

Water & Wastewater Digest

SPRING 2014

Inside This Issue

Report Criminal Activities

Self-Sufficiency and Helping Each Other: MoWARN

Guidelines for Submitting a Discharge Monitoring Report

Missouri Water District Conducts Water Meter Test

New Video from Water Security Division

What is Flushable? A Public Education Opportunity

2014 Bacteriological Sampling Calendars and Courier Locations

Early Stage 2 D/DBPR Warning Signs

Who are you?

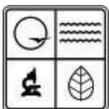
Consumer Confidence Report (CCR) Packet and Electronic Delivery of Customer CCR Available Online

Changes are Coming for Permit Renewal Applications

Need your Password to log in?

Visit us on the Web

Operator Certification and Training



MISSOURI
DEPARTMENT OF
NATURAL RESOURCES

P.O. Box 176
Jefferson City, MO 65102-0176
www.dnr.mo.gov

Report Criminal Activities

The Missouri Department of Natural Resources and the U.S. Environmental Protection Agency each have criminal investigations programs. The primary goal for both of these agencies is to investigate and develop cases against the most egregious environmental violators.

As operators of permitted publicly owned wastewater treatment systems, you may be the first to experience and identify a potential concern. You may witness an influent that can harm your wastewater treatment system. For example, you may observe damage to collection piping, lift stations or sample locations caused by high or low pH. You may experience high metals in your sludge or you may observe conditions that cause foaming, discoloration, biological harm, odors and gas, oil and grease slicks, etc. These unapproved discharges into your collection system may be caused by illegal disposal, spills or poorly operated industrial pretreatment systems. In some cases, these influents can cause physical harm to wastewater treatment plant operators.

What can you do if you suspect criminal activity?

If you observe or become aware of any conditions that may harm your treatment system, contact either the department or EPA immediately. Call even if you are in doubt about what or who is responsible for the harmful influent. Naturally, any additional information related to who, what, when, where, how or why would be appreciated. Information you provide will help with investigating the cause of these concerns.



Promptly contacting the department or EPA can result in an investigation being implemented in as little as 12 to 24 hours. If EPA's Criminal Investigation Division finds it would be more appropriate for state or local programs to investigate the tip or complaint, it will forward the information to them.

How can reporting criminal activities help you?

Investigators can help identify harmful influents to wastewater treatment systems. Criminal investigators can be your point of contact to report sources that introduce harmful materials into your system. Often there is no way to report such information on typical permit compliance reporting forms like Discharge Monitoring Reports or have them quickly addressed. As good treatment plant operators, you are focused on operating your system effectively, at minimal cost, and in compliance with your permit. Harmful materials can cause interference, process upsets, and pass-through that can result in violations of your permit. By promptly contacting investigators when you suspect criminal activities, you will help minimize the harm to your wastewater treatment system and ensure these problems do not occur in the future.

To contact the department about concerns or other information, please contact your local regional office or visit our website at www.dnr.mo.gov/concern.htm. For EPA's Criminal Investigation Division, call 913-551-7999, e-mail r7cidtips@epa.gov, or go to www.epa.gov/region7/contact.htm. We believe in working together toward a win-win partnership.

Article originally appeared in SmallWaterSupply.org newsletter #123 Nov. 8, 2013.

Self-Sufficiency and Helping Each Other : MoWARN

Missouri has been very lucky recently. Sure, we've had some flooding, a few tornadoes, a couple of really good snows; but we've not had anything like the 2009 ice storm that knocked out almost all of the Bootheel for weeks.

Yet, we have had some activity. August 2013 brought flooding to central Missouri that took lives and disrupted drinking water and wastewater treatment. Winter activity has disrupted electrical power in areas around the state and there have been other isolated incidents that required systems to seek outside assistance.

So, if YOUR system needed, say an extra backhoe and a couple generators, where would you get them?

Systems who are members of the Missouri Water/Wastewater Agency Response Network (MoWARN) help each other.

Emergency response training sessions, and even the Missouri Department of Public Safety's State Emergency Management Agency (SEMA), will tell you that in the event of an emergency or disaster systems should intend on being on their own for the first 72 hours. That is simply good sense. SEMA requires a declaration of emergency before it can offer full assistance, and that takes time. No other agency has the capability or resources to provide quick assistance for resources. Who does? MoWARN does.

MoWARN is a mutual aid program for drinking water and wastewater systems. It was created under the model electrical utilities use to provide mutual aid. It is membership driven, meaning the resources provided come from the membership, and you must be a member to benefit from MoWARN. That is a smart setup!

"Mutual Aid" is a soft spoken word with a vague meaning. You may have a mutual aid program with a neighboring system - and that is good! That works if you need a repair clamp in a pinch or run low on chlorine test packets, but if an ice storm knocks out power, most likely you and your neighboring system are in the same problematic situation. Additionally, what if a tree falls on that backhoe you borrowed, who pays for the damage? Who puts fuel in the backhoe? Who transports the backhoe? Who is "in charge" of the backhoe? What if you borrow the backhoe and then a week later your neighboring system brings you a bill for \$200 per hour rent? As you can see, many problems can arise from a gentlemen's handshake agreement to use each other's resources.

How does MoWARN work?

When a system joins MoWARN, it is anticipated that the system will provide a list of resources it is willing to make available for other member systems to use. MoWARN holds this database and helps systems contact other systems to coordinate the use of the available resources; whether it is a generator, truck, test equipment, or even simply manpower. This makes one thing clear: MoWARN is NOT a repository of resources available for the world to use-membership is required to access resource benefits. If your system is not a member of MoWARN, then you cannot make use of MoWARN resources.

How much is membership?

Nothing. Free. Nada. Zero. Zilch.

Here is how membership protects you: Each member is required to sign a member's agreement up front that outlines the requirements and conditions for how resources are handled. Therefore, there is NO second-guessing after the fact.

Here are the key facts that the membership agreement addresses:

1. Your resources are yours. You are not mandated to surrender your resources when asked.
2. You can recall your resources at any time.
3. You can charge for the use of your resources, but this must be stated before the resource is issued and you cannot charge more than FEMA standard rates. (no price gouging).
4. You must carry sufficient liability insurance to cover any damage that may occur to a borrowed resource.
5. If you send people, the people must be able to take care of themselves for 72 hours. After 72 hours, the receiving system is responsible for their care and well-being.

Another benefit of MoWARN: If an event is of a large enough scale, then eventually it will be declared an emergency by the governor. Once that occurs, any expense you incur is reimbursable, but, you must have clear and accurate records of your expenses. MoWARN will help you record this information because it will know when the resources were issued and returned, and what the resources were - in Federal Emergency Management Agency (FEMA) language. (FEMA doesn't call a bucket truck a bucket truck. To them; it's a truck, extendable boom, 15 feet, wheeled, etc.).

It should also be understood that there is a "WARN" in every state and in two provinces in Canada and growing. At this time, all the WARNs are working to tie together and become a National WARN to provide assistance during national incidents. In essence, this is already happening - as the state WARNs often contact each other to provide assistance, but it's now a matter of formalizing member agreements.

How does resource sharing work?

When you are a member of MoWARN, you are issued a username and password. If you need something, any time, it doesn't matter when or under what conditions, you can do one of two things: log in to find the resource you need and place a call to request the item and arrange for delivery. Or, contact MoWARN and they will do the footwork of connecting you to the resource you need. (You may be out of power and cannot get online to search).

If MoWARN membership is free, who runs MoWARN and how does it get paid? MoWARN is funded and maintained by Missouri Rural Water Association (MRWA). MoWARN is a separate entity from MRWA,

but MRWA has chosen to maintain MoWARN because it is beneficial for systems. MoWARN and MRWA work hand-in-hand to ensure that any system in Missouri needing help can get it through this partnership.

MRWA has its own equipment, including 100, 88, and 35 kilowatt generators, a portable motorized pump, and vehicles to transport and maintain them. MRWA has trained and competent staff who can handle almost any emergency and perform tasks such as connecting a generator. Getting a generator is one thing; properly and safely connecting it is another story. It takes specific knowledge to connect generators to wells and lift stations and one typically cannot use the local electrician. It is very easy to destroy pump motors, equipment, or even to electrocute someone-especially electric utility linemen who are trying to restore power!

Additionally, MRWA is an active member of SEMA's Business Emergency Operations Center. MRWA stands together with private and public businesses and nonprofit organizations. MRWA, along with MO WARN, plans and practices with SEMA to ensure that no one in need goes without help, and that help is executed in an efficient manner. MRWA and MoWARN also stand alongside the Department of Natural Resources to help identify true problems and an appropriate response to them.

MoWARN needs your system as a member. Without you, MoWARN's ability to provide assistance is that much weaker. Without you, MoWARN cannot help you. If you have any questions about MoWARN or MRWA's emergency response, contact Randy Norden at 417-988-9911, or visit www.mowarn.org.



Guidelines for Submitting a Discharge Monitoring Report (DMR)

Most permit holders of a Missouri National Pollutant Discharge Elimination System (NPDES) permit are required to submit a discharge monitoring report (DMR) to the Missouri Department of Natural Resources as specified in the facility's operating permit. The report serves as documentation of the facility's efforts in complying with the permitted effluent limitations, and is a signed certification of the performance of the facility that is relied upon not only by the department, but by the public as well. Submitting a complete, accurate and timely DMR is critical to avoiding unnecessary non-reporting violations. The following are general guidelines to assist permittees with submitting complete and accurate DMRs:

- The most important guideline is to read and become familiar with all the requirements of the permit.
- If the permit has interim and final limits, be aware of the date the final limits begin to ensure all parameters are sampled for and reported.
- Do not use a pencil to complete the DMR.
- If a mistake is made while filling out the DMR, mark one line through the error and initial next to it.
- Transfer all lab results to the DMR. Do not staple the lab results to the DMR without transferring the results to the DMR. The DMR will be considered incomplete unless the monitoring results are recorded and reported on forms provided by the department. A completed and signed form is required for legal certification purposes. An attachment can be removed or changed.
- Ensure an appropriate signature is on the DMR. If the DMR is faxed or emailed, the original DMR must be submitted to the department with an ink signature.
- Complete all calculations (e.g., monthly average, 30 day geometric mean, daily minimum, etc.). Be especially aware of this requirement if a monthly average or geometric mean is required (e.g., E. coli requires a geometric mean). A DMR will be considered incomplete if all columns and rows are not completed.
- Samples must be collected during the required reporting period. For example, if you are reporting data for 3rd quarter (July through September), at a minimum samples have to be collected within one of those months. If the sample is collected outside the reporting period (even by one day), it will not qualify for that reporting period and violations will be generated.

- If no discharge occurs during a reporting period, you must report this on the DMR submitted to the department by checking the appropriate box on the form or writing "no discharge" on the report.
- It is recommended that a sample be collected early in the reporting period to allow for correction of unanticipated issues. For example, a sample can be lost in shipping with no time to collect another sample. Collecting a sample early in the period may also allow for collection of additional samples and avoidance of effluent violations. If the facility was in compliance with a daily maximum limit, but not in compliance with a lower average limit, collecting an additional sample during the reporting period means it can be included in the average calculations. Please note additional sampling must occur in the same period as the violation occurred (e.g., if the weekly average is over the effluent limit, additional sampling would have to occur within the same calendar week. A monthly average over the effluent limits would require additional sampling to be conducted within the same calendar month).
- DMRs are normally due no later than 28 days after the end of the reporting period. It is recommended that you submit your DMR as soon as the data is available instead of waiting until the due date.
- If a known exceedance of effluent limits occurs, refer to Standard Conditions Part I for reporting requirements. Please be aware that Standard Conditions Part I was revised and made effective Nov. 1, 2013. Permits issued after Nov. 1, 2013 that reference the Nov. 1, 2013 Standard Conditions Part I are required to abide by the general conditions specified in the revised version; any permits issued prior to Nov. 1, 2013 reference the Oct. 1, 1980 Standard Conditions Part I.



Please review your permit to determine which version of Standard Conditions Part I is referenced. A copy of each Standard Conditions is available on the department's website at www.dnr.mo.gov/env/wpp/permits/index.html.

Missouri Water District Conducts Water Meter Test

PWSD #4 of Platte County installed radio read meters in 1999. As those meters are nearing their life expectancy, the district initiated a test to determine their choice for the next generation of meters in their district.

In order to conduct their test, PWSD #4 invited meter manufacturers to submit their meters for testing in a 12 month evaluation. Two manufacturers responded by submitting four new meters for evaluation.

A residence with normal monthly usage under 5,000 gallons was selected and the meters were plumbed in series in separate pits to ensure the same water went through each meter.

A key aspect of the test was to monitor a customer with average usage with an emphasis on low flows.

PWSD #4 would love to hear from other systems regarding their experience with the meters they use and how they performed their test. Contact PWSD #4 regarding test results at 816-858-2782 or send an email to Frank@platte4.com.

This article originally appeared in the SmallWaterSupply.org newsletter #123 Nov. 8, 2013.

New Video from Water Security Division



The Environmental Protection Agency's Water Security Division has posted a new video at <http://goo.gl/7pMJhh>, titled *Don't Get Soaked*.

The video features water and wastewater utility staff describing the benefits of investing in preparedness, prevention, and mitigation activities.

The target audience for the nearly 10 minute video is water and wastewater utility managers, board members, and elected/appointed officials.

The video asks if these officials and decision makers are prepared should the unexpected event occur and compromise or otherwise affect their infrastructure.

READINGS

			IPERL	SR11	A-stream	Neptune
Nov. 1			0	0	0	
Dec. 12		##	4117.000	4223.000	4192.000	
2013	January		5798.000	5372.000	5447.000	5396.000
	February		8852.000	8414.000	8488.000	8431.000
	March		10200.000	9700.000	9800.000	9700.000
	April		12667.000	12045.000	12046.000	11907.000
	May		13470.000	12830.000	12830.000	12693.000
	June		15000.000	14300.000	14200.000	14090.000
	July		18300.000	17700.000	17500.000	17300.000
	August		22500.000	21800.000	21700.000	21500.000
	September		25200.000	24500.000	24400.000	24000.000
	October		27600.000	26900.000	26900.000	26600.000
	November		28900.000	28100.000	28000.000	*
			Total Gallons	Total Gallons	Total Gallons	Total Gallons

* Neptune meter has failed - no reading on meter.

What is Flushable? A Public Education Opportunity

Public opinion still holds many misconceptions regarding what is and is not flushable. Even if it will flush, should it flush? That is the question; a question that is all too infrequently asked. Wastewater systems have an opportunity to reach out to customers and educate them about what is considered flushable. Just because a product is marketed as “flushable,” what do tests prove? The opportunity has arrived for wastewater systems to bring an entertaining and educational demonstration directly to their customers by providing the following web address on their monthly bills and inviting customers to take a clean look at what happens after the flush. Customers can visit <http://bit.ly/1euXj18> to learn more about what happens to “flushable items” after they’ve gone down the toilet.

Article originally appeared in SmallWaterSupply.org newsletter #123 Nov. 8, 2013.



2014 Bacteriological Sampling Calendars and Courier Locations

The 2014 bacteriological sampling calendars were mailed in December to all systems operating on a year-round basis. If you would like a copy of the 2014 sampling schedule, visit www.dnr.mo.gov/env/wpp/pdwb/sampling-schedule.pdf or contact Ellen Harrell at 573-751-1077 or by email at Ellen.Harrell@dnr.mo.gov.

As a follow-up to that mailing, the Department of Health and Senior Service’s courier has proven to be the most

reliable method of shipment back to the Missouri State Public Health Laboratory in order to meet the 30 hour holding time. To check for possible changes to courier pick up locations and times, visit www.dnr.mo.gov/env/wpp/pdwb/courier-list.pdf.

To check on the status of a public drinking water sample, you can now visit Missouri Drinking Water Watch at www.dnr.mo.gov/DWW/indexSearchDNR.jsp. Type in your water system name and hit “Enter.” Click on the PWS ID# link for your water system, then click the “TCR Sample Result” link at the top of the page to view bacteriological sampling history.

If you have any bacteriological monitoring questions, contact Scott Weckenborg at 573-526-1124 or by email at Scott.Weckenborg@dnr.mo.gov.

Additional sample bottles can be ordered anytime online by visiting www.dnr.mo.gov/env/wpp/labs/water-analysis.htm.

Early Stage 2 D/DBPR Warning Signs

The Stage 2 Disinfectants/Disinfection Byproducts Rule (D/DBPR) applies to every community or nontransient noncommunity public water system that has a disinfectant in their water, whether they produce it or buy it from another system. Every public water system will have to comply with locational running annual averages on its own. This new way of calculating compliance is much more stringent than the running annual averages used in the Stage 1 D/DBPR, which was the original rule regulating Total Trihalomethanes (TTHMs) and Haloacetic Acids (HAAs).

Every system that falls under the Stage 2 D/DBPR is now monitoring for TTHMs and HAAs, the two disinfection byproducts that are regulated, with maximum contaminant levels of 80 ug/L and 60 ug/L respectively. Compliance is based on averaging the results from each sample monitoring location. In most cases it will take a year of quarterly sample results to determine compliance; however, some of the early sample data is troubling.

When the Stage 1 D/DBPR kicked in for the small (less than 10,000 population) surface water systems in 2004, approximately half of them had violations for exceeding the maximum contaminant levels or for the treatment technique to reduce disinfection byproduct precursors. That number has been reduced significantly today largely due to the hard work of our dedicated water operators. However, early indications are that Missouri is going to experience a new set of challenges and significant noncompliance with the Stage 2 D/DBPR, especially in consecutive systems.

There are no easy answers to producing drinking water that will meet the Stage 2 D/DBPR requirements, but here are a few suggestions that may help:

1. If you don't already have an approved compliance monitoring plan, contact Eric Medlock of the Department of Natural Resources at 573-522-5028 for more information or email Eric.Medlock@dnr.mo.gov.
2. If you are part of a combined distribution system that uses chloramines as a residual disinfectant it is very important to communicate with the primary system when they are conducting a free chlorine burnout. Compliance samples should not be taken during this short period as the water is not representative of normal operating conditions and disinfection byproducts may be abnormally high. Free chlorine burnout is usually an annual event in systems that feed chloramines.
3. If you don't have a good flushing program in place, look into it. Many systems are hesitant to flush their distribution systems because of the cost or allocation amounts, but in addition to being a good operational practice to maintain good water quality, flushing will become more important to remain in compliance with Stage 2 D/DBPR.
4. If you're only monitoring chlorine residuals as required during routine bacteriological sampling, consider a different approach. Develop a plan to monitor residuals at locations and frequencies that will provide information on chlorine demand and water age. These two factors give indications of potential distribution system problems that contribute to increased levels of byproduct formation. Lack of flushing, inadequate flushing, organic deposition in water mains and increased water age, or low turnover within the system or storage can lead to high levels of disinfection byproducts.
5. If you're a consecutive system do you monitor daily chlorine residuals at the master meter for comparison with residuals within the distribution system? Do you monitor chlorine residuals in water entering and leaving your storage facility? Do you monitor low usage areas or dead ends within your system? Do you have current and historical data on chlorine residuals prior to and following flushing? What is the percentage of free chlorine to total chlorine residual?
6. If you maintain a chloramine residual do you monitor for monochloramine and free ammonia in addition to total chlorine? Do you have a unidirectional flushing plan and aggressively flush your system at least once per year if providing a free residual or during the switch over to free chlorine residual to conduct a system burnout if on chloramines? These operational controls

are important for meeting Stage 2 requirements and even more important to providing quality drinking water.

If you are a primary surface water system, and if you haven't optimized treatment and you sell water, time is running short. Your customers are counting on you to provide water that will play a large part in their ability to comply with locational running annual averages in their systems.

Who are you?



Operators, the work you do for your community is invaluable. The Operator Certification Section of the Missouri Department of Natural Resources would like to highlight operators around the state and the important work they perform.

Please take a moment to send us a paragraph and let us know who you are. Send your name, where you work, what you do for your system and any other important information you would like to share about yourself to the email address below. Each quarter a few submissions will be chosen and those operators will be highlighted in the *Water & Wastewater Digest*.

Accompanying photos or "selfies" would be much appreciated, or send us a picture of your favorite Missouri water scene and we'll include it with your information. Please send all submissions electronically to Jennifer.Lamons@dnr.mo.gov or by mail to Missouri Department of Natural Resources, Operator Certification Section, P.O. Box 176, Jefferson City, MO 65102. Hope to hear from you soon!

Consumer Confidence Report (CCR) Packet and Electronic Delivery of Customer CCR Available Online

Delivery of the Consumer Confidence Report, (CCR) must be sent "direct delivery" to customers. As a reminder for most systems, this can be implemented either by using paper CCR delivery or electronic delivery with a paper CCR option.

Beginning in 2013, community water systems were able to deliver their CCR to their customers electronically via the Internet. For electronic delivery, the Uniform Resource Locator (URL), also known as a Web address, must go directly to the full CCR for that year. Water systems are not required to use the department's URL but the CCR will be posted free of charge on our website.

If the water system is aware of a customer's inability to receive a CCR electronically, it must provide the CCR by other means allowed by the rule. Mandatory language must be used if electing to use the electronic delivery option on water bills, newsletters, etc. Additional information is available on the department's website at www.dnr.mo.gov/env/wpp/pdwb/ccr.htm.

Use of social media, such as Twitter or Facebook does not meet the electronic delivery criteria, as that requires the customer to gain membership to the Internet outlet. Other electronic issues that required systems to redo their CCR last year included incomplete URLs or a missing statement of how a CCR paper copy can be obtained.

Additional information and examples of electronic CCRs are in EPA's interpretive memo available online at <http://1.usa.gov/1bZCTZK> as well as the department's website listed above.

If you have any questions about this process, contact Eric Medlock at 573-522-5028 or Ellen Harrel at 573-751-1077 or by email at eric.medlock@dnr.mo.gov or ellen.harrell@dnr.mo.gov.

Changes are Coming for Permit Renewal Applications

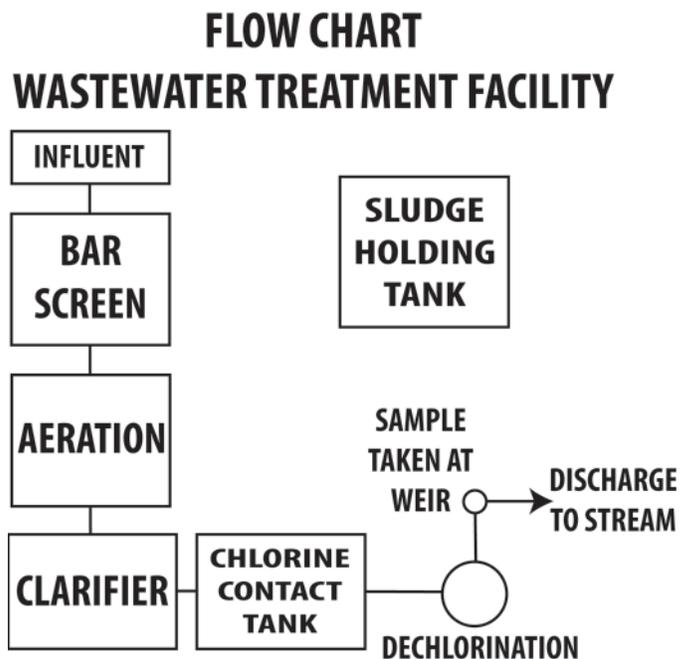
Traditionally, the Missouri Department of Natural Resources has accepted applications for permit renewal that were less than perfectly complete, as long as the permit writer felt sufficient information was included to process the application.

Often the department was able to search for the missing information in a file, or had first-hand knowledge of the facility. In the future, department staff has been

directed to be more stringent about accepting only complete applications.

When an applicant requests permission to operate a wastewater treatment facility, the department is required to establish limits and conditions in that permit that are protective of water quality and public health. As part of the request, the applicant describes what type of wastewater will be discharged, what treatment devices will be employed and other critical details. The larger and more complex the facility, the more information is required. Some of these details are often neglected on applications.

Details such as an up to date process flow diagram have been missing on some applications but will now be required. The process flow diagram can be hand drawn, and simply needs to reflect the major portions of the treatment facility.



If an incomplete application is received, applicants will be contacted for the missing information. But if information necessary to complete the application is not received by the deadline provided, the application will be returned.

Remember that failure to submit a complete application for permit renewal by the applicable deadline (180 days for site specific permits, 30 days for general permits) is a violation of the Missouri Clean Water Law.

Carefully read the application instructions and contact your local regional office if you need assistance.

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. 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 www.dnr.mo.gov/env/wpp/opcert/optrain.htm for an up-to-date list of approved operator certification courses.



Operator Certification and Training

Exam Date	Location	Filing Deadline
April 1	Department of Natural Resources 2040 W. Woodland, Springfield	March 2
	Department of Natural Resources 2155 N. Westwood Blvd., Poplar Bluff	
	Department of Natural Resources 1101 Riverside Dr., Jefferson City	
May 6	Department of Natural Resources 1709 Prospect Dr., Macon	April 6
	Department of Natural Resources 500 NE Colbern Road, Lee's Summit	
	Department of Natural Resources 1101 Riverside Dr., Jefferson City	
June 3	Department of Conservation Powder Valley Nature Center, Kirkwood	May 4
	Department of Natural Resources 1101 Riverside Dr., Jefferson City	
July 1	Department of Natural Resources 2040 W. Woodland, Springfield	June 1
	Department of Natural Resources 2155 N. Westwood Blvd., Poplar Bluff	
	Department of Natural Resources 1101 Riverside Dr., Jefferson City	

Regular wastewater examinations are scheduled for 9 a.m. and the water supply examinations are scheduled for 1 p.m., unless otherwise noted on the admission letter. For an application, visit www.dnr.mo.gov/forms/780-1089-f.pdf.

Water & Wastewater Digest Subscriptions

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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 _____

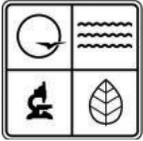
Daytime phone with area code _____

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

<http://www.dnr.mo.gov/env/wpp/opcert/oprtrain.htm>



MISSOURI DEPARTMENT OF NATURAL RESOURCES
Operator Certification Section
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Water & Wastewater Digest

SPRING 2014