

**State of Florida
Department of Environmental Protection**



**Drinking Water, Domestic Wastewater, and
Water Distribution Systems
Operator Certification Program Handbook**

**Operator Certification Program
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<http://www.floridadep.gov/ocp>

[Customer Satisfaction Survey](#)

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Mission of the Operator Certification Program

The mission of the Florida Operator Certification Program is to promote public health and safety, protect the environment, and conserve Florida's water resources by ensuring that all persons working in drinking water, water distribution, and wastewater meet the highest standards for certification as determined by the rules and regulations of the Florida Department of Environmental Protection under the guidelines of the United States Environmental Protection Agency.

Introduction: Please Read This First!

Chapter 62-602. Florida Administrative Code (F.A.C.) defines specific requirements for application, examination, licensure, renewal, and regulation of Water and Wastewater Treatment Plant and Distribution System Operators.

This handbook contains useful information on approved training courses, related regulations and associations that assist in training or technical programs. We encourage you to carefully read all information in the handbook before completing an application.

Step One: Examination process

You must meet all minimum eligibility requirements for the examination type and level for which you are applying. Here is what you will need to be considered eligible to qualify for examination for Water, Waste water or Water System Distribution operators.

- Complete an examination application in full. **[Application must be for examination]**
- Include your name, address, telephone number, date of birth, social security number and level/type of license. If you are requesting special testing accommodations, please send documentation as to the disability or accommodation needed. A doctor's note or other documentation is required to obtain pre-approval. You may be contacted if we need any additional information.
- One 2 X 2 photo. **[Florida wards of the state please provide two photos]**
- Provide a copy of the FDEP approved coursework for the level and type of examination you are applying for. A list of approved coursework is provided in this handbook.
- High school diploma, GED or college transcript showing date of graduation is also acceptable. *Note: All educational diplomas or transcripts from foreign countries must be accompanied by an evaluation to determine equivalency to a United States High School diploma. The education evaluation must be conducted by a nationally recognized credential evaluation service. The National Association of Credential Evaluation Services (NACES) has a list of companies that you may choose from. Please visit www.naces.org for a complete list of NACES members.*
- The application must be signed and dated by the applicant.

High School Diploma

To be licensed as a Treatment Plant or Water Distribution System operator in the State of Florida, each applicant must possess a high school diploma or its equivalent.

Please be aware that there are many on-line & correspondence schools that claim to offer "High School Diploma's", "GEDs" or other types of diplomas that are equivalent to that of a traditional high school diploma. Programs charge approximately \$199 to \$500 for these type diplomas. Please do not be fooled by claims you read over the internet. The diplomas that most on-line & correspondence schools provide are not accepted by our program and are not equivalent to that of a high school diploma.

Some warning signs for you to look for and to avoid are:

- Programs that offer credit for "life experiences" or credit for classes you may have taken while in high school. Life experiences do not equate to that of structured education or learning.
- Programs that charge significant amounts of money for a diploma. Most reputable GED programs are FREE and can be found at a Vo-tech school or adult education center in your local area.
- Programs that do not have a physical location such as street address, city, state or zip. Again, most reputable GED programs are FREE and can be found in your local area.
- Programs that handle all of their correspondence only by email. You should be able to visit an established place of business and speak with real employees.
- Programs that speak of accreditation but state they are "strictly self-evaluated". Contacting reputable accreditation organizations is a great first step in trying to determine if a school is legitimate. In our area, the "Southern Association of Schools & Colleges" is recommended.
- Programs that allow you take open book tests as the requirement to receive a diploma. We only consider examinations that are controlled in a proctored environment to be acceptable.
- Programs that offer a simple "ranking system" or a "comparison styled system" as a way of determining graduation criteria. There needs to be predefined parameters for what is considered passing and failing.
- Programs that offer a "motivational approach" to education. Proper instruction and evaluation is the only approach to education that is acceptable.
- Programs that make it possible to get a diploma in just a few days.

In closing, the Florida Department of Environmental Protection, Operator Certification Program, only accepts General Educational Development (GED) issued by the American Council on Education through an approved GED Administrator. In Florida, the approved GED Administrator is the Florida Department of Education through its network of public schools and adult education centers. So, before you spend your time and money for a diploma that may not be accepted by our program, please contact the Operator Certification Program for prior approval. We may be reached at (850) 245-7500. To learn more about GEDs please visit <https://ged.com/en/>.

Thank You,
Operator Certification Program

Minimum Examination Eligibility Requirements

The definition of Qualifications for Operator Licensure can be found in the rules section of this handbook under 62-602.300, (F.A.C).

For Water, Wastewater and/or Water Distribution Operators Examinations

D Class

- Have a high school diploma or equivalent. (Course completion is optional) *. (*Note this license category is for an owner operator of a small water or wastewater system)

C Class or 3 Level

- Have a high school diploma or equivalent
- Document successful completion of a Department-approved training course, taken no more than five years prior to the examination date.

B Class or 2 Level

- Have a high school diploma or equivalent.
- Have an active Class C license of same type.
- Document successful completion of a Department-approved training course, taken no more than five years prior to the examination date.

A Class or 1 Level

- Have a high school diploma or equivalent.
- Have an active Class B license of same type.
- Document successful completion of a Department-approved training course; completed no more than five years prior to the examination date.

Examination Fees

The total fee to be submitted with each examination application for the **Class A, B & C** exams **\$100.00**

The total fee to be submitted with each examination for the **Class D or Level 1, 2, 3** exams **\$75.00**

Ward of the State of Florida: (Inmates)
\$20.00

Note: The application fee is non-refundable. If an applicant is determined to be ineligible for examination, the examination fee will be refunded upon written request.

All examination applications must be submitted with required documentation and fees to be considered complete. Applications received with missing information, or unacceptable course work, photos or insufficient fees are considered INCOMPLETE. Applicants must meet the minimum eligibility requirements for the applicable level of examination prior to approval and scheduling. If an application section does not apply, "N/A" should be written in the respective spaces.

Applications do not come directly to our office. Applications go to Finance and Accounting where a receipt number is issued. Upon receipt our department has up to 30 days to process an application. If you have not received notification at the end of 30 days please contact our office. Remember our mail is not automatically forwarded. Please provide a current address.

Retain all instructions and the rules sections and make copies of the completed application for your records before mailing. Upon review of your application, you will receive a status notification from the Department. **Please type or write clearly on your application to ensure your name and address is spelled accurately.**

Please remember that information in this handbook is subject to change at any time. If you find information in this book that you believe to be questionable, please contact our office for clarification. Good luck on your upcoming exams.

Wards of the State (Florida only)

For Wards of the State of Florida you will be required to take a paper and pencil examination. The Computer Based Test (CBT) is not offered.

Once you are scheduled, we will notify The Florida Department of Corrections (DOC) and they will make the arrangements as to the correctional facility where you will be tested. Please provide the Department of Corrections DC number and name of the correctional facility in the address line of the first page of the application.

The examination is administered through the DOC twice a year; February and August. A complete examination application package must be received 90 days prior to the examination that you wish to be scheduled for:

*Exam date February 2023 – application deadline November 30, 2022

*Exam date August 2023 – application deadline May 31, 2023

Our Department approves your application for examination only. DOC will make all the arrangements as to where you will be taking your exam.

Note: A completed application package consists of the examination application, application fee, 2x2 photo, and completion certificate of the required training course and copy of high school diploma or GED.

Step Two: Licensing process

Once you have passed the examination you must complete the licensure application. This application will document actual treatment plant experience. The sections of the application for current and past employment must be verified by a Florida DEP licensed Water or Wastewater Treatment Plant Operator or licensed Distribution System Operator in the appropriate field. A letter from your human resources office does verify your employment; however, it is not verification of actual plant experience.

As per Chapter 62-602.420(2)(d), FAC., "If the employment experience is not verified by a licensed operator, an applicant for a treatment plant operator license must provide a reference letter from a peer who is a licensed operator of the same type (water or domestic wastewater) to verify the type of experience of the applicant. If the employment experience is not verified by a licensed operator,

an applicant for a water distribution system operator license must provide a reference from a peer who is either a licensed water treatment plant operator or a licensed water distribution system operator to verify the type of experience of the applicant".

A peer reference letter may be used if you do not have the Employment Experience Verification page from the FDEP licensure application.

The peer reference letter must include the following:

1. Dates of employment from start to end date (mm/dd/yyyy through mm/dd/yyyy). Do not use the phrase "to present" as an end employment date.
2. Hours per week worked.
3. Name of plant worked.
4. Overtime hours if (available).
5. Name and title of person signing (printed).
6. Signature of a DEP licensed operator
7. Date.
8. Phone number.

Licensure Application

To be licensed, you must have the correct number of hours of actual work experience required and pass the appropriate type and class examination.

Class A or Level 1 - 10,400 hours

Class B or Level 2 - 6,240 hours

Class C or Level 3 - 2,080 hours

All applicants will be notified in writing of their application status (complete or incomplete) within 30 days of receipt by the Department. Once the license application is approved, operators will receive their license and wall certificate within four weeks.

Licensure Application Fee

The application fee for the treatment plant operator license A, B & C class is \$100.00; or \$50.00 for the distribution system operator license. The total fee to be submitted with each licensure application for the D level license is \$50.00. (\$25.00 non-refundable application fee and \$25.00 license fee). The application fee is non-refundable. If an applicant is determined to be ineligible for licensure, the license fee will be refunded upon request.

Please note: A check or money order is acceptable for payment of fees. No purchase orders, cash or credit cards can be accepted. All state journal transfers must have the application and/or renewal notice attached to ensure the transaction is credited to the proper record.

Experience Verification

Experience is 'on-site' or 'hands-on' operational experience in the plant. All experience must be verified by signature of supervisor and/or licensed operator. You must verify experience on the application by plant type, in which you have worked or are presently working, indicating time worked in on-site plant operation, with these stipulations:

- Wastewater treatment plants must have a system for solids control.
- Water plant experience must be obtained in drinking water plants, not swimming pools.
- Operators under contract for the operation of several plants must identify level, class and name of each plant operated and the name of the contracting company (if applicable).

NOTE: Your work supervisor, or party with whom you contract, must sign the past or present employment section of the application verifying experience. If not then a letter on company letterhead, signed by an employer or supervisor, detailing: employment dates, position title, hours worked, description of duties, and description of treatment type may be substituted for a signature on the application itself. (See Peer Reference Letter above.) In this case, complete the respective employment section and attach the letter to the verification form.

Employment Verification Current or Past:

When completing the employment verification page on the certification application, please complete all sections. Only licensed DEP water and wastewater operators can sign under supervisor signature. If, the peer letter is submitted still complete the section to the best of your ability. Under supervisor signature state "see reference letter". The applicant and supervisor need to check for errors before mailing the application. Please write or type clearly. Keep a copy for your records.

What is required when submitting a License application?

- Completed DEP certification or licensure application.
- Completed employment verification section or peer reference letter(s).
- Licensing fee of \$100.00 for levels A, B or C & \$50.00 for Class D or Level 1, 2 or 3. \$20.00 Wards of the State of Florida.
- Application signed and dated by applicant.

Once the application is approved your license and wall certificate will be issued. Congratulations you are now a certified State of Florida Water Treatment, Wastewater Treatment, or Water Distribution System Operator!

Minimum Licensure Eligibility Requirements

The definition of actual experience can be found in the rules section of this handbook under Chapter 62-602.250, (F.A.C).

Water Wastewater Plant Operators and/or Distribution System Operator

Class D

- Pass the Class D examination for the license type;
- A peer reference letter (only if your experience was not signed by a certified operator on FDEP application);
- Be the owner or owner's manager, agent, or trainee operating the system for at least three months (calendar months, not hours); **OR** document successful completion of an approved Class D course accompanied by one hour of experience.

Class C or Level 3

- Pass the Class C or Level 3 examination for the license type, no more than four years prior to application.
- Document at least 2,080 hours of appropriate operational experience prior to application on a DEP licensure application signed by a DEP licensed Operator, **OR**
- A peer reference letter (only if your experience was not signed by a certified operator on FDEP licensure application).

Class B or Level 2

- Pass the Class B or Level 2 examination for the license type, no more than four years prior to application.
- Document at least 6,240 hours of appropriate operational experience prior to application on a DEP licensure application signed by a DEP licensed Operator, **OR**
- A peer reference letter (only if your experience was not signed by a certified operator on FDEP licensure application).

Class A or Level 1

- Pass the Class A or Level 1 examination for the license type, no more than four years prior to application.
- Document at least 10,400 hours of appropriate operational experience prior to application on a DEP licensure application signed by a DEP licensed Operator, **OR**
- A peer reference letter (only if your experience was not signed by a certified operator on FDEP licensure application).

Reciprocity Applicants

Please provide our office with the following information so that your out-of-state treatment plant operator license can be evaluated for the comparable license level in Florida:

Required Forms

- Reciprocity Application
- Request for License Verification Form

Additional Required Documents

- A copy of your current and active out-of-state treatment operator license(s)

Please anticipate approximately 30 to 90 days for the evaluation process to be completed. Once the evaluation is completed, you can expect to receive a written response from the Operator Certification Program.

Submit application and additional documents to:

*Florida Department of Environmental Protection
Operator Certification Program
Post Office Box 3070
Tallahassee, FL 32315*

Mailing Addresses and Contact Information

There are **TWO** addresses to use concerning OCP. One is for applications with fees. The other is for general information. Failure to mail fees with applications to the P.O. Box address given will result in delays in the processing of applications. **Please do not send checks or money orders without an application.** If forms or applications are mailed without proper payment, contact our office at (850) 245-7500 immediately. Please note that we have a limited number of program staff answering phone calls. If we are unable to answer your call, it will be sent to our voice mail system. Make sure you leave your name, telephone number (including the area code), and a message. Remember to speak slowly and clearly - we cannot return the call if we cannot understand the message.

For Payment of Fees

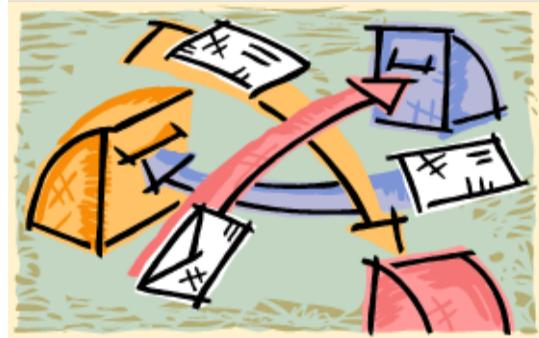
(Examination application, licensure application, renewal and late fees, etc.)

Department of Environmental Protection
Operator Certification Program
Attn: Finance & Accounting
Post Office Box 3070
Tallahassee, Florida 32315-3070



Do Not Send Cash!

**For General Information
Requests and Correspondence**
Department of Environmental Protection
Operator Certification Program
2600 Blair Stone Road M.S. 3506
Tallahassee, Florida 32399-2400



Internet Address

You may visit our website at:

<http://www.floridadep.gov/ocp>

for additional copies of this handbook, forms and other important information. You may also view your CEU credits.

Change of Address

It is the responsibility of the operator to inform the OCP office by email, in writing or by fax of any changes of address. Changes may also be made using the OCP Online Business Portal which may be found on our website. **No changes will be made over the phone.** Failure to notify our office of your current address will delay notification of your examination, licensure and renewal status. Our fax number is (850) 245-8410. The link where you can change your address is <https://floridadep.gov/water/certification-restoration/documents/change-address>.



Technical Assistance and Professional Training

FW & PCOA – Operators Association

FWPCOA Training Office
4401 S. Hopkins Ave. Suite 108
Titusville, FL 32780
Phone: (321) 383-9690; Fax (321) 383-9691
fwpcoa@gmail.com
<https://fwpcoa.org/>

FRWA – Florida Rural Water Association

2970 Wellington, Circle W, Suite 101
Tallahassee, FL 32309
Phone: (850) 668-2746
Fax: (850) 893-4581
<http://www.frwa.net/>

FSAWWA – FL Section American Water Works

1320 Tennessee Avenue
St. Cloud, FL 34769
(407) 979-4805 Fax (407) 593-0251
<https://www.fsaawwa.org/>
donna@fsawwa.org

Florida Department of Health

Bureau of Water Programs
4052 Bald Cypress Way, Bin A-08
Tallahassee, FL 32399-1710
(850) 245-4240
AskEH@flhealth.gov

University of Florida - TREEO

Training Office
3900 Southwest 63rd Blvd
Gainesville, FL 32608
(352) 294-3881
areiole.williams@treeo.ufl.edu
<https://treeo.ufl.edu/waterwastewater/>

Mitchell Training, INC.

836 NW 124 Drive
Newberry, FL 32669
(352) 495-3767 Fax (352) 495-3592
<https://www.mtrain.com/>
mtrainfl@gmail.com

Related Regulatory Information

Drinking Water Program

Tallahassee Office (850) 245-8624
Drinking Water Rules are:
[62-550](#), F.A.C.
[62-555](#), F.A.C.
[62-560](#), F.A.C.

Domestic Wastewater Program

Tallahassee Office (850) 245-8605
Domestic Wastewater Rules are:
[62-600](#), F.A.C.
[62-601](#), F.A.C.
[62-620](#), F.A.C.
[62-640](#), F.A.C.

[62-699](#), F.A.C., Staffing requirements for Water/Wastewater treatment plants

40 CFR 141, subpart H, filtration and disinfection

40 CFR 141, subpart I, control of lead and copper

40 CFR 141, subpart L, disinfectant residuals, disinfection byproducts, and disinfection byproduct precursors

40 CFR 141, subpart O, consumer confidence reports

40 CFR 141, subpart P, enhanced filtration and disinfection--systems serving >10,000 people

40 CFR 141, subpart T, enhanced filtration and disinfection--systems serving <10,000 people

*Please be aware that the above FDEP rules can be on any of the licensing exams

Examination Subject Area Overview

The Drinking Water and Wastewater Treatment Plant Operator examinations are composed of four levels; Operators - Class A, Class B, Class C, and Class D. These examinations are given, for each type and level, on one day. The examination time allocated is three (3) hours for Class A, B, and C, with 100 questions. The examination time allocated is two (2) hours for Class D with 50 questions. All exams are composed of multiple choice questions.

Subject Outline for Water Treatment Plant Operators:

Class A Drinking Water Treatment Plant Operators

Each examination item may be from one of the subject areas listed below:

- Chemical Treatment/Addition
- Clarification/Sedimentation
- Coagulation/Flocculation
- Facility Management
- Filtration
- Laboratory Sampling, Analysis & Interpretation
- Math
- Process Control
- Perform Safety & Security Procedures
- Residuals Disposal
- Regulations

Class B Drinking Water Treatment Plant Operators

Each examination item may be from one of the subject areas listed below:

- Characteristics of Source Water
- Chemical Treatment/Addition
- Coagulation and Flocculation
- Corrosion Control
- Clarification/Sedimentation
- Disinfection & Disinfectant Byproducts
- Distribution
- Facility Operation & Maintenance
- Filtration
- Fluoridation
- Iron and Manganese Control
- Laboratory Sampling, Analysis & Interpretation
- Maintain Equipment
- Math
- Operate Equipment
- Regulations
- Reservoir and Well Field Management
- Softening
- Taste and Odor Control

Class C Drinking Water Treatment Plant Operators

Each examination item may be from one of the subject areas listed below:

- Aeration
- Characteristics of Source Water
- Clarification/Sedimentation
- Coagulation and Flocculation
- Corrosion Control
- Disinfection
- Disinfection and Disinfectant Byproducts
- Distribution
- Filtration
- Facility Operation and Maintenance
- Evaluate Equipment
- Iron and Manganese Control
- Laboratory Sampling, Analysis & Interpretation
- Math
- Operate Equipment
- Perform Safety and Security Procedures
- Regulations
- Reservoir & Well Field Management
- Softening

- Taste and Odor Control
- Waste Handling and Disposal
- Water Process

Class D Drinking Water Treatment Plant Operators

Each examination item may be from one of the subject areas listed below:

- Chemical Treatment/Addition
- Maintain Equipment
- Perform Safety and Security Procedures
- Plant Operation
- Regulations
- Reporting Requirements

Subject Outline for Wastewater Treatment Plant Operators:

Class A Wastewater Treatment Plant Operators

Each examination item may be from one of the subject areas listed below:

- Perform Administrative Duties
- Employment Skills
- Facility Management
- Math
- Secondary Processes
- Process Control
- Regulations

Class B Wastewater Treatment Plant Operators

Each examination item may be from one of the subject areas listed below:

- Disinfection
- Effluent Disposal
- Interpret Lab Analysis
- Math
- Primary Treatment
- Solids Handling
- Nutrient Removal
- Odor Control
- Perform Laboratory Analysis
- Regulations
- Perform Safety and Security Procedures
- Secondary Processes

Class C Wastewater Treatment Plant Operators

Each examination item may be from one of the subject areas listed below:

- Disinfection
- Facilities & Collection Systems
- Laboratory Sampling, Analysis & Interpretation
- Maintenance
- Math
- Perform Safety and Security Procedures
- Primary Treatment
- Records & Reporting
- Regulations
- Secondary Processes
- Solids Handling

Class D Wastewater Treatment Plant Operators

Each examination item may be from one of the subject areas listed below:

- Disinfection
- Operate Equipment
- Package Plants & Disinfection
- Perform Safety and Security Procedures
- Regulations

The Water Distribution System Operator examinations are composed of four levels; Operators – Level 1, 2, or 4. These examinations are given, for each type and level, on one day. The examination time allocated is two (2) hours with 50 questions. All exams are composed of multiple choice questions.

SUBJECT OUTLINE FOR WATER DISTRIBUTION OPERATORS:

Level 1, 2 and 3 Water Distribution System Operators

Each examination item may be from one of the subject areas listed below:

- Perform Administrative Duties
- Drinking Water Regulations
- Install Equipment
- Maintain Equipment
- Disinfection
- Operate Equipment
- System Design
- System Inspection
- Water Quality
- Perform Safety and Security Procedures
- Math

Approved Training Courses - Water and Wastewater Treatment Operator

All courses have met the established Florida Department of Education standards and are offered at local community colleges and vocational technical centers throughout the state. Please check in your area for available times and course levels. If no courses are available, refer to the listing of DEP Approved Course List in this handbook.

Approved training courses are valid for examination eligibility purposes for five years from the date a course was completed. **Approved training courses older than five years must be retaken in order to qualify for the respective examination.** Expired course work will result in denial of your examination application. Photocopies of the required training course certificate(s) for first time applications must be attached to the application for examination. Retest applications do not need to re-send coursework.

NOTE: Exams may contain questions on the topics covered in the required course work of the lower levels. We strongly recommend that you review for lower-level material when testing at a higher level.

Training outside of Florida

Courses not approved by the Florida Operator Certification Program may not be accepted. Out-of-state training must meet the Florida Department of Environmental Protection's standards for water and wastewater treatment plant operators. Applicants must submit detailed description of out-of-state training to confirm that the training meets Florida's standards. Course work must have been completed no more than five years prior to the application date.

Approved on-line and Community College course list

Listed below are the courses that have been approved by the Operator Certification Program. Please be aware that these courses are subject to change, always check with the course provider that you want to utilize. Only one course is required for the level that you are applying for. Prep courses from any provider cannot substitute for the DEP approved course.

Training Providers	Class Level and Type
California State University, Sacramento Office of Water Programs 6000 J St. Sacramento, CA 95819-6025 Phone: (916) 278-6142 Fax: (916) 278-5959 www.owp.csus.edu	<ul style="list-style-type: none">• Drinking Water D "Small Water Sys Operation and Maintenance"• Wastewater D "Small Wastewater Sys Operation & Maintenance Vol I&II"• Drinking Water C&B "Water Treatment Plant Operation Vol I&II"• Wastewater C "Operation of Wastewater Treatment Plants" Volume I (enrollments A, B, C) & Volume II (enrollments A & B)• Wastewater B "Operation of Wastewater Treatment Plants" Volume III (enrollments A & B)• Drinking Water A & Wastewater A "Manage For Success"
Charlotte Technical College 18150 Murdock Circle Port Charlotte, FL 33948 Phone: (941) 255-7500	<ul style="list-style-type: none">• Water Treatment Plant Operation Level C• Water Treatment Plant Operation Level B• Wastewater Treatment Plant Operation Lvl C• Wastewater Treatment Plant Operation Lvl B

Training Providers	Class Level and Type
Daytona State College 1200 International Speedway Blvd Daytona Beach, FL 32114 Phone: (386) 506-4303 https://daytonastate.edu/ Email: jennifer.bell@daytonastate.edu	<ul style="list-style-type: none"> Water Treatment Plant Operator Level C -Two Year Degree Program Wastewater Treatment Plant Operator C -Two Year Degree Program
Florida Gateway College Environmental Science Programs 149 SE College Place Lake City, FL 32025-2007 Phone: (386) 754-4308 Fax: (386) 754-4778 Email: water2go@fgc.edu	<ul style="list-style-type: none"> Water Treatment Plant Operation Levels B & C Wastewater Treatment Plant Operation Level C Wastewater Treatment Plant Operation Level B The Utility Manager - Water/Wastewater A
Florida Rural Water 2970 Wellington Circle, W, Suite 101 Tallahassee, FL 32309-6885 (850) 668-2746 Fax: (850) 893-4581 Email: frwa@frwa.net http://www.frwa.net	<ul style="list-style-type: none"> Drinking Water D "Water Treatment Plant Operation and Maintenance" Wastewater D "Introduction to Wastewater Processing Course" Drinking Water A & Wastewater A "Utility Management Certification for Water and Wastewater"
Florida Water & Pollution Control Operators Association (FWPCOA) 4401 S. Hopkins Ave. Suite 108 Titusville, FL 32780 Phone (321) 383-9690 Fax (321) 383-9691 Email: training@fwpcoa.org http://www.fwpcoa.org	<ul style="list-style-type: none"> Water Treatment Plant Operator Lvl C Online Water Treatment Plant Operator Lvl B Online Wastewater Treatment Plant Operator Lvl C Online Wastewater Treatment Plant Operator Lvl B Online Drinking Water A & Wastewater A "Facility Management"
Michigan State University Henry Center for Executive Development 3535 Forest Rd Lansing, MI 48910 Phone: (517) 353-5670 https://msustatewide.msu.edu/Programs/Details/4504	<ul style="list-style-type: none"> Drinking Water A & Wastewater A "Supervisory Management in the Water/Wastewater Field"
Mitchell Training, Inc. 836 NW 124 Drive Newberry, FL 32669 Phone: (352) 317-1726 Fax: (352) 331-5395 Email: mtrainfl@gmail.com www.mtrain.com	<ul style="list-style-type: none"> Water Treatment Plant Operator Level C Water Treatment Plant Operator Level B Drinking Water A & Wastewater A "Management of Water and Wastewater Facilities 1&2"
Pinellas Technical Education Center Public Works Academy 901-34 th Street South St. Petersburg, FL 33711 Phone: (727) 893-2500	<ul style="list-style-type: none"> Water Treatment Plant Operator Level C Wastewater Treatment Plant Operation Lvl C Wastewater Treatment Plant Operation Lvl B

Training Providers	Class Level and Type
Palm Beach State College 4200 Congress Avenue Lake Worth, FL 33461 Phone: (561) 868-3700 https://www.palmbeachstate.edu/CCE/water-wastewater.aspx	<ul style="list-style-type: none"> • Water Treatment Plant Operation (C) • Water Treatment Plant Operation (B) • Wastewater Treatment Operation (C) • Wastewater Treatment Operation (B)
Piper Community School 8000 NW 44th Street Sunrise, FL 33351 Phone: (754) 322-1800 Fax: (754) 322-1833	<ul style="list-style-type: none"> • Wastewater Treatment Operator C
Florida SouthWestern State College 8099 College Parkway Fort Myers, FL 33919 Phone: (239) 489-9105 Email: Corporate.Training@fsw.edu	<ul style="list-style-type: none"> • Drinking Water Treatment Class C • Drinking Water Treatment Class B • Wastewater Treatment Class C • Wastewater Treatment Class B • Drinking Water/Wastewater • Management Class A
University of Florida TREEO Center 3900 SW 63rd Street Gainesville, FL 32608 Phone: (352) 392-8660 Fax: (352) 392-6910 http://www.treeo.ufl.edu/waterwastewater/	<ul style="list-style-type: none"> • Water Treatment Plant Operations C&B Online • Wastewater Treatment Plant Operations C&B Online

Approved Training Courses - Water Distribution System Operator

Listed below are the approved courses by the Operator Certification Program. Please be aware that these courses are subject to change, always check with the course provider that you want to utilize. Only one course is required for the level that you are applying for.

Training Providers	Class Level and Type
Atlantic Technical College 1701 NW 23rd Ave Ft. Lauderdale, FL 33311 Phone: (754) 322-2808	<ul style="list-style-type: none">• Water Distribution Operator Level 3
California State University, Sacramento Office of Water Programs 6000 J St. Sacramento, CA 95819-6025 Phone: (916) 278-6142 Fax: (916) 278-5959 www.owp.csus.edu	<ul style="list-style-type: none">• Distribution Level 2&3 "Water Distribution System Operation and Maintenance"• Distribution Level 1 "Manage for Success"
Florida Section American Water Works Association Donna, Training Coordinator 1320 Tennessee Avenue St. Cloud, FL 34769 Phone: (407) 957-8447 Fax: (407) 957-8415 Email: donna@fsawwa.org	<ul style="list-style-type: none">• Water Distribution Operator Certification Level 3• Water Distribution Operator Certification Level 2
Florida Water & Pollution Control Operators Association (FWPCOA) 4401 S. Hopkins Ave. Suite 108 Titusville, FL 32780 Phone: (321) 383-9690 Fax: (321) 383-9691 Email: training@fwpcoa.org http://www.fwpcoa.org	<ul style="list-style-type: none">• Online Water Distribution Level 3• Online Water Distribution Level 2• Water Distribution Level 3• Water Distribution Level 2• Water Distribution Level 1
Florida Rural Water 2970 Wellington Circle, W, Suite 101 Tallahassee, FL 32309-6885 Phone: (850) 668-2746 Fax: (850) 893-4581 Email: frwa@frwa.net http://www.frwa.net	<ul style="list-style-type: none">• Level 3 Water Distribution• Level 2 Water Distribution• Distribution Level 1 "Utility Management Certification"
Florida Gateway College Workforce & Economic Development 149 SE College Place Lake City, FL 32025-2007 Phone: (386) 754-4308 Fax: (386) 754-4778 Email: water2go@fgc.edu	<ul style="list-style-type: none">• The Utility Manager - Water Distribution Level 1

Training Providers	Class Level and Type
Michigan State University Henry Center for Executive Development 3535 Forest Rd Lansing, MI 48910 Phone: (517) 353-5670 https://msustatewide.msu.edu/Programs/Details/4504	<ul style="list-style-type: none"> • Distribution Level 1 "Supervisory Management in the Water/Wastewater Field"
Pinellas Technical Education Center Public Works Academy 901 34th Street South St. Petersburg, FL 33711 Phone: (727) 893-2500 Fax: (727) 550-2248	<ul style="list-style-type: none"> • Water Distribution Level 3 • Water Distribution Level 2 • Water Distribution Level 1
Port Orange Water Distribution System Resident Class Lynn Stevens 1999 City Center Circle Port Orange, FL 32129 Phone: (386) 562-1512	<ul style="list-style-type: none"> • Water Distribution Systems Level 2&3
University of Florida TREEO Center 3900 SW 63rd Street Gainesville, FL 32608 Phone: (352) 392-8660 Fax: (352) 392-6910 www.treeo.ufl.edu/waterwastewater/	<ul style="list-style-type: none"> • Level 2&3 Water Distribution In-Person & Online • Water Distribution Systems Operator Level 1

License Renewal and Failure To Renew

All licenses are biennial and must be renewed, by April 30th of odd numbered years, to continue performing the duties of an operator. Ninety days prior to the renewal deadline, licensees are sent a renewal notice to their last address of record. **Please note that all operators are responsible for keeping track of their renewal periods; all notices sent by the Department are courtesy reminders that renewal of your license(s) is due. Remember to notify our office in writing of your current address.**

Licenses not renewed by the renewal deadline are considered inactive and the operator may not perform any duties of an operator. Those operators working with an inactive license may be subject to disciplinary and enforcement actions. An inactive license which is not reactivated before the end of the current biennial licensure period will be expired and considered **Null & Void**. Subsequent licensure will require meeting all the current requirements for the last highest level of licensure obtained. **Example:** Your license is active until the expiration date 4/30/2023. If you fail to renew your license by this date it becomes inactive until 4/30/2025. If proper fees and CEU's are not received by 4/30/2025, your license will become **Null & Void**.

Operators renewing individual licenses:

License Status	Time of Renewal	Renewal Fee	CEUs Required
Active	Before the license expiration date	\$75 (A, B & C) \$50 (D)	A – 2.0 B – 2.0 C – 1.0 D - 0.5
Inactive	Less than 1 yr. 9 mo. after the license expiration date	\$175 (A, B & C) \$150 (D)	A – 2.0 B – 2.0 C – 1.0 D - 0.5
Inactive	More than 1 yr. 9 mo. after the license expiration date	\$250 (A, B & C) \$200 (D)	A – 4.0 B – 4.0 C – 2.0 D – 1.0

If you are dual licensed with both licenses at the A or B level you must obtain 1.5 CEU's for each. All other combinations of dual licensure will require obtaining CEU's for each level based on the CEU's required for single license levels.

Operators with dual Class A, dual Class B or dual Class A & B Licenses only:

License Status	Time of Renewal	Renewal Fee	CEUs Required
Active Dual "A" & "B" only	Before the license expiration date	\$75 (A & B)	A – 1.5 B – 1.5
Inactive Dual "A" & "B" only	Less than 1 yr. 9 mo. after the license expiration date	\$175 (A & B)	A – 1.5 B – 1.5
Inactive Dual "A" & "B" only	More than 1 yr. 9 mo. after the license expiration date	\$250 (A & B)	A – 3.0 B – 3.0

Distribution System Operators:

License Status	Time of Renewal	Renewal Fee	CEUs Required
Active	Before the license expiration date	(1, 2, 3, 4) \$50	1 – 0.5 2 – 0.5 3 – 0.5 4 – 0.5
Inactive	Less than 1 yr. 9 mo. after the license expiration date	(1, 2, 3, 4) \$150	1 – 0.5 2 – 0.5 3 – 0.5 4 – 0.5
Inactive	More than 1 yr. 9 mo. After the license expiration date	(1, 2, 3, 4) \$200	1 – 1.0 2 – 1.0 3 – 1.0 4 – 1.0

Null and Void Licenses

If your license has lapsed into a Null and Void status you must reapply as a first-time applicant. This will include retaking the coursework at the level your license was previously held. For instance, if you had an A or B level operator license you may reapply and retest at that level. Please note that when you submit the license application, you will have to re-document your actual on-site experience. We do not have all records of null and void files available, so be sure that you can obtain signatures from licensed DEP operators.

Frequently Asked Questions Concerning Continuing Education

1. Q: What is a CEU?

A: CEU is a continuing education unit given for continuing education. CEU's may be given in the form of classroom time or a seminar, self-study programs, and conferences. For operators, one CEU equals 10 hours of continuing education contact time.

2. Q: When will CEU's be required?

A: CEU'S will be required each renewal cycle. Please make sure the courses you take are completed during the two years directly preceding the request for license renewal. Courses taken during that period will be applied as credit earned for that renewal cycle only.

3. Q: What is a Provider?

A: A Provider is a non-profit organization or educational institution accredited by the Southern Association of Colleges and Schools (SACS) that will be approving courses for CEU's. The OCP will not be approving every course and does NOT have a list of all the courses approved. You need to contact one or all of the Providers identified in this booklet to obtain a list of all approved courses.

4. Q: Can training courses taken for the application for examination requirement be accepted for CEU's?

A: YES; as long as you already hold an active license of a lesser level the course can be used as CEUs.

5. Q: How many CEU's must be earned for renewal?

Single license

Active License	CEU's Required
A Level	2.0
B Level	2.0
C Level	1.0
D Level	0.5

Dual License

Active License	Cumulative Amt.	Total
A & A Level	1.5 & 1.5	3.0
A & B Level	1.5 & 1.5	3.0
B & B Level	1.5 & 1.5	3.0
B & C Level	2.0 & 1.0	3.0
C & C Level	1.0 & 1.0	2.0
C & D Level	1.0 & 0.5	1.5
D & D Level	0.5 & 0.5	1.0

6. Q: Can I take the same CEU course again that I took last renewal cycle?

A: No. You cannot complete the same course for CEU credit during back-to-back renewal cycles. Credit will **not** be awarded to you for the second completion of the course.

Please Note:

If you are dual licensed with both licenses at the A or B level you must obtain 1.5 CEU's for each. All other combinations of dual licensure will require obtaining CEU's for each level based on the CEU's required for single license levels. A certified operator who is teaching an approved CEU course shall, upon receipt of documentation, receive credit equal to the CEU's approved for that course. The CEU credit can only be received once for a particular course during the two-year renewal cycle. A certified operator who teaches an approved residence course (required for an examination) may use this experience for one-half of the required CEU's needed to renew his license. This credit can only be received ONCE during that CEU renewal cycle. If you have a C or D and any other license you will need the CEU requirement for each individual license.

Continuing Education Providers

Below is a list of our current CEU Providers. Please contact them for questions regarding:

1. CEU courses and listings;
2. Problems with CEU credits submitted to the department;
3. Becoming a CEU course sponsor and/or course approval

[University of FL/TREEO Center](#)

Training Office – Ron Trygar
3900 Southwest 63rd Boulevard
Gainesville, FL 32608
Phone (352) 294-3881
Fax (352) 392-6910
Email: trygar@treeo.ufl.edu
Internet: www.treeo.ufl.edu/waterwastewater

[FL Water & Pollution Control Operators Association \(FWPCOA\)](#)

Shirley Reaves
FWPCOA Training Office
4401 S. Hopkins Ave.
Suite 108
Titusville, FL 32780
Phone (321) 383-9690
Fax (321) 383-9691
Email: Training@fwpcoa.org
Internet: <http://fwpcoa.org>

[Florida Water Environment Association \(FWEA\)](#)

Joan Fernandez, President
PO Box 782164
Orlando, FL 32878
Phone: 407-574-3318
Fax: 407-563-1411
Email: info@fwea.org
Internet: <https://fwea.org/>

[Florida University of Sanitary Education, Inc](#)

Bill Edgar, Executive Director
P.O. Box 10355
Brooksville, Florida 34603
Phone: (352) 754-1259
Fax: (352) 754-1261
Email: FUSEtraining20@gmail.com
Internet: <http://www.fuse.ws>

[Florida Section American Water Works Assoc. \(FSAWWA\)](#)

Donna Metherall, Training Coordinator
1320 Tennessee Avenue
St. Cloud, FL 34769
(407) 979-4805
Fax: (407) 593-0251
Email: donna@fsawwa.org
Internet: <https://www.fsawwa.org/>

[Florida Rural Water Association](#)

Becky Cutshaw
2970 Wellington Circle
Suite 101
Tallahassee, FL 32309-6885
Phone: (850) 668-2746
Fax: (850) 893-4581
Email: frwa@frwa.net
Internet: <http://www.frwa.net>

Approved Correspondence Courses for CEUs

(Courses, course titles, course numbers and CEU amounts are subject to change. Please contact the provider for most recent information.)

California State University at Sacramento:

Approved Courses	Approved License Type	Credit Hours
CSUS Operation of Wastewater Treatment Plants Vol. 1	WW	3
CSUS Operation of Wastewater Treatment Plants Vol. 2	WW	3
CSUS Operation of Wastewater Treatment Plants Vol. 3	WW	3
CSUS Small Wastewater O & M Vol. 1	WW	3
CSUS Small Wastewater O & M Vol. 2	WW	3
CSUS Treatment of Metal Waste Streams	WW	2.6
CSUS Industrial Waste Treatment Vol. 1	WW	3
CSUS Industrial Waste Treatment Vol. 2	WW	3
CSUS Pretreatment Facility Inspections	WW	3
CSUS Operation & Maintenance of Wastewater Collection Systems, Vol. 1	WW	3
CSUS Operation & Maintenance of Wastewater Collection Systems, Vol. 2	WW	3
CSUS Collection Systems, Methods for Evaluating & Improving Performance	WW	3
CSUS Water Distribution System Operation and Maintenance	DS	3
CSUS Water Distribution: Disinfection	DS	1.8
CSUS Water Distribution: Safety	DS	1.8
CSUS Water Distribution: Distribution Facilities	DS	1.8
CSUS Water Distribution: Operation and Maintenance	DS	1.8
CSUS Water Distribution: Management	DS	1.8
CSUS Water Treatment Plant Operations Vol. 1	DW	3
CSUS Water Treatment Plant Operations Vol. 2	DW	3
CSUS Small Water System Operation and Maintenance	DW	3
CSUS Small Water System, Video Information Series	DW	3
CSUS Small Water System, Disinfection	DW	1.8
CSUS Small Water System: Wells	DW	1.8

Approved Courses	Approved License Type	Credit Hours
CSUS Small Water System: Treatment Plants	DW	1.8
CSUS Small Water System: Safety and Introduction to Small System Management	DW	1.8
CSUS Small Water System: Laboratory Procedures	DW	1.8
* CSUS Manage For Success	WW/DW/DS	3
* CSUS Utility Management	WW/DW/DS	1.6

University of Florida:

Approved Courses	Approved License Type	Credit Hours
UF Water Treatment Plant Operations Class B & C online	DW	3

Michigan State University:

Approved Courses	Approved License Type	Credit Hours
*Michigan State University Supv. Management in the Water/Wastewater Field	WW/DW/DS	3

Mitchell Training:

Approved Courses	Approved License Type	Credit Hours
* Mitchell Training, Management of Water and Wastewater Fac. I & II	WW/DW/DS	3

Florida Rural Water Association:

Approved Courses	Approved License Type	Credit Hours
FRWA Small Water Systems I Internet Course	DW	.5
FRWA Introduction to Wastewater Processing Internet Course	WW	1

Federal Emergency Management Agency (FEMA):

Approved Courses	Approved License Type	Credit Hours
*IS-5.a Introduction To Hazardous Materials	WW/DW/DS	1.0
*IS-29.a Public Information Officer Awareness	WW/DW/DS	0.7
*IS-100.c Introduction to Incident Command Systems (ICS)	WW/DW/DS	0.2
*IS-200.c ICS for Single Resources and Initial Action	WW/DW/DS	0.4
*IS-230.e Fundamentals of Emergency Management	WW/DW/DS	0.6
*IS-235.c Emergency Planning	WW/DW/DS	0.5
*IS-242.c Effective Communication	WW/DW/DS	0.8
*IS-271.a Anticipating Hazardous Weather & Community Risk	WW/DW/DS	0.9
*IS-324.a Community Hurricane Preparedness	WW/DW/DS	1.0
*IS-326 Community Tsunami Preparedness	WW/DW/DS	0.6
*IS-393.b Introduction to Hazard Mitigation	WW/DW/DS	0.2
*IS-700.b National Incident Management System (NIMS), An Introduction	WW/DW/DS	0.4
*IS-703.b NIMS Resource Management	WW/DW/DS	0.4
*IS-800.d National Response Framework, An Introduction	WW/DW/DS	0.3
*IS-907 Active Shooter: What You Can Do	WW/DW/DS	0.1

* Please note that courses listed above with the (*) are considered generic in nature; i.e. not specific to water treatment, wastewater treatment or water distribution. If you are a dual license holder, the CEUs cannot be divided or split between a drinking water and wastewater license. Also, you may not complete the same course in back-to-back renewal cycles. If you do, you will not receive credit for the second completed course.

WW = Wastewater License **DW** = Drinking Water License **DS** = Water Distribution License

FEMA Course Notice: Once a FEMA course is completed, a certificate of completion is created using its original course completion date. FEMA does not track or issue new certificates of completion for additional attempts of the same course. If you retake a FEMA training course a second time in an effort to receive CEU's for your license and a new course completion date is not issued, you will not receive ceu credit for that course. Furthermore, emails from FEMA are not proof of course completion and will not be accepted as such by the FDEP. Only certificates of completion, with dates within the current license cycle, will be accepted by FDEP for ceus.

Not all FEMA courses in their catalog are approved by FDEP for ceus. Only those listed above are approved by FDEP for ceus. FEMA periodically modifies approved courses which may increase/decrease a ceu value without notice. Please check this before registering.

Things to Remember Before Sending in Your Application

Examination Applicants

1. Complete an examination application form.
2. Sign and date the application form.
3. Attach a personal check, money order, cashiers' check or Journal Transfer payable to "FDEP".
4. \$100.00 for A, B, & C Class applicants. \$75.00 for 1, 2, 3, & D Class applicants.
5. Attach copies of high school diploma, course certificates, a 2x2 photo, and any applicable name change documentation.
6. Supporting documents are not required for re-test applications.
7. Mail all of the above to the address below.

License Applicants

1. Complete a license application form.
2. Attach a peer reference letter (if needed).
3. Sign and date the application form.
4. Attach a personal check, money order, cashiers' check, or Journal Transfer payable to "FDEP".
5. \$100.00 for A, B, & C Class applicants. \$75.00 for 1, 2, 3, & D Class applicants.
6. Attach employment verification. (DEP form should be attached.)
7. DO NOT attach copies of high school diploma, course certificates, or photos.
8. Mail to the address below.

**Department of Environmental Protection
Operator Certification Program
Finance & Accounting
Post Office Box 3070
Tallahassee, FL 32315-3070**