



OPERATOR IN RESPONSIBLE CHARGE (ORC) HIRING AND CONTRACTING GUIDE



COLORADO
Department of Public Health & Environment

Purpose of this Document

Communities depend on drinking water and wastewater operators every day for safe water and environmental protection. This document is a resource that can help system decision-makers hire or contract with a certified water operator. Understanding how to select an operator (either a permanent employee or a contractor) and what to expect from that operator can help you ensure that your system complies with all state and federal regulations and delivers safe drinking water to your customers.

This document offers suggestions on how to find the right operator for your system, helps you to communicate with your operator about system responsibilities and assists with your documentation of expectations for operating the system.

Examples of public water systems that may find this resource useful include:

- Small towns
- Rural water districts
- Manufactured home communities
- Homeowners' associations
- Small, privately-owned water systems
- Businesses that are also water systems

This document includes the following information:

1. How a certified operator can help meet safe drinking water and clean wastewater goals
2. A table of roles and responsibilities of decision-makers and operators that can help you understand what to expect of your operator
3. An interview tool to help you ask the right questions when interviewing potential operators
4. A list of possible topics to include in a written agreement with your operator
5. A list of suggested operator duties that can be included in a written agreement with your operator

Am I a decision-maker?

You are a system decision maker if you make financial or management-related decisions for a water or wastewater system. These decision-makers can include system board members, owners, managers, elected officials or other municipal officials. Other examples may include homeowners' associations' board members and those who own or operate businesses or manufactured home communities. Decision-makers are legally responsible for maintaining compliance with the applicable regulations.

What is a certified operator?

A certified operator is an individual who is certified as a certified water professional by the Water and Wastewater Facility Operators Certification Board to operate and maintain a water or wastewater system in Colorado. A certified operator can help you operate your system and maintain compliance with state and federal regulations, but is not legally responsible for compliance with applicable regulations in the same way as a decision-maker.

How can a certified operator help?

System decision makers are responsible for ensuring that their customers receive safe drinking water that complies with state and federal regulations and/or discharge wastewater that is protective of the environment in accordance with applicable permits. Requirements include those that pertain to:

1. Water quality sampling
2. Reporting and recordkeeping
3. Employing or contracting with properly certified operators
4. Design, construction and operation of water and wastewater systems
5. Emergency situations

While hiring a certified operator will not eliminate a system decision-maker's legal responsibilities, a certified operator can help decision-makers meet legal requirements.



Colorado requirement for operators in responsible charge

In Colorado, all public water systems (treatment facilities and distribution systems) and all domestic and industrial wastewater treatment facilities and wastewater collection systems not exempted by Regulation 100 (100.1.5 and 100.1.6) are legally required to have a certified operator to operate the system. Systems are required to submit paperwork to the Colorado Water Quality Control Division (division) designating one operator in responsible charge (ORC) of the system. The ORC has the authority to make operational decisions that affect water quality or quantity. ORC contact update forms are available [online](#). Contact the [division](#) to learn what level of certification is required for an ORC working at your system.

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System Decision-Maker and Operator in Responsible Charge (ORC) Responsibilities

The system decision maker and the certified operator in responsible charge (ORC) must work together as a team to deliver safe drinking water to customers and/or protect the environment from discharges that degrade water quality. Clear communication about each one’s responsibilities can help ensure this is achieved. The table below outlines responsibilities assigned to the system decision-maker and the ORC in regulation as well as best practices for each. You can use this table to facilitate a conversation between you and your ORC to ensure that all aspects of managing and operating your system are addressed. You should document the decisions that you make regarding responsibilities and revisit them from time to time to make adjustments or improvements. Note that while some tasks may be interchangeable or shared, others will usually be performed by one person or the other. It should also be noted that delegating specific tasks does not relieve the ORC of operational responsibilities, nor does it relieve the decision-maker of legal responsibilities.

System Decision-Maker and Operator in Responsible Charge (ORC) Responsibilities

Decision-Maker Responsibilities	ORC Responsibilities
Personnel	
Summary: Decision-makers should ensure that there are enough qualified staff for proper operation of the facility.	Summary: ORC should communicate with the decision-maker about staff needed to complete particular tasks.
Decision-makers must hire or contract with one or more appropriately certified operators in responsible charge to provide direct supervision with respect to the operation of the facility and for the activities and functions of other facility operators. Example of supervisory responsibility: The ORC is responsible for adjusting the chlorine dose to meet minimum regulatory/operational chlorine residual at the entry point and in the distribution system.	ORCs should communicate with decision-maker about staff needed to complete particular tasks and recommend appropriate staffing levels.
Decision-makers must ensure that any ORC holds a certificate at a class equal to or higher than the class of the facility. Decision-makers should: <ul style="list-style-type: none"> • know the classification of its system. Contact the division to verify the classification of system. • understand certification requirements. • ensure ORCs have appropriate experience and certification for the system. 	ORCs must hold a valid certificate equal to or greater than the classification of the facility.
Decision-makers should identify a substitute or back-up ORC, holding the appropriate certification, who can step in quickly to provide direct operational supervision in the event the primary ORC is terminated, resigns, or otherwise becomes unavailable.	ORCs should assist decision-maker in the identification of options for a substitute or back-up ORC, holding the appropriate certification, to provide direct operational supervision in the event the primary ORC becomes unavailable.

Decision-Maker Responsibilities	ORC Responsibilities
<p>Decision-makers must have detailed and formal (written) agreements with each ORC reflecting all duties of each ORC. At a minimum, the duties must include the ORC duties listed in 100.12.5.</p> <ul style="list-style-type: none"> Decision-makers should maintain written job descriptions for employed certified operators and/or include detailed job descriptions as part of written contracts or agreements with contract ORCs. Decision-makers should have ORCs sign and date the job descriptions to formalize agreement to perform the identified tasks/activities. Decision-makers should periodically work with ORCs to review and update job descriptions as necessary. New or revised job descriptions become valid upon signature of ORC indicating agreement with updated version. 	<p>ORCs are accountable for the operation and maintenance of the facility and are responsible for understanding the requirements of the applicable permits, laws and regulations. Specific minimum duties are listed in 100.12.5.</p> <ul style="list-style-type: none"> Certified ORCs should review written job descriptions carefully before signing agreement to perform the indicated tasks. ORC's should work within the limits of their knowledge and experience, and not agree to perform any additional duties that are beyond those limits. Certified ORCs should work with decision-makers to periodically update job descriptions to ensure they most accurately reflect the ORC's actual duties, activities and responsibilities.
<p>Decision-makers should always be prepared for the need to bring on a new ORC. Decision-makers should:</p> <ul style="list-style-type: none"> identify substitute or back-up ORCs. ensure the ORC is writing SOPs for optimal system operation, cross-training other operators as appropriate, encouraging other operators to become certified or upgrade their certifications, and maintaining centrally-located, easily accessible system information. request an annual briefing from the ORC on this topic. 	<p>ORCs should ensure that system operation can continue seamlessly in the event a new ORC is needed. ORCs should:</p> <ul style="list-style-type: none"> write standard operating procedures (SOPs) for optimal system operation. provide cross-training to other operators. encourage other operators to become certified or upgrade their certifications. maintain centrally-located, easily accessible system information. provide an annual briefing to the decision-maker on this topic.
<h3 style="color: #4F81BD;">Continuing Education/Professional Development</h3>	
<p>Summary: Decision-makers should stay informed about regulatory requirements and best practices in order to effectively oversee the system and manage ORC agreements/contracts. This can occur through regular communication with state and local officials.</p>	<p>Summary: ORCs should stay informed about the latest operational and regulatory requirements and should maintain their licenses/certifications to operate the system more effectively and ensure system compliance. This can occur through regular communication with state and local officials.</p>
<p>Decision-makers should regularly participate in division or EPA training for utilities/small systems as appropriate.</p> <p>Decision-makers should ensure that staff training needs are met and provide opportunities for operators and others to attend training.</p>	<p>ORCs must earn the appropriate number of training units, as specified in sections 100.16.6 and 100.16.7, during the 3-year life of the certificate in order to renew the certificate.</p> <p>ORCs must complete an approved regulatory course every three years.</p>
<p>Decision-makers should stay informed about regulatory requirements and best practices to ensure optimal system operation and system compliance.</p>	<p>In addition to meeting training requirements for certificate renewal, ORCs should stay informed about regulatory requirements and best practices to help ensure optimal system operation and system compliance.</p>

Decision-Maker Responsibilities	ORC Responsibilities
Written Plans, Reports and Recordkeeping	
<p>Summary: Decision-makers oversee the development, maintenance and submission of required reports and plans to the Water Quality Control Division. They also ensure copies of sampling results, inspections and any public notifications for the public water system are kept for the appropriate timeframes.</p>	<p>Summary: ORCs develop, update and keep plans and reports of system operational activities. They develop written operating (delegation) plans prior to allowing other certified or uncertified operators to perform any system tasks or activities. They may also assist in other administrative recordkeeping.</p>
<p>Decision-makers must provide the Colorado Water Quality Control Division (division) with contact information for their designated ORCs using the appropriate contact form. This information is due within 30 days of placing the facility in service or changing ORCs.</p>	<p>ORCs must notify the board's contractor with any changes to mailing address, telephone number or email within 30 days of such a change.</p>
<p>Decision-makers must ensure that there is a communication strategy in place with specific responsibilities assigned to specific individuals so that facility owners, ORCs and the division are all notified appropriately when there are instances of non-compliance or situations that could result in non-compliance.</p>	<p>ORCs must report instances of non-compliance or situations that could result in non-compliance as appropriate to decision-makers and the division.</p>
<p>Decision-makers should ensure the ORC develops and annually updates a written operating (delegation) plan if any duties are delegated to other facility operators.</p> <p>Decision-makers should verify that adequate training has been provided to any operators (certified or uncertified) to whom tasks or activities have been delegated.</p>	<p>ORCs must develop and annually update a written operating (delegation) plan in accordance with 100.12.6 if any tasks or activities are delegated to other facility operators.</p> <p>ORCs should provide written SOPs as well as hands-on training for delegated tasks. Operators to whom tasks have been delegated should indicate in writing that they have been trained and are comfortable with the delegated tasks.</p>
<p>Decision-makers must ensure that public notifications are made in accordance with regulatory and/or permit requirements, such as the following Public Water Systems requirements:</p> <ul style="list-style-type: none"> • Consumer Confidence Report (11.34) • Violations, situations that may pose a threat to public health (11.33) 	<p>If the decision-maker delegates the ORC to perform public notification, the public notification must be made in accordance with regulatory requirements. This duty should be specified in the written agreement between the decision-maker and the ORC.</p>
<p>Decision-makers must ensure that all reporting is done in accordance with regulatory and/or permit requirements. Decision-makers can contact the division to verify reporting requirements for their systems.</p>	<p>If the decision-maker delegates the ORC to perform reporting, the reporting must be done in accordance with regulatory and/or permit requirements. This duty should be specified in the written agreement between the decision-maker and the ORC.</p>
<p>Decision makers must ensure that all recordkeeping is done in accordance with regulatory and/or permit requirements. Decision-makers can contact the division to verify recordkeeping requirements for their systems.</p>	<p>If the decision-maker delegates the ORC to perform recordkeeping, the recordkeeping must be done in accordance with regulatory and/or permit requirements. This duty should be specified in the written agreement between the decision-maker and the ORC.</p>

Decision-Maker Responsibilities	ORC Responsibilities
<h3>System Planning</h3>	
<p>Summary: Decision-makers address planning needs related to setting rates, capital improvements, future maintenance, asset management and contingency plans.</p>	<p>Summary: ORCs provide input to the decision-maker to address planning needs related to capital improvements, future maintenance, asset management and contingency plans.</p>
<p>Decision-makers should plan budgets that include adequate funding to properly construct, operate and maintain the system. Decision-makers should solicit information from ORCs and review budgetary plans annually.</p>	<p>ORCs must actively participate in the planning associated with construction, operation and maintenance of a water or wastewater facility.</p>
<p>Decision-makers should develop and maintain an Asset Management* Plan using information provided by ORC.</p>	<p>ORCs should collect and provide information necessary for decision-maker to develop and maintain an Asset Management Plan</p>
<p>*Asset management is the practice of managing infrastructure capital assets (e.g., pumps, other equipment and buildings) to minimize the total cost of owning and operating them, while delivering the service level customers desire. An asset management plan serves as a tool to record all of a system's asset management practices and strategies. https://www.epa.gov/dwcapacity/asset-management-resources-states-and-small-drinking-water-systems https://www.epa.gov/sustainable-water-infrastructure/asset-management-water-and-wastewater-utilities</p>	
<p>Decision-makers should ensure that the ORC develops, updates and implements that Operations and Maintenance Plan/Manual.</p> <p>*An Operations and Maintenance (O & M) Manual contains a discussion of a system's components and other information explaining how a system is to be operated and maintained on a daily basis to ensure compliance with regulations. https://www.colorado.gov/pacific/cdphe/drinking-water-operations-and-maintenance-om-manual</p>	<p>ORCs should develop, update and implement the Operations and Maintenance Plan/Manual.</p>
<p>Decision-maker should identify in writing who is responsible for required sampling. If it is the ORC, ensure that ORC develops and maintains a schedule of required sampling.</p>	<p>If the decision-maker delegates the ORC to perform sampling, it should be specified in the written agreement between the decision-maker and the ORC. ORC should then develop and maintain a schedule of required sampling.</p>
<p>Decision-maker must ensure that inspections/sanitary surveys are scheduled and performed according to regulation/permit/department-approved frequency.</p> <p>Decision-maker should make it a priority to be present during scheduled inspections/sanitary surveys or require ORC to be present by including the task in the written agreement between the decision-maker and the ORC.</p>	<p>If the decision-maker delegates the ORC to schedule inspections/sanitary surveys, the ORC must schedule them in accordance with regulation/permit/department-approved frequency. ORCs should ensure the decision-maker has sufficient notice to arrange to be present to hear inspector's comments.</p> <p>If the decision-maker delegates the ORC to schedule and attend inspections/sanitary surveys, this task should be specified in the written agreement between the decision-maker and the ORC.</p>

Decision-Maker Responsibilities	ORC Responsibilities
Decision-makers should obtain necessary operation and construction approvals and permits and provide copies to ORC.	<p>ORCs should collect and provide information necessary for permits.</p> <p>ORCs should confirm that any necessary operation and construction approvals and permits have been obtained prior to the start of any construction/ operation and prior to making any changes in operations.</p>
<h3>Operations</h3>	
<p>Summary: Decision-makers should be knowledgeable about the fundamental aspects of system operations and what is needed to maintain day-to-day operational and process integrity of the system. They should also be aware of all sample results and take appropriate follow-up actions, as necessary. Decision-makers should work with ORCs to determine what certified laboratory will be used to analyze samples. Decision-makers and ORCs need to agree and put in writing WHO is responsible for taking appropriate actions in response to sample results.</p>	<p>Summary: ORCs should be knowledgeable about all operational aspects of the system and maintain day-to-day operational and process integrity of the system. Operators should implement practices to ensure water quality.</p> <p>ORC should work with decision-makers to determine what certified laboratory will be used to analyze samples.</p> <p>ORC and decision-maker need to agree and put in writing WHO will take appropriate actions in response to sample results.</p>
Decision-makers shall ensure that all process control and/or facility integrity decisions about water quality or quantity or wastewater effluent quality or quantity that may affect public health or the environment are made by either a certified operator in responsible charge or another operator certified at a level equal to or above the classification of the facility in accordance with a written operating plan as described in section 100.12.6.	Designated ORCs have supervisory responsibility for the operation of the facility and for the operational activities and functions of other facility operators.
<p>Decision-makers shall ensure that ORC is available whenever facility is in operation.</p> <p>“Available” means either on-site or able to be contacted as needed to make decisions and to initiate appropriate actions in a timely manner.</p>	ORCs must make decisions and initiate actions regarding the operation of the facility in a timely manner.
Decision-makers should ensure that appropriate testing equipment and materials are available to maintain operational and process integrity of the system.	ORCs must protect public health and the environment in the conduct of their duties.
	ORCs must control, supervise or actively participate in the operation of a water or wastewater facility.
	ORCs must inspect and test new, modified or repaired facilities prior to placing or returning such facilities into service.
	ORCs must perform or supervise the duties enumerated in 100.11.2.

Decision-Maker Responsibilities	ORC Responsibilities
Decision-makers should verify that the ORC has performed operational monitoring requirements.	ORCs should analyze operational data to determine changes and improvements for more efficient operation.
<p>Public water system suppliers (decision-makers) must ensure that all compliance samples are analyzed using a Department-certified laboratory using a certified method.</p> <p>Public water system suppliers (decision-makers) should verify collection and reporting of sample results to the Department.</p>	If the decision-maker delegates the ORC to collect samples, the ORC must collect samples in accordance with regulatory requirements, ensure that all samples are analyzed by a Department-certified laboratory for the appropriate contaminant(s) and delivered to the laboratory to allow sufficient time for testing. ORCs must also report or verify reporting to the Department. This duty should be specified in the written agreement between the decision-maker and the ORC.
Decision-makers should verify that water quality/quantity/system problems are investigated and corrective measures are taken as needed.	ORCs should investigate water quality/quantity/system problems and take corrective measures as needed.
<h3>Regulatory Responsibilities</h3>	
Summary: Decision-makers are responsible for making sure that the water system is in compliance with all federal and state requirements. They should regularly communicate with the ORC to ensure compliance with requirements.	Summary: ORCs should maintain communication with the decision-maker and division to ensure compliance with all requirements.
Decision-makers should be familiar with the requirements of applicable permits, laws and regulations.	<p>ORCs must understand the requirements of the applicable permits, laws and regulations.</p> <p>ORCs must complete an approved regulatory course every three years.</p>
Decision-makers must notify division of instances of non-compliance or situations that could result in non-compliance.	ORCs must notify decision-maker and division of instances of non-compliance.
Decision-makers must ensure that timeframes specified in regulations and/or permits (e.g., boil order issued, MCL exceeded, emergency) are met.	<p>If the decision-maker delegates to the ORC the duty to notify, or consult with, the division, the ORC must notify the division within regulatory specified timeframes. This duty should be specified in the written agreement between the decision-maker and the ORC.</p> <p>If these duties are not assigned to the ORC, the ORC should still verify that the reporting or consultation is being done. If ORC finds out division notification or consultation is not happening, ORC is required by 100.12.5(g) to report instances of non-compliance or situations that could result in non-compliance to facility owners and the Department.</p>
Decision-makers must ensure that additional sampling and/or follow-up (e.g., MCL exceedance, public notification, emergency disinfection, spill response) are conducted when necessary in accordance with regulatory and/or permit requirements.	If the decision-maker delegates additional sampling and follow-up responsibilities, to the ORC, this duty should be specified in the written agreement between the decision-maker and the ORC.

Decision-Maker Responsibilities	ORC Responsibilities
Decision-maker should attend all inspections/sanitary surveys conducted by the division or require such attendance of the ORC in the written agreement with the ORC.	ORCs should attend all inspections/sanitary surveys conducted by the division.
Decision-makers must ensure that the division is provided with any information that will enable the division to conduct an inspection/sanitary survey.	If the decision-maker delegates this duty to the ORC, the ORC should provide any existing information that will enable the division to complete inspection/sanitary survey. This duty should be specified in the written agreement between the decision-maker and the ORC.
Decision-makers must correct significant deficiencies or violations identified during an inspection/sanitary survey.	ORCs should promptly report deficiencies to decision-maker. The ORC is accountable under 100.12.5(a) for controlling, supervising or actively participating in the planning, operation and maintenance of a water or wastewater facility. This includes correcting deficiencies and addressing areas of concern within regulatory timeframes, as applicable, after an inspection/ sanitary survey.
Maintenance	
Summary: Decision-makers should ensure that repairs and improvements are performed properly and in a timely manner. This includes communicating with the ORC and maintenance workers to schedule regular maintenance of the system.	Summary: ORCs oversee operation and maintenance to maintain the safety and reliability of the system by ensuring that repairs and improvements are performed properly and in a timely manner. They also notify the decision-maker or responsible person about any repair and improvement needs and inform the decision-maker about the timeline for repairs and improvements.
Decision-makers are legally and financially responsible to make sure that the system's infrastructure is in good working order.	The ORC must control, supervise or actively participate in the maintenance of the facility, making process control and system integrity decisions on the maintenance of the facility.
Decision-makers are legally and financially responsible to make sure that appropriate equipment and materials are available for routine maintenance of the system.	The ORC must inspect and test new, modified or repaired facilities prior to placing or returning such facilities into service. <ul style="list-style-type: none"> • The ORC should oversee and monitor all repairs performed on the system. • The ORC should maintain spare parts inventories.
Decision-makers should communicate with the ORC regarding the maintenance plan. Decision-makers are legally and financially responsible to make sure that resources are available for preventative routine maintenance.	ORCs must develop maintenance programs. <ul style="list-style-type: none"> • ORCs should perform or direct preventative routine maintenance of all parts of the system. • ORCs should conduct routine inspections, correct deficiencies and address areas of concern.
Emergency/Security	
Summary: Decision-makers should work closely with the ORC to prepare for and respond to emergencies in the short-term and support returning the system to normal operating status. They are responsible for ensuring that the facility is secure from vandalism.	Summary: ORC should work closely with decision-maker to prepare for and respond to emergencies in the short-term and support returning the system to normal operating status. They should conduct activities to help ensure that the facility is secure from vandalism.

Decision-Maker Responsibilities	ORC Responsibilities
Decision-makers should ensure there is a communication plan in place so the decision-maker will be fully informed about any emergency.	ORCs should ensure there are protocols in place so the decision-maker and division will be fully informed about any emergency.
Decision-makers are responsible for making sure that emergency maintenance is conducted and, if necessary, implement the Emergency Response Plan. Failures to adequately respond to emergencies may result in facility failures that could incur violations.	ORCs should ensure emergency maintenance is conducted and, if necessary, implement the Emergency Response Plan.
After an emergency event, support short-, mid- and long-term strategies to return the system to normal operating status. Work with federal, state or local agencies until the problem is resolved and normal operation resumes.	
Decision-makers should work with ORCs to create and update Emergency Response Plan and Emergency Communications Plan, including a list of emergency contacts.	ORCs should work with decision-makers to create and update Emergency Response Plan and Emergency Communications Plan, including a list of emergency contacts.
Practice implementing the Emergency Response Plan	
Decision-makers are legally and financially responsible for making sure that the facility is secure and investing in any upgrades (e.g., fences around system facilities, closed-circuit television). Decision-makers must ensure that proper security practices are followed.	ORCs should practice proper security procedures, such as storing chlorine in locked areas and using proper safety equipment.
Administrative/Other	
Summary: Decision-makers should perform other duties to keep relevant stakeholders informed about the system and provide a safe working environment for the operator and other staff.	Summary: ORCs should support decision-maker in keeping relevant stakeholders informed about the system and providing a safe work environment.
Decision-makers should regularly attend scheduled system owner board meetings and advocate for appropriate technical, managerial and financial (TMF) capacity support.	ORCs should regularly attend scheduled system owner board meetings and advocate for appropriate technical, managerial and financial (TMF) capacity support.
Provide a safe working environment.	

ORC Interview Tool

It is important to make sure the operator in responsible charge (ORC) you hire is a good match for your system. The ORC Interview Tool can help you as you interview and select an ORC for your system. It can be used when you are interested in hiring an ORC as a permanent employee or on a contract basis. It includes a list of interview questions, as well as Yes/No checkboxes and spaces to write answers during the interview. You should review the Tool prior to performing the interview to ensure that you have a complete understanding of the questions. There are bullets under some questions with information that explains the intent of the question and can help guide your interview. Additionally, questions specific to operators hired on a contractual basis are denoted by "Applies to contract operators only."

Part 1 – Operator Certification

1. Does the candidate possess the required level of certificate for your system? Yes No

Category and class of certificate:

Expiration date of certificate:

Notes:

2. Did candidate provide a copy of current certificate? Yes No

- To verify the certificate requirements of your system, go to the division's [facility classification web page](#), or contact the division program staff at cdphe.facilityoperator@state.co.us

- To verify the candidate's certificate(s), go to the [operator public search web page](#).

Notes:

3. Does the candidate intend to obtain a higher level certificate? Yes No N/A

- This is probably most useful if you are hiring a permanent employee and have plans to expend your system or add new treatment processes.
- Discuss whether you are willing to defray the cost of training and/or exams needed to obtain higher level certification.
- Discuss whether you are willing to defray the cost of training units needed for certificate renewal of current certificate.

Notes:

4. Is the candidate in good standing? Yes No
- This means operator is not under any current formal reprimand or other disciplinary action.
 - Contact cdphe.facilityoperator@state.co.us to verify.

Notes:

Part 2 – Operator Experience

5. Does candidate have experience operating your type and size of system? Yes No
- An operator may possess the correct level of certificate, but not possess experience compatible with your particular type of system.

Notes:

6. Has the candidate received safety and security training? Yes No
How will candidate ensure that safety and security are priorities?

Notes:

7. How many years of operating experience does the candidate possess? Number of years: _____
Notes:

8. What systems has the candidate worked for previously? Does the candidate have references?
• Ask for references, including contact information. Verify all references.

System	Contact Info	Reference?
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No

Previous work restrictions?

Notes:

9. Has the candidate ever:
- a. Installed a meter? Yes No
 - b. Disconnected a delinquent customer? Yes No
 - c. Installed a chlorinator? Yes No
 - d. Prepared reports for regulatory agency? Yes No
 - e. Been in attendance for an inspection? Yes No
 - f. Developed an Emergency Response Plan? Yes No
 - g. Developed an operating (delegation) Plan? Yes No
 - h. Developed a preventive maintenance plan? Yes No
 - i. Provided public notification? Yes No

Notes:

10. Does candidate know how to locate a suspected leak? Yes No

Notes:

11. Does candidate know how to locate an illegal connection? Yes No

Notes:

12. Ask water treatment/distribution candidate to describe the requirements of the Revised Total Coliform Rule.

Notes:

13. Ask water treatment/distribution candidate to describe the requirements of the Surface Water Treatment Rule and/or Ground Water Rule, as applicable to your system.

Notes:

14. Ask wastewater treatment/collection candidate to describe how to find the requirements for system in permit.
Notes:

15. Ask candidate to describe the process for putting a main back into service after a loss of pressure.
Notes:

16. Ask candidate what type of reporting they believe is required for this system.
Notes:

Part 3 – Availability

17. Which other system(s) does the candidate currently work for and are there any work restrictions?
 - Ask for the names, locations and compliance status of all systems currently employing the candidate.

System Name	Location	Compliance Status

Work restrictions:

How much time does candidate spend at the other systems per week? Hours per week: _____

Notes:

18. How often will operator visit the system?
- Applies to contract operators only. Permanent employees would work at the system as the decision-maker dictates.

Number of hours per visit: _____

Number of visits per week: _____

Will the visits be the same day each week or on random days? Same day Random days

Is there an appropriately certified backup operator that can operate the system in this operator's absence? Yes No

How does candidate address weekends, holidays, vacation and illness?

Notes:

19. How quickly will candidate be able to respond to an emergency?
- This question applies to contract operators only. Permanent employees would be at the system as the decision-maker dictates.
 - Regulation 100.10.3: Each owner of a water or wastewater facility shall ensure that a certified operator in responsible charge is available or ensure that operations are conducted in accordance with the facility's written operation plan as described in section 100.12.6 whenever the facility is in operation.

"Available" means either on-site or able to be contacted as needed to make decisions and to initiate appropriate actions in a timely manner.

Estimated response time to be physically present in an emergency: _____

Estimated response time to be able to respond by phone and able to make decisions/initiate appropriate actions: _____

Notes:

Part 4 – Tasks

20. Discuss the minimum duties (both required and expected duties) to be completed by the candidate.

- A list of duties which, at a minimum, must be completed and the frequency each duty must be performed should be included in the written agreement.
- See the list of "Potential Operator Duties" which identifies possible duties to discuss with the candidate.

Notes:

21. What specifically will be checked and recorded during each visit?

- Applies to contract operators only. Permanent employees would be at the system as the decision-maker dictates.

Notes:

22. Is the candidate familiar with the particular system's design and operations and maintenance (O & M) requirements? Yes No

Can the candidate conduct repairs and routine maintenance as needed (including equipment calibration)? Yes No

Will the candidate provide the necessary testing equipment and reagents, or must the system provide the equipment? (applies to contract operators only) Candidate System

Notes:

23. Does the candidate have a standard O&M strategy for the systems they operate or have operated? Yes No

Can the candidate provide an example of an operational log sheet that has been used for a similar system? (applies to contract operators only) Yes No

Notes:

24. Provide candidate with a copy of the system permit, if applicable. Is the candidate familiar with the state permit conditions and regulatory requirements for this system type and size?

Yes No

Notes:

25. Can the candidate perform minor repairs, required operational testing and basic system troubleshooting? Yes No

- It is desirable for the operator to be capable of performing operational testing and routine mechanical and electrical maintenance. This may provide cost savings versus hiring additional commercial services for testing and maintenance. However, commercial services and/or consulting engineering services may be required for maintenance that is more complex or for operating problems.

Is the candidate willing to perform this work as part of the written agreement? Yes No
Notes:

Part 5 – Other Qualifications and Information

26. Does the candidate carry adequate liability insurance? Yes No

- Applies to contract operators only.
- This helps protect the owner from potential lawsuits in case the contractor or a contractor's employee is injured.
- The owner may want to ask the contract operator to have the insurance company name the utility as an additional insured party.

Does the insurance cover personal injury and claims for bodily injury, death or personal property damage that may arise from the operation of the system? Yes No

If so, how much coverage and with which insurance company?

Coverage amount: _____

Insurance company name: _____

Notes:

27. Does the candidate have a tax identification number? Yes No

- Applies to contract operators only.

Notes:

28. Does the candidate have a valid driver's license? Yes No

Does the candidate have a license appropriate to the vehicle they will use for the job?

Yes No

Are there any license restrictions? Yes No

Notes:

29. What is the candidate's fee and what does it include?

- Applies to contract operators only.

Fee: _____

Activities included: _____

Is time charged for travel or only for time spent on site? Travel and on site Time on site

Is there an additional charge for after-hours or emergency visits? Yes No

Notes:

30. Is the candidate part of a group (company), or is candidate an independent operator?

Group (company) Independent (Applies to contract operators only.)

Notes:

Topics for Written Agreement with the ORC

- Developing Terms of Employment or a Contract

It is important for decision-makers to clearly document the expectations of the ORC in the form of a written agreement, such as a contract or terms of employment. This applies to both permanent employees and contract operators. This reduces the possibility for miscommunication about system responsibilities. Using the information in this section along with the list of "Potential Operator Duties" can help you develop a written agreement with an ORC.

The written agreement should give the ORC direct supervisory responsibility and authority with respect to the operation of the facility, for the activities and functions of other facility operators, and should cover more than routine sampling. Regulation 100 specifically states that

"Contracts for limited services do not fulfill the owner's obligation, under section 100.10.1(a), to place the facility under the supervision of one or more certified operators in responsible charge. Contracts for limited services, such as compliance sampling, do not rise to the level of a contract for a certified operator in responsible charge." (100.10.1(d))

Furthermore, Regulation 100.12.5 identifies specific minimum duties of an ORC:

"Certified operators in responsible charge shall protect the public health and the environment in the conduct of their duties. The certified operators in responsible charge are accountable for the operation and maintenance of the water or wastewater facility and are responsible for understanding the requirements of the applicable permits, laws and regulations. These duties include the following:

- (a) controlling, supervising or actively participating in the planning, operation and maintenance of a water or wastewater facility;
- (b) making process control and system integrity decisions on the operation and maintenance of the water or wastewater facility;
- (c) making decisions and initiating actions regarding the operation of the water or wastewater facility in a timely manner;
- (d) inspecting and testing new, modified, or repaired facilities prior to placing or returning such facilities into service;
- (e) developing maintenance programs;
- (f) developing and maintaining the written operating plan as described in section 100.12.6;
- (g) reporting instances of non-compliance or situations that could result in non-compliance as appropriate to facility owners and the Department; and

- (h) performing other functions of direct responsibility, including those enumerated in section 100.11."

The ORC does not necessarily have to perform every day-to-day operating task, and the ORC can have other people working under his/her supervision. However, please note that while some tasks can be delegated through a written operating plan (100.12.6), the responsibility and decision-making authority that comes with being the ORC cannot be delegated. You should also note that designating an ORC does not transfer any of the legal responsibilities of the system owner to the ORC.

Once you have made the decision to hire or contract with an ORC, you may want to consider including the following topics in a written agreement. Some topics may not be applicable to your situation. Some topics are applicable only to ORCs hired as permanent employees (*Permanent operators*), while others are applicable only to ORCs hired on a contractual basis (*Contract operators*).

Topics for Written Agreement with the ORC

Parties involved

Name and address of operator
Certificates held by operator
System name and address

Description of the system

A brief description of the system. Indicate the number of service connections, type of treatment, information about water source, etc.

Purpose of the written agreement/contract

This is the reason why the written agreement/contract is needed. The purpose statement can include goals, such as delivering safe drinking water to customers, protecting public health and the environment and complying with state and federal regulations.

There should also be an indication of the scope of work for the written agreement/contract.

Contract duration

(*Contract operator*) The effective starting date and effective termination date of the contract.

(*Contract operator*) Provisions to renew the contract.

(*Contract operator*) Contract should have an agreement of termination (by either party) by advanced, written notice of a specified number of days. It should outline some conditions for termination, such as falsification of records by the ORC or failure of either party to perform duties assigned in the written agreement.

Compensation

Compensation covers how much the ORC will be paid for his/her services.

(Contract operator) This may include a detailed fee structure for the contract. Depending on how the contract is structured, be aware that there may be additional fees for certain situations, such as emergency call services.

(Permanent operator) This may include a salary and terms of employment for the operator. Depending on how the agreement is structured, the ORC may be entitled to overtime pay or other compensation.

(Contract operator) Specify a payment method. Consider things such as who will make the payments and whether or not the contractor will submit monthly invoices.

Compensation can also cover health benefits, worker's compensation and disability benefits, leave benefits (e.g., vacation, medical, holiday, personal leave and paid paternity or maternity leave) and other benefits offered under the terms of the agreement.

Operator time

(Contract operator) The owner/decision-maker and ORC should jointly designate the number of routine visits and the minimum number of hours spent per day, per week or per month at the system.

(Permanent operator) The agreement should explain expectations for the operator's work hours, such as the minimum number of hours spent per day, per week or per month at the system.

(Contract operator) The owner/decision-maker and ORC should also jointly determine the maximum acceptable response time when responding to an emergency or to troubleshoot operational problems. The acceptable response time may vary depending on the treatment components of the particular system, remoteness of the system and the nature and severity of the problem.

Operator Duties

Duties and the frequency that each duty is to be performed by the ORC, or under the supervision of the ORC.

Information included in the list of "Potential Operator Duties" can help you develop this section of the written agreement.

(Contract operator) The owner/decision-maker and ORC should jointly designate the extent to which the ORC or the owner will provide the necessary testing, maintenance equipment, treatment supplies and reagents.

Operator responsibilities

As the designated ORC, the operator is responsible for maintaining a valid certificate that is equal to or greater than the classification of the system.

The written agreement should include a statement such as: "[Name] will have supervisory responsibility and authority with respect to the operation of the facility and for the activities and functions of other facility operators."

The ORC should take continuing education training courses on topics relevant to the facility.

The ORC should provide a photocopy of his/her renewed or upgraded operator's certificate to the owner/decision-maker whenever the certificate is renewed or upgraded. The contract may specify a mutually-agreed upon period of time prior to the expiration date of the current certificate for evidence of certificate renewal (e.g., one or two months prior to the expiration date).

(Contract operator) The ORC should also send a copy of current certificate(s) upon renewal of the contract.

(Contract operator) The ORC is responsible for providing a certified substitute operator during those time when the system is in operation and he/she is not available or is inaccessible. The substitute operator should also provide the owner/decision-maker with a current photocopy of his/her certificate.

The ORC is responsible for maintaining adequate records to document that all agreement provisions are being met and to assure that the agreed upon duties are performed. This can be a log that will document tasks accomplished. These records will be kept at the system and available to the owner/decision-maker at all times.

The ORC is responsible for having telephone numbers, email addresses and other relevant means of communication with the owner/decision-maker.

The ORC is responsible for informing the owner/decision-maker of any duties performed by a subcontractor at the site. They should be given prior approval by the owner/decision-maker.

The ORC is responsible for providing a safe working environment.

Owner/Decision-maker responsibilities

The responsibility that will be retained by the owner/decision-maker must be clearly documented.

(Permanent operator) Whether the owner/decision-maker will cover the cost of continuing education units to renew the operator's certificate.

The owner/decision-maker should also retain copies of the agreement and routinely review operations to assure the ORC is performing all of the required duties.

The owner/decision-maker will provide a list of routine operational checks to be made by the ORC. The owner/decision-maker will notify the operator of any unplanned operational problems, repairs or modifications that arise in the ORC's absence.

(Contract operator) The owner/decision-maker and contract ORC shall jointly determine a maximum response time within which the owner/decision-maker will notify the ORC after the owner/decision-maker or a system user experiences or recognizes an operational problem or emergency.

(Permanent operator) The owner/decision-maker is responsible for providing the resources required for routine operation and maintenance, repairs, and necessary capital improvements.

(Contract operator) The owner/decision-maker and contract ORC shall jointly determine the extent to which the operator will provide the resources required for routine operation and maintenance, repairs, and necessary capital improvements and the extent to which the owner/decision-maker will provide such resources.

The owner/decision-maker is responsible for having telephone numbers, email addresses or other relevant means of communication with both the designated ORC and any substitute ORCs.

The owner/decision-maker is responsible for providing a safe working environment.

Insurance

(Contract operator) Specify whether the contract operator will provide comprehensive general liability insurance to cover bodily injury and property damage resulting from negligent performance of the service covered in the contract. The owner/decision-maker is responsible to provide a safe working environment and should have his/her own insurance.

(Contract operator) The contract operator should provide a copy of proof of insurance to the owner/decision-maker.

Signature of all parties involved

The agreement must be signed and dated by all parties, including the owner/decision-maker and the ORC.

(Contract operator) In cases where the contractor is a firm or company, an official of the firm or company employing the ORC must also sign the agreement.

All participants should retain a copy of the final written agreement signed by all parties.

Potential ORC Duties

It is important for decision-makers to clearly document an ORC's duties in the form of a written agreement, such as a contract or terms of employment. This applies to both permanent employees and contract operators. Having a written agreement helps ensure that all legal responsibilities for the decision-maker/owner are met and reduces the possibility for miscommunication about system responsibilities.

The following list of potential operator duties can be used to help you develop a written agreement with an ORC. Not all of the potential duties listed will apply to your system. You should review and modify this list to ensure that the duties are specific to your system. The list can be used together with the "Topics for the Written Agreement with the ORC" to help you develop a written agreement.

As a reminder, per Regulation 100.12.5, the following are specific minimum duties of an ORC.

"Certified operators in responsible charge shall protect the public health and the environment in the conduct of their duties. The certified operators in responsible charge are accountable for the operation and maintenance of the water or wastewater facility and are responsible for understanding the requirements of the applicable permits, laws and regulations. These duties include the following:

- (a) controlling, supervising or actively participating in the planning, operation and maintenance of a water or wastewater facility;
- (b) making process control and system integrity decisions on the operation and maintenance of the water or wastewater facility;
- (c) making decisions and initiating actions regarding the operation of the water or wastewater facility in a timely manner;
- (d) inspecting and testing new, modified, or repaired facilities prior to placing or returning such facilities into service;
- (e) developing maintenance programs;
- (f) developing and maintaining the written operating plan as described in section 100.12.6;
- (g) reporting instances of non-compliance or situations that could result in non-compliance as appropriate to facility owners and the Department; and
- (h) performing other functions of direct responsibility, including those enumerated in section 100.11."

(List begins on following page)

Potential ORC Duties

Personnel

- Recommend appropriate staffing levels to the decision-maker, according to the system's standard operating procedures (SOPs) as well as observations of system operations and personnel.
- Develop and implement a written operating (delegation) plan. If the ORC will be doing all the work at the facility (no delegation situation), identify an appropriately certified substitute ORC for times when the system is in operation and ORC is unavailable or inaccessible.
- Train and supervise other system workers in the performance of daily activities, such as:
 - o General system operations and maintenance (O & M) procedures
 - o Sampling
 - o Safety
 - o Emergency response
 - o Reporting and recordkeeping

Continuing Education/Professional Development

- Keep all required certificates current while agreement is in effect
- Attend training programs/continuing education programs as necessary to maintain (renew) certificate(s), including the mandatory regulatory training (MRT) for water and/or wastewater
- Oversee certification and training status for system staff and other contract operations staff under direct supervision
- Stay abreast of changes to federal or state regulations and guidance/best practices
- Hold and attend regular safety meetings for field and office staff, where appropriate. Ensure all staff are properly certified for the system's safety procedures (CPR, competent person, confined space entry, lock-out/tag-out, etc.)
- Obtain any other necessary training/education as a result of (for example):
 - o Equipment upgrades at the system
 - o Changes in treatment processes at the system
 - o New regulations

Written Plans, Reports and Recordkeeping

- Prepare and submit monthly operational reports and records for operational process integrity
- Develop and/or maintain operational, maintenance and administrative records of all system activities according to state requirements, such as:
 - Sampling plans
 - Sampling reports
 - Consumer Confidence Reports (CCRs) and public notifications
 - Backflow prevention device records (location, owner, test results, etc.), if applicable
 - Water use efficiency reports, if applicable
 - Monthly master meter readings of source water quantity and treated water quantity entering the distribution system
 - A collection or distribution system map
- Record results of inspections and sanitary surveys, including for example
 - Completing any required state forms
 - Noting deficiencies/hazards that have the potential to jeopardize the sanitary integrity or reliability of the system
 - Recommending appropriate corrective action
- Ensure all required state reporting forms and reports are completed properly and submitted in a timely manner
- Answer customer complaints on water quality/quantity issues and/or discharge issues and develop and maintain a complaint log book
- Develop or modify system schematics as as-built drawings, as necessary
- Maintain system information and records in centrally-located and easily-accessible system/format.
- Provide information to owner/decision-maker for completion of forms designating the ORC(s) for the system (forms to be supplied to the division)
- Provide information to owner/decision-maker for maintenance of updated system profile information (e.g., new service connections, sources, treatment operations, etc.)

System Planning

- Collect and provide system owner/decision-maker with information on developing a budget for the system, for example:
 - Providing an estimate of likely capital expenditures needed during the period of service
 - Collecting field data on the condition and operational status of infrastructure assets

- Identifying needed asset repair or rehabilitation projects, as well as new capital infrastructure projects, during period of service
- Develop and maintain a schedule of required sampling and a schedule of division inspections/sanitary surveys
- Review the required monitoring/sampling schedule and determine cost of sample collection, sample station maintenance/repair and laboratory analysis of samples
- Develop and maintain system plans, such as
 - A comprehensive system map, including valve locations, pipe data (date installed, diameter and material) and sampling locations
 - A cross-connection control program
 - An asset management plan or other infrastructure replacement tracking program
 - An operation and maintenance budget plan
 - An emergency response plan
 - A safety program plan
 - A wellhead protection plan or a source water protection plan
 - A sampling plan
 - SOPs
- Collect and provide information for necessary permits. Confirm that required approvals and permits have been obtained including:
 - Construction permits (prior to the start of construction)
 - Operating permits (prior to the start of operation)
- Manage capital improvement projects, including managing construction contractor work and contract execution
 - Coordinate prioritization of capital improvement projects with owner/decision-maker
- Develop and maintain a system O & M manual with up-to-date state regulations, best practices/guidance another pertinent documents or correspondence
- Ensure that the system owner/decision-maker is fully informed of modifications and repairs and maintenance
- Identify potential solutions in case of a water shortage, such as:
 - Alternative water sources (e.g., new or standby emergency well)
 - Purchasing water from other public water system
 - Water restriction and conservation strategies (for both consumers and the public water system)
- Carry out duties to bring new water sources online

Operations

- Analyze operational data to determine changes and improvements to the system for more efficient operation

- Recommend changes to SOPs or treatment processes
- Perform or oversee routine operational sampling, as well as repeat and confirmation sampling if triggered by routine sampling results, in accordance with state requirements or guidance
- Maintain a list of process control tests to be performed and prepare a monthly process control operational report
- Monitor water turnover in finished water treatment and storage tanks
- Perform or oversee critical, routine or periodic functions, such as:
 - Ordering and mixing chemicals
 - Calibrating monitoring and pumping equipment
 - Maintaining and calibrating testing treatment plant equipment and instruments
 - Adjusting chemical dosage
 - Exercise and locate system valves
 - Leak detection
 - Calculating disinfection and disinfection levels
- Perform or oversee customer connection activities, such as:
 - Performing routine customer meter reading
 - Completing customer shut-offs/turn-ons (e.g., for nonpayment, customer vacancies, new connections)
 - Identifying and addressing illegal connections
 - Water main locate tasks for utility location requests
- Collect water quality samples in accordance with state requirements or guidance, including:
 - Collection of routine samples per the sampling plan
 - Collection of repeat or confirmation samples if triggered by routine sampling results
- Confirm that appropriate sample chain of custody procedures are followed
- Ensure that samples are analyzed by a state certified laboratory and within required timeframes
- Respond to customer water quality and quantity odor complaints
- Promptly report any deficiencies to the decision-maker and take corrective action, as needed
- Make note of any activities that may impact water quality or quantity of the system operation, such as:
 - Potential sources of contamination
 - Low well water yield affecting ground water sources or drought conditions affecting surface water sources
 - Security breaches of the system (e.g., intruder alarms triggered)

Regulatory Responsibilities

- Report to state as necessary within the required timeframes, such as:
 - When a boil water order is issued
 - When a maximum contaminant level (MCL), maximum residual disinfectant level (MRDL) or lead or copper action level is exceeded
 - When a treatment technique requirement is not met
 - When an emergency occurs
- Be present for all division inspections and sanitary surveys
 - Provide available information that will enable the division to conduct a sanitary survey
- Carry out follow-up activities to address issues identified within the required timeframe, such as:
 - Conducting additional sampling if triggered by routine sampling results
 - Performing public notification
 - Conducting emergency disinfection
 - Correcting identified significant deficiencies or sanitary defects

Maintenance

- Conduct routine inspections, correct deficiencies and address areas of concern for the system
- Perform or oversee ongoing and preventative maintenance activities in the **collection and/or distribution system**, such as:
 - Repairing or replacing broken/non-functioning hydrants and valves that do not close properly or have broken stems
 - Maintaining cathodic protection equipment installed for system pipe
 - Painting and resurfacing interior and exterior of finished water storage facilities
 - Replacing mains where condition of the main is poor or the diameter of the pipe creates flow restrictions
 - Protection system against cross-connection contamination
 - Ensuring the accuracy of meters and other flow measuring devices, including maintaining and testing customer meters on a regular basis
 - Exercising all hydrants and valves on a regular basis
 - Cleaning, flushing, disinfecting and testing system and storage tanks, as needed
 - Repairing broken mains or equipment quickly and efficiently to restore normal level of service
- Perform or oversee ongoing and preventative maintenance activities related to **pumps and pump stations**, such as:
 - Regularly lubricating pumps and motors
 - Observing pump motors routinely to detect unusual noises, vibrations or excessive heat
 - Inspecting, adjusting and cleaning pump seals, packing glands and any mechanical seals when necessary

- Perform and oversee ongoing and preventative maintenance activities related to **treatment facilities**, such as:
 - Cleaning and resurfacing filter bays and filter vessels
 - Removing sludge from sedimentation basins
 - Cleaning sediment from clearwells
 - Cleaning chlorine injection points
 - Cleaning and dewatering the backwash retention pond(s) and removing and drying the sludge
 - Disinfect ground water wells
- Monitor activity within the wellhead protection zone and/or source water protection zone, if applicable
- Oversee and monitor repairs performed on the system, including
 - Maintaining an adequate spare parts inventory and a list of supplier contact information
 - Securing labor and materials for correcting any maintenance or operational problems
 - Ensuring storage tanks and well pumps and pads are in good working order
- Confirm that basic site work and housekeeping/maintenance activities are performed, such as:
 - Keeping interior floors free of mud, debris, trash, etc.
 - Maintaining and mowing grass around facilities, or securing a third party to perform this function
 - Properly storing equipment, tools and other materials
- Conduct periodic on-site inspections according to state requirements, including routine visual inspections and minor repairs of:
 - Water sources and intakes
 - Well pits and well heads
 - Pumps
 - Finished water storage tanks
 - Chemical feed equipment

Emergency/Security

- Maintain, update (if necessary) and implement an emergency response plan
 - Update list of emergency contacts as necessary
- Maintain emergency service contracts for after-hours water main repair, pump repair and finished water storage, cleaning and repair
- Be available for participation in testing of the emergency response plan
- After an emergency event, support short-, mid-, and long-term strategies to return the system to normal operating status

- Participate in activation of an incident command center and emergency activation center, as necessary
- Ensure that the decision-maker and division are fully informed about any emergencies
- Be available during all operating shifts for emergency situations, including:
 - Timely response to actual emergencies
 - Working with federal, state and/or local agencies until the emergency is resolved and the system returns to normal operation
 - If unable to be immediately available to respond to an emergency, providing for an alternate, appropriately certified operator to respond
- Ensure the use of proper security procedures, such as"
 - Storing chemicals in locked areas with proper safety equipment
 - Performing periodic security inspections
 - Ensuring that security equipment (e.g., fences, closed-circuit TV systems, intrusion alarms through SCADA systems) is in good working condition

Administrative/other

- Maintain a safe working environment
- Work in coordination with customer service, engineering, water quality and finance departments of the system
- Provide required notices to the owner/decision-maker and division, such as providing notice prior to terminating a contract
- Discuss division correspondence with owner/decision-maker and maintain a filing system for correspondence
- Attend system board meetings, if applicable, to report on work completed on the system, as well as short-term and long-term system needs
- Respond to information requests from local officials, such as requests regarding the location of distribution mains