

STATE OF COLORADO

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Dedicated to protecting and improving the health and environment of the people of Colorado

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Colorado Department
of Public Health
and Environment

OPERATOR CERTIFICATION PROGRAM ANNUAL REPORT: 2008-2009

STATE OF COLORADO

SUBMITTED BY:
COLORADO WATER AND WASTEWATER FACILITY
OPERATORS CERTIFICATION BOARD
AND
WATER QUALITY CONTROL DIVISION

SUBMITTED TO:
DRINKING WATER/OPERATOR CERTIFICATION
REGION VIII
ENVIRONMENTAL PROTECTION AGENCY

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General Introduction

This annual report is presented by the Colorado Department of Public Health and Environment, Water Quality Control Division, and the Water and Wastewater Facility Operators Certification Board, to the Environmental Protection Agency, Region VIII, Operator Certification Program Office, in fulfillment of the requirements of the Safe Drinking Water Act. This report covers the period May 1, 2008 through April 30, 2009.

Although the State of Colorado requires that all public water systems, including transient non-community systems, and most domestic and industrial wastewater systems be under the supervision of an appropriately certified operator, the material in this report will present data related to those systems regulated under the Safe Drinking Water Act – community and non-transient non-community water systems. For completeness, some of the information presented will include all systems regulated under Colorado statute. Such instances will be clearly noted in the text of the report.

The report details the State of Colorado's compliance with the nine major program components outlined in the "Final Guidelines for the Certification and Recertification of the Operators of Community and Non-Transient Non-Community Public Water Systems" as published in the Federal Register on February 5, 1999. The State of Colorado's Operator Certification Program was approved as consistent with these guidelines on June 22, 2001.

For information or to obtain additional copies of this report, contact:

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Section One Regulatory Changes

The Water and Wastewater Facility Operators Certification Board (“the Board”) adopted one substantive amendment to The Water and Wastewater Facility Operators Certification Requirements, 5 CCR 1003-2 (“Regulation 100”) during the 2008-2009 reporting period. The amendment was adopted at a rulemaking hearing on April 28, 2009 and will become effective September 30, 2009. The Attorney General’s certification has not yet been issued for this rule. The full text of the amendment is presented in Attachment 1 of this document. The amendment is summarized below.

Amendment to Regulation 100, adopted April 28, 2009.

Exemption of Certain Industrial Wastewater Activities from the Certified Operator Requirement – sections 100.2 and 100.6

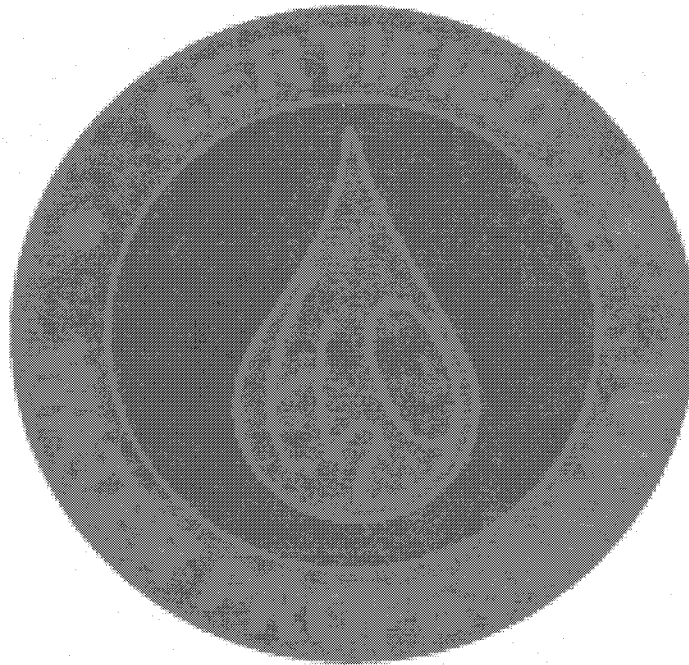
In response to an initiative by the Colorado Stone, Sand and Gravel Association, the Colorado Legislature adopted legislation allowing the Water and Wastewater Facility Operators Certification Board (“the Board”) to exempt certain classes of industrial wastewater activity for the requirement of direct supervision by a certified operator. The legislation, also known as House Bill 1073, permitted an exemption on the basis of simplicity of treatment (i.e., passive treatment), minimal danger of environmental impact, discharges of limited duration and similar considerations.

In order to implement the legislation, the Board divided permitted industrial wastewater facilities into two categories. Class 1 facilities are required to be under the direct supervision of an appropriately certified operator. Class 2 facilities are either specifically exempted from the certified operator requirement in the regulation or they may apply to the Board for exemption upon a showing that all discharge permit requirements can be met utilizing only passive treatment and that the facility has designated a “responsible person” to supervise activities associated with the facility’s wastewater discharge.

Designation of Certified Operators as “Certified Water Professionals”

At its February 2009 meeting, the Board approved a resolution designating all certified operators in Colorado as “Certified Water Professionals”. This designation, CWP, may be used by certified operators following their name as an indication of their professional status. The designation will appear on all newly issued and renewed certificates and each certified operator in the state has been given a lapel pin symbolizing their professionalism. The pin is shown below.

It is hoped that this designation will help certified operators receive the professional recognition they deserve – both from the public and from their employers and clients. Preliminary response to the designation from operators has been overwhelmingly positive.



Section Two

Resources

The Water and Wastewater Facility Operators Certification Board (“the Board”), appointed by the Governor of Colorado is the Program’s governing body. The Board consists of nine voting members, representing a variety of water and wastewater interests, and one ex-officio representative of the Water Quality Control Division. The current Board roster is appended as Attachment 2.

Contracts have been executed between the Board and Colorado Environmental Certification and Testing, Inc. (“CECTI”) and between the Board and the Colorado Water Distribution and Wastewater Collection Systems Certification Council (“the Certification Council”). These two groups are responsible for administering certification examinations, renewals, reciprocity, and certification-related record keeping functions on behalf of the Board.

The Water Quality Control Division acts as staff and policy advisor to the Board and is responsible for compliance assurance and for investigating and recommending disciplinary action to the Board.

Personnel:

The State of Colorado is directly involved in day-to-day program supervision, enforcement, compliance assurance, disciplinary action, and the provision of staff support and policy guidance to the Board. The Division of Administration of the Colorado Department of Public Health and Environment provides an administrator (Mr. Paul Frohardt) and half-time administrative assistant (Ms. Heather Timms) to the Board. The Office of the Attorney General has assigned a staff attorney (Ms. Annette Quill) to assist the Board with legal issues.

The Water Quality Control Division (“WQCD” or “the Division”) staffs the Facility-Operator Program, to which one full-time Program Lead (Ms. Betsy Beaver) is assigned. The program is also supported by a full-time Environmental Protection Specialist (Ms. Lori Billeisen). The program is responsible for compliance assistance, compliance assurance and enforcement activities related to facilities; for initiating disciplinary actions related to operators; for providing policy guidance to the Board; and for coordinating operator certification with the other activities of the Division.

Other sections within the Water Quality Control Division also take an active role in the efforts of the program. The Engineering Section routinely consults with the program on aspects of sanitary surveys and design approvals that are relevant to the certified operator requirement. The database resources of the Division are available to the program, and the enforcement work group regularly assists the program in gathering the data necessary for compliance-related actions.

CECTI and the Certification Council each provide a committee of volunteer members who oversee the administrative aspects of their contract with the Board. The governing board of CECTI is composed of nine members, three appointed by each of the following professional

groups – the Rocky Mountain Section of the American Water Works Association, the Rocky Mountain Water Environment Association, and the Colorado Rural Water Association. The Certification Council is composed of 20 water distribution and wastewater collection system operators who have demonstrated expertise and experience in the field. The 2008-9 CECTI and Certification Council rosters are appended as Attachment 3.

Each of these groups provides sub-committees of experienced operators, who serve as subject-matter experts. These committees make substantive decisions, which can be appealed to the Board, on such matters as the evaluation of examination applications, reciprocity requests, and training unit approvals.

Members of CECTI and the Certification Council also work with the Association of Boards of Certification (“ABC”) on the formulation and administration of validated examinations. (ABC is the national certification association, which provides validated certification examinations to 44 states, including Colorado.) Members of each group are active on a variety of ABC committees. Mr. Gayle Lammers of CECTI and Mr. Bill Giannetti of the Certification Council serve on ABC’s Industrial Wastewater Validation & Examination (“V&E”) Committee; Mr. Ray Olson, General Chairman of the Certification Council is a member of the Water Distribution V&E Committee; and Mr. Richard Platt of the Certification Council is a member of the Wastewater Collection V&E Committee. Mr. John McEncroe of the Board and of the CECTI water examination committee is actively involved in ABC’s project to standardize water treatment facility classifications; and Mr. Kevin Kirkpatrick of CECTI is a member an ABC group examining the possibility of developing reciprocity agreements within the various EPA regions. Additionally, the Certification Council donated their entire bank of questions on water distribution and wastewater collection to ABC for validation and use on ABC examinations.

CECTI and the Certification Council each report to the Board monthly and present substantive written analyses after each certification testing cycle. The 2008 Annual Report of CECTI and the Certification Council is appended as Attachment 5.

The day-to-day administration of the certification aspects of the program is handled by the Operator Certification Program Office (“OCPO”). OCPO is a private subcontractor to both CECTI and the Certification Council. OCPO is available to operators by telephone, fax, email, and office visit during normal business hours. The OCPO office recently moved to a location closer to the Division and Board offices. The new office space is larger and more convenient and was obtained at a cost less than OCPO’s former office space. OCPO may be reached at:

Operator Certification Program Office
2170 South Parker Road, Suite 290
Denver, Colorado 80231
303-394-8994
FAX: 303-394-3450

OCPO is the primary contact point for operators with questions or issues regarding certification. The OCPO staff has become increasingly well-trained and is capable of dealing with most

certification issues. Complex issues or issues related to compliance are referred to the WQCD Facility-Operator Program.

Database Development:

Operator Certification Database. OCPO tracks each operator's certification status by means of an Access database that lists more than 11,000 individuals who have taken certification examinations. The database tracks each operator's contact information, current and past certifications, examination data, renewal data and disciplinary status. A portion of the administration fee charged each certified operator funds the maintenance of the database. Updated versions of the database are made available as needed to the Board and to the Division on a "read-only" basis.

To ensure that the information maintained for each operator is accurate, OCPO makes a general mailing to all operators each year in April. Operators are provided with an opportunity to update and correct database information. The 2009 mailing included information on the changes to renewal procedures, website and application deadline information, and current information the program's fee structure. The 2009 mailing also included a CWP lapel pin for each operator (see Section One). The operator response to the annual letter is very high, and the information in the OCPO database is considered both current and reliable.

The annual OCPO letter also asks operators to indicate whether they act as operator in responsible charge for any water systems. This information is forwarded to the Division for verification and inclusion in the Division's System/Operator database.

System/Operator Database. Data collected by the Division for public water systems, as well as for permitted domestic and industrial wastewater systems, (system contact information, operator in responsible charge designations, and system classifications) are housed in a database that bridges the operator certification database and the Division's existing public water system database (SDWIS). The System/Operator database was developed by Division staff, can easily be updated, and allows the Division to track system compliance with operator certification requirements. Information in this database provides a baseline for judging progress toward full compliance with the basic requirement that each public water system and that each domestic and industrial wastewater system be under the supervision of an appropriately certified operator.

The database is updated daily with information provided by operators and systems. In addition to basic contact information, the database keeps information on the compliance status of each water system, milestone dates, and notes on on-going compliance efforts. This database currently lists 2,924 systems, of which 926 are community water systems; 179 are non-transient non-community water systems; 788 are transient non-community water systems; the remainder are domestic and industrial wastewater systems.

This database resides in the Division and may be accessed only by the Facility-Operator Program. Selected information from the System/Operator database is made available to other

sections within the Division by means of a spreadsheet that contains non-sensitive information on the compliance status of systems. This spreadsheet is updated whenever the database is updated. An updated version of the spreadsheet is posted to the Division intranet each month, more often if necessary. Separate spreadsheets are maintained in order to track the status of Transient Non-Community water systems and for enforcement proceedings.

A recently developed tracking technique has made several significant improvements in the program's ability to follow up on the progress water systems are making toward meeting the certified operator requirement. Program staff have become more expert in manipulating the Access database, and newly developed queries enable the rapid utilization of a variety of data reports. Because of the ability to utilize complex queries, the Program can now provide a variety of specialized system-operator information to other sections within the Division. The Program is now better able to identify problem areas – either by geography or by system type.

An additional improvement in data collection is envisioned when the Division's Drinking Water Program initiates an electronic entry system for collecting drinking water inventory information. When this system is introduced, it will allow the electronic entry of system contact and operator information. This information will then be automatically routed to both the drinking water and facility-operator programs. The full implementation of this system is expected in the near future.

Other Resources – Water Quality Control Division:

The Enforcement Group within the Division's Compliance Assurance and Data Management Section works with the Facility-Operator Program on enforcement matters. Enforcement orders issued to systems for monitoring, reporting or standards violations are routinely forwarded to the program. The program forwards copies of these documents to the operators in responsible charge of the systems. This is done (1) because the operator often does not receive these documents from the system ownership in a timely manner; and (2) items specifically under the control of the operator are highlighted and the operator is required to describe his/her actions to correct the noted deficiencies.

Effective this year, the Enforcement Group will also receive enforcement referrals from the Facility-Operator Program. This will ensure that all enforcement orders issued by the Division are uniform in format and that they are administered under the same set of procedures. The Facility-Operator Program will develop the necessary background for the issuance of the enforcement order and will recommend the appropriate civil penalty. This arrangement should streamline the enforcement process and result in an efficient use of program staff.

The Division's Engineering Section ("Engineering") provides technical advice on facility classification to the Facility-Operator Program. This section also alerts the program to potential and actual operational problems within systems and assists in the investigation and documentation of operator misconduct. Engineering assists in the identification of problems with respect to operator issues. These issues are discussed in open forum at general meetings of the Engineering Section. Engineering also provides valuable input and insight as policy recommendations for Board consideration are developed.

There is a close working relationship between the Facility-Operator Program and the Division's Capacity Development Program. These two groups work together, in cooperation with outside groups, to provide assistance to systems that have financial and technical difficulties. The Capacity Development Program has developed the work plan for Operator Training and Certification Expense Reimbursement Grant ("ERG"). The ERG work plan has been revised, and the Facility-Operator Program is assisting the Capacity Development group with grant implementation.

Expense Reimbursement Grant:

Direct reimbursement for certification costs. The grant continues to provide reimbursement for the direct costs of certification – application, examination and administration fees – to all successful water treatment, water distribution, and small water system certification candidates who serve systems with a population less than 3,300 persons. The reimbursement is available to individual operators or to systems.

This phase of the ERG program was implemented in February 2003 and is on-going. All eligible water systems were notified of the availability of the program. Additionally, grant eligibility announcements are distributed at meetings, training sessions, and through the Colorado Rural Water Association. The reimbursement program is active and utilized by operators from small systems throughout the state.

Establishment of an operator training/resource library. Funded under the ERG grant, the library is a cooperative project of the American Water Works Association (for materials) and the Colorado Rural Water Association (for physical space and administration). The current collection numbers over 325 videos and books. Materials from the library are made available to eligible systems on a no cost basis. The library catalog is posted on the Colorado Rural Water website. Operators can access the collection in person, by telephone or e-mail for pickup, by mail, or by inter-library loans. For operator convenience, arrangements have been made so that materials may be picked up at and returned to local public libraries.

The library continues to be a valuable resource for operators throughout the state. Discussions are underway with the Colorado Rural Water Association in order to determine if additional funds are necessary.

Development of Internet-capable training modules and/or testing opportunities. The increasing accessibility of and use of computers and the Internet have made Internet training and testing highly desirable. ABC has developed on-line certification examinations. The examinations are now available to states. OCPO and the executive Boards of CECTI and the Certification Council submitted a grant proposal to begin on-line testing in Colorado with a pilot program in the Fall of 2006. This proposal was funded in 2006. The pilot project established remote sites for the administration of certification examinations at public libraries in several rural communities in both eastern and western Colorado. Feedback has been overwhelmingly positive. A new proposal to further expand the reach of on-line testing has been submitted to the Capacity Development Program.

Expansion of the availability of training in rural areas. The effort to expand the availability of training to operators and water systems in rural Colorado is principally coordinated by the Colorado Rural Water Association. Colorado Rural Water submitted a proposal for the funding of a mobile training laboratory ("MTU"), which can bring hands-on experience with state-of-the-art technology to rural operators. The Division submitted a revised work plan to EPA in spring of 2007; final funding was approved in early 2008; and the MTU is now operational.

The MTU consists of a large trailer and tow vehicle outfitted with equipment commonly used in water treatment and distribution applications by small systems. The grant also includes funding for an instructor. The instructor is Kevin Kirkpatrick, an "A" operator in water treatment and laboratory specialist, formerly with the City of Lafayette, Colorado. After the first three-years, it is anticipated that Colorado Rural Water will support the effort using its own resources or with funding from other sources.

The MTU has already proven to be an invaluable resource, serving as an emergency command center during the salmonella contamination episode in Alamosa, Colorado during March and April of 2008. See Attachment 4.

A separate, more detailed report on the ERG grant work plan and status has been filed separately by the Capacity Development Program.

Outreach:

Water Quality Control Division. The Facility-Operator Program cooperates with the Rocky Mountain Section of AWWA to provide seminars that include information on operator practice, professionalism, ethics, and certification requirements. AWWA sponsors monthly training seminars for operators at locations across the state. Ten such seminars are offered annually. An estimated 600 operators attend these seminars each year. During 2008-9, the Division's Facility-Operator staff is presenting a talk at each seminar on ethics and professionalism, as well as updated certification-related information.

The Program has presented both ethics and certification regulation seminars at a variety of Colorado Rural Water Association training sessions, at the Boulder and Leadville training schools, and to several water and wastewater utilities. Division personnel have presented material on specialized topics and maintained an informational booth at the Colorado Rural Water Association Annual Conferences in Colorado Springs and Grand Junction. These two conferences attract both operators and managers from small systems throughout the state.

Water and Wastewater Facility Operators Certification Board. The Board holds its February meeting each year in Colorado Springs at the Colorado Rural Water Association Conference. During this meeting, the Board schedules topics of interest to operators in addition to its regular agenda. An extended period of time is also made available for public input.

The Board also provides a website that contains certification information, application forms, regulation and policy updates, minutes of Board meetings, training opportunities, and other

information. The Board website address has been simplified to make it more accessible:
www.cdphe.state.co.us/op/ocb.

OCPO. OCPO has 3 full-time staff members assigned to the Operator Certification Program. OCPO also maintains a dedicated telephone line for the program. Telephones are answered during normal business hours. The OCPO staff is present at each examination site to take care of administrative matters relative to operators' records and to facilitate examination procedures. OCPO also maintains a website with links to the Board website and with other information. The OCPO website is www.ocpoweb.com. This website contains examination schedules and application materials, renewal and reciprocity applications, a searchable database of training opportunities for operators, current news items of interest to the profession, recent examination results, and links to other websites of interest. It is also the site for electronic submission of courses for training unit approval. OCPO continues with the development of an on-line application procedure for certification examinations.

Section Three

Certification Examinations

Introduction:

The initial certification process is administered for the Board by its two contractors. Water and wastewater treatment examinations are administered by CECTI. Water distribution and wastewater collection examinations are administered by the Certification Council. Prior to 2001, the Certification Council administered the voluntary certification program for water distribution and wastewater collection operators. These two contractors, through OCPO, also administer the certification renewal program, the reciprocity program and the certified operators' database. The 2008 Annual Report of CECTI, the Certification Council and OCPO are appended to this report as Attachment 5.

Examinations:

Water and Wastewater Treatment: Examinations for water and wastewater treatment certification as well as Small Systems certifications are offered during two examination cycles each year. The Spring cycle offers examinations at a variety of locations between mid-January and the end of April. The Fall cycle offers examinations between mid-July and October.

The availability of treatment examinations has gradually been increased. This past year there were six sites available for the Fall examinations (Longmont, Alamosa, Durango, Grand Junction, Leadville, and Pueblo West) and seven sites available for the Spring examinations (Boulder, Broomfield, Colorado Springs, Fort Morgan, Denver, Pueblo West, and Rifle). In the future, examinations at Durango and Alamosa will be offered every other year in order to maintain geographic coverage while minimizing costs.

Water Distribution and Wastewater Collection: Certification examinations for water distribution and wastewater collection as well as for Small Systems are offered at several locations several times a year. Examinations are offered in May at Longmont, Montrose and Pueblo, and in November at Boulder and Montrose. Additionally, all levels of distribution and collection examinations are offered at the Colorado Rural Water Conference in February and October and following the Leadville operators' school in July.

Examination Source. All examinations are provided by the Associated Boards of Certification (ABC) testing program. All treatment examinations are prescriptive examinations and have a difficulty level which is set above that of the standard ABC examination. Collection and Distribution examinations are ABC standard, multi-entry level examinations.

Examination Data:

Treatment Examinations:

Fall Cycle 2008:

Examinations were offered at Leadville, Alamosa, Durango, Pueblo, Grand Junction, and Boulder.

Data: All Categories
708 applications received
689 applications approved
615 examinations taken
337 examinations passed

Water Treatment
314 examinations taken
174 examinations passed

Wastewater Treatment
301 examinations taken
163 examinations passed

Spring Cycle 2009*:

Examinations were offered at Pueblo, Colorado Springs, Boulder, Broomfield, Fort Morgan, and Rifle.

Data: All Categories
761 applications received
727 applications approved
*635 examinations taken
*409 examinations passed

Water Treatment
*323 examinations taken
*245 examinations passed

Wastewater Treatment
*312 examinations taken
*164 examinations passed

*Results from the final spring examination are not available at this time.

Fall Cycle 2009:

Examinations will be offered at Leadville, Pueblo, Grand Junction, Durango and Denver. Applications are currently being accepted for these examinations.

Distribution and Collection Examinations:

Spring Cycle 2008:

Examinations were held at Longmont, Montrose and Pueblo.

Data: All Categories (including Small System)

745 applications received

737 examinations taken

376 examinations passed

Water Distribution

436 examinations taken

183 examinations passed

Wastewater Collection

266 examinations taken

170 examinations passed

Small System (water and wastewater)

35 examinations taken

23 examinations passed

Fall Cycle 2008:

Examinations were held in August at Leadville and in November at Boulder and Montrose.

Data: All Categories (including Small System)

670 applications received

571 examinations taken

303 examinations passed

Water Distribution

350 examinations taken

166 examinations passed

Wastewater Collection

197 examinations taken

120 examinations passed

Small System (water and wastewater)

24 examinations taken

17 examinations passed

Spring Cycle 2009:

Examinations are scheduled in May at Longmont, Montrose and Pueblo and in July at Leadville. The Certification Council is offering a one day seminar on advanced topics in distribution and collection prior to the Pueblo examination. This training opportunity for higher level operators was introduced in May 2007. The seminar continues to be well-attended.

Summary:

Since the adoption of Regulation 100 in 2001, a total of 5,937 operators have qualified for new or upgraded certifications in water distribution (3,364) and wastewater collection (2,573); a total of 4,925 operators have qualified for new or upgraded water treatment (2,852) and wastewater treatment (2,073) certifications. The Small Water Systems certification, which combines water treatment and water distribution for operators of small systems, first became available under the new program. Since then, 710 operators have qualified for the Small Water System certification.

Table 1: Number of Certification Examinations Passed Since 2001
***(final Spring 2009 results not yet available for treatment examinations)**

| | 2001- 2002 | 2002- 2003 | 2003- 2004 | 2004- 2005 | 2005- 2006 | 2006- 2007 | 2007- 2008 | 2008- 2009 | Totals |
|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------|
| Water Treatment | 495 | 310 | 292 | 369 | 305 | 353 | 391 | 337* | 2,852* |
| Water Distribution | 644 | 370 | 418 | 491 | 321 | 331 | 441 | 348 | 3,364 |
| Small Water System | 129 | 96 | 75 | 113 | 63 | 65 | 117 | 52* | 710* |
| Wastewater Treatment | 201 | 262 | 186 | 286 | 255 | 266 | 277 | 340* | 2,073* |
| Wastewater Collection | 507 | 243 | 336 | 380 | 211 | 298 | 308 | 290 | 2,573 |

Table 2: Total Number of Active Certifications by Category

| Category | Total Active Certifications | 2008 by Exam | 2008 by Reciprocity |
|-----------------|--|-------------------------|------------------------------------|
| Water "A" | 740 | 49 | 2 |
| Water "B" | 239 | 33 | 4 |
| Water "C" | 573 | 70 | 5 |
| Water "D" | 803 | 149 | 2 |
| Small Water | 417 | 16 | -- |
| TNC | 81 | 56 | -- |
| Distribution 4 | 888 | 84 | 2 |
| Distribution 3 | 33 | 27 | 2 |
| Distribution 2 | 532 | 94 | 2 |
| Distribution 1 | 1,089 | 205 | 2 |

Section Four

Certification Renewal and Training

Introduction:

The Colorado Operator Certification Program requires that operators renew their certification every three years. In order to renew a certification, an operator must demonstrate the completion of approved training units. The number of training units to be completed depends upon the level of certification. Training units are approved, on behalf of the Board, by CECTI and the Certification Council. All approved courses are listed on the Board's website and on the OCPO website, www.ocpoweb.com. The listings include course dates, contact information and the number of training units in each discipline for which the course is approved. Opportunities for operator training are provided by private individuals, by private and state institutions, by professional organizations, and by individual municipalities and districts.

Renewals: During 2008, a total of 1,889 certifications were renewed.

Training Opportunities. The OCPO website, www.ocpoweb.com, gives operators a powerful search tool for training identification. Operators may search this website by course date, location, keyword, category, etc. Search results are displayed in summary form. The operator can click on courses that seem feasible and display detailed information on the course. This website has made the process of course identification much simpler and more flexible.

The website has also simplified and accelerated the approval process for training units. Course providers may now apply for approval by submitting all material on a secure website. The material is then reviewed and rated by the approval committee electronically. The approved course and the training units assigned to it are then transmitted to OCPO for posting. This innovation has reduced the time for course approval from 60-90 days to less than two weeks.

Current Data:

Table 3 below illustrates the on-going availability of continuing education classes approved for credit toward certification renewal.

Table 3: Availability of Continuing Education Opportunities by Training Type and by Year

| | Offered on Specific Dates | Offered on Multiple Dates | Web-based or Correspondence |
|--------------|---------------------------|--|-----------------------------|
| 2008 to date | 33 | 141 | 87 |
| 2007 | 112 | 250 | 114 |
| 2006 | 122 | 193 | 121 |
| 2005 | 100 | 251 | 133 |
| 2004 | 162 | 306 | 227 |
| 2003 | 199 | 251 | 167 |
| 2002 | 283 | 213 | 45 |
| 2001 | 201 | 115 (incl. web-based and correspondence) | — |

One issue that continues to be a problem for operators is that training providers, in spite of the efficiency of the approval process, do not submit their courses for approval prior to the courses being offered. This restricts the selection for the operators looking for training opportunities. The OCPO office is actively encouraging trainers to submit their material in a timely manner.

Many training opportunities provide credit in more than one field. For example, a course on regulatory requirements might give credit in all fields, while a course on turbidity meters might receive credit only for water treatment. Other courses, like computer programming, are of general use but may not provide training specific to operational activities. Such courses are approved for supplemental credit. An operator applying for renewal must have at least one-half of his/her training within the specific field of the certification being renewed; the other half of the training requirement may be met by any approved course.

Section Five

Compliance Status of Public Water Systems Regulated Under the Safe Drinking Water Act

Classification of Facilities:

Each public water system has a dual classification – one for water treatment and one for water distribution. Treatment classifications are based primarily upon the complexity of the treatment process(es) utilized by the system. The process-based treatment classification is then scaled upwards as the size of the system increases. Distribution classifications are based primarily on size. Distribution systems with additional complexity may be classified at a higher level on a case-by-case basis.

The Division's Engineering Section and Permits Section review classifications as each facility is inspected or as its permit is renewed. Final decisions and confirmation of classification changes are the responsibility of the Facility-Operator Program. Each facility classification is matched with its designated operator's certification level by means of the system/operator database (see Section 2: Resources).

Compliance Status:

Water Treatment: Under the provisions of the Safe Drinking Water Act, all community and non-transient non-community public water systems must be under the supervision of an appropriately certified operator. In addition to the federal requirement, Colorado requires that all transient non-community public water systems have a certified operator.

There are currently 926 community water systems, including consecutive systems, and 179 non-transient non-community water systems in the system/operator database. Of these 1,105 systems, 1,061 systems (96%) are currently under the supervision of a water treatment operator certified at the appropriate level. An additional 31 systems (2.8%) are operating under a valid compliance schedule that requires them to be under the supervision of a certified operator by a specified date. The remaining 13 systems (1.2%) are not in compliance with the fundamental operator certification regulation. The number of systems without a certified operator has decreased by 50% since the last report. Summary charts showing current system compliance with the certified operator requirement are shown in Attachment 6.

The total number of systems under regulation is gradually increasing, as is the relative number of systems meeting the certified operator requirement. A pre-enforcement analysis is currently underway to identify community water systems, which are chronically out of compliance. The table below illustrates the trend in system compliance since the 2004-5 reporting period:

**Table 4: Community Water Systems:
Comparative Compliance Data**

| | # of systems | # compliant or with valid compliance schedule | # not in compliance | % compliant or with valid compliance schedule |
|-----------|--------------|--|------------------------|--|
| 2008-2009 | 926 | 914 | 12 | 98.7% |
| 2007-2008 | 902 | 880 | 22 | 97.5% |
| 2006-2007 | 901 | 853 | 48 | 95% |
| 2005-2006 | 906 | 845 | 61 | 93% |
| 2004-2005 | 895 | 804 | 91 | 91% |

**Table 5: Non-Transient Non-Community Water Systems:
Comparative Compliance Data**

| | # of systems | # compliant or with valid compliance schedule | # not in compliance | % compliant or with valid compliance schedule |
|-----------|--------------|--|------------------------|--|
| 2008-2009 | 179 | 178 | 1 | 99.5% |
| 2007-2008 | 171 | 168 | 3 | 98% |
| 2006-2007 | 178 | 173 | 5 | 97% |
| 2005-2006 | 165 | 161 | 4 | 97% |
| 2004-2005 | 161 | 137 | 24 | 80% |

Non-Transient Non-Community Systems. The 2004 annual report noted a significant concern about the number of schools and day-care centers (all of them non-transient non-community systems) that were not under the supervision of a certified operator. The Division has focused its compliance efforts in this regard. Of the 71 schools and day-care centers in the state that are also public water systems, 70 are now in full compliance and 1 is operating under a valid compliance schedule. An area of continuing concern is the rapid growth of “man-camps” associated with the oil and natural gas industry in western Colorado. The potable water for many of these camps is provided by water delivery services (i.e., trucked-in water). The Division has developed a representative inventory of these camps and has also developed guidelines, including the necessity for certification for the water haulers who serve the camps.

Geographic Distribution of Compliant Water Systems. Charts showing the compliance status of water facilities within each county in Colorado for the past five reporting periods are appended in Attachment 7. “In” facilities are considered to be those to be operating either with fully certified operators on staff or under contract or with a valid compliance schedule in place. Each type of public water facility is shown with the number of “in” systems and the number of “out” (no operator) facilities for each county. For example, Adams County currently has 39 community water facilities, 39 of which are “in”. The number in parentheses shows that 2 of the 39 facilities are operating on a compliance schedule. This result is tabulated in the first two columns of the “Community Water System” chart. Similar data for the 2007-8, 2006-7, 2005-6 and 2004-5 periods are shown in columns to the right of the current year. Statewide totals are shown at the bottom of each chart. These data include both water treatment and distribution.

With a few exceptions, it will be noted that the degree of non-compliance is rather evenly distributed across the state. The Division believes that the overall non-compliance rate of 2-5% is a practical minimum; however, preliminary analyses indicate that there are a few systems chronically out of compliance. Therefore, there still remains room for improvement in the overall compliance rate. The Division’s goal is to reach a point where violations are of a temporary rather than persistent nature.

Transient Non-Community Systems

Transient Non-Community water system compliance data are shown in Table 6 and in the final chart in Attachment 6. Even though these systems are not required to have a certified operator under the Federal guidelines, they are required to do so under Colorado law. The Division has made a concerted effort since 2005 to reduce the large number of Transient Non-Community systems whose status was unknown. Since 2005, the number of such systems has dropped from approximately 250 to 10. In 2002, there were an estimated 868 Transient Non-Community systems categorized as “status unknown”.

**Table 6: Transient Non-Community Water Systems:
Comparative Compliance Data**

| | # of systems with status known | # compliant or with valid compliance schedule | # not in compliance | % compliant or with valid compliance schedule | Additional # with status unknown |
|-----------|--------------------------------|---|---------------------|---|----------------------------------|
| 2008-2009 | 778 | 761 | 17 | 98% | 9 |
| 2007-2008 | 741 | 717 | 24 | 97% | 19 |
| 2006-2007 | 706 | 665 | 41 | 94% | 53 |
| 2005-2006 | 612 | 556 | 56 | 91% | 147 |
| 2004-2005 | 446 | 390 | 56 | 87% | ~250 |

Future. The Division has completed a detailed policy on the escalation of enforcement efforts for non-compliance. The policy is currently pending approval. The approved policy will be included in the 2009-10 report. The available pre-enforcement steps (inquiry, advisement/ compliance schedule) have already been exhausted for several chronically out-of-compliance water systems. When given final approval, the tools available under the policy will be applied to these systems, and enforcement action will be taken where appropriate.

Summary:

At the present time, Colorado estimates that 98.8% of Community and Non-Transient Non-Community water systems are either in full compliance with the operator certification requirement (96%) or are operating under an agreed upon schedule for attaining compliance (2.8%). Geographic compliance data, organized by county, continues to be collected and analyzed. This information will be useful in targeting compliance efforts, planning training sessions, and determining future examination sites.

Section 6

Enforcement and Discipline

Introduction:

Colorado places responsibility for disciplinary action against individual operators with the Water and Wastewater Facility Operators Certification Board. The Board may impose penalties to include reprimand, suspension of certification, or revocation of certification. The Division is tasked with investigating allegations of operator misconduct and making recommendations for action to the Board.

The authority to initiate enforcement action against public water systems operating without a properly certified operator falls within the enforcement authority of the Division.

Disciplinary Actions:

To date, the Board has dealt with eight disciplinary cases against individual operators.

No Action. In two cases a recommendation of no action was presented to the Board. One case lacked a factual foundation (2001); the other did not demonstrate an actionable level of operator misconduct (2001). Both cases were dismissed without Board action.

Letters of Reprimand. In one case, the operator reached a consent agreement with the Board to accept a Letter of Reprimand with conditions that the operator change certain record-keeping practices and obtain additional training (2002). In the other case, the operator reached a consent agreement with the Board to accept a letter of reprimand, to improve reporting practices, and to attend advanced training (2007).

Suspension. In this case, the operator agreed, in lieu of a suspension, to a two-year period of supervised practice, a significant training requirement and a requirement to upgrade certification levels (2004).

Revocation. Three cases involving revocation of certification were brought before the Board. In two of these cases, the operators' certifications were revoked (2001, 2003). In the remaining case, the operator reached a consent agreement with the Board to forfeit his certification and not to reapply for certification for a period of five years (2002).

Current Action. Five possible disciplinary action cases are under investigation. One may involve the revocation of a certification; the others may result in letters of reprimand.

Informal Action. The Division routinely sends certified letters of to operators whose water systems are subject to enforcement action; where significant deficiencies or violations are identified; or where negative reports have proved credible. These letters are quite effective in

warning operators that the possibility of formal disciplinary action exists and that the operator must take positive steps to address the noted problems. During 2008-9, 56 such letters were sent.

Enforcement:

The Division issues compliance schedules to water systems whose staff is actively pursuing certification. Systems are required to make interim arrangements with a local certified operator for consultation and emergency services. Systems that fail to meet compliance schedules are evaluated on a case-by-case basis. For example, a compliance schedule might be extended if a system's operator fails the certification examination by a small margin. In other cases, the facts may indicate that the system is not likely to comply within a reasonable time frame. At that point, enforcement action with the operator certification issue as a stand-alone violation becomes appropriate.

As noted in the section on compliance (section 5), there are 13 Community and Non-Transient Non-Community water systems currently without a certified operator and not operating under a compliance schedule. These systems continue to be contacted and their overall compliance records studied. Systems with demonstrated compliance problems in other areas are prioritized. Some of these systems are in the Systems of Concern Program ("SOC") within the WQCD Drinking Water Program and any certification-related enforcement will be included in SOC actions. Other systems remaining out of compliance will become subject to enforcement action during the summer of 2009.

Final Comment:

While the Division is pleased with the results of the compliance phase of the program, it recognizes the constantly changing nature of the compliance issue. The certified operator requirement necessarily involves the interaction of a system owner and a system operator. Human interactions are at best unpredictable. Some systems change operators every thirty years; some – every sixty days. The program is striving to make each system aware of the need to report these changes and to find new operators within a short time. The Division is also pleased with the results of the study of the geographic distribution of system compliance. These data confirm the Division's perception that much of the current non-compliance is likely the result of normal fluctuations in system staffing.

Section Seven

“Grandparenting”

Program Status:

Under the provisions of section 100.18.2 of Regulation 100, the Division issued Letters of Authorization to water systems whose operators were, for the first time, required to obtain certification. For operators of distribution systems, and of most collection systems, certification was a new requirement. To expedite the transition from a voluntary to a mandatory certification system, Letters of Authorization, a.k.a. “grandparenting” letters, were made available for distribution and/or collection systems requiring the supervision of a certified operator. Note: water and wastewater treatment operators were already required by state law to obtain certification. Therefore, Letters of Authorization were not available to operators supervising water treatment or wastewater treatment activities.

The Grandparenting program ended on January 30, 2004. A total of 308 restricted certifications were issued, approximately two-thirds of those were in water distribution. Currently only 57 operators holding restricted certifications are listed as operators in responsible charge of public water or wastewater systems. Monitoring of the status of operators holding restricted certifications is on-going in order to ensure that these operators continue to serve only those systems for which the restricted certification was issued and that they fulfill all in-service training requirements and renew their certifications in a timely manner.

Section Eight

Stakeholder Involvement

Formal:

A comprehensive stakeholder process was convened during the development of the new program in 2000. A comprehensive review of the program was undertaken as a part of the sunset review in 2004. A stakeholder review of the entire program is projected for the 2009-10 reporting period.

Division:

The Division has continued to work with stakeholders on the regulation of multiple-facility operators. The stakeholder group consists of operators who contract their services, systems that utilize contract operators and other interested or affected parties. A similar effort, with respect to education as a partial substitute for experience, resulted in the amendments to section 100.9 and 100.12 of Regulation 100 in 2007 and the revision of industrial wastewater certification requirements, discussed in Section One of this report, resulted from a stakeholder process.

Board:

The Water and Wastewater Facility Operators Board meets monthly. These meetings are open to interested parties who are encouraged to make comments or suggestions and to ask questions. Open discussions at Board meetings have occurred on topics like program administration, examination scheduling, training unit approvals and the new fee schedule.

The Board encourages informal stakeholder processes when policy matters of broad concern arise. Several such groups have been convened to advise the Board on policy development. Three major policy documents have emerged from this process: treatment/distribution interface, training unit approval processes, and examination application and administration processes.

The Board holds its regular February meeting in Colorado Springs at the Colorado Rural Water Association's annual conference. Because this conference is attended by a broad representation of water and wastewater system operators and managers, the Board continues to expect valuable input into the administration of the program.

CECTI/Certification Council/OCPO:

The contractors' boards meet monthly (Certification Council) and bi-monthly (CECTI) on a set schedule. Operators and other interested parties are welcome to attend these meetings. These meetings offer operators the opportunity to comment on the administration of the program.

The OCPO office sends a letter to each certified operator annually. In addition to requesting that the operators update their contact information, the letters contain certification news and encourage operators to make comments on the administration of the program.

Section Nine

Program Review

Contract Review and Renewal:

The Board's current contracts with CECTI and the Certification Council expire on June 30, 2009. The Board has reviewed the assignment of duties within the contracts and determined that all necessary administrative aspects of the certification program are covered adequately. The Board expects to formally sign a new contract with CECTI and the Certification Council for the July 2009 through June 2014 period.

Internal Program Review:

Internal program review is an ongoing process. This process has resulted in a streamlining of the training unit approval process, a revision of the reciprocity process, improved customer service, and an expansion of the number and geographic diversity of examination and training opportunities. The Division continues the process of reviewing and documenting the procedures in place for enforcement, for recommending disciplinary actions, and for the assessment of civil penalties.

Formal Program Review:

Under Colorado law, regulatory programs undergo a periodic sunset review. The Operator Certification Program was reviewed by the Office of Policy and Research of the Colorado Department of Regulatory Agencies. The review was completed in September 2003. The new legislation authorizing the program includes a sunset date of June 2014. Details of the sunset review were included in the 2004 Annual Report.

A more detailed review of the functioning of the program is tentatively scheduled for the 2009-10 reporting period. This review will involve a combination of questionnaires, interviews, stakeholders meetings, and internal commentary. Following this review, the Board will receive a program summary recommending changes and improvements.

STATE OF COLORADO
OPERATOR CERTIFICATION PROGRAM
ANNUAL REPORT: 2008-09

ATTACHMENTS

Attachment 1:

Amendment to 5 CCR 1003-2

Water and Wastewater Facility Operators Certification Requirements

Regulation 100

**Amended April 28, 2009
Effective September 30, 2009**

Attachment 2:

Roster: Water and Wastewater Facility

Operators Certification Board

Water and Wastewater Facility Operators Certification Board

2009 Roster

Coyne, Allen E.
Town Manager, Julesburg

Grotheer, Tim, Chair
Carollo Engineers, Aurora

Hayes, Rich
Colorado Rural Water Association, Executive Director

Hillery, Jeannette, Secretary
League of Women Voters, Boulder

Leslie, Scott
Environmental Process Controls, Carbondale

McEncroe, John
Centennial Water and Sanitation District, Highlands Ranch

Parham, Gary
Lockheed Martin Corporation, Denver

Rygh, Garth
Denver Water, Superintendent of Water Control

Schaffer, Thomas (non-voting)
Colorado Department of Public Health and Environment

Wright, Bill
City of Sterling, Utilities Director

The Board may be contacted through its administrator, Paul Frohardt, at 303-692-3468 or at paul.frohardt@state.co.us.

Attachment 3:

Rosters: Colorado Environmental Certification and Testing, Inc.

and

**The Colorado Water Distribution and Wastewater Collection Systems
Certification Council**

Colorado Environmental Certification and Testing, Inc. 2009 Roster

Biberstine, Jerry - Secretary
Colorado Rural Water
National Rural Water

Dye, Bob – Vice-President
Rocky Mountain Section AWWA
Littleton/Englewood Utilities

Hastings, Bob
Colorado Rural Water Association
Prairie View Property Owners Association

Heppler, Paul
Rocky Mountain Water Environment Association
City of Boulder

Kirkpatrick, Kevin – President
Rocky Mountain Section AWWA
Colorado Rural Water Association

Lammers, Gayle
Rocky Mountain Water Environment Association
Washington Group Engineering

Maxey, Steve
Rocky Mountain Water Environment Association
Metropolitan Wastewater Reclamation District

Oligo, Bobby
Rocky Mountain Section AWWA
City of Aurora

Shreve, Paul - Treasurer
Colorado Rural Water Association
Executive Director

CECTI may be contacted through the Operator Certification Program Office at 303-394-8994.

Colorado Water Distribution and Wastewater Collection Systems Certification Council

2009 Roster of Officers

Olson, Ray – General Chairman
Town of Castle Rock

Jamsay, James – Secretary & Education Chair
North Washington Street Water and Sanitation District

Wiseman, James – Treasurer
Denver Wastewater Management, Retired

Book, Terry – Water Chairman
Pueblo Board of Water Works

Platt, Richard – Wastewater Chairman
City of Aurora

The Certification Council may be contacted through the Operator Certification Program
Office at 303-394-8994.

Attachment 4:

**Colorado Rural Water's Mobile Training Unit ("MTU"),
Funded under auspices of the EPA Expense Reimbursement Grant**

**The MTU was actively involved in the restoration of drinking water quality
following the March 2008 salmonella outbreak in Alamosa, Colorado**



Left: The Mobile Training Unit "Ready to Roll"

Right: The Mobile Training Unit Served
as a Command Center during the
Alamosa Salmonella Outbreak
– March 2008



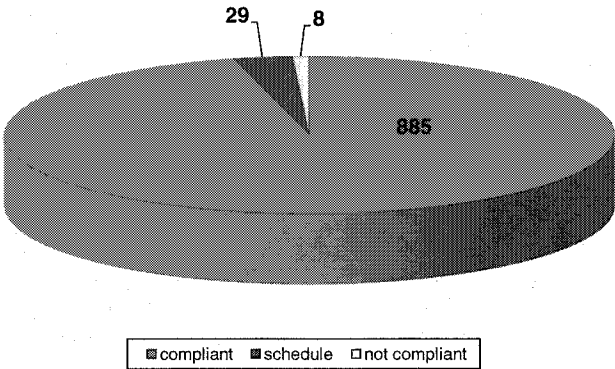
Attachment 5:

2009 Annual Contractors' Report to the Water and Wastewater

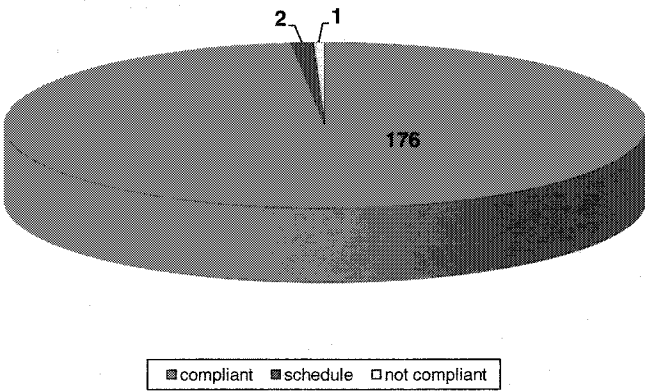
Facility Operators Certification Board

Attachment 6:
Water System Compliance Data

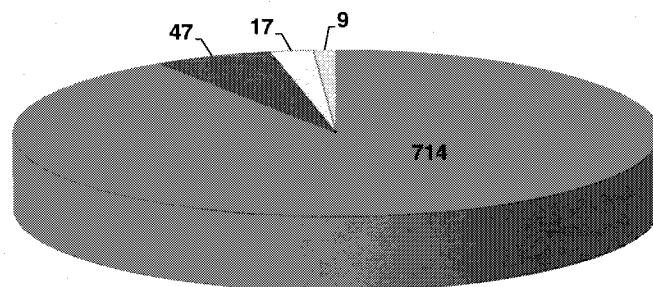
**Community Water Systems
April 2009**



**Non-Transient Non-Community Systems
April 2009**

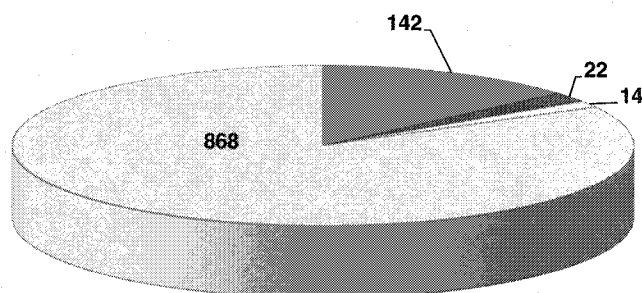


Transient Non-Community: April 2009



■ compliant ■ schedule □ not compliant □ status unknown

Transient Non-Community: November 2002



■ compliant ■ schedule □ not compliant □ status unknown

Attachment 7:

**State of Colorado
Water System Compliance Data by County**

Community Water Systems

| County | 2008-09 | | 2007-08 | | 2006-07 | | 2005-06 | | 2004-05 | |
|-------------|--------------|-------|---------|-------|---------|-------|---------|-------|---------|-------|
| | # in (sched) | # out | # in | # out | # in | # out | # in | # out | # in | # out |
| Adams | 39 (2) | 0 | 39 | 0 | 37 | 1 | 39 | 2 | 39 | 2 |
| Alamosa | 4 | 0 | 3 | 0 | 6 | 0 | 5 | 1 | 4 | 1 |
| Arapahoe | 28 | 0 | 30 | 0 | 27 | 2 | 27 | 3 | 27 | 1 |
| Archuleta | 6 | 1 | 6 | 1 | 5 | 3 | 5 | 2 | 2 | 2 |
| Baca | 6 | 0 | 6 | 0 | 6 | 0 | 6 | 0 | 6 | 1 |
| Bent | 4 | 0 | 4 | 0 | 4 | 0 | 4 | 0 | 3 | 0 |
| Boulder | 40 (1) | 0 | 38 | 0 | 34 | 1 | 37 | 3 | 35 | 3 |
| Chaffee | 21 (1) | 0 | 21 | 0 | 19 | 2 | 18 | 3 | 15 | 4 |
| Cheyenne | 3 | 0 | 3 | 0 | 3 | 3 | 3 | 3 | 3 | 3 |
| Clear Creek | 9 | 0 | 9 | 0 | 10 | 0 | 10 | 0 | 10 | 1 |
| Conejos | 7 (3) | 0 | 7 | 0 | 7 | 2 | 4 | 5 | 4 | 5 |
| Costilla | 7 | 0 | 6 | 1 | 6 | 1 | 6 | 1 | 6 | 1 |
| Crowley | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 7 | 0 |
| Custer | 2 | 0 | 2 | 0 | 2 | 0 | 1 | 1 | 1 | 0 |
| Delta | 21 (1) | 0 | 20 | 2 | 17 | 1 | 19 | 1 | 18 | 2 |
| Denver | 11 (1) | 0 | 11 | 0 | 5 | 1 | 8 | 1 | 7 | 2 |
| Dolores | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 |
| Douglas | 25 | 0 | 26 | 0 | 23 | 2 | 22 | 2 | 21 | 3 |
| Eagle | 24 (1) | 0 | 24 | 0 | 26 | 0 | 25 | 0 | 24 | 1 |
| Elbert | 14 | 0 | 13 | 1 | 13 | 0 | 12 | 0 | 10 | 0 |
| El Paso | 59 | 2 | 59 | 2 | 59 | 3 | 59 | 5 | 53 | 6 |
| Fremont | 10 | 0 | 10 | 0 | 8 | 1 | 9 | 0 | 11 | 0 |
| Garfield | 48 (1) | 0 | 47 | 2 | 47 | 0 | 47 | 2 | 44 | 4 |
| Gilpin | 4 (1) | 0 | 4 | 0 | 3 | 0 | 3 | 0 | 3 | 0 |
| Grand | 24 | 0 | 21 | 0 | 23 | 0 | 23 | 0 | 22 | 2 |
| Gunnison | 22 | 0 | 20 | 0 | 18 | 1 | 17 | 0 | 18 | 0 |
| Hinsdale | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 |
| Huerfano | 9 | 0 | 9 | 0 | 9 | 0 | 9 | 0 | 8 | 1 |
| Jackson | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 |
| Jefferson | 44 | 0 | 45 | 1 | 47 | 1 | 46 | 1 | 44 | 3 |
| Kiowa | 4 | 0 | 4 | 0 | 5 | 0 | 5 | 0 | 5 | 0 |
| Kit Carson | 6 (1) | 0 | 6 | 0 | 5 | 1 | 5 | 1 | 5 | 1 |
| La Plata | 45 (1) | 2 | 43 | 3 | 43 | 5 | 41 | 5 | 41 | 5 |
| Lake | 6 | 0 | 6 | 1 | 7 | 0 | 6 | 0 | 7 | 1 |
| Larimer | 31 (2) | 0 | 30 | 0 | 26 | 2 | 28 | 0 | 26 | 0 |
| Las Animas | 9 | 0 | 7 | 1 | 7 | 0 | 7 | 0 | 5 | 2 |
| Lincoln | 6 | 0 | 6 | 0 | 6 | 0 | 6 | 0 | 6 | 0 |
| Logan | 11 | 0 | 10 | 0 | 10 | 1 | 10 | 0 | 10 | 0 |

| | | | | | | | | | | |
|------------|----------|----|-----|----|-----|----|-----|----|-----|-----|
| Mesa | 14 (1) | 0 | 17 | 0 | 17 | 0 | 15 | 2 | 12 | 2 |
| Mineral | 1 | 0 | 1 | 0 | 3 | 0 | 2 | 1 | 2 | 0 |
| Moffat | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 |
| Montezuma | 8 | 0 | 9 | 0 | 9 | 0 | 8 | 0 | 8 | 1 |
| Montrose | 18 | 0 | 16 | 0 | 14 | 0 | 16 | 0 | 15 | 0 |
| Morgan | 9 | 0 | 9 | 0 | 8 | 0 | 10 | 0 | 9 | 1 |
| Otero | 24 | 1 | 24 | 1 | 23 | 2 | 23 | 2 | 18 | 7 |
| Ouray | 6 | 0 | 6 | 0 | 6 | 0 | 6 | 0 | 6 | 0 |
| Park | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 | 8 | 0 |
| Phillips | 3 | 0 | 3 | 0 | 3 | 0 | 3 | 0 | 3 | 0 |
| Pitkin | 26 | 0 | 24 | 1 | 27 | 2 | 26 | 2 | 23 | 3 |
| Prowers | 10 (2) | 0 | 10 | 0 | 9 | 1 | 9 | 1 | 7 | 3 |
| Pueblo | 14 | 0 | 14 | 0 | 12 | 1 | 11 | 2 | 11 | 2 |
| Rio Blanco | 9 | 0 | 3 | 0 | 3 | 0 | 3 | 0 | 3 | 0 |
| Rio Grande | 5 | 0 | 5 | 0 | 5 | 0 | 4 | 1 | 5 | 0 |
| Routt | 20 (1) | 0 | 18 | 0 | 17 | 1 | 16 | 1 | 16 | 1 |
| Saguache | 5 (2) | 0 | 4 | 1 | 5 | 1 | 5 | 1 | 5 | 1 |
| San Juan | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 |
| San Miguel | 10 (1) | 0 | 10 | 0 | 10 | 0 | 9 | 1 | 9 | 1 |
| Sedgwick | 3 | 0 | 2 | 1 | 3 | 0 | 3 | 0 | 3 | 0 |
| Summit | 20 (1) | 0 | 20 | 1 | 20 | 2 | 20 | 3 | 22 | 2 |
| Teller | 26 | 1 | 26 | 1 | 24 | 0 | 22 | 1 | 24 | 2 |
| Washington | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 |
| Weld | 36 | 1 | 35 | 1 | 34 | 3 | 34 | 3 | 33 | 7 |
| Yuma | 3 | 0 | 3 | 0 | 2 | 1 | 2 | 1 | 2 | 1 |
| # systems | 913 | | 902 | | 901 | | 906 | | 895 | |
| # in/out | 905 (24) | 8 | 880 | 22 | 853 | 48 | 845 | 61 | 804 | 91 |
| % in/out | 99% (3%) | 1% | 98% | 2% | 95% | 5% | 93% | 7% | 90% | 10% |

**Non-Transient Non-Community
Water Systems**

| County | 2008-09 | | 2007-08 | | 2006-07 | | 2005-06 | | 2004-05 | |
|-------------|--------------|-------|---------|-------|---------|-------|---------|-------|---------|-------|
| | # in (sched) | # out | # in | # out | # in | # out | # in | # out | # in | # out |
| Adams | 9 | 0 | 10 | 0 | 10 | 1 | 8 | 0 | 7 | 0 |
| Alamosa | 2 | 0 | 2 | 0 | 3 | 0 | 3 | 0 | 4 | 0 |
| Arapahoe | 2 | 0 | 2 | 0 | 3 | 0 | 3 | 0 | 1 | 1 |
| Archuleta | | | | | | | | | | |
| Baca | | | | | | | | | | |
| Bent | | | | | | | | | | |
| Boulder | 9 | 0 | 9 | 1 | 8 | 2 | 8 | 1 | 5 | 5 |
| Chaffee | | | | | | | | | | |
| Cheyenne | | | | | | | | | | |
| Clear Creek | 3 (1) | 0 | 2 | 0 | 2 | 0 | 3 | 0 | 3 | 0 |
| Conejos | 4 | 0 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 1 |
| Costilla | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 1 |
| Crowley | | | | | | | | | | |
| Custer | | | | | | | | | | |
| Delta | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 |
| Denver | 2 | 0 | 2 | 0 | 2 | 0 | 1 | 0 | 1 | 0 |
| Dolores | | | | | | | | | | |
| Douglas | 14 (1) | 0 | 11 | 0 | 12 | 0 | 12 | 0 | 10 | 2 |
| Eagle | | | | | | | | | | |
| Elbert | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 1 | 0 |
| El Paso | 18 | 0 | 19 | 0 | 23 | 0 | 22 | 0 | 12 | 8 |
| Fremont | 3 | 0 | 2 | 0 | 3 | 0 | 3 | 0 | 2 | 1 |
| Garfield | 7 | 0 | 6 | 0 | 4 | 0 | 4 | 0 | 2 | 1 |
| Gilpin | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 |
| Grand | 1 | 0 | 2 | 0 | 2 | 0 | 3 | 0 | 3 | 0 |
| Gunnison | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 |
| Hinsdale | | | | | 0 | 0 | 0 | 0 | 0 | 0 |
| Huerfano | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 |
| Jackson | | | | | | | | | | |
| Jefferson | 24 | 0 | 25 | 0 | 25 | 0 | 23 | 0 | 22 | 1 |
| Kiowa | | | | | | | | | | |
| Kit Carson | | | | | | | | | | |
| La Plata | 8 | 0 | 6 | 1 | 5 | 0 | 5 | 0 | 5 | 0 |
| Lake | 1 | 0 | 1 | 0 | | | | | | |
| Larimer | 5 | 0 | 6 | 0 | 8 | 0 | 8 | 0 | 9 | 0 |
| Las Animas | | | | | | | | | | |
| Lincoln | | | | | | | | | | |
| Logan | 3 | 0 | 3 | 0 | 3 | 0 | 3 | 0 | 3 | 0 |

Operator Certification – 2008-9 Annual Report

State of Colorado

| | | | | | | | | | | |
|------------|------------|------|-----|----|-----|----|-----|----|-----|-----|
| Mesa | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 |
| Mineral | | | | | | | | | | |
| Moffat | 4 | 0 | 4 | 0 | 4 | 0 | 4 | 0 | 4 | 0 |
| Montezuma | | | | | | | | | | |
| Montrose | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 |
| Morgan | | | | | | | | | | |
| Otero | | | | | | | | | | |
| Ouray | | | | | | | | | | |
| Park | 4 | 1 | 5 | 0 | 6 | 0 | 5 | 0 | 4 | 1 |
| Phillips | | | | | | | | | | |
| Pitkin | 4 | 0 | 2 | 0 | 3 | 0 | 2 | 0 | 4 | 0 |
| Prowers | | | | | | | | | | |
| Pueblo | 5 | 0 | 4 | 0 | 4 | 0 | 4 | 0 | 4 | 0 |
| Rio Blanco | 5 | 0 | 4 | 0 | 5 | 1 | 0 | 1 | 0 | 1 |
| Rio Grande | 2 | 0 | 5 | 0 | 3 | 0 | 2 | 0 | 2 | 0 |
| Routt | 4 | 0 | 4 | 0 | 5 | 0 | 4 | 0 | 4 | 0 |
| Saguache | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 |
| San Juan | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 |
| San Miguel | | | | | | | | | | |
| Sedgwick | | | | | | | | | | |
| Summit | 2 | 0 | 2 | 0 | 1 | 1 | 2 | 1 | 1 | 1 |
| Teller | 1 | 0 | 1 | 0 | 1 | 0 | 2 | 0 | 1 | 0 |
| Washington | 3 | 0 | 3 | 0 | 3 | 0 | 3 | 0 | 3 | 0 |
| Weld | 9 | 0 | 8 | 0 | 7 | 0 | 7 | 0 | 7 | 0 |
| Yuma | 6 | 0 | 3 | 1 | 4 | 0 | 4 | 0 | 4 | 0 |
| # systems | 178 | | 171 | | 178 | | 165 | | 161 | |
| # in/out | 177 (2) | 1 | 168 | 3 | 173 | 5 | 161 | 4 | 137 | 24 |
| % in/out | 99.5% (1%) | 0.5% | 98% | 2% | 97% | 3% | 97% | 3% | 80% | 20% |

Transient Non-Community Water Systems

| County | 2008-09 | | 2007-08 | | 2006-07 | | 2005-06 | | 2004-05 | |
|-------------|--------------|-------|---------|-------|---------|-------|---------|-------|---------|-------|
| | # in (sched) | # out | # in | # out | # in | # out | # in | # out | # in | # out |
| Adams | 18 (3) | 0 | 16 | 0 | 15 | 1 | 14 | 2 | 10 | 2 |
| Alamosa | 10 (1) | 0 | 8 | 1 | 8 | 1 | 6 | 3 | 1 | 2 |
| Arapahoe | 5 | 0 | 4 | 0 | 4 | 0 | 4 | 0 | 2 | 0 |
| Archuleta | 9 | 0 | 7 | 0 | 7 | 0 | 4 | 0 | 2 | 0 |
| Baca | | | | | | | | | | |
| Bent | 1 | 0 | 1 | 0 | | | | | | |
| Boulder | 36 (3) | 0 | 34 | 1 | 34 | 2 | 25 | 3 | 16 | 3 |
| Chaffee | 30 (2) | 0 | 29 | 0 | 28 | 1 | 28 | 0 | 17 | 2 |
| Cheyenne | | | | | | | | | | |
| Clear Creek | 12 | 0 | 13 | 0 | 14 | 0 | 13 | 1 | 13 | 1 |
| Conejos | 8 | 0 | 9 | 0 | 9 | 0 | 4 | 1 | 3 | 0 |
| Costilla | 2 | 0 | 2 | 0 | 2 | 0 | 1 | 0 | | |
| Crowley | | | | | | | | | | |
| Custer | 11 (1) | 0 | 11 | 0 | 11 | 1 | 12 | 0 | 6 | 1 |
| Delta | 9 | 0 | 7 | 0 | 6 | 0 | 2 | 0 | 2 | 0 |
| Denver | | | | | 2 | 0 | 1 | 0 | 1 | 0 |
| Dolores | | | | | | | | | | |
| Douglas | 20 (1) | 0 | 19 | 0 | 21 | 0 | 11 | 0 | 11 | 0 |
| Eagle | 14 (1) | 0 | 14 | 0 | 13 | 0 | 12 | 0 | 7 | 0 |
| Elbert | 8 | 0 | 8 | 0 | 8 | | 7 | 2 | 5 | 2 |
| El Paso | 36 (1) | 1 | 33 | 2 | 31 | 2 | 25 | 1 | 15 | 6 |
| Fremont | 25 (6) | 0 | 20 | 1 | 18 | 1 | 13 | 1 | 5 | 1 |
| Garfield | 23 (1) | 1 | 24 | 0 | 21 | 2 | 17 | 1 | 6 | 0 |
| Gilpin | 11 (1) | 0 | 11 | 0 | 11 | 1 | 8 | 3 | 8 | 2 |
| Grand | 37 | 1 | 37 | 0 | 37 | 0 | 29 | 3 | 14 | 0 |
| Gunnison | 33 (1) | 0 | 28 | 0 | 28 | 1 | 24 | 1 | 19 | 0 |
| Hinsdale | 12 | 0 | 13 | 0 | 10 | 1 | 6 | 0 | 5 | 0 |
| Huerfano | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 1 | 0 |
| Jackson | 5 | 0 | 5 | 0 | 5 | 0 | 4 | 1 | 1 | 0 |
| Jefferson | 43 | 2 | 39 | 4 | 40 | 2 | 35 | 6 | 29 | 4 |
| Kiowa | | | | | | | | | | |
| Kit Carson | 1 | 0 | 1 | 0 | | | | | | |
| La Plata | 31 (3) | 3 | 28 | 2 | 26 | 3 | 22 | 2 | 12 | 0 |
| Lake | 12 (1) | 0 | 10 | 0 | 8 | 0 | 8 | 0 | 7 | 0 |
| Larimer | 69 (3) | 2 | 67 | 1 | 60 | 5 | 48 | 8 | 36 | 9 |
| Las Animas | 4 | 0 | 4 | 0 | 4 | 0 | 3 | 1 | 2 | 0 |
| Lincoln | | | | | | | | | | |
| Logan | 7 (2) | 0 | 6 | 0 | 6 | 1 | 5 | 0 | 4 | 0 |

| | | | | | | | | | | |
|------------|------------|----|-----|----|-----|----|-----|----|-----|-----|
| Mesa | 9 (1) | 0 | 8 | 0 | 7 | 1 | 7 | 2 | 5 | 3 |
| Mineral | 18 (1) | 0 | 16 | 0 | 11 | 0 | 10 | 0 | 7 | 7 |
| Moffat | 4 | 0 | 4 | 0 | 4 | 0 | 4 | 0 | 3 | 0 |
| Montezuma | 4 | 0 | 4 | 1 | 4 | 1 | 4 | 1 | 1 | 0 |
| Montrose | 3 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 |
| Morgan | | | | | | | | | | |
| Otero | 1 | 0 | 1 | 0 | 1 | 0 | | | | |
| Ouray | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 1 |
| Park | 34 (1) | 1 | 34 | 0 | 31 | 1 | 30 | 2 | 22 | 4 |
| Phillips | | | | | | | | | | |
| Pitkin | 12 | 0 | 11 | 0 | 9 | 0 | 9 | 0 | 9 | 0 |
| Prowers | | | | | | | | | | |
| Pueblo | 11 (2) | 0 | 12 | 0 | 8 | 1 | 6 | 1 | 1 | 1 |
| Rio Blanco | 4 (1) | 0 | 5 | 1 | 4 | 0 | 4 | 0 | 3 | 0 |
| Rio Grande | 30 (3) | 0 | 28 | 2 | 24 | 3 | 25 | 3 | 18 | 2 |
| Routt | 26 (2) | 0 | 26 | 0 | 17 | 0 | 14 | 0 | 11 | 0 |
| Saguache | 8 (2) | 0 | 5 | 0 | 4 | 0 | 4 | 0 | 3 | 0 |
| San Juan | 1 | 0 | 1 | 0 | 1 | 0 | | | | |
| San Miguel | 4 (1) | 0 | 3 | 0 | 2 | 0 | 2 | 0 | | |
| Sedgwick | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 2 | 0 |
| Summit | 18 | 0 | 18 | 0 | 15 | 2 | 14 | 2 | 12 | 2 |
| Teller | 13 (2) | 1 | 12 | 3 | 16 | 2 | 13 | 2 | 11 | 1 |
| Washington | 1 | 0 | 1 | 0 | 0 | 0 | | | | |
| Weld | 7 | 2 | 9 | 2 | 9 | 1 | 8 | 1 | 8 | 0 |
| Yuma | 3 | 1 | 3 | 3 | 3 | 2 | 3 | 2 | 0 | 1 |
| # systems | 774 | | 741 | | 706 | | 612 | | 446 | |
| # in/out | 759 (34) | 15 | 717 | 24 | 665 | 41 | 556 | 56 | 390 | 56 |
| % in/out | 98% (4.5%) | 2% | 97% | 3% | 94% | 6% | 91% | 9% | 87% | 13% |

Attachment 7:

Useful Websites and Contact Information

Operator Certification Program
State of Colorado

Contact Information

Water and Wastewater Facility Operators Certification Board
4300 Cherry Creek Drive South – A5
Denver, Colorado 80246-1530

Paul Frohardt, Administrator
303-692-3468
paul.frohardt@state.co.us

Heather Timms, Administrative Assistant
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Water Quality Control Division – Facility-Operator Program
4300 Cherry Creek Drive South – B2
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Betsy Beaver, Program Manager
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303-782-0390 (fax)
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Lori Billeisen, Environmental Protection Specialist
303-692-3510
lori.billeisen@state.co.us

Operator Certification Program Office (OCPO)
2170 South Parker Road, Ste. 290
Denver, Colorado 80231

Teresa Tezak
303-394-8994 (phone)
303-394-3450 (fax)
teresat@geteams.com

Websites

www.cdphe.state.co.us/op/ocb (official Water and Wastewater Facility Operators
Certification Board website)

www.ocpoweb.com (official OCPO website for announcements, examination schedules and
application, searchable database of approved training, and useful links)

