Welcome to our Inaugural Issue

With time comes change. Over the past year the Operator Certification Program has seen significant changes. Program staff has worked to ease the transition while offering more and better services to our operators.

The relationship we have with our customers, be it certified operators, training providers or internal colleagues, is critical to the success of our program and enables us to be a valuable resource to those we serve. This newsletter is an effort of the Operator Certification Program to keep you, our customer, connected. We are excited at the possibility of providing information electronically, and we hope you will partner with us as we attempt to keep you better informed. Your feedback and/or suggestions are always welcome.

MEET OUR TEAM:

Steve Reid — Supervisor
Jenee Williamston — Processing Assistant
Beth Buffington — Animal Waste Exam/CE Coordinator
Maureen Kinney — Wastewater Exam/CE Coordinator
Stephen Denning — Drinking Water ORC Coordinator
Carmalin Walter — Drinking Water Exam/PGH Coordinator
Vacant — Drinking Water Exam/Dist. & CC Coordinator

Changes in Organization:

Following a major reorganization of the agency, what was formerly known as Technical Assistance and Certification Unit (in the Division of Water Quality) merged with the Drinking Water Facility Operator Certification Program (in the Division of Water Resources). The consolidation resulted in the new N.C. Operator Certification Program, which has responsibility of maintaining more than 16,000 wastewater, animal waste and drinking water operator certifications. As we move forward, we are identifying ways to improve consistency and to increase efficiency. We have also been evaluating technology related improvements that will make it easier for you to access information, take exams and pay invoices using the internet.

We understand that sometimes change can be distressing or frustrating. But, be assured that the changes we are experiencing will result in new opportunities and resources to enhance your experience as an operator or a training provider. This issue of OpCertNews will outline some of the changes and the new tools being implemented to better serve you.

Changes in Technology:

ePAYMENTS

http://portal.ncdenr.org/web/wr/opc/epayment

In October 2015 our program began offering our operators NEW online services; one being the ability to pay annual renewal fees online by credit card, debit card or e-check when you receive your payment notice. You are still required to report any change in address or ORC information.

Electronic payments are not accepted on past due/invalid accounts.

NEW OPERATOR PORTAL


At the same time that we launched ePayments, we also introduced the new operator portal. The operator portal allows you access to your certification records. We are always working to improve our new tools and will keep you informed of any changes or improvements.

Applications are due 30 days prior to exam date.

CONTACT US:

If you have ideas for future issues, feedback or suggestions, please contact: Maureen.Kinney@ncdenr.gov

FOR GENERAL INQUIRIES:

Wastewater: 919-807-6353
Drinking Water: 919-707-9040
Email: certadmin@ncdenr.gov

So...sign in and get connected!
Websites

The Department of Environmental Quality’s website migrated to a new web platform in February 2016. This effort was initiated to bring a consistent look and functionality to our users and make it easier to navigate. Click the link above to visit our new landing page for operators.

What does this mean to you?

- URLs have changed. If you have our pages bookmarked, update them to ensure you have the most up-to-date access to information and documents.
- Pages will have a new look and feel but the information and content you had access to before - you still have access to.
- Operator Certification pages will reflect the merger of wastewater, animal waste and drinking water programs.
- You can pay your annual renewal invoice online and electronically. That’s right no postage, no envelopes, no delay, but only if you pay before December 31st and have your 6 hours of continuing education hours.

- You may readily access the new Operator Portal but only if you have an NCID account - of course...see page 1 for information on getting your free account today!

If you have any trouble finding what you need on our new site, or something isn’t working, contact Maureen Kinney.