are maintained in the Safe Drinking Water Information System (SDWIS), DDW's database of record for water system inventory, compliance tracking, and reporting to USEPA. The SDWIS data system, specifically the fields used for storing treatment and distribution facility classifications, is not capable of tracking historical classification changes. Some PWSs have multiple treatment systems which results in approximately 9,500 treatment plants documented in SDWIS that are serving California water systems.

The State Water Board uses a five-level classification system, established in regulations for water distribution systems and water treatment facilities. Water distribution systems are classified into classes D1 through D5, according to population served and the complexity of the distribution system. Water treatment facilities are classified into classes T1 through T5, using a point system based upon source water characteristics, maximum capacity, and treatment techniques utilized. The DWOCP Regulations require operators to be certified at the appropriate grade for the specific classification of distribution system or treatment facility at which they are employed. In SFY 2024-2025, there were a total of 35,510 valid certificates. Of these certificates, 14,308 are valid water treatment operator certificates and 21,202 are valid water distribution operator certificates. The certificates are held by 25,557 water operators. Of the operators, 9,955 individuals hold both water treatment and water distribution operator certificates. There are 11,249 certified operators that hold only a water distribution operator certificate and 4,353 operators that hold only a water treatment operator certificate.

Number of Certificate Holders by Grade As of Jun 30, 2025			
Water Treatment		Water Distribution	
Grade	Quantity	Grade	Quantity
T1	2,340	D1	3,929
T2	8,344	D2	9,779
T3	2,023	D3	4,287
T4	1,071	D4	1,927
T5	530	D5	1,280
Total	14,308	Total	21,202
Combined Total: 35,510			

The State Water Board does not implement a temporary operator certification or licensing program.

DDW acquires information on a statewide basis via the electronic Annual Report (eAR) on the certification levels of operators, and whether the operator certification satisfies the requirements for their water system facilities based on the classifications assigned by DDW staff in SDWIS. Submittal of the eAR is required annually for all PWSs and includes reporting on many aspects of the water system operations for the prior calendar year. Starting in calendar year 2022 (for reporting to DDW in early 2023), DDW revised the operator certification section to ask that a box be checked if the PWS does not have a designated chief treatment / distribution operator. If the box is checked, the fields in the eAR for chief operator are hidden. Evaluation of operator certification information from prior year eARs has been difficult due to the way in which the survey question was built as a nested table. Other than the eAR data collection effort, each District Office or LPA maintains information related to operator certification for each water system in disparate formats in their own offices. Assembly of all this information would require a prohibitive amount of staff time to collect and organize. The State Water Board will continue to work on improving the data collection effort within the constraints of available resources and data management systems.

The specific 2024 eAR questions related to operator certification are shown in Attachment 2.

In accordance with section 116555 of the H&SC, PWS owners are required to employ or utilize only water treatment operators that have been certified at the appropriate grade. This section further specifies that owners of community or non-transient, non-community water systems shall employ or utilize distribution operators certified at the appropriate grade for positions in responsible charge of the distribution system. Operators in responsible charge are required to hold a valid certification equal to or greater than the classification of each treatment or distribution facility under their charge.

Section 64413.5 of title 22 of the CCR specifies that each water supplier shall designate at least one chief operator and one shift operator that meets the requirements specified for each water treatment facility utilized by the water system for each operating shift. This section further specifies that a chief or shift operator shall be on-site at all times when the facility is in operation unless the water supplier's Operations Plan demonstrates an equal degree of operational oversight and reliability with either unmanned operation or operation under reduced operator certification requirements. If approved by DDW for such operations, the chief or shift operator shall be available within one hour.

The current total classifications of water treatment and water distribution facilities is tabulated in Attachments 3 and 4, by PWS classification. Water treatment and distribution classifications are determined on a point-based classification scheme. Treatment classification is determined based on source water type, source water quality, treatment type, and maximum treatment facility flow rate. Distribution classification is determined based on population served and system characteristics.

3. Operator Qualifications

Requirements for water treatment operators and distribution operators are specified in sections 63800 and 63805 of the DWOCF Regulations. All operators must submit an examination application to the State Water Board. The State Water Board evaluates this application to verify that the applicant meets all the education requirements necessary to take the applicable examination. After successful completion of the examination, the State Water Board verifies that the applicant meets all applicable experience requirements prior to issuing the appropriate certification. The required knowledge, skills, and abilities of each certification level were developed based on job analyses conducted by Subject Matter Experts (SMEs), who are typically water system operators and managers with extensive field experience. The State Water Board has an ongoing validation process to ensure that examination questions are representative of operator duties and responsibilities.

The State Water Board administers the drinking water treatment (T1- T4) and drinking water distribution (D1- D5) examinations via a computer-based testing (CBT) contract with the vendor Prometric. Computer-based examinations are held year-round at 33 Prometric testing centers statewide. CBT began in February 2021. Benefits of CBT include no application deadlines, year-round testing opportunities, more testing locations, and faster examination results. No notable differences in outcomes using CBT have been identified at this time. A year-over-year comparison of computer-based examination results for SFY 2023-2024 and 2024-2025 are provided in the table below.

SFY 2023-2024 (reporting period: July 1, 2023 – June 30, 2024)

Grade	Examinees	Pass	Fail	No Show	Pass Percentage
D1	1,119	612	405	102	54%
D2	1,857	1,145	630	82	61%
D3	791	482	276	33	60%
D4	340	178	139	23	52%
D5	172	104	66	2	60%
Totals	4,279	2,521	1,516	242	59%
Grade	Examinees	Pass	Fail	No Show	Pass Percentage
T1	555	317	188	50	57%
T2	1,313	748	479	86	56%
T3	396	252	124	20	63%
T4	147	92	49	6	62%
Totals	2,411	1,409	840	162	58%

SFY 2024-2025 (reporting period: July 1, 2024 – June 30, 2025)

Grade	Examinees	Pass	Fail	No Show	Pass Percentage
D1	1,385	711	401	273	64%
D2	1,923	1,079	619	225	64%
D3	676	374	229	73	62%
D4	295	156	109	30	59%
D5	132	57	63	12	48%
Totals	4,411	2,377	1,421	613	63%
Grade	Examinees	Pass	Fail	No Show	Pass Percentage
T1	697	327	226	144	59%
T2	1,424	743	489	192	60%
T3	354	201	123	30	62%
T4	115	59	47	9	48%
Totals	2,590	1,330	885	375	60%

The drinking water treatment grade 5 examination is an oral examination; as a result it cannot be conducted via CBT. In SFY 2023-2024, 49 T5 oral examinations were conducted in August 2023 with a 35% pass rate and 38 T5 oral examinations were conducted in February 2024 with a 42% pass rate. In SFY 2024-2025, 47 T5 oral examinations were conducted in August 2024 with a 57% pass rate and 31 T5 oral examinations were conducted in February 2025 with a 32% pass rate.

The State Water Board uses Subject Matter Experts (SMEs) to review and validate new questions when regulation changes occur. The SMEs determine if a question is valid for the industry, link it to a Knowledge, Skill, or Ability, (KSA) listed on the Expected Range of Knowledge and determine the difficulty of the question for each level of operator using a modified Angoff method. There were no questions added during the time of this report.

The CBT examination results are reported on score reports that do not give the specifics of any particular examination question. During the CBT examination, examinees have the option to provide comments on each examination question. The State Water Board reviews comments periodically to identify commonalities in comments on specific questions. If commonalities are identified, the applicable question will be analyzed so the State Water Board may consider revising the question, changing the distractors, or eliminating the question altogether from the item bank.

All operators must meet the examination and certification requirements for drinking water treatment and distribution which are listed in Attachments 5 and 6.

The State of California certified water treatment operators prior to the 2001 USEPA requirements. Therefore, grandparenting was not offered to water treatment operators. Section 63840 of the DWOCP Regulations provided for grandparenting water distribution operators who on December 31, 2000, held valid, unexpired certificates issued by the California-Nevada Section of the American Water Works Association (CA-NV AWWA), and then allows for renewal. For water distribution operators, grandparenting was offered to 6,433 operators. Grandparenting of operators ceased in 2003. Currently there are 969 operators that are considered grand-parented. Grand-parented operators hold certifications with an original issue date prior to 2003 but did not pass an examination to obtain it, this is how grand-parented operators are identified and tracked. The words “grandparenting” or “grand-parented” are not in the DWOCP Regulations, but operators who obtained an initial operator certificate via grandparenting may renew their certificates indefinitely by meeting the same renewal requirements as all other operators.

The State Water Board currently offers reciprocity to operators holding a valid, unexpired water treatment or water distribution certificate issued by another state, the United States, a territory, or tribal government that has been designated as the primacy agency by the USEPA, or a unit of any of these. The State Water Board verifies the validity of the certificate and compares the certification requirements of the issuing agency to those of the State Water Board for experience and training to determine the appropriate level of certification. In SFY 2024-2025, there were 30 certificates issued via reciprocity: 11 distribution operator certificates and 19 water treatment operator certificates.

4. Enforcement

Under the applicable sections of the H&SC and the CCR, the State Water Board may take enforcement actions against a certified individual or the PWS for violating any applicable section of the statutes or regulation. The State Water Board's Office of Enforcement Special Investigation Unit (SIU) accepts operator certification program complaints (via email, phone referral, etc.) and performs follow-up investigations. In the event there is fraudulent activity or other wrongdoing, the State Water Board may suspend, revoke, or refuse to grant or renew any water distribution or treatment operator certificate, place on probation, or reprimand the certificate holder, impose administrative civil liability, or refer the matter to the appropriate District Attorney's Office.

During the time-period covered by this report (SFY 2024-2025), SIU closed 16 drinking water operator certification complaint cases with 6 cases resulting in enforcement actions:

- 1 operator was reprimanded for submitting false or misleading information.
- 1 operator certificate was suspended for submitting false or misleading information and failure to ensure proper treatment of the water distribution system.
- 2 operators admitted to examination misconduct and submission of false or misleading information. The operators subsequently entered into stipulated settlement agreements with OE to avoid formal revocation of their certificates. Under the terms of the agreements, they were required to surrender their water distribution operator certificates. For the purposes of this report, the disciplinary actions were equivalent to revocation, with the exception that the operators would not be subject to provisions barring those who have had their certificates revoked from applying to take future certification exams.
- 2 operators were issued Staff Enforcement Letters for operating drinking water systems without a valid/unexpired certificate of the appropriate grade level, or operator misconduct.

SIU continues to investigate 4 individual drinking water operator certification complaints covering both treatment and distribution operators, two of which have pending enforcement actions. For water systems found in violation of operator certification requirements and the SDWA, DDW's Field Office Branch (FOB) District office or county LPA also may take enforcement actions appropriate to the specifics of the situation, considering such factors as:

- Potential threat to public health.
- Type and complexity of water treatment processes.
- Water quality issues that could result from operator error.
- Interim action that is proposed by the system to address the problem.

When DDW reviews operator certification compliance, typical enforcement actions consist of the issuance of a citation, compliance order, or corrective action letter. In most cases, the enforcement action includes a requirement for the water system to submit a plan for bringing the water system into compliance with the operator

certification requirements. Most commonly, enforcement actions are a result of a finding that the PWS is utilizing non-certified operators to perform duties specified in subdivision (b) of section 63770 of the DWOCP Regulations.

Enforcement actions often occur in cases where the lack of a certified operator is a contributing factor to a violation or potential violation of a drinking water standard or treatment technique. In SFY 2024-2025, there were 15 violations that involved 15 water systems reported in SDWIS for failure to maintain an adequately certified operator. There were 15 enforcement actions taken by a District or LPA for these violations, in the form of a Citation or Compliance Order. All enforcement actions included specific corrective actions required and a time schedule for the water system to return to compliance. The specific list of water systems that had enforcement issued for lack of adequately certified operator is provided below. DDW has found that most violations in California PWSs are incurred by small water systems. Note that 6 of these water systems have returned to compliance or became inactive and are asterisked in the table.

Enforcement Actions for Operator Certification Violations

System Number	System Name	PWS Classification	Number of Connections	Population	Number of Violations**
CA0800622*	CHINOOK WATER SYSTEM	TNC	73	100	1
CA1300616*	PALO VERDE COUNTY WATER DIST.	CWS	134	410	1
CA1300653*	BORNT 1992 IRREVOCABLE TRUST	NTNC	5	30	1
CA1510004	CASA LOMA WATER CO, INC.	CWS	248	900	1
CA2710702*	FORT HUNTER LIGGETT	CWS	185	2,753	1
CA3301107	CARVER TRACT MUTUAL WATER COMP	CWS	188	600	1
CA3301133	DOUG JONES WATER	NTNC	2	50	1
CA3600157	LUCERNE VISTA MWC	CWS	71	224	1
CA3700962*	OAKVALE PARK	CWS	88	190	1
CA3900762*	RIVERSIDE MOBILE HOME PARK	CWS	58	55	1
CA4300716	LUPIN LODGE	CWS	30	300	1
CA4410800	BEN LOMOND CONSERVATION CAMP	NTNC	12	100	1
CA4700513	HORNBROOK C.S.D.	CWS	147	280	1
CA4901095	WESTMINSTER WOODS CAMP	NTNC	20	167	1
CA5304109	BURNT RANCH ESTATES	CWS	35	115	1

* Violation has been resolved

** Some PWSs have multiple enforcement actions associated with the violations.

CWS: Community Water System
NTNC: Non-transient, Non-community Water System
TNC: Transient, Non-community Water System

The table below shows a comparison of operator certification violations between the current and previous SFY.

Operator Certification Violations Over Time

System Type	Count of SFY 2023-2024 Violations	Count of SFY 2024-2025 Violations	Percent Change
CWS	7	10	43%
NTNC	0	4	N/A
TNC	1	1	0%
Total	8	15	88%

In SFY 2024-2025, DDW is taking steps to improve the use of the compliance data generated via the eAR by generating annual compliance status reports for the Districts and LPAs to use in following up with data gaps and compliance problems. In addition, these reports help identify potential compliance violations with the intention of providing compliance decision support and accountability. To support use and understanding of eAR data, DDW hosted five staff reviewer office hour sessions for the Reporting Year (RY) 2024 eAR. DDW will continue to provide reviewer office hour sessions to support collection of useful data. DDW also supplemented this effort with one reporter brown bag training for the RY 2024 to better support PWSs accurate and timely completion of their eAR.

As part of the improvement of the overall enforcement of operator certification requirements during FY 2018-2019, DDW established that all enforcement actions for failure to comply with the operator certification requirements set forth in regulation would be addressed with a formal enforcement action, primarily through citation issuance. A template citation was developed for use by all DDW Districts and LPAs and made available in January 2019. Annually, DDW Districts and LPAs are provided information on the public water systems that did not indicate that they maintain an adequately certified operator, based on eAR responses. Districts and LPAs should reach out to the public water system to confirm each situation, and if appropriate, issue a citation with time schedule to return to compliance.

During the annual evaluation of the LPA programs, DDW reviews a select number of water system files to evaluate the compliance of these systems with operator certification requirements. The results of the review showed that the LPAs are adequately enforcing and following up on Operator Certification requirements. In addition, DDW reviews the overall work of the LPAs in enforcing regulatory requirements including operator certification requirements. Any questions or issues related to the enforcement of the operator certification requirements are brought to the attention of the LPA.

The State Water Board estimates compliance with the operator certification regulations using information submitted by water systems on the eAR. For the 2024 eAR, the following information has been reported, although data accuracy has not been verified (based on those systems reporting as of July 2025).

- To date, 97 percent of CWSs have submitted a 2024 eAR.
- To date, 27 CWSs self-reported in the 2024 eAR that they are not in compliance with the distribution operator requirements and 51 self-reported that they are not in compliance with the treatment operator requirements.
- To date, 98 percent of NTNCs have filed a 2024 eAR.
- To date, 17 NTNCs self-reported in the 2024 eAR that they are not in compliance with the distribution operator requirements and 35 self-reported that they are not in compliance with the treatment operator requirements.

2024 eAR Results

CWS - Total Count = 2,822*				
	Size Category			
# of service connections	<200	200 – 999	>1,000	Totals
# Systems	1,757	401	664	2,822
# Submitting a 2024 eAR as of June 2025**	1,687	393	661	2,741
# Required to have a certified WT operator	1,039	311	583	1,933
# Reporting a certified WT operator	912	282	543	1,737
# Required to have a certified WD operator	1,757	401	664	2,822
# Reporting a certified WD operator	1,644	388	655	2,687

*Based on the number of active PWSs existing in the SDWIS database as of June 2025.

**Some CWSs reported WT Operators that are not required to have WT Operators.

NTNC – Total Count = 1,462*	
# Submitting a 2024 eAR as of June 2025	1,435
# Required to have a certified WT operator	856
# Reporting a certified WT Operator	1,053
# Required to have a certified WD operator	1,338
# Reporting a certified WD Operator	1,375

*Based on the number of active PWS existing in the SDWIS database as of June 2025.

**Some NTNCs reported WT Operators that are not required to have WT Operators.

During December 2019, DDW engaged a focused effort to correct water system classifications in SDWIS to ensure the information that identifies the requirements for water systems is currently correct. In the past, there was a lack of clear guidance to staff on how to correctly code classifications to treatment and distribution facilities in SDWIS. DDW has been making progress to make corrections in SDWIS to accurately classify treatment and distribution facilities. The reported numbers of water systems required to have a certified operator are significantly different than those reported last year. DDW runs an 'error report' for lack of appropriate classifications in SDWIS, which is intended to facilitate timely corrections of errors. As of June 2025, there are about 22 errors for distribution classification, and 19 errors for treatment classification. DDW management reviews this error report monthly.

The eAR allows the State Water Boards' DDW District Office field staff to cross-check their current information on operator certification status by verifying the names of certified operators reported by water systems against their records and the database of certified operators. This information is used to evaluate compliance with regulatory requirements for operator certification and to develop reports of systems not complying with these certifications requirements for potential enforcement.

DDW has developed a standardized schedule recommended for DDW District and LPAs for the annual eAR process. The 2024 eAR schedule is as follows:

2024 Electronic Annual Report Tasks/Dates

Task	Date
2024 eAR released. Issued technical reporting orders to all water systems through GovDelivery and posted on the eAR website	2/1/2025
Deadline for water systems to submit eAR	4/1/2025
Issue reminders to delinquent water systems	4/1/2025
DDW LPA Review & Approve / Accept eARs	4/16/2025
Enforcement for delinquent PWSs	5/2/2025

For the RY 2024 eAR, under the advice of the Office of Chief Counsel, DDW issued technical reporting orders to all PWS. The intent of the technical reporting orders was to require submission of the eAR under the authority of section 116577 of the H&SC and provide authority for issuing enforcement to those PWS that fail to complete an eAR.

Additionally, it has been recognized that the degree of reporting from some water systems is not adequate to fully identify compliance with the operator certification requirements.

DDW has identified many fields within the eAR as mandatory and a water system cannot submit the eAR without those fields completed. DDW has made the operator

certification portion mandatory for those water systems that have a regulatory or permit requirement to maintain a distribution or treatment operator. Additionally, DDW will take steps to ensure staff reviewing submitted eARs return them for additional information if they do not appear to be complete.

DDW, USEPA, and DWOCP have agreed to discuss the status of DWOCP compliance and enforcement on a quarterly basis in conjunction with the regular program status meetings held between USEPA and DDW. DDW agrees to provide updates on enforcement actions by both DDW District Office and LPAs against water systems for violations of DWOCP requirements. As part of those quarterly updates, DDW will provide updates on progress made by DDW in further developing and aligning data systems and reporting tools to facilitate evaluation of compliance by the Districts and LPAs. Specifically, DDW will seek to provide reporting and analysis tools that combine the data from the eAR, SDWIS, and the DWOCP database. Such reports will better serve to evaluate consistency statewide and identify compliance problems that require the attention of the Districts and LPAs.

5. Certification Renewal

Operators are required to renew their certificates every three years. To be eligible for certificate renewal, certified operators must complete a specified number of continuing education contact hours after the previous renewal or issuance of certificate, pursuant to section 63840 of the DWOCP Regulations. Grand-parented operators must meet the same renewal requirements as operators that have passed an examination. The State Water Board's website has a list of continuing education providers who offer acceptable courses throughout the state as well as online courses for operators in remote areas. To ensure compliance with renewal requirements, the State Water Board reviews continuing education courses for subject matter content and verifies the operator completed the course within the renewal period.

Required Continuing Education Contact Hours for Certificate Renewal

Treatment Operators	Contact Hours Required	Number of Operators Renewing In SFY 2024-2025
Grade T1	12	431
Grade T2	16	2,109
Grade T3	24	448
Grade T4	36	256
Grade T5	36	146
Distribution Operators		
Grade D1	12	728
Grade D2	16	2,217
Grade D3	24	1,012
Grade D4	36	456
Grade D5	36	360

In SFY 2024-2025, a total of 8,163 certifications were renewed. This includes 3,390 water treatment operator certificates and 4,773 water distribution operator certificates.

The State Water Board has, for many years, used part of the Drinking Water State Revolving Fund (DWSRF) set-aside to fund technical assistance providers that provide training, including classroom, online and one-on-one assistance, to water systems and water system operators. The training programs are a significant resource for operators to obtain Continuing Education Units (CEUs) to qualify for certification renewal. These programs are popular primarily because they are free and are easily accessible at locations throughout California or online.

California Technical Assistance Providers Stakeholders Group Training assistance to small systems operators is provided through a stakeholder's group called California Technical Assistance Providers (CalTAP). The group includes State Water Board personnel and representatives from California Rural Water Association, Rural Community Assistance Corporation, University of California - Davis, Sacramento State University, CA-NV AWWA, and USEPA. In SFY 2024-2025, CalTAP held 2 events on August 29, 2024, in Carlsbad, California and February 27, 2025, in Ukiah, California, respectively. These events benefit small water systems in the local areas.

6. Resources Needed to Implement the Program

The baseline cost to implement the DWOC in SFY 2024-2025 was roughly \$3,500,000. The State Water Board has, for many years, used part of the DWSRF set-aside to help subsidize this cost. Expenditures generally include personnel services, the CBT examination contract, and other operating expenses such as supplies. Revenue to support implementation is generated through examination, certification, and renewal fees. California has a dedicated fund established in which all fees/revenue are deposited.

The CBT examination contract encumbrance amount for SFY 2024-2025 was approximately \$849,993 and roughly 11.2 staff positions were required to implement the program.

Position Description		Personnel-Years*
Administration		
	Assistant Deputy Director	0.2
	Manager II	0.5
	Manager I	0.7
	Manager I	0.7
	Clerical Support	0.7
	Clerical Support	0.7
	Clerical Support	0.7
	Analyst	0.3
	Analyst	0.5
	Analyst	0.5
	Analyst	0.7
	Analyst	1.0
	Analyst	1.0
	Analyst	1.0
	Analyst	1.0
	Technical	0.2
Legal		
	Attorney	0.1
Enforcement		
	Engineer	0.5
	Senior Engineer	0.2
TOTAL		11.2

*Personnel-years are equivalent to a Full-Time Employee (FTE)

7. Recertification

Pursuant to section 63845 of the DWOCP Regulations, an expired certificate may be reinstated if the certificate has been expired for no more than one year. Individuals who wish to be recertified after the one-year reinstatement period must re-apply for examination and certification and meet all of the examination and certification requirements to be recertified. The State Water Board reviews the applicant's education and experience to ensure all examination and certification requirements are met. In SFY 2024-2025, there were 122 certificates that required the operator to re-test in order to be re-certified. This included 79 distribution operator certificates and 43 water treatment operator certificates.

8. Stakeholder Involvement

DWOCP Advisory Committee

The DWOCP Advisory Committee is made up of eleven members appointed by the State Water Board pursuant to Health and Safety Codes section 106898, each representing different segments of the drinking water treatment/distribution operator field. Members are appointed to staggered four-year terms. The Advisory Committee generally meets twice a year with additional meetings scheduled, as necessary. The Advisory Committee's duties include reviewing and making recommendations to the State Water Board on proposed regulations and providing input and feedback on other topics concerning DWOCP. In SFY 2024-2025 the Advisory Committee met on November 12, 2024, and April 17, 2025. The Advisory Committee meetings are public meetings attended by drinking water industry professionals and provide an opportunity for their input and feedback on topics concerning the program. The meeting minutes are provided in Attachments 7 and 8.

DWOCP Community Outreach

The State Water Board continues to participate in community outreach. Conference participation provides operators with the opportunity to receive CEUs, engage in discussion on program issues/concerns, and gain information on the program. In SFY 2024-2025 DWOCP staff participated in the following:

- August 14, 2024, DWOCP staff gave a presentation about the program to drinking water industry professionals at the CA-NV AWWA Water Education Seminar.
- October 15, 2024, DWOCP staff, in coordination with Baywork, gave a presentation about the program to drinking water students and industry professionals representing at least 13 San Francisco Bay Area agencies.

9. Program Review

Program review is provided on an on-going basis by the DWOCP Advisory Committee and the DWOCP management team.

The Advisory Committee's review of the program generally occurs at the DWOCP Advisory Committee meetings, held twice a year. In SFY 2024-2025 the Advisory Committee met on November 12, 2024, and April 17, 2025. The meeting minutes are provided in Attachments 7 and 8. The Advisory Committee's review of the program generally includes review of all proposed regulations before adoption or amendment. In addition to reviewing regulations, the Advisory Committee also provides review of other aspects of the program such as exam validation, compliance, enforcement, fee changes, training relevancy, identifying training needs through examination performance, and program improvements.

As part of the internal State Water Board review, DWOCP management evaluates the examination, certification, and certificate renewal processes and/or procedures. Procedures and processes are changed, as needed, to realize efficiency gains. DWOCP management conducts routine meetings with stakeholder organizations to discuss industry issues and concerns in terms of program updates, stakeholder engagement, workforce development, and alignment of operator certification policies and procedures with water industry changes, including advanced water treatment.

10. Conclusion

Although California's DWOCP is faced with many challenges due to increasing demands and interests of the program, continuous improvement efforts are being implemented to meet the public and stakeholders needs.

The program has continued its efforts to implement the applicable recommendations presented in SFY 2022-2023 by the DWOCP and Wastewater Operator Certification Program Advisory Committees and Sub Workgroups. The applicable recommendations presented in SFY 2022-2023 included: 1) utilizing a guidance document on reporting drinking water operator certification experience; 2) amending experience requirements for certified drinking water treatment operators at advanced treatment facilities; and 3) establishing clear processes and procedures in implementing Assembly Bill 1588, in recognizing military experience.

In SFY 2024-2025, in consideration of these recommendations, the DWOCP:

- 1) Published a guidance document that outlines the program's process for evaluating and awarding experience credit for drinking water operators, including dual certificate holders. In August 2024 the guidance document was posted to the program's website, and the public was notified through the program's email subscription list. The guidance document was developed in coordination with the DWOCP Advisory Committee, the Operator Experience Guidance Sub-Workgroup, OE, and DDW.
- 2) Continued internal meetings discussing and drafting a regulation update package.
- 3) Continued making progress towards establishing clear processes and procedures in implementing Assembly Bill 1588 by continuing internal discussions, consulting the Department of Defense, and consulting other States.

The program has continued the customer service survey, launched in SFY 2022-2023, to survey active and potential operators on program satisfaction. Survey responses are assessed bi-annually and used to improve customer service and identify any emerging issues.

The program has continued development of an interactive online application portal to allow applicants the ability to submit applications, review and resolve application deficiencies online, and track application status which will increase efficiency in application review and improve processing times. Grades 1 and 2 online examination applications were released to the public in SFY 2023-2024. Grades 3, 4, and 5 online examination applications were released in October 2024, December 2024, and February 2025, respectively. Since its release, the DWOCP has received 3,033 water treatment operator and 4,947 water distribution operator online examination applications. The ability for applicants to submit Grades 1 - 5 renewal applications electronically through the portal is anticipated to be operational in Spring 2026. Online certification applications are anticipated in a future rollout.

Communication with the operators has improved using an email subscription service in which operators are notified of upcoming deadlines, Advisory Committee notifications, and potential regulation changes. California's DWOCP is increasing efforts with community outreach and meeting requirements that are important for the SDWA.

CERTIFICATION FOR CLEAN WATER STATE REVOLVING FUND¹ PROGRAM;
DRINKING WATER STATE REVOLVING FUND² PROGRAM; AND PUBLIC WATER
SYSTEM OPERATOR CERTIFICATION PROGRAM

I am Tracy L. Winsor, Senior Assistant Attorney General of the Natural Resources Law Section, California Department of Justice, Office of the Attorney General. Under my general direction, the Natural Resources Law Section represents the California State Water Resources Control Board (State Water Board). After consultation with the State Water Board, and independent review by this office of the statutes and regulations pertaining to the programs addressed by this Certification, the Attorney General has designated me to certify, and I do certify, on behalf of the California Attorney General, the following pursuant to 40 Code of Federal Regulations part 35.3110(d) and part 35.3545(d):

Clean Water State Revolving Fund

1. The State Water Pollution Control Revolving Fund program for California (Wat. Code, div. 7, ch. 6.5, §§ 13475–13485) was lawfully created and is consistent with California law.
2. Water Code section 13477 authorizes the State Water Board to administer the State Water Pollution Control Revolving Fund.
3. Water Code section 13478, subdivision (a)(1), authorizes the State Water Board to enter into agreements with the federal government to accept federal contributions to the State Water Pollution Control Revolving Fund. These federal contributions may be referred to as “capitalization grants.”
4. Water Code section 13478, subdivision (a)(2), authorizes the State Water Board to accept federal contributions to the State Water Pollution Control Revolving Fund.
5. Water Code section 13478, subdivision (a)(4), authorizes the State Water Board to use moneys in the State Water Pollution Control Revolving Fund for the purposes permitted by the federal Clean Water Act (33 U.S.C. §§ 1251 et seq.).
6. Water Code section 13478, subdivision (a)(13) authorizes the State Water Board to engage in the transfer of capitalization grant funds as authorized by Section 35.3530(c) of Title 40 of the Code of Federal Regulations and reauthorized by Public Law 109-54, to the extent set forth in an Intended Use Plan that shall be subject to approval by the State Water Board.

¹ Referred to in the California Water Code as the State Water Pollution Control State Revolving Fund.

² Referred to in the California Health and Safety Code as the Safe Drinking Water State Revolving Fund.

7. Water Code section 13478, subdivision (a)(14) authorizes the State Water Board to cross-collateralize revenue bonds issued for the purposes of the Safe Drinking Water State Revolving Fund created pursuant to Section 116760.30 of the Health and Safety Code, as authorized by Section 35.3530(d) of Title 40 of the Code of Federal Regulations.
8. California's qualifications-based requirements set forth in Government Code sections 4525–4528 for negotiation of architectural and engineering services by a state agency head are equivalent to the requirements set forth in chapter 11 of title 40 of the United States Code for purposes of compliance with 33 U.S.C. section 1382(b)(14).

Drinking Water State Revolving Fund

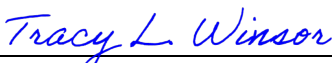
1. The Safe Drinking Water State Revolving Fund program for California (Health & Saf. Code, div. 104, part 12, ch. 4.5, §§ 116760–116762.60) was lawfully created and is consistent with California law.
2. Health & Safety Code section 116760.30, subdivision (a), authorizes the State Water Board to administer the Safe Drinking Water State Revolving Fund.
3. Health & Safety Code section 116760.40, subdivision (a)(1), authorizes the State Water Board to enter into agreements with the federal government for federal contributions to the Safe Drinking Water State Revolving Fund. These federal contributions may be referred to as “capitalization grants.”
4. Health & Safety Code section 116760.40, subdivision (a)(2), authorizes the State Water Board to accept federal contributions to the Safe Drinking Water State Revolving Fund.
5. Health & Safety Code section 116760.40, subdivision (a)(3), authorizes the State Water Board to use moneys in the fund for the purposes permitted by the federal Safe Drinking Water Act.
6. Health and Safety Code, section 116760.40, subdivision (a)(17) authorizes the State Water Board to engage in the transfer of capitalization grant funds as authorized by Section 35.3530(c) of Title 40 of the Code of Federal Regulations and reauthorized by Public Law 109-54, to the extent set forth in an Intended Use Plan that shall be subject to approval by the State Water Board.
7. Health and Safety Code section 116760.40, subdivision (a)(18), authorizes the State Water Board to cross-collateralize revenue bonds issued for the purposes of the State Water Pollution Control Revolving Fund created pursuant to Section 13477 of the Water Code, as authorized by Section 35.3530(d) of Title 40 of the Code of Federal Regulations.

Public Water System Operator Certification

1. The Public Water System Operator Certification program for California (Health & Saf. Code, div. 104, part 1, ch. 4, art. 3, §§ 106875–106910) was lawfully created and is consistent with California law.

2. The regulations implementing the Public Water System Operator Certification program (Cal. Code Regs., tit. 22, §§ 63750.10–63850 and 64413.1–64413.7) were lawfully adopted.
3. Health & Safety Code section 116555, subdivision (a)(4), requires all public water systems to employ or utilize only certified water treatment operators that have been certified at the appropriate grade.
4. Health & Safety Code section 116555, subdivision (a)(5), requires all public water systems to comply with the appropriate requirements of the Public Water System Operator Certification program.
5. Health and Safety Code section 116555, subdivision (b)(1), requires community and nontransient noncommunity water systems to employ or utilize only water distribution system operators who have been certified at the appropriate grade for positions in responsible charge of the distribution system.
6. Health & Safety Code section 116555, subdivision (b)(2), requires community and nontransient noncommunity water systems to place the direct supervision of the water system, including water treatment plants, under the responsible charge of an operator or operators holding a valid certification equal to or greater than the classification of the treatment plant.
7. Health & Safety Code section 116555, subdivision (b)(2), requires community and nontransient noncommunity water systems to place the direct supervision of the water system, including water distribution systems, under the responsible charge of an operator or operators holding a valid certification equal to or greater than the classification of the distribution system.

Date: April 08, 2025



TRACY L. WINSOR

Senior Assistant Attorney General
Public Rights Division,
Natural Resources Law Section
California Department of Justice
Office of the California Attorney General

For: ROB BONTA
California Attorney General

Attachment 2
California State Water Resources Control Board
Drinking Water Operator Certification Program
2024 Annual Report

Electronic Annual Report (eAR)

11. Operator Certification [?](#)

Please list the **State Certified Drinking Water Operators** employed by your water system that supervise and direct the operation of your distribution system and water treatment plants where applicable in the reporting year of this report.

A. DISTRIBUTION SYSTEM CERTIFIED OPERATORS

Your Distribution System Classification is: [?](#)

Do your Chief and Shift Distribution System Operators have the minimum level required?

--Pick one--

☐ Check this box if your public water system does not have a designated Chief Distribution Operator.

Name of Chief Distribution Operator (First name Last name):

Grade of Chief Distribution Operator (D1, D2, D3, D4 or D5):

--Pick one--

Distribution Operator Number (3, 4 or 5 digits):

Distribution Certification Expiration Date (MM/DD/YYYY):

If your public water system has additional certified distribution system operators, enter the information in the table below. [?](#)

[Click here](#) to download, update, and/or upload an Excel spreadsheet of your water system's certified distribution operators.

Distribution Operator Name (First name Last name)	Grade of Distribution Operator (D1, D2, D3, D4, or D5)	Chief, Shift or Neither ¹ (C, S or X)	Distribution Operator Number (3, 4 or 5 digits)	Distribution Certification Expiration Date (MM/DD/YYYY)
Nothing Reported				

¹Use "C" for Chief Operator and "S" for Shift Operator. If neither, put an "X". Do not leave blank.

B. TREATMENT PLANT CERTIFIED OPERATORS

Your Highest Treatment System Classification is: **There are no facilities subject to the Certified Treatment Plant Operator requirements** [?](#)

Do your Chief and Shift Treatment Plant Operators have the minimum level required?

--Pick one--

☐ Check this box if your public water system does not have a designated Chief Treatment Operator.

Name of Chief Treatment Operator (First name Last name):

Grade of Chief Treatment Operator (T1, T2, T3, T4 or T5):

--Pick one--

Treatment Operator Number (3, 4 or 5 digits):

Treatment Certification Expiration Date (MM/DD/YYYY):

If your public water system has additional certified treatment plant operators, enter their information in the table below. [?](#)

[Click here](#) to download, update, and/or upload an Excel spreadsheet of your water system's certified water treatment operators.

Treatment Operator Name (First name Last name)	Grade of Treatment Operator (T1, T2, T3, T4, or T5)	Chief, Shift or Neither ¹ (C, S or X)	Treatment Operator Number (3, 4 or 5 digits)	Treatment Certification Expiration Date (MM/DD/YYYY)
Nothing Reported				

¹Use "C" for Chief Operator and "S" for Shift Operator. If neither, put an "X". Do not leave blank.

COMMENTS (Note: Comments will be made publicly available): [?](#)

COMMENTS (Note: Comments will be made publicly available):

Attachment 3
California State Water Resources Control Board
Drinking Water Operator Certification Program
2024 Annual Report

Treatment Plant Classification(s)

PWS Class	Count of Treatment Facilities by PWS Class	Total Count of WS with TP Requirements	Count by Treatment Classification					
			T1	T2	T3	T4	T5	TD
C	6,934	1,932	369	551	192	52	89	680
TNC	1,183	1,002	272	228	8	0	0	503
NTNC	1,338	856	269	202	23	1	0	371
Total	9,455	3,790	910	981	223	53	89	1,554

CWS: Community Water System

NTNC: Non-Transient, Non-Community

TNC: Transient Non-Community

PWS: Public Water System

Distribution System Classification(s)

PWS Class	Count of Distribution System Facilities by PWS Class	Total Count of Assigned Distribution Classes	Count by Distribution System Classification					
			D1	D2	D3	D4	D5	NR
C	2,823	2,810	1,817	437	223	175	137	21
TNC	2,962	2,947	493	20	0	0	0	2,434
NTNC	1,464	1,471	1,366	42	2	2	0	59
Total	7,249	7,228	3,676	499	225	177	137	2,514

CWS: Community Water System

NTNC: Non-Transient, Non-Community

TNC: Transient Non-Community

PWS: Public Water System



Drinking Water Treatment Minimum Requirements

Grade	Minimum Qualifications for Examination	Eligibility Criteria for Certification
T1	<ul style="list-style-type: none"> High School Diploma / GED Equivalency* 	<ul style="list-style-type: none"> Pass the Grade T1 operator examination within the three years prior to submitting the application for certification.
T2	<ul style="list-style-type: none"> High School Diploma / GED Equivalency* One 36-hour OR 3.6-continuing-education-unit (CEU) OR 3-college-semester-unit course of specialized training** covering the fundamentals of drinking water treatment. 	<ul style="list-style-type: none"> Pass the Grade T2 or Grade T3 operator examination within the three years prior to submitting the application for certification.
T3	<ul style="list-style-type: none"> High School Diploma / GED Equivalency Two 36-hour OR 3.6-continuing-education-unit (CEU) OR 3-college-semester-unit courses of specialized training** that includes at least one course covering the fundamentals of drinking water treatment. 	<ul style="list-style-type: none"> Pass the Grade T3 operator examination within the three years prior to submitting the application for certification. One year of operator experience working as a certified T2 operator at a T2 facility or higher. This may be substituted with (1) in the chart on page 3. One additional year of operator experience working as a certified treatment operator. This may be substituted with (2), (3), or (4) in the chart on page 3.

Grade	Minimum Qualifications for Examination	Eligibility Criteria for Certification
T4	<ul style="list-style-type: none"> Valid Grade T3 operator certification Three 36-hour OR 3.6-continuing-education-unit (CEU) OR 3-college-semester-unit courses of specialized training** that includes at least two courses in drinking water treatment. 	<ul style="list-style-type: none"> Pass the Grade T4 operator examination within the three years prior to submitting the application for certification. One year of operator experience working as a certified T3 operator, with shift or chief operator designation, at a T3 facility or higher. This may be substituted with (1) in the chart on page 3. Three additional years of operator experience working as a certified treatment operator. This may be substituted with (3) or (4) in the chart on page 3.
T5	<ul style="list-style-type: none"> Valid Grade T4 operator certification Four 36-hour OR 3.6-continuing-education-unit (CEU) OR 3-college-semester-unit courses of specialized training** that includes at least two courses in drinking water treatment. 	<ul style="list-style-type: none"> Pass the Grade T5 operator examination within the three years prior to submitting the application for certification. Two years of operator experience working as a certified T4 operator, with shift or chief operator designation, at a T4 facility or higher. Three additional years of operator experience working as a certified treatment operator. This may be substituted with (3) or (4) in the chart on page 3.

* This requirement may also be fulfilled with either the successful completion of the State Water Board's Basic Small Water Systems Operations course or 1 year as an operator of a facility that required an understanding of chemical feeds, hydraulic systems, and pumps. For more information on the State Water Board's Basic Small Water Systems Operations course, contact the Office of Operator Certification.

**College level courses providing at least 36 contact hours of training each in drinking water or wastewater quality, drinking water or wastewater treatment, drinking water distribution, or drinking water or wastewater facility operation, offered by an accredited academic institution or an organization either accredited by the International Association of Continuing Education Training (IACET) or an authorized provider of IACET, or courses completed and deemed acceptable by the Department prior to January 1, 2001 for the purpose of operator certification.

Drinking Water Treatment Certification Experience Substitutions

- (1) Completion of a comprehensive operator training program may be used to fulfill this experience requirement if the applicant has a Bachelor of Science degree or a Master of science degree. Completion of the comprehensive operator training program must be verified, in writing, by the chief plant operator.
- (2) Experience gained while working as a certified treatment operator with lead responsibility for water quality related projects or research **may be used to substitute 1 year of additional operator experience**, on a day-for-day basis.
- (3) A degree earned at an accredited academic institution:
 - (A) An associate degree, or certificate, in water or wastewater technology that includes at least 15 units of physical, chemical, or biological sciences **may be used to fulfill 1 year of operator experience**.
 - (B) A bachelor's degree in engineering or in physical, chemical, or biological sciences **may be used to fulfill 1.5 years of operator experience**.
 - (C) A master's degree in engineering or in physical, chemical, or biological sciences **may be used to fulfill 2 years of operator experience**.
- (4) Experience gained as a certified wastewater treatment plant operator **may be used to fulfill up to 2 years of operator experience**. Two months of experience gained as a certified wastewater treatment plant operator will be credited as one month of treatment operator experience.



Drinking Water Distribution Minimum Requirements

Grade	Minimum Qualifications for Examination	Eligibility Criteria for Certification
D1	<ul style="list-style-type: none"> High School Diploma / GED Equivalency* 	<ul style="list-style-type: none"> Pass the Grade D1 operator examination within the three years prior to submitting the application for certification.
D2	<ul style="list-style-type: none"> High School Diploma / GED Equivalency* One 36-hour OR 3.6-continuing-education-unit (CEU) OR 3-college-semester-unit course of specialized training** in water supply principles. 	<ul style="list-style-type: none"> Pass the Grade D2 operator examination within the three years prior to submitting the application for certification.
D3	<ul style="list-style-type: none"> Valid D2 certification Two 36-hour OR 3.6-continuing-education-unit (CEU) OR 3-college-semester-unit courses of specialized training** that includes at least one course in water supply principles. 	<ul style="list-style-type: none"> Pass the Grade D3 operator examination within the three years prior to submitting the application for certification. One year of operator experience working as a certified D2 operator at a D2 system or higher. One additional year of operator experience working as a certified distribution operator. This may be substituted with (1) or (2) in the chart on page 3.

Grade	Minimum Qualifications for Examination	Eligibility Criteria for Certification
D4	<ul style="list-style-type: none"> Valid D3 certification Three 36-hour OR 3.6-continuing-education-unit (CEU) OR 3-college-semester-unit courses of specialized training** that includes at least two courses in water supply principles. 	<ul style="list-style-type: none"> Pass the Grade D4 operator examination within the three years prior to submitting the application for certification. One year of operator experience working as a certified D3 operator at a D3 system or higher. Three additional years of operator experience working as a certified distribution operator. This may be substituted with (1) in the chart on page 3.
D5	<ul style="list-style-type: none"> Valid D4 certification Four 36-hour OR 3.6-continuing-education-unit (CEU) OR 3-college-semester-unit courses of specialized training** that includes at least two courses in water supply principles. 	<ul style="list-style-type: none"> Pass the Grade D5 operator examination within the three years prior to submitting the application for certification. Two years of operator experience working as a certified D4 operator at a D4 or D5 system. Three additional years of operator experience working as a certified distribution operator. This may be substituted with (1) in the chart on page 3.

*This requirement may also be fulfilled with either the successful completion of the State Water Board's Basic Small Water Systems Operations course or 1 year as an operator of a facility that required an understanding of piping systems that include pumps, valves, and storage tanks. For more information on the State Water Board's Basic Small Water Systems Operations course, contact the Office of Operator Certification.

**College level courses providing at least 36 contact hours of training each in drinking water or wastewater quality, drinking water or wastewater treatment, drinking water distribution, or drinking water or wastewater facility operation, offered by an accredited academic institution or an organization either accredited by the international Association of Continuing Education Training (IACET) or an authorized provider of IACET, or courses completed and deemed acceptable by the Department prior to January 1, 2001 for the purpose of operator certification.

Drinking Water Distribution Certification Experience Substitutions

- (1) A degree earned at an accredited academic institution:
 - (A) An associate degree, or certificate, in water or wastewater technology or distribution that includes at least 15 units of physical, chemical, or biological sciences **may be used to fulfill 1 year of additional operator experience.**
 - (B) A bachelors degree in engineering or in physical, chemical, or biological sciences **may be used to fulfill 1.5 years of additional operator experience.**
 - (C) A masters degree in engineering or in physical, chemical, or biological sciences **may be used to fulfill 2 years of additional operator experience.**
- (2) Experience gained while working as a certified distribution operator with lead responsibility for water quality or quantity related projects or research **may be used to substitute 1 year of additional operator experience**, on a day-for-day basis.

**Office of Operator Certification (OOC)
Drinking Water Operator Certification Program (DWOCP) Advisory Committee
Meeting Minutes – November 12, 2024**

Meeting Date: Tuesday, November 12, 2024

Attendees: Advisory Committee Members

Jose J. Martinez, Bryan Miller, Jack Bebee, Chris Castaing,
Jose Martinez, Ian Tillery, Doug Culbert, Mike Maestas,

State Water Resources Control Board (State Water Board)

Jon Hermison, Valerie Gregory, Julie Osborn, Josh Ziese,
Christine Gordon, Keisha Kelley, Antonio Aguilar, Sarah
Miller, Tomas Eggers

Public

Sue Mosburg, Chris Molina, Steven Molina, Freeman
Ensign, Yan Zhang

Item 1 – Introductions

- Keisha Kelley, OOC Program Manager, acted as moderator for this meeting. The meeting was held via Video/Teleconference and in person at the California Environmental Protection Agency building located at 1001 I Street, Sacramento, California 95814.

Item 2 – Agenda Review

- Keisha Kelley reviewed the agenda, the agenda proceeded as scheduled with reminders that the meeting is being recorded for note taking purposes and that advisory committee meeting members participating remotely must appear on camera.

Item 3 – Public Comments

- Freeman Ensign, Operations Supervisor at 3 Valleys Municipal Water district in Claremont, addressed the committee with the request that a percentage of administrative trainings count towards required continuing education units.

Item 4 – Office of Enforcement (OE) Updates

- Tomas Eggers provided an OE update:

**Office of Operator Certification (OOC)
Drinking Water Operator Certification Program (DWOCP) Advisory Committee
Meeting Minutes – November 12, 2024**

- Since April of 2024: There were a total of 11 open cases consisting of operator misconduct, reporting lab falsifications, experience hours and duties issues, and approximately 6 expired or insufficient certification level cases.
 - Closed 9 cases, including several revocations currently in progress.
- Reminder: It is the operator's responsibility to renew their certifications timely.

Item 5 – Treatment and Distribution Exam Formula Conversion Sheet

- Advisory committee member Mike Maestas proposed the formation of a subcommittee to review the current exam formula conversion sheet for possible revisions/updates to make it more accurate and efficient.

Keisha Kelley directed advisory committee members interested in participating on the subcommittee to reach out via email.

Item 6 – Program Updates

- Keisha Kelley provided the following updates:
 - New Advisory Committee members
 - Representing a statewide organization representing medium to large water systems – Chris Castaing
 - Representing a statewide organization representing small water systems. – Doug Culbert
 - An employee of an educational institution, professional association, public agency that provides water treatment or water distribution courses of instruction – Jack Bebee
 - Representing professional engineers specializing in sanitary engineering – Trung Derek Nguyen
 - An active or former member of the United States Military who is working, supervising, or managing, or who has previously worked, supervised, or managed in water treatment or distribution within their military service – Jose J. Martinez
 - Advisory committee members have been updated on the website.
 - Staffing Update
 - The OOC program currently has three vacancies:
 - 1 vacant Drinking Water certification analyst position in Unit 2
 - 1 vacant clerical position in Unit 2

Office of Operator Certification (OOC)
Drinking Water Operator Certification Program (DWOCP) Advisory Committee
Meeting Minutes – November 12, 2024

- 2 vacant clerical support positions in Unit 1
 - The workload of these four desks has been redistributed amongst the staff in the program. Processing times have remained consistently within the required regulatory 45-day timeframe.
- Program statistics (attached)
 - Comparison of applications received, and certifications issued for the same 6-month period in 2023 and 2024.
 - Certifications - number of certificate holders by grade for each month from January through June 2024.
 - Examinations –
 - Pass/Fail statistics for the same 6-month period in 2023 and 2024.
 - Cumulative Computer Based Testing pass/fail statistics.
- Online Application Portal
 - The OOC, in coordination with the State Water Board's Division of Information Technology, has continued development of an interactive online application portal to allow applicants the ability to submit applications electronically, review and resolve application deficiencies online, and track application statuses.
 - In September 2023, phase 1 of the portal was launched allowing applicants to submit applications for grades 1 and 2 examinations electronically for both the DWOCP and Wastewater Operator Certification Program (WWOCP).
 - In October 2024, the ability to submit grade 3 examination applications for both the DWOCP and WWOCP was launched.
 - Subsequent phases will integrate higher grades and more complex certification and renewal applications as the portal is developed. After examinations, we intend on the next phase of the portal to include electronic submission of renewal applications.
- Customer Service Survey
 - The semi-annual customer service survey results were provided to advisory committee members and stakeholders via email in September of this calendar year.
 - The survey results cover the 6-month period of March 2024 through August 2024.
 - There were 27 respondent's total for this survey period and the weighted average for overall experience with the OOC Program was 3.74.
 - Respondents are not required to provide a response to every question, they may skip questions and are given the opportunity to provide additional comments or suggestions to improve the program and leave their contact information. Respondents that

Office of Operator Certification (OOC)
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Meeting Minutes – November 12, 2024

leave their contact information are contacted by OOC staff to address and resolve any issues, if applicable.

- Survey results covering the 6-month period of September 2024 through February 2025 will be provided to the advisory committee members and stakeholders via email in March 2025.
- Regulation Scoping
 - In May 2024, OOC staff began conducting frequent meetings to initiate scoping regulatory updates necessary for each program.
 - OOC staff have nearly completed outlines identifying updates/changes. Once OOC staff complete identifying updates/changes the outlines still need to be reviewed by the Office of Chief Counsel, OE, and the Division of Drinking Water for input before being discussed with the advisory committees. We are aiming to have outlines ready for discussion with the advisory committees for the Spring 2025 meetings.
 - Background (for benefit of new advisory committee members): sub-workgroup recommendations
 - Calendar year 2023 sub workgroups brought forth recommendations to the DWOCP and WWOCP advisory committees for consideration at a joint advisory committees meeting. The top recommendations considered include:
 - Approval of a guidance document that outlines the OOC process for evaluating and awarding experience credit for drinking water operators, including dual certificate holders. (complete – posted to website in August 2024)
 - Modify the operator-in-training (OIT) education requirement so that the required six education points may be earned after the OIT certification is obtained, but prior to expiration. This would allow three (3) years to earn the education points and experience hours concurrently. (Requires regulation change to be implemented and included in regulation scoping)
 - Modify the drinking water experience requirement to include experience at advanced water treatment facilities for certified drinking water treatment operators. (Requires regulation change to be implemented and included in regulation scoping)
 - Assess the feasibility of providing reciprocity and/or an examination waiver to individuals with military experience in the operation of drinking water and wastewater treatment plants. (still in the process of making a determination as to if the applicable recommendation requires a regulation change to implement)

**Office of Operator Certification (OOC)
Drinking Water Operator Certification Program (DWOCP) Advisory Committee
Meeting Minutes – November 12, 2024**

Item 5 – Meeting Recap

- The OOC will reach out via email no later than December to begin scheduling the next meeting for the spring.

Drinking Water Operator Certification Program
November 12, 2024 Advisory Committee Meeting
Statistics

DISTRIBUTION		
	2023 1/1/2023-6/30/2023	2024 1/1/2024-6/30/2024
Applications received (exam, cert, renewals)	5,286	6,959
Certificates issued (new and renewals)	2,698	3,569

TREATMENT		
	2023 1/1/2023-6/30/2023	2024 1/1/2024-6/30/2024
Applications received (exam, cert, renewals)	3,650	4,183
Certificates issued (new and renewals)	2,139	2,202

ANNUAL NUMBER OF DISTRIBUTION CERTIFICATE HOLDERS, BY GRADE						
Grade	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	June 2024
1	3,629	3,610	3,599	3,588	3,542	3,476
2	9,670	9,647	9,637	9,598	9,515	9,379
3	4,193	4,187	4,176	4,144	4,108	4,075
4	1,894	1,888	1,884	1,870	1,856	1,838
5	1,287	1,284	1,285	1,281	1,276	1,270
Total	20,673	20,616	20,581	20,481	20,297	20,038

ANNUAL NUMBER OF TREATMENT CERTIFICATE HOLDERS, BY GRADE						
Grade	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	June 2024
1	2,258	2,222	2,204	2,202	2,196	2,187
2	8,586	8,483	8,455	8,445	8,429	8,421
3	1,886	1,881	1,878	1,869	1,860	1,852
4	1,051	1,047	1,039	1,035	1,032	1,030
5	536	531	529	528	527	527
Total	14,317	14,164	14,105	14,079	14,044	14,017

EXAMINATION PASS/FAIL Reporting Period 1/1/2023- 6/30/2023				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
Dist. Grade 1	539	343	196	64%
Dist. Grade 2	933	615	318	66%
Dist. Grade 3	366	224	142	61%
Dist. Grade 4	168	96	72	57%
Dist. Grade 5	77	48	29	62%
Treat. Grade 1	248	148	100	60%
Treat. Grade 2	618	396	222	64%
Treat. Grade 3	154	103	51	67%
Treat. Grade 4	72	40	32	56%
Treat. Grade 5	17	10	7	58%

EXAMINATION PASS/FAIL Reporting Period 1/1/2024- 6/30/2024				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
Dist. Grade 1	571	350	221	61%
Dist. Grade 2	899	598	301	67%
Dist. Grade 3	343	222	121	65%
Dist. Grade 4	145	88	57	61%
Dist. Grade 5	85	50	35	59%
Treat. Grade 1	291	188	103	65%
Treat. Grade 2	657	416	241	63%
Treat. Grade 3	170	120	50	70%
Treat. Grade 4	62	41	21	66%
Treat. Grade 5	38	16	22	42%

*Treatment Grade 5 examination are oral exams and not conducted via computer-based testing

CUMULATIVE COMPUTER-BASED TESTING PASS/FAIL				
Reporting Period: 2/20/2021 (CBT Inception) – 6/30/2024				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
Dist. Grade 1	3,352	2,184	1,168	65%
Dist. Grade 2	5,734	3,820	1,914	67%
Dist. Grade 3	2,308	1,441	867	62%
Dist. Grade 4	1,075	605	470	56%
Dist. Grade 5	493	292	201	59%
Treat. Grade 1	1,678	1,037	641	62%
Treat. Grade 2	3,893	2,546	1,347	65%
Treat. Grade 3	1,116	745	371	67%
Treat. Grade 4	481	296	185	62%

*Treatment Grade 5 examination are oral exams and not conducted via computer-based testing

**Office of Operator Certification (OOC)
Drinking Water Operator Certification Program (DWOCP) Advisory Committee
Meeting Minutes – April 17, 2025**

Meeting Date: Thursday, April 17, 2025

Attendees: Advisory Committee Members

Jose J. Martinez, Chris Castaing, Jose Martinez, Doug Culbert, Mike Maestas, Derek Nguyen, Ian Tillery

State Water Resources Control Board (State Water Board)

Valerie Gregory, Julie Osborn, Josh Ziese, Helen Wuellner, Keisha Kelley, Antonio Aguilar, Sarah Miller, Tomas Eggers, Stefan Cajina, Randy Barnard

Public

Sue Mosburg, Chris Molina, Steven Molina

Item 1 – Introductions

- Keisha Kelley, OOC Program Manager, acted as moderator for this meeting. The meeting was held via Video/Teleconference and in person at the California Environmental Protection Agency building located at 1001 I Street, Sacramento, California 95814.

Item 2 – Agenda Review

- Keisha Kelley reviewed the agenda, there were no comments, and the agenda proceeded as scheduled. Attendees were informed that the meeting was being recorded for note-taking purposes only and would be deleted after meeting minutes were prepared. Advisory Committee members participating remotely were reminded that they must appear on-camera and must announce if they encounter technical issues that necessitate turning off their camera.

Item 3 – Public Comments

- Steve Molina, Yucaipa Water District, made a comment and suggestion regarding awarding experience credit for recycled water experience.
- Dan Armendariz, California Water System, made a comment regarding longer turnaround times for Drinking Water renewals.

Item 4 – Office of Enforcement (OE) Updates

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Drinking Water Operator Certification Program (DWOCP) Advisory Committee
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- Tomas Eggers, OE, Special Investigations unit, provided the following updates on DWOCP enforcement matters for June 2024 to present:
 - 5 open cases
 - 14 cases closed
 - 4 with disciplinary action
 - 2 of the 4 disciplinary actions taken were revoked certifications.

Item 5 – DWOCP Updates

- Keisha Kelley provided the following updates:
 - Staffing Update
 - In the Fall, the OOC had 3 vacancies:
 - 1 vacant Drinking Water Certification Analyst in Unit 2 (filled in March 2025)
 - 1 vacant clerical support position in Unit 2
 - 2 vacant clerical support positions in Unit 1
 - Clerical support staff were instrumental in clearing a backlog of filing and file room maintenance tasks. With many of those tasks now addressed, it is not necessary to fill those vacancies. The current filing and file room workload is adequately supported by the existing clerical support staff.
 - Processing times have remained consistently within the DWOCP's 45-day time frame policy.
 - Program statistics (Attachment A)
 - Comparison of applications received, and the number of certifications issued by discipline for the same 6-month period in 2023 and 2024 (Attachment A page 1)
 - Certifications – number of valid certificates by discipline and grade for each month from July – December 2024.
 - Examinations – (Attachment A page 2 and 3)
 - Pass/fail statistics by discipline and grade for the same 6-month period in 2023 and 2024.
 - Cumulative computer-based testing (CBT) pass/fail statistics by discipline and grade.
 - Pass/fail statistics for the T5 exam for the same period in 2023 and 2024 (fall exam)
 - Age report (Attachment A page 4 and 5)
 - Number of valid certificates by discipline, grade, and operator age.

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- Online Application Portal
 - The OOC, in coordination with the State Water Board's Division of Information Technology, has continued development of an interactive online application portal to allow applicants the ability to submit applications electronically, review and resolve application deficiencies and track application status.
 - In September 2023, phase 1 of the portal was launched allowing applicants to submit applications for grades 1 and 2 examinations electronically for both the DWOCP and Wastewater Operator Certification Program.
 - In October 2024, electronic grade 3 examination applications were launched.
 - In December 2024, grade 4 examination applications were launched.
 - In February 2025, grade 5 examination applications were launched.
 - The OOC has begun working with the State Water Board's Division of Information Technology on the development of electronic renewal applications. The OOC anticipates the launch of electronic wastewater renewal applications in 2025 and the launch of electronic drinking water renewal applications in 2026. Drinking water renewals have a continuing education requirement and development of the electronic renewal application is more complex than wastewater renewal applications.
 - Development of electronic certification applications will begin following the completion of the renewal application phase.
- Operator Certification Customer Service Survey
 - The semi-annual customer service survey results were provided to the Advisory Committee members and stakeholders via email in March of this calendar year.
 - The survey results cover the 6-month period of September 2024 through February 2025.
 - There were 18 respondents total for this survey period and the weighted average for overall experience with the OOC was 3.7 out of 5.
 - Respondents are not required to provide a response to every question, they may skip questions and are given the opportunity to provide additional comments or suggestions to improve the program and leave their contact information. Respondents that leave contact information are contacted by the OOC to address and resolve any issues, if applicable.
 - Survey results covering the 6-month period of March 2025 through August 2025 will be provided to the Advisory Committee members and stakeholders via email in September 2025.

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- Regulation Scoping
 - In May 2024, the OOC began conducting frequent meetings to initiate scoping regulatory updates necessary for each program.
 - The OOC has completed the initial outlines which are undergoing internal review.
 - The sub work group recommendation to modify the drinking water experience requirement to include experience at advanced water treatment facilities for certified drinking water treatment operators has been included in regulation scoping.
 - The OOC will reach out to Advisory Committee members to schedule a meeting to present the outline as soon as it has made it through internal review.
- Conversion Sheet Update
 - As a result of the discussion that took place at the Fall 2024 Advisory Committee meeting regarding updating the formula conversion sheet, a small sub work group was formed to complete a review and make updates to the formula conversion sheet. The sub work group was comprised of Advisory Committee members and DWOCP staff.
 - Advisory Committee member Mike Maestas presented the changes:
 - Updated definitions to include definitions for all the acronyms included in the conversion sheet
 - Standardized and cleaned up Units and Conversions Factors
 - Updated area and volume formulas to ensure consistency and correctness
- DWAC Roles
 - Pursuant to subdivision (a) of Health and Safety Code section 106898, the State Water Board is required to appoint an advisory committee to assist it in carrying out its responsibilities. Subdivision (a) of Health and Safety Code section 106898 also requires that the advisory committee review all proposed regulations and make recommendations to the State Water Board before the adoption of a regulation or an amendment to a regulation.
 - In addition to reviewing regulations the advisory committee also assists the State Water Board in carrying out its responsibilities by providing input and feedback on other topics concerning the program such as exam validation, compliance, enforcement, fee

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changes, training relevancy, identifying training needs through examination performance, and program improvements.

- Fee Changes (Attachment B)
 - Authority, guiding principles, and process
 - Pursuant to subdivision (d) of Health and Safety Code section 106890, the State Water Board is required to review its fees each fiscal year to ensure that the fees collected provide sufficient revenue to recover the costs of the DWOCP and to compensate for past over-collection or under-collection of revenue. Subdivision (d) of Health and Safety Code section 106890 also authorizes the State Water Board to adopt amendments to the DWOCP fees through the emergency rulemaking process. The emergency regulations remain in effect until they are revised by the State Water Board.
 - The guiding principles for reviewing the DWOCP fees are:
 - Sustainable
 - Generates sufficient revenue to cover program expenditures
 - Works within legislative budgetary authority
 - The fee setting process entails:
 - Annual review of Program expenditures and revenue estimates
 - Reviewing each iteration of the budget
 - Determining if the fee schedule needs adjustments
 - Conducting an Advisory Committee meeting to discuss adjustments and proposed changes to the fee schedule
 - Taking the fee schedule proposed changes to the Board for approval
 - Implementing the approved fee schedule changes via the emergency rulemaking process
 - Background
 - The DWOCP's revenue comes from fees paid by applicants and certified operators. There are approximately 34,000 valid certificates held by approximately 25,000 water operators. The operational expenses for the DWOCP fall into three broad areas: 1) issuing and renewing certificates; 2) administering operator examinations; and 3) enforcement against operators, water distribution system owners, and water treatment facility owners that have violated the

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DWOCP Regulations. More specifically, the DWOCP's responsibilities include:

- Processing certification applications;
- Processing renewals for approximately 34,000 certificates once every 3 years;
- Processing examination applications;
- Administering examinations through CBT;
- Maintaining physical files, the Operator Certification database, and the DWOCP website;
- Conducting outreach and customer education, as necessary;
- Investigating complaints of misconduct and conducting appropriate enforcement actions;
- Amending the DWOCP Regulations, as necessary; and
- Coordinating with the DWOCP Advisory Committee.

▪ Program revenue and expenditures

- The costs to administer the DWOCP have consistently outpaced the revenue that the DWOCP collects. Operating costs have risen significantly and the primary factors driving the increases in operating costs include:
 - CBT
 - Staffing levels
 - Increases in staff salaries
- Currently Drinking Water State Revolving Fund – Bipartisan Infrastructure Law (BIL) funding is temporarily being used to subsidize expenditures. As a result, the subsidized expenditures are not reflected in attachment B.
- Because of the COVID-19 pandemic and cancellations of the Spring 2020 and Fall 2020 examinations, the DWOCP experienced a reduction in examination and certification applications and associated fees. Fewer operators applied for the Fall 2020 examination, and because of the canceled examinations there was a reduced number of operators that qualified for certification. The DWOCP therefore experienced an unanticipated reduction in revenue.
- The OOC is currently evaluating future increases in fees taking into account the current fund reserve of approximately 3.4 million. Future fee increases will be necessary to ensure that enough revenue is collected to cover expenditures once the BIL funding currently subsidizing expenditures is no longer available, to close the gap between expenditures and revenues, and ensure a prudent fund reserve.

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- Whether to keep the T5 Exam an oral exam
 - At the Fall 2024 Advisory Committee meeting a recommendation was made, by an Advisory Committee member, to convert the Grade 5 treatment examination from an oral examination to computer based. There is no legal requirement that this examination must be an oral exam. However, during the discussion agreement amongst the Advisory Committee was not reached, this item was included on the agenda for this meeting to allow for continued discussion.
 - Productive discussion continued, however no consensus was reached. This item will be included on future Advisory Committee meeting agendas.

Item 5 – Meeting Recap

- The OOC will reach out via email no later than July to begin scheduling the next meeting for the fall.

Drinking Water Operator Certification Program
April 17, 2025, Advisory Committee Meeting

Attachment A

Statistics

DISTRIBUTION		
	2023 7/1/2023- 12/31/2023	2024 7/1/2024-12/31/2024
Applications received (exam, cert, renewals)	4,471	6,345
Certificates issued (new and renewals)	2,964	3,212

TREATMENT		
	2023 7/1/2023- 12/31/2023	2024 7/1/2024-12/31/2024
Applications received (exam, cert, renewals)	3,197	4,127
Certificates issued (new and renewals)	1,907	2,176

DISTRIBUTION - NUMBER OF VALID CERTIFICATES						
Grade	July 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024
1	3,602	3,585	3,566	3,588	3,539	3,475
2	9,687	9,634	9,571	9,552	9,505	9,389
3	4,141	4,113	4,078	4,061	4,045	4,022
4	1,873	1,866	1,857	1,850	1,842	1,835
5	1,313	1,309	1,304	1,302	1,297	1,293
Total	20,616	20,507	20,376	20,353	20,228	20,014

TREATMENT - NUMBER OF VALID CERTIFICATES						
Grade	July 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024
1	2,245	2,207	2,199	2,193	2,188	2,183
2	8,643	8,537	8,512	8,499	8,487	8,477
3	1,905	1,900	1,896	1,894	1,888	1,886
4	1,058	1,057	1,056	1,052	1,048	1,046
5	546	541	535	533	533	533
Total	14,397	14,242	14,198	14,171	14,144	14,125

Drinking Water Operator Certification Program - Statistics
 April 17, 2025, Advisory Committee Meeting

Treatment Grade 5 examinations are oral exams and not conducted via computer-based testing

COMPUTER-BASED TESTING PASS/FAIL				
Reporting Period 7/1/2023 - 12/31/2023				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
Dist. Grade 1	396	247	149	62%
Dist. Grade 2	747	503	244	67%
Dist. Grade 3	290	191	99	66%
Dist. Grade 4	142	82	60	58%
Dist. Grade 5	65	40	25	62%
Treat. Grade 1	184	122	62	66%
Treat. Grade 2	487	318	169	65%
Treat. Grade 3	148	103	45	70%
Treat. Grade 4	63	43	20	68%

COMPUTER-BASED TESTING PASS/FAIL				
Reporting Period 7/1/2024 - 12/31/2024				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
Dist. Grade 1	574	351	223	61%
Dist. Grade 2	894	566	328	63%
Dist. Grade 3	331	198	133	60%
Dist. Grade 4	158	94	64	59%
Dist. Grade 5	78	37	41	47%
Treat. Grade 1	279	168	111	60%
Treat. Grade 2	652	378	274	58%
Treat. Grade 3	192	110	82	57%
Treat. Grade 4	67	41	26	61%

CUMULATIVE COMPUTER-BASED TESTING PASS/FAIL				
Reporting Period: 2/20/2021 (CBT Inception) – 12/31/2024				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
Dist. Grade 1	3,926	2,535	1,391	65%
Dist. Grade 2	6,628	4,386	2,242	67%
Dist. Grade 3	2,639	1,639	1,000	62%
Dist. Grade 4	1,233	699	534	56%
Dist. Grade 5	571	329	242	57%
Treat. Grade 1	1,957	1,205	752	61%
Treat. Grade 2	4,545	2,924	1,621	65%
Treat. Grade 3	1,308	855	453	64%
Treat. Grade 4	548	337	211	60%

Treatment Grade 5 examinations are oral exams and not conducted via computer-based testing

TREATMENT GRADE 5 ORAL EXAM PASS/FAIL Reporting Period: Fall 2023 8/7/2023 - 8/9/2023 and 8/14/2023 - 8/17/2023				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
Treat. Grade 5	49	17	32	34%

TREATMENT GRADE 5 ORAL EXAM PASS/FAIL Reporting Period: Fall 2024 8/19/2024 - 8/21/2024 and 8/26/2024 - 8/29/2024				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
Treat. Grade 5	47	27	20	57%

Drinking Water Operator Certification Program - Statistics
 April 17, 2025, Advisory Committee Meeting

Distribution Operators Age March 2025											
Age	< 25	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 65	> 65	Total
D1	157	343	419	465	450	363	276	303	315	339	3,430
D2	280	733	1,220	1,474	1,390	1,174	964	828	812	429	9,304
D3	26	145	354	561	694	596	507	504	422	183	3,992
D4	1	28	117	227	327	283	267	254	195	99	1,798
D5	-	4	42	123	215	209	185	206	180	103	1,267
Total	464	1,253	2,152	2,850	3,076	2,625	2,199	2,095	1,924	1,153	19,791

Avg. Age		>60	>55
D1	44.7	19.1%	27.9%
D2	44.1	13.3%	22.2%
D3	46.9	15.2%	27.8%
D4	48.4	16.4%	30.5%
D5	50.7	22.3%	38.6%
Total	47.0	15.5%	26.1%

Drinking Water Operator Certification Program - Statistics
 April 17, 2025, Advisory Committee Meeting

Treatment Operators Age March 2025											
Age	< 25	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 65	> 65	Total
T1	54	160	244	296	279	310	206	213	197	157	2,116
T2	166	530	946	1,291	1,350	1,076	853	841	826	413	8,292
T3	6	59	129	252	281	245	233	234	261	193	1,893
T4	-	13	54	126	138	142	150	146	145	127	1,041
T5	-	1	13	39	72	60	79	81	98	84	527
Total	226	763	1,386	2,004	2,120	1,833	1,521	1,515	1,527	974	13,869

Avg. Age		>60	>55
T1	45.5	16.7%	26.8%
T2	45.2	14.9%	25.1%
T3	49.1	24.0%	36.3%
T4	50.6	26.1%	40.2%
T5	53.3	34.5%	49.9%
Total	48.7	18.0%	29.0%

Division of Financial Assistance Drinking Water Operator Certification Program Fee Schedule Changes April 9, 2025

*Presented by:
Keisha Kelley, Program Manager*



Discussion Items

1. Fee Setting: Authority, Guiding Principles, Process
2. Background
3. Program Revenue and Expenditures
4. Open Discussion and Question

Authority Guiding Principles Process



Fee Setting

Authority and Guiding Principles

Pursuant to subdivision (d) of Health and Safety Code section 106890, the State Water Board is required to review its fees each fiscal year to ensure that the fees collected provide sufficient revenue to recover the costs of the DWOCP and to compensate for past over-collection or under-collection of revenue. Subdivision (d) of Health and Safety Code section 106890 also authorizes the State Water Board to adopt amendments to the DWOCP fees through the emergency rulemaking process. The emergency regulations remain in effect until they are revised by the State Water Board.

- Sustainable
- Generates sufficient revenue to cover Program expenditures
- Works within legislative budgetary authority

Fee Setting

Process

- Review expenditures and revenue estimates annually
- Review of budgets
- Determine fee adjustments
- Conduct Advisory Committee meeting
- Approval by the Board
- Implement fee adjustments via the emergency rulemaking process

Background



Specific Responsibilities

- Processing certification applications;
- Processing renewals for approximately 34,000 certificates once every 3 years;
- Processing examination applications;
- Administering examinations through computer-based testing (CBT);
- Maintaining physical files, the Operator Certification database (OCIS), and the DWOCP website;
- Conducting outreach and customer education, as necessary;
- Investigating complaints of misconduct and conduct appropriate enforcement actions;
- Amending the DWOCP Regulations, as necessary; and
- Coordinating with the DWOCP Advisory Committee.

Program Revenue and Expenditures

(amounts listed in thousands)

	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20
Revenue	\$1,704	\$1,702	\$1,680	1,641
Expenditures	\$1,737	\$1,830	\$1,861	2,035
Difference	(\$33)	(\$128)	(\$181)	(\$394)
% Difference	-1.9%	-6.99%	-9.72%	-19.36%

	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
Revenue	1,164	1,447	1,495	1,596
Expenditures	1,674	2,780	2,199	2,448
Difference	(\$510)	(\$1,333)	(\$704)	(\$852)
% Difference	-30.47%	-47.95%	-32.01%	-34.8%
Fund Balance				\$3,413

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Open Discussion and Questions