

## Frequently Asked Questions

The answers to these questions reflect the most recent operator certification requirements for Other-than-Municipal (OTM) and Non-Transient, Non-Community (NTNC) water systems.

- **When must I have a certified operator managing my system?**  
All OTM and NTNC water systems are required to have a certified operator managing their system by **March 1, 2005**. Systems may choose to have their own certified operator or contract with a certified operator. The following website lists businesses that provide such services  
<http://dnr.wi.gov/org/water/dwg/opcert/opcertlist.pdf>
- **What happens if I do not have a certified operator by March 1, 2005?**  
If an OTM or NTNC water system does not have a certified operator or does not contract with a business that provides certified operator services by **March 1, 2005**, the Department of Natural Resources will begin enforcement action.
- **What continuing education training courses are being offered?**  
The Department of Natural Resources has started a bidding process to begin a new contract for continuing education training courses. The training courses offered by this new contract will address regulatory topics. Systems will be notified when training becomes available. You also have the option to review the list of courses that Wisconsin Rural Water Association offers at <http://www.wrwa.org/workshops.html/> or area technical colleges. At this time, most credits related to your work (other than health and safety-related) will be accepted. Health and safety-related cannot be used for continuing education credits. The initial training prior to the exam cannot be used for continuing education credits. Continuing education credits may be obtained in a number of different ways including attending professional organization meetings (e.g. CLEAR, Wisconsin Rural Water Association, Wisconsin Water Association), water supply related courses, EPA and DNR sponsored training courses, in-house and self-study courses, and courses offered by technical colleges, universities, etc.
- **What else do I need to know about Continuing Education Training courses?**  
Please remember to ask for (if it isn't offered) a slip of paper indicating you took the continuing education training course, the number of credits you received with the date(s) you attended. This information needs to be sent to the Wisconsin Department of Natural Resources: **Operator Certification, SS/WB, PO Box 7921, Madison Wisconsin 53707**.
- **When will the exam be offered again?**  
Exams for OTM and NTNC water systems will be held again in May 4 and November 2, 2005. List of Small Water System Operator Certification exams location and application:  
[http://www.dnr.state.wi.us/org/es/science/opcert/3400-66\(3\).pdf](http://www.dnr.state.wi.us/org/es/science/opcert/3400-66(3).pdf)  
The Department of Natural Resources is also investigating the idea of additional testing opportunities.
- **How do I obtain an application for an exam?**  
An application for Small Water System Operator Certification exams may be found at [http://www.dnr.state.wi.us/org/es/science/opcert/3400-66\(3\).pdf](http://www.dnr.state.wi.us/org/es/science/opcert/3400-66(3).pdf)  
Completed applications should be mailed to: **Wisconsin DNR, SS/WB, PO Box 7921, Madison, Wisconsin 53707-7921**.
- **Is there a fee to take the Small Water System Operator Certification exam?**  
Yes. The fee is \$25. Include payment with the completed application and send both to the **Department of Natural Resources, SS/WB, PO Box 7921, Madison, Wisconsin 54707-7921**.
- **How do I renew my certification?**  
Your certification must be renewed every 3 years by submitting proof of 6 hours of continuing education credits and paying a renewal fee of \$45 to the Department of Natural Resources. The renewal fee should be sent to: **Operator Certification, SS/WB, PO Box 7921, Madison, WI 53707**.

- **Other important information**
  - Peggy O'Donnell, Natural Resources Program Specialist, has coordinated operator certification renewal information, examinations and continuing education information for 15 years. She has retired from the Department of Natural Resources and Mary Wagner (608) 266-0498, [Mary.Wagner@dnr.state.wi.us](mailto:Mary.Wagner@dnr.state.wi.us) is now the contact person working in that position.
  - As you already know, the Operator Certification Coordinator position in the Bureau of Drinking Water and Groundwater was vacated in December 2004. We hope to be able to fill that position with a full-time employee soon. Until that happens, Margie Damgaard ([Marjorie.Damgaard@dnr.state.wi.us](mailto:Marjorie.Damgaard@dnr.state.wi.us) phone: (608) 266-0738) is assisting with many of the responsibilities.
  - **Who should you contact with questions?**  
Both Mary Wagner and Margie Damgaard can help to answer your questions regarding examinations, renewals, continuing education credits, etc.
- **Additional questions?**  
Please visit our website <http://dnr.wi.gov/org/water/dwg/OpCert/OpCertIndex.htm> here you will find more information about the Operator Certification Program, links to businesses who provide certified operator services, newsletters, related organizations and answers to frequently asked questions.