

OPERATOR CERTIFICATION FREQUENTLY ASKED QUESTIONS

Renewal Questions

1. **What do I need to do to renew my license?** – You need to pay your renewal fee for each license you hold and complete the required renewal training for the corresponding renewal period.
2. **How much is the renewal fee?** – The renewal fee is currently \$46 per license.
3. **Where can I get renewal training?** – Renewal training is available through any DEQ approved training course. This can be from DEQ approved renewal training, or a standard certification course, with the sponsor's approval. A listing of approved courses can be found here: www.ok.gov/triton/modules/calendar/calendar.php?calendar_seq=128
4. **Can renewal training taken before July 1st of the previous year be counted toward the current renewal period?** - No. Renewal training for an upcoming renewal must be taken between July 1st and June 30th of the year prior to the renewal period. For example: Taking two training courses in May of 2016 will count toward the July 2016 – June 2017, but will not count towards the July 2017 - June 2018 period. Extra training can be applied to previous years with missing training but not future years.
5. **Is there a three-week deadline on registering for renewal classes?** – No. For renewal training the deadline is set by the sponsoring organization.
6. **I haven't received a renewal invoice. Can I get another one?** - Yes. We can fax, email or mail a copy to you.
7. **I haven't renewed my license in ___ years. What do I need to do to make my license current?**
- You will need to pay the invoice, and/or acquire the missing hours of renewal training for each year missed. If the license has not been renewed in more than two years, **you must retest**. Submit a fully completed application along with testing fees. This must be postmarked three weeks prior to the test you wish to take.

8. What are the new training hour requirements?

Level of Operator	Number of renewal hours required per year	Number of required Classroom Hours	Number of Other Forms of Training (Online/Classroom)
A	16	4 hours-must be in class training	12 hours
B	12 hours	4 hours-must be in class training	8 hours
C	8 hours	4 hours-must be in class training	4 hours
D	4 hours	4 hours-must be in class training	0 hours
Tech	4 hours	4 hours-must be in class training	0 hours

Operator Exam Questions

- 1. I want to get a water operator license and/or a wastewater operator license. What do I do?**
 - First, you need to find the course you wish to take. Upcoming courses can be found on our website at: www.ok.gov/triton/modules/calendar/calendar.php?calendar_seq=128. Once you have a date in mind, verify that you can meet the three week prior deadline for submitting your application. Then call the course coordinator listed with the course information to reserve a space in the class. Next, download, print, and complete your DEQ exam application and send it to the listed address. It must be postmarked no later than 3 weeks prior to the exam date and include your signed affidavit and payment.
- 2. What are the requirements for the D-water, D-wastewater, etc., licenses?** - The requirements for each license can be found on the front page of the application or in the rules and regulations for Operator Certification at www.deq.ok.gov/wp-content/uploads/deqmainresources/710.pdf.
- 3. What qualifies as experience for the varying levels of certification?** - To meet the experience requirement for the varying levels of certification, a good general rule of thumb is that you must have been directly involved with water, wastewater, or laboratory operations for the appropriate length of time. This involvement could have been as a temporary operator, water/wastewater/lab operator in a regulated area or as a military water/wastewater treatment specialist.

4. **Where can I get an application?** - You can download an application form at www.deq.ok.gov/water-quality-division/operator-certification.
5. **Can I fax the application to you?** - Yes, if certain conditions are met. You may fax an application if a purchase order or credit card number is included, and notary seal on the affidavit of citizenship is an ink seal. The three weeks prior deadline does still apply. Applications still will not be accepted after the 3 week deadline has passed.
6. **I got my application back in the mail. What does this mean?** - Receiving your application back in the mail can mean one of two things. The application either needs correction as indicated by the letter enclosed with it, or you did not submit your exam fees with your application. You should correct your application and/or include fees and mail it back.
7. **Is there a book that serves as a study guide for the exam?** - Water and Wastewater study guides and lab study guides can be downloaded for free from the Operator Certification webpage at www.deq.ok.gov/water-quality-division/operator-certification.
8. **Can I reschedule/change my exam dates?** - Yes, as long as you have a corrected approved application, you may change your exam dates or reschedule for a missed exam within 120 days. You must notify Operator Certification of the change.
9. **Why am I not being allowed to test?** - If you have attended a class and are not being allowed to test you do not have a current, completed and approved application in the system. There can be several reasons for this, such as an exam application being sent back for corrections and not returned.
10. **I paid for the class. Doesn't that cover the exam/renewal fee?** - No. All of the sponsors for the certification classes, or renewal training are private entities. They may have fees associated with their courses, and those fees are independent of the exam or renewal fees levied by the DEQ. Your exam, or renewal fee must be paid to the DEQ at Department of Environmental Quality, Financial and Human Resources, P.O. Box 2036, Oklahoma City, OK 73101.
11. **Do I have to take a training course before an online exam?** - Yes. All online exams are associated with a training course. Course attendance is mandatory for online testing.
12. **I took an exam why haven't I gotten my license?** - There can be a couple reasons why you did not get your license. DEQ may be awaiting payment of the purchase order, or your address may also not be correct.

13. **I failed my exam. When can I retest?** - You may retake your exam after 30 days. This can be done at non-class associated exam or you may retake a training course at your certification level and its associated online exam. One exception is if you take more training prior to the 30 days. Then you can retake the exam, assuming you have your application postmarked by the 3 week deadline.
14. **I didn't test. Can I get a refund?** - No. Exam application fees are non-refundable.
15. **We paid for x operator to test, but he is not going to. Can we transfer the exam application to y operator?** - No. Exam application fees are non-transferable.
16. **What is a temporary license?** - A temporary license is a license that can be issued to those uncertified operators who are unable to acquire certification within the first 10 days of their employment. It is valid for 1 year and cannot be renewed.

Enforcement Questions

1. **What level of certification do I need to carry?** - The manager/superintendent/operator(s) in responsible charge must hold a certification equal to or greater than the classification of their water/wastewater systems including each treatment facility and/or distribution/collections system. All other supervisors must hold one level below the plant level, and all other personnel may hold any level of certification. For example, the superintendent of an A level waterworks must hold an A level certification. All supervisors under him must hold a B level, and all other operators may hold any of the four levels of certification.
2. **Do meter readers have to be certified operators?** – No, if you are ONLY reading meters, you are not directly impacting the quality of the water. Therefore, you do not have to be certified. However, if you are installing or pulling meters, you do have to be certified.
3. **Do you have to be certified to take samples?** – No, if you are only taking samples, you are not directly impacting the quality of the water. Therefore you do not have to be certified.