

Missouri Department of Natural Resources  
OPERATOR CERTIFICATION SECTION

# Water & Wastewater Digest

Fall 2014

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## Consumer Confidence Reports

The Department of Natural Resources' Public Drinking Water Branch provided the 2013 Annual Water Quality Reports/Consumer Confidence Reports online to all community water supplies in April. This is a reminder that the reports should have been distributed to all customers by July 1. A copy of the Consumer Confidence Report distributed to customers, supporting documentation and the certification form is due back to the branch by Oct. 1. If you have any questions, call Courtney Wise at 573-526-3832 or email [CCR@dnr.mo.gov](mailto:CCR@dnr.mo.gov).

## DHSS-Southeast Branch Laboratory in Poplar Bluff Closing

The Missouri Department of Health and Senior Services (DHSS) - State Public Health Laboratory has announced it will close its Southeast Branch Laboratory located in Poplar Bluff this fall. This closure will affect about 350 public water systems that use the Southeast Branch Lab for meeting monthly bacteriological monitoring requirements. Beginning Oct. 1, the Southeast Branch Lab will cease water testing operations. All public water systems that were previously mailing, hand delivering or shipping samples to be analyzed at the Southeast Branch Lab in Poplar Bluff will have to use another option. The options include using the DHSS contract courier service to deliver samples to the State Public Health Laboratory in Jefferson City, using alternative couriers such as UPS or Fed-Ex to ship samples for testing or contracting with a local private certified laboratory for microbiological analysis.

After Oct. 1, systems that used the DHSS Southeast Branch Lab may use testing services at the State Public Health Laboratory in Jefferson City. The Jefferson City laboratory operates a courier service that picks up samples free of charge for public water systems Monday through Friday (excluding state holidays) at health department offices in nearly every county in Missouri. The courier service delivers samples overnight to the lab in Jefferson City for testing the next day. Pick up times vary between counties. Check the pick up time for the courier stop closest to you. A map and list of all current courier pick up locations (address, contact name, phone number, pick up time) can be found at the following link: [www.health.mo.gov/lab/courierservices.php](http://www.health.mo.gov/lab/courierservices.php).



P.O. Box 176  
Jefferson City, MO 65102-0176  
[www.dnr.mo.gov](http://www.dnr.mo.gov)

Courier pick up times are subject to change so check back periodically for any updates in your area.

The maximum holding time for all bacteriological samples is 30 hours from the time the samples are collected until the initiation of sample analyses. To help ensure your samples meet the 30 hour holding time, you will have to drop your samples off at the courier location the same day the samples are collected, prior to the courier pick up. Records show the DHSS courier service has the best overall success rate on delivering samples to the State Public Health Laboratory in Jefferson City within 30 hours. Records also show that the majority of public water systems previously using the DHSS Southeast Branch Lab hand delivered samples, so hand delivering to an alternate courier pick up location in Southeast Missouri would be the most convenient change for most water systems. There is a courier pick up location in Poplar Bluff at the Butler County Health Department. The current pick up time is scheduled for 3:15 PM.

Alternative couriers, such as FedEx or UPS for example, may be an option for some public water systems to deliver samples to the lab in Jefferson City. These alternative courier services do charge a fee for shipping at the expense of the public water system.



Another option available for water systems is to use a private laboratory properly certified in Missouri for microbiological analysis. For a list of state certified private laboratories, visit the Missouri Department of Natural Resources, Public Drinking Water Branch website at [dnr.mo.gov/env/wpp/labs/index.html](http://dnr.mo.gov/env/wpp/labs/index.html). These private laboratory facilities also charge a fee for testing services at the expense of the public water system.

For additional information on the lab closure or courier pick up locations, please contact the DHSS State Public Health Laboratory Environmental Bacteriological Unit at 573-751-3334. For bottle order

requests, certified labs or bacteriological sample results, contact the Department of Natural Resources' Public Drinking Water Branch at 573-751-5331.

## Rural Sewer Grant

The Department of Natural Resources' Rural Sewer Grant Program is designed to assist rural communities, public water supply districts, neighborhood improvement districts or public sewer districts in need of financial assistance to contribute to the funding of their wastewater projects. The types of wastewater projects that qualify for this grant program include entities that need to meet more stringent operating permit requirements for wastewater treatment established by the Department of Natural Resources or Environmental Protection Agency. The grant may also assist entities that need to connect unsewered sections of their service area to their centralized sewer system.

In April 2014, the Missouri Clean Water Commission approved \$2.5 million in funding for the Rural Sewer Grant Program to assist eligible communities in need.

There are specific criteria an entity must possess to be considered eligible for the grant. The potential candidate cannot have a population that exceeds 10,000 and cannot be located within the City of St. Louis or St. Louis, Jackson, Clay or Platte counties. For an entity to be considered eligible it must have the primary source of funding in place. Primary funding can be obtained from a variety of sources such as other governmental agencies, private financing, city funds and other department loan or grant programs. The amount of funding from other sources must be known and indicated when applying for the grant.

Grant awards will be prioritized based on the candidate's application submittal date, operating permit compliance schedule, display of financial need and demonstration of a readiness to proceed with the project. Prioritization may also be given to projects that are partially funded through other department grant or loan programs.

The maximum grant amount an eligible entity may be awarded is \$500,000. The grant may either cover up to 50 percent of total eligible project costs or \$1,400 per service connection. An eligible entity will be awarded no more than the lesser of the two amounts.

Application forms and information about the Rural Sewer Grant Program can be found on the



department's website at [dnr.mo.gov/env/wpp/srf/wastewater-project-guidance.htm](http://dnr.mo.gov/env/wpp/srf/wastewater-project-guidance.htm). If you have any questions about the grant or application process, please contact the Department of Natural Resources' Financial Assistance Center at 800-361-4827 or 573-751-1192.

## Lead-Free Alloys

As Jan. 4, 2014 came and went, so did the effective date for the beginning of the new Lead Free rule, the Reduction of Lead in Drinking Water Act amended section 1417 of the Safe Drinking Water Act. The main focus changes the definition of "lead-free" from 8 percent to a weighted average of 0.25 percent for all wetted surfaces of plumbing fixtures such as pipes, pipe fittings, plumbing fittings and fixtures used in providing piped water for human consumption. After Jan. 4, 2014 it became illegal to sell, purchase or install any pipe, fittings, fixtures or appurtenances not meeting the new definition. After this date, material and equipment not meeting the new definition can only be used for nonpotable services.

Several states have operated under this new definition for years. In anticipation of this new standard, the industry supplying material and equipment has been producing compliant products to meet this new demand. Although the industry has strived to produce alloys for material and equipment that have the same endurance and reliability as the previously acceptable more highly leaded material, some material may not meet the same exact standards. Water utilities need to be aware that some of the new alloys used for impellers have been found to have a decreased useful life. This instance seems to be specific to the operating environment of drinking water treatment facilities.

The Association of State Drinking Water Administrators has indicated the American Water

Works Association will provide more detail on this issue in an upcoming article. The article may also provide information to aid water systems in selecting lead compliant material and equipment. Meanwhile, water systems should ask the manufacturer about this issue before selecting material and equipment. The possibility of more frequent replacement should be taken into account when preparing or updating the annual budget. This will ensure adequate funds are available when needed.

## What's in a Name?

Have you noticed there are a lot of creeks in Missouri that are not officially named? There is probably an unnamed stream in your community or even on your property. If you would like to put your mark on future maps of your community, consider officially naming a stream. Names approved by the United States Board on Geographic Names may appear on all future maps and publications.

First, check local stream names in the U.S. Geological Survey (USGS) Domestic Names online database; [geonames.usgs.gov/pls/gnispublic](http://geonames.usgs.gov/pls/gnispublic), to see if those are the official names of the streams (you might be surprised to learn that the name that locals use is not official). Next, take a look at an updated USGS topographic map for water bodies in your area that are unnamed. You can find the official rules for naming streams at [geonames.usgs.gov/domestic/policies.htm](http://geonames.usgs.gov/domestic/policies.htm). Be sure to pay close attention to the policies and procedures laid out in this document so that your stream name is more likely to receive federal approval. Long names and commemorative names are harder to get approved. Each entry must be accompanied by a justification, maps and supporting documentation. Letters of support from city and county agencies are also helpful.

Before your name can receive federal approval, it must first be approved by the Missouri Board on Geographic Names. The Missouri Board on Geographic Names serves as coordinator for place-naming activity between local, state, and federal agencies. Once your name has been approved, it is submitted for federal approval. For more information about the Missouri board, visit [www.sos.mo.gov/archives/about/geographic.asp](http://www.sos.mo.gov/archives/about/geographic.asp). Bear in mind that the Missouri board only meets twice a year, so it may take a while to receive a decision. It is worth the wait, as approved names will be in the record books forever. For more information, contact Jane Messenger of the USGS at 573-308-3690.

## Volunteer Water Quality Monitoring Program

The Volunteer Water Quality Monitoring Program is one of the most popular activities of the Missouri Stream Team Program. The Missouri Stream Team Program is a partnership between the Department of Conservation, Department of Natural Resources, the Conservation Federation of Missouri and the citizens of Missouri. The volunteer program is flexible, offering different levels of involvement and commitment that build on each other. Volunteers are expected to share the knowledge they gain with their community, periodically monitor a stream and submit collected data in a timely manner.

The Level 1 (Intermediate) Workshop prepares volunteers to go to a nearby stream and investigate six chemical aspects of the water, conduct a visual survey and collect macroinvertebrates and water quality indicator species. The chemical tests include temperature, pH (the acidity of the water), conductivity, dissolved oxygen, nitrate and phosphate (nutrients) and turbidity. All six parameters can be related to the Clean Water Act laws that protect the water quality of the nation's rivers and streams.

The Level 1 workshop provides eight hours of in-classroom instruction that includes:

- How to properly conduct the chemical tests
- How to manage and care for the chemical test equipment
- How to safely store the test equipment
- How to dispose of the water and waste materials that are created from the chemical reaction
- How to interpret the data through the use of a water chemistry reference table
- How to conduct a visual survey
- Review of macroinvertebrate identification



Workshop time is spent demonstrating and practicing chemical monitoring in the classroom and in the field. Normally, volunteers are required to attend the introductory level course before attending the Level 1 workshop; however, an exception can be made for operators who would like to attend the workshop and receive 7.5 credit hours toward their license renewal.

## 2014 Level 1 Stream Team Teaching Schedule

*Dates and locations subject to change.*

Register at: [www.mostreamteam.org/wqlevel1.asp](http://www.mostreamteam.org/wqlevel1.asp)

Email: [StreamTeam@dnr.mo.gov](mailto:StreamTeam@dnr.mo.gov)

Date	Location	Registration Deadline
<b>Sept. 6</b>	<b>Rolla:</b> Phelps County Courthouse 200 N Main Street Rolla, MO 65401 Phelps County	<b>Aug. 20</b>
<b>Sept. 13</b>	<b>Hannibal:</b> Hannibal City Hall 320 Broadway Hannibal, MO 63401 Ralls County	<b>Aug. 27</b>
<b>Sept. 20</b>	<b>Wildwood:</b> Babler State Park 800 Guy Park Road Wildwood, MO St. Louis County	<b>Sept. 3</b>
<b>Sept. 27</b>	<b>Springfield:</b> C.W. Titus Educational Facility at Valley Mill Park 2400 E. Valley Watermill Road Springfield, MO Greene County	<b>Sept. 10</b>
<b>Oct. 4</b>	<b>Jackson:</b> City Hall 101 Court Street Jackson, MO 63755 Cape Girardeau County	<b>Sept. 17</b>
<b>Oct. 4</b>	<b>Jefferson City:</b> MDC Conservation Headquarters 2901 W. Truman Blvd. Jefferson City, MO Cole County	<b>Sept. 17</b>
<b>Oct. 18</b>	<b>Lee's Summit:</b> DNR KC Regional Office 500 NE Colbern Road Lees Summit, MO 64086 Jackson County	<b>Oct. 1</b>

After registration deadline you may be placed on a waiting list.

## WHAT IS IT???

In April, staff at the department's Southeast Regional Office received a phone call from a customer of an untreated public water supply who reported there were parasitic worms coming out of her drinking water tap.

An investigation quickly followed and a water sample collected at the customer's home revealed the presence of several small, translucent worms. The "parasitic worms" were closely checked under a microscope and identified as Chironomid Larvae, also known as Midge Fly Larvae, and to some, better known as Blood Worms. At this point what to call the unwanted "guests" was not nearly as important as finding out how they got in the water supply and how to eliminate them. A boil water order was issued by the department and another investigation began.



After inspecting the storage tank nearest the customer's home it was discovered that the insect screen on the vent pipe had collapsed, allowing insects an entrance into the tank. Midge flies and their larvae were found in heavy concentrations. The collapsed screens and other damage most likely occurred due to frigid temperatures during this year's hard winter. The system's other tanks were also inspected and similar damage was discovered. Midge flies lay eggs on the surface of water in a gelatinous mass that may contain up to 3,000 eggs. The mass sinks to the bottom of the water where an incubation period takes place before the larvae hatch.

According to the Department of Health and Senior Services there are no known human illnesses associated with exposure; however, it was determined that the water system should remain under the boil water order until water quality could be restored. Some of the bacteriological samples taken within the distribution system tested present for total coliform bacteria but were all E.coli absent.

Professional storage tank inspections were performed on each tank. They were thoroughly disinfected, cleaned and flushed. The entire distribution system was thoroughly flushed, and temporary disinfection was installed at each well. The public water supply implemented other measures as part of its emergency operations plan such as working with the local emergency management director to provide bottled water and keep customers informed through multiple news releases.

Isolating each tank, making temporary repairs, cleaning, disinfecting and flushing turned out to be a lengthy process and was then followed by multiple days of bacteriological sampling. Chlorine levels were closely monitored throughout the system. The boil water order was lifted about one month after it was issued.

Chlorination equipment has been removed and permanent repairs are scheduled. Water system personnel and customers of the water system are undoubtedly glad to get this event behind them and move forward. Other water supplies are urged to check their storage tanks as it is possible that this type of damage may have occurred in other tanks around this area.

# Distribution Flushing 101—for Small and Very Small Systems

## Why flushing?

- \* Scour lines
- \* Maintain chlorine residual
- \* Prevent stagnant water
- \* Prevent customer complaints about taste and odor
- \* **Increase Water Quality**



## Every good turn...

Know how many turns it takes to open and close your valves. The AWWA guidelines for calculating the number of turns to open or close a valve is valve size x 3 + 2 or 3 more turns.	Turns
3 inch valve	7.5
4 inch valve	14.5
6 inch valve	20
8 inch	27
10 inch.	33
Too many turns can indicate a broken valve stem that needs repair; not enough turns—debris is in the way. Open and close to try to dislodge the debris.	
Check with your valve manufacturer for specifics on your valve.	

## System Wide Flushing— Unidirectional and Conventional

The ability to adequately flush all parts of the distribution system is essential in emergencies and for flushing contamination from the water system. Routine flushing is essential to maintaining a safe quality of water in the system. Unidirectional flushing is the preferred method for system-wide flushing. Flushing starts at the source (well, storage tank, etc.), moves outward in sections, and from larger to smaller mains.

Plan ahead to determine the route. Use a distribution map that shows where hydrants and valves are. Mark on your map or spreadsheet as you go along which sections have been completed. Safety precautions should be used when working around roadways and traffic. Consider the direction of the flush water, avoid damage to lawns and streets and direct flow to storm sewers if available.

Work on one section at a time. The object is to isolate a section or loop and then direct the flow so it is flowing only from one direction, to the flush hydrant. Close valves to isolate the section, then open the hydrant/flush valve all the way and allow water to flush until it becomes clear. This process will flush sediment out of the section of pipe instead of moving it on down. Water velocity should be at least 2.5 feet per second (fps). At this velocity or higher the line should get 'scoured.' (For systems that cannot achieve this velocity see spot flushing). Record the number of turns it takes to open/close

the valves as this will help you diagnose valve problems. Valve & hydrant record templates are available from the department.

Continue to work one small section at a time, flushing one hydrant at a time working your way out to the ends of the distribution lines. Dead end mains should have a flushing device. Flushing devices should be provided to allow every main in the distribution system to be flushed. Flushing devices should be sized to provide flows with a velocity of at least 2.5 feet per second in the main being flushed.

System pressure should not fall below 20 psi to prevent backsiphonage contamination in the public water supply. Pressures below 20 psi should be reported to the department. Customers affected by less-than- 20 psi pressure should be told to boil their water until samples taken at that location come back 'safe.' Record your actions in your operational log.

Flushing should be done at least annually, spring or fall is preferred, but each system plans for what is right for them. This a preventative maintenance function and may need to be done twice a year for some systems or more often for those that have ongoing water quality issues.

Notify customers what you will be doing, when you will be doing it, and why. You will get more cooperation if customers understand the reason you are working on the water system.

**Dechlorination of flush water near streams where aquatic life may be affected is recommended. No flushing devices should be connected to a sewer.**

Conventional flushing could push sediment into another section of pipe and keep it in the distribution system, whereas unidirectional flushing is designed to flush sediment out of each section. Conventional flushing typically wastes more water.

## Conventional Flushing

Conventional flushing is a term used for a system-wide flushing program that doesn't necessarily start at the source and work out towards the periphery. It does not involve isolating sections by closing valves either. Hydrants are flushed, but sections are not closed off, and velocity is not a factor. It can push sediment to another section of pipe instead of out of the system and doesn't achieve scouring velocity.

Conventional flushing is believed to waste more water than unidirectional flushing. It can, however, help with chlorine residuals and water quality.

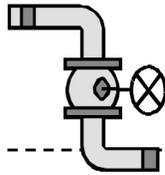
**What is 2.5 fps in gallons per minute?**

- 2" line      24 gallons per minute
- 4" line      98 gallons per minute
- 6" line      220 gallons per minute
- 8" line      391 gallons per minute

Flow cfs = Velocity(2.5 fps) x Area (.785 x D<sup>2</sup>/12in/ft)

Flow gpm= cfs x 7.48gal/ft<sup>3</sup> x 60 sec/min

Open and close valves sloooooowly to prevent pressure surges or water hammer that can rupture pipes and damage valves, and connections.



Dead end mains = stagnant water

Stagnant water= taste and odor problems; bacterial growth

Taste and Odor problems =customer complaints

How often should you flush? Unidirectional flushing at least annually, in the spring or fall is best. Flush dead end lines twice a year. Spot flushing may need to be done quarterly, monthly, or more often for problem areas.

Be sure you know where the flush water will end up. If it enters a storm sewer- know where it will exit.

During a system wide flushing program is a good time for hydrant inspection, valve inspection and valve exercising.

## Spot flushing

Spot flushing targets a specific problem area of the distribution system and can include flushing a single hydrant on a dead end line.

Some small systems only have flush hydrants or blow-offs. These systems may have to use a lower flow flushing program. If the system can't achieve the recommended 2.5 fps velocity, flushing can still be useful for maintaining chlorine residuals in low flow areas and preventing taste and odor complaints. The system won't be scouring the lines with this type of flushing.

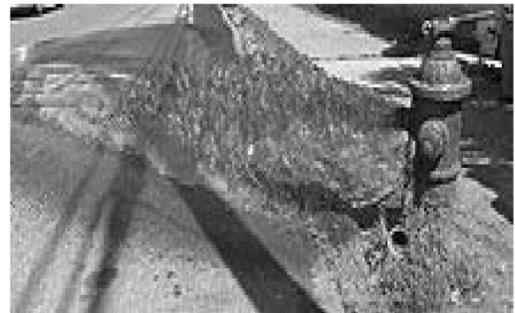
Spot flushing can be done in response to complaints about taste and odors in the water, to bring chlorine residuals up in that section of main or to bring chlorine demand down, as a preventative measure to flush stagnant water out of dead end lines, or in response to 'unsafe' monthly samples. Spot flushing could also include flushing tanks during low use periods. For example a number of resorts and condos around tourist areas have very low flow during the 'off' season and higher flow during the 'on' season. These facilities

may need to flush to keep water in storage tanks from getting stagnant as well as water in mains.

Spot flushing is usually 'replacing' the water that was in the pipe, instead of scouring sediment, buildup, and biofilm.

Reducing water age in the distribution system is one of the main goals of spot flushing because water that stagnates will deteriorate in quality as it ages.

Flushing dead end mains to reduce water age is a short term solution and can use considerable amounts of water. A long term solution would be eliminating the dead ends and by using tie-ins or looping the mains.



### Templates are available for record keeping:

- \* Hydrants
- \* Valves
- \* Flushing

The disposal of chlorinated water must be in accordance with Missouri requirements to protect aquatic life. Chlorinated water is toxic to most aquatic life and improper flushing and disposal has caused numerous fish kills in Missouri. Contact your local department regional office for guidance on the proper discharge and disposal of chlorinated water.

**References:** Missouri Department of Natural Resources, 2013. Minimum Design Standards for Missouri Community Water Systems.

American Water Works Association, 2002. Developing and implementing a distribution System Flushing Program. Journal AWWA.

**For additional information contact your regional office:**

[dnr.mo.gov/regions/regions.htm](http://dnr.mo.gov/regions/regions.htm)



Missouri Department of Natural Resources

## Revocation and Suspension of Operator Certificates

The work performed every day by Missouri's 6,000 certified operators is vitally important to the protection of public health and the environment. Conscientious operators feel the weight of responsibility to their community and customers that most people can't imagine. With that many operators, however, there are bound to be a few who will make bad decisions along the way. When that happens, the result can be suspension or revocation of the operator's certifications.

The Missouri Department of Natural Resources recently revoked the certificates of two such operators; one operator was found guilty in three separate county courts for making false declarations associated with Discharge Monitoring Reports (DMRs) for wastewater treatment facilities. The operator did not have access to lab equipment, and was not sending samples to a lab for analysis. Instead, he was falsifying DMRs. The second operator was tampering with samples by replacing portions of wastewater effluent samples with water and also substituting discharge samples from one facility and labeling them as another.

Taking action to suspend or revoke certificates is very serious and is not taken lightly. The action can directly affect the livelihood of the operator in question. But not taking action, when necessary, places public health and the environment at risk. Operator certification regulations address this under 10 CSR 60-14.020(7) and 10 CSR 20-9.030(8) and allow for the suspension or revocation of certificates for the following:

- Practicing fraud or deception in obtaining the certificate
- Exhibiting gross negligence, malpractice or incompetence in operations
- Sabotage to the water system
- Misleading or lying to a government official regarding the water system
- Participating in sample tampering or selective sampling
- Falsifying facility operating record or reports
- Willfully violating regulations

Certificate suspensions can be up to one year in length. If certificates are revoked, the individual can re-apply to take an exam after one year of

revocation, but it's the department's discretion to accept the application. An individual cannot operate while suspended or revoked.

Bottom line: Don't place certificates in jeopardy by taking part in the behaviors listed above. Thanks to all the operators who serve their customers with pride and integrity.

## Energy Loan Program Announcement for Public Water and Wastewater Treatment Facilities

The Missouri Department of Economic Development's Division of Energy is making available \$7.5 million in low-interest loans to certain entities including public water and wastewater treatment facilities to complete energy-efficiency and renewable energy projects. The 2015 interest rate loan cycle is now open and loan applications will be accepted until Oct. 31.

The loan amount per applicant can range from \$5,000 to \$1.5 million. Loans are repaid by energy savings achieved, with a maximum repayment term of 10 years including principal and interest. The loans provide financing for energy-saving investments such as lighting systems, waste heat recovery or combined heat and power systems, renewable energy systems, insulation, heating and cooling systems, and other measures that reduce energy use and cost.

For more information about the Energy Loan Program, call toll-free 855-522-2796 or visit Missouri Department of Economic Development at [ded.mo.gov/division-of-energy/financial/energy-loan-program](http://ded.mo.gov/division-of-energy/financial/energy-loan-program).



## Operator Certification and Training

Exam Date	Location	Filing Deadline
Oct. 7	Department of Natural Resources 2040 W. Woodland, Springfield	Sept. 7
	Department of Natural Resources 2155 N. Westwood Blvd., Poplar Bluff	
	Lewis & Clark State Office Building 1101 Riverside Dr., Jefferson City	
Nov. 4	Department of Natural Resources 1709 Prospect Dr., Macon	Oct. 5
	Department of Natural Resources 500 NE Colbern Road, Lee's Summit	
	Lewis & Clark State Office Building 1101 Riverside Dr., Jefferson City	
Dec. 2	Department of Conservation Powder Valley Nature Center, Kirkwood	Nov. 2
	Lewis & Clark State Office Building 1101 Riverside Dr., Jefferson City	

## Need Your Password to log in?

Certified operators are encouraged to access training reports by visiting the department's website at [dnr.mo.gov/operator](http://dnr.mo.gov/operator). To login, the password is the last four digits of your social security number.

In addition to checking training hours and renewing certificates online, this site provides a convenient place to view and update important contact information for public drinking water systems including the chief operator, sample collector and administrative contact.

For more information, contact the department's Operator Certification Section at 800-361-4827 or 573-751-1600.

## Visit us on the Web

The list of approved training changes frequently as new courses are reviewed and approved by Department staff or trainers adjust schedules. By the time this newsletter reaches you, there may be new courses available in your area. **Visit us at [dnr.mo.gov/env/wpp/opcert/oprtrain.htm](http://dnr.mo.gov/env/wpp/opcert/oprtrain.htm) for an up-to-date list of approved operator certification courses.**



← Regular wastewater examinations are scheduled for 9 a.m., and the water supply examinations are scheduled for 1:00 p.m. unless otherwise noted on the admission letter.

## Water & Wastewater Digest Subscriptions

- New subscriber to the Digest? Complete section 2 below.
- Change of Address: Complete sections 1 and 2 or certified operators can update information online at [dnr.mo.gov/operator](http://dnr.mo.gov/operator).
- Cancelling subscription? Complete section 1 below.

### Mail or Fax to:

Missouri Department of Natural Resources  
Operator Certification Section  
P.O. Box 176, Jefferson City, MO 65102-0176  
Fax: 573-751-0678

### Section 1 - Previous Address

Name \_\_\_\_\_  
 Operator Certificate # \_\_\_\_\_  
 Street \_\_\_\_\_  
 City/State/ZIP Code \_\_\_\_\_

### Section 2 - New Address

Name \_\_\_\_\_  
 Operator Certificate \_\_\_\_\_  
 Street \_\_\_\_\_  
 City/State/ZIP Code \_\_\_\_\_  
 Daytime phone with area code \_\_\_\_\_

## **Training**

The mailed version of this publication included a two page list of approved training courses and exam schedule that was available at the time of printing.

For a current listing of training, please visit:

[dnr.mo.gov/env/wpp/opcert/oprtrain.htm](http://dnr.mo.gov/env/wpp/opcert/oprtrain.htm)