



**Rules of
Department of Natural Resources
Division 60—Public Drinking Water Program
Chapter 14—Operator Certification**

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**Title 10—DEPARTMENT OF
NATURAL RESOURCES**
**Division 60—Public Drinking Water
Program**
Chapter 14—Operator Certification

**10 CSR 60-14.010 Classification of Public
Water Systems**

PURPOSE: This rule determines the level of certification needed by a public water system's chief operator to ensure proper operation of the public water system.

(1) This rule applies to all community public water systems and those noncommunity public water systems that use surface or ground water under the direct influence of surface water.

(2) Classification of Public Water Systems.

(A) The department shall classify all public water systems by considering the system capacity, source, character of water being produced, the complexity of the treatment and other physical conditions affecting public water systems. From this classification, the department shall determine the certification classification that a chief operator must have to supervise the operation of the facility.

(B) Untreated public water systems serving fewer than fifty (50) service connections and fewer than two hundred (200) individuals shall be exempted from the operator certification provisions of this rule provided the system has demonstrated a history of safe water and has no major construction deficiencies.

(C) All treated public water systems will have a minimum classification of Class D. Classifications, determined from the rating values in subsection (2)(E), are as follows:

1. Class E 0—20 points;
 2. Class D 21—50 points;
 3. Class C 51—75 points;
 4. Class B 76—100 points;
- and
5. Class A 101 or more points.

(D) A public water system can request, in writing, a hearing before the department to appeal its certification classification or denial of exemption as outlined previously. The hearing shall be conducted by the director or a hearing officer designated by the director.

(E) Rating Values for Classification of Water Systems.

Unit		Points
Source	Groundwater	3
	Surface supply (stream or river)	8
	Surface supply with reservoir(s)	6
	Purchasing finished water	—
Bacterial Quality	Shallow well	4
	Deep well with coliform count	4
	Impoundment	8
Treatment	Stream or river	10
	Aeration	2
	Coagulation—surface	10
	—ground	5
	Sedimentation—conventional	5
	—high rate upflow	10
	Filtration	10
	Disinfection—chlorine added	5
	Ion exchange	5
	Adsorption	2
Distribution	Chemical oxidation	2
	Chemical precipitation (softening)	10
	Sequestration or stabilization	2
	Fluoridation	2
	Well water pumping	5
	Finished water pumping	5
Capacity or Usage	Storage on system	2
	Untreated water systems or purchased water: Average consumption (gallons per day (GPD))	—
	Treated water systems: Plant design capacity (GPD)	—
	Points for capacity or usage from following:	—
	2,000,000 gallons per day or less—1 point for each 50,000 gallons or part	—
	2,000,001 to 6,000,000 gallons per day—40 points plus 1 point for each 100,000 gallons or part for amount over 2,000,000 gallons	—
	6,000,001 to 10,000,000 gallons per day—80 points plus 1 point for each 200,000 gallons or part for amount over 6,000,000 gallons	—
	10,000,001 gallons or more per day—100 points	—

TOTAL POINTS —

(3) System Requirements.

(A) The name of the chief operator must be supplied to the department by the owner of the public water system and will be on file at all times. A chief operator may be replaced with another properly certified operator at any time. The owner shall notify the department in writing within thirty (30) days after the replacement.

(B) If the facility is modified so that a higher certification classification is required for the facility as determined by the rating values for classification contained in this rule, the chief operator shall be required to obtain the higher level certificate by examination.

(C) In the event the chief operator is no longer available to serve, the owner of the public water system shall notify the department of the vacancy within thirty (30) days. Following consultation with the public water system owner, the department shall establish a schedule of activities, including dates, by

which compliance with this rule shall be obtained.

(D) A certificate of examination does not qualify an individual to serve as chief operator for a public water system.

(4) Violations.

(A) As of January 1, 1987, no person, firm, corporation, municipal corporation or other governmental subdivision or agency shall operate a public water system unless the competency of the chief operator to operate the facility is duly certified by the department as provided in this rule except during periods of emergency, disaster or work stoppage. No person shall perform the duties of a chief operator without being duly certified under the provisions of 10 CSR 60-14.020.

(B) No person shall perform the duties of a chief operator, except as noted in subsection (4)(A) of this rule, without being duly certified under the provisions of 10 CSR 60-14.020.

(C) Any person, including any firm, corporation, municipal corporation or other governmental subdivision or agency, who violates any provisions of this rule will be subject to the penalty provisions of section 640.130, RSMo. Systems using surface or ground water under the direct influence of surface water not having a certified chief operator as required by section (2) of this rule must notify the public as required by 10 CSR 60-8.010(6)(B)2. Proof that any public notification required by this section has been made must be provided as required by 10 CSR 60-7.010(7).

*Auth: section 640.100, RSMo (Cum. Supp. 1992). * Original rule filed July 11, 1986, effective Jan. 1, 1987. Amended: Filed March 31, 1992, effective Dec. 3, 1992.*

**Original authority 1939, amended 1978, 1981, 1982, 1988, 1989, 1992.*

10 CSR 60-14.020 Certification of Water Supply Operators

PURPOSE: This rule sets out the requirements that a person must meet to obtain a water supply operator certificate.

(1) Classification of Certificates. There are five (5) classifications (A, B, C, D and E) of certified operators with E being the lowest and A being the highest.

(2) Training and Experience Required for Certification.



(A) In order to be eligible for a certificate, the applicant must have accumulated actual or equivalent operational experience and training, or both, in accordance with the following:

Certification Classification	Minimum Requirements
A	Six (6) years' water system experience (of which two (2) years may be equivalent)
B	Four (4) years' water system experience (of which one (1) year may be equivalent)
C	Two (2) years' water system experience (of which one (1) year may be equivalent)
D	One (1) year water system experience (which may be equivalent)
E	No education or experience requirement

(B) Years of equivalent experience may be computed from the following criteria. Experience equivalence for high school and college degrees is nonadditive:

- High school diploma or GED certificate one-half (1/2) year;
- Graduation from an approved one(1)-year certificate program in water/wastewater technology one (1) year;
- College level course in biological/environmental sciences (grade C or better required; maximum of six (6) months' credit) one (1) month per three (3) semester hours;
- Two (2)-year associate degree in related field (environmental health/science) one and one-half (1 1/2) years;
- Four (4)-year or more degree in sanitary, public health, civil, mechanical or electrical engineering or allied sciences two (2) years;
- An approved multiweek entry-level training course or correspondence course (maximum credit of one (1) year) one-half (1/2) year.

(C) Upon submission of documentation to the department, the number of years of equivalent experience for formal or vocational training will be calculated. General vocational training will be given a maximum of six (6) months' credit.

(D) Wastewater operators applying for water supply operator certification will be given equivalent experience credit for the actual number of calendar years of operation in the wastewater field.

(E) Any person possessing a certificate of examination March 1, 1992 will have to obtain the necessary actual water system experience to convert it to a certificate according to the following schedule. If the certificate of examination is not converted within this time frame, it will lapse and the person will have to reexamine:

Level	Deadline for Converting
A	February 28, 1998
B	February 28, 1996
C	February 28, 1994
D	February 28, 1993

(F) Any person not possessing the necessary water system experience required for a particular level of certification may take the examination.

1. Upon successful completion of the examination, the individual will have to obtain the necessary water system experience within the following time frame. If the necessary experience is not obtained within the appropriate time frame, the individual must reexamine to be certified at that level of competency:

Level	Time for Obtaining Experience
A	Two (2) years
B	Two (2) years
C	One (1) year
D	One (1) year

2. Application for issuing a certificate must be made on the proper form as described in subsection (12)(A) and must be accompanied by the certification fee of twenty-five dollars (\$25).

(G) The minimum age for certification shall be sixteen (16) years.

(3) Application for Certification Examination.

(A) Application for certification examination shall be made to the department on forms provided by the department, as described in subsection (12)(A). The completed application must be received by the department at least thirty (30) days prior to the examination date.

(B) The fee for certification examination shall be twenty dollars (\$20) and shall accompany the application.

(C) An individual applying to take the certification examination will be allowed to reschedule once. After that, s/he must reapply as required in subsections (3)(A) and (B) of this rule.

(4) Examination.

(A) A passing mark of seventy percent (70%) is required in order to become certified.

(B) The examination application and qualification data for each applicant must be approved by the department.

(C) Examination shall be held at least quarterly for the purpose of examining applicants for certification at a time and place designated by the department.

(D) Examinations shall contain, but shall not necessarily be limited to, questions pertaining to the Missouri Public Drinking Water rules; general water systems knowledge; water quality; applied mathematics; chemistry; laboratory testing procedures, as applied to water; hydraulics; pumps; and operation.

(E) Requests to have an examination regraded must be made in writing to the department. The regrading fee is five dollars (\$5).

(F) Any examinee who fails to receive a passing grade may not repeat that level examination for a period of not less than sixty (60) days. The applicant must submit a new application for each examination.

(5) Certification Without Examination.

(A) Certificates in appropriate classifications shall be issued without examination, upon written application, to a noncertified person or a person certified at a level lower than required when this individual is attested to by a governing body or owner of a public water system to be the chief operator provided that person has been an operator for the public water system for at least one (1) year prior to adoption of this rule. A certificate so issued will be valid for that operator only at that particular facility provided that the source, capacity, treatment, or a combination of these, do not change. Any certificate issued under this provision shall be so marked. Applications for certification under the provisions of this subsection must be made by March 2, 1987.

(B) The fee for certificates issued under the provisions of subsection (5)(A) is fifteen dollars (\$15).

(6) Reciprocity.

(A) Certificates may be issued, without examination, to any person who holds a valid certificate attained by examination in any state, territory or possession of the United States or any country or any other certifying authority, if the requirements for certification of operators under which the person's certificate was issued do not conflict with the provisions of this rule and are of a standard not lower than that specified by regulations adopted under this rule.

(B) The operator requesting certification by reciprocity must have working experience with a public water system in the state, province, country, territory or other authorized area which issued the certificate for which reciprocity is requested.

(C) The application for reciprocity must be submitted to the department within one hundred twenty (120) days after beginning employment in Missouri. The form described in subsection (12)(C) must be submitted along with an application fee of forty dollars (\$40).

(D) Reciprocal certificates will not be issued to persons who are not employed with a public water system in Missouri. If employment with a Missouri public water system is dependent upon Missouri certification, the department will send a letter of intent to issue a certificate to the applicant. The letter of intent is valid for one hundred twenty (120) days provided that the certificate that the application is based upon remains valid. After that time, the applicant must reapply.

(E) The level of certificate issued will be determined by the original certifying agency's requirements for certification at the time the original certificate was issued.

(F) The fee for a certificate issued under the provisions of this section is twenty-five dollars (\$25).

(7) Certificates.

(A) Each successful applicant having met the requirements of a specific certification classification as outlined in this rule and having passed the appropriate examination shall be presented with an appropriate certificate upon receipt of the twenty-five dollar (\$25) certification fee. This fee must be submitted within one (1) year of the examination date. If this fee is not submitted within one (1) year of the examination, the applicant will have to reexamine.

(B) If an individual has held a certificate of a specific classification and has satisfactorily met the requirements for a certificate of a higher classification by examination and experience, s/he is to be presented with a certificate for the high classification. Upon this presentation, any certificate of a lower classification the individual may hold will become invalid.

(C) The certificate shall be issued for a three (3)-year period. Certificates shall be renewed according to the provisions of section (9).

(8) Denial or Revocation of Certificate.

(A) The department may deny a certificate to an applicant if s/he is unqualified, has practiced fraud or deceit in applying for the certificate or has willfully violated any provision of 10 CSR 60.

(B) The department may revoke the certificate of an operator if it is found that the operator has practiced fraud or deception in obtaining the certificate or that the operator has exhibited gross negligence, willful malpractice or incompetence in operating a public water system or that the operator has falsified facility operating records or reports required by 10 CSR 60 or that willful violation of 10 CSR 60 has occurred.

(C) Notice of revocation action shall be issued by the department with service by hand delivery or through certified mail to the certified operator's last known address. The notice shall state the reason(s) for revocation, the effective date of the revocation and any action(s) that the certified operator may take to contest the revocation. The operator shall be afforded a hearing before the department provided that a written request for a hearing is received by the department within thirty (30) days of notification that revocation proceedings have been initiated. The hearing shall be conducted by the director or a hearing officer designated by the director and shall be conducted in accordance with the procedures set forth in sections 536.070, 536.073, 536.077, 536.080 and 536.090, RSMo.

(D) The revoked certificate shall be returned to the department.

(E) Any person wishing to become recertified after revocation of a certificate may do so only by reexamination. Applications for examination to become recertified may not be filed until one (1) year has elapsed following the date of revocation. Acceptance of any application for reexamination shall be at the discretion of the department. Certification by reciprocity shall not be available for any individual with a revoked certificate.

(9) Renewal Application.

(A) All certificates issued by the department shall be renewed at least every three (3) years, unless prorated by the department to some other time frame. All applicants for renewal shall meet the training requirements set forth in subsection (9)(B) prior to the expiration date stated on each individual's certificate.

(B) Before a certificate will be renewed, the applicant must submit suitable documentation that s/he has obtained not less than thirty (30) hours of training appropriate to his/her certificate classification. Only training approved by the department will be accepted. Each certified operator is responsible for documenting his/her training.

(C) Notice of renewal due will be sent by the department to the applicant's last known address sixty (60) days prior to the expiration of the certificate. An application for renewal shall be made on the form provided by the department as described in subsection (12)(B),

prior to the lapse of the operator's certificate. Failure of the department to notify the certified operator of the certificate's pending expiration does not relieve the certified operator of the responsibility for renewing the certificate.

(D) Any certificate not renewed within the two (2) months following the expiration date will be considered lapsed. Any operator with a lapsed certificate will have to reexamine as provided in sections (3) and (4).

(E) Before a certificate issued under the provisions of subsection (5)(A) of this rule will be renewed, the operator's employer must certify in writing to the department that the operator is the chief operator for the public water system for which the certificate was originally issued.

(F) A late fee of ten dollars (\$10) per month or fraction of it, up to a total of twenty dollars (\$20), shall be charged for any certificate not renewed by the end of the month it expires.

(G) The renewal application fee shall be forty-five dollars (\$45).

(H) If a certified operator has submitted a timely and complete application for renewal, possesses sufficient renewal training and, through no fault of his/her own, the department is unable to issue a new certificate before the expiration date of the current certificate, the current certificate shall remain valid until the department issues its replacement or denies renewal.

(10) An operator shall notify the department of any change in status including, but not necessarily limited to, a change of address, name or employer.

(11) All fees submitted are nonrefundable and nontransferable.

(12) Applications Forms to be Submitted.

- (A) Examination.
- (B) Renewal.
- (C) Reciprocity.
- (D) Certificate.

*Auth: section 640.100, RSMo (Cum. Supp. 1992). * Original rule filed July 11, 1986, effective Jan. 1, 1987. Rescinded and readopted: Filed July 15, 1991, effective March 1, 1992.*

**Original authority 1939, amended 1978, 1981, 1982, 1988, 1989, 1992.*



MISSOURI DEPARTMENT OF NATURAL RESOURCES
DIVISION OF ENVIRONMENTAL QUALITY

APPLICATION FOR EXAMINATION FOR A WATER SUPPLY/WASTEWATER OPERATOR CERTIFICATE

INSTRUCTIONS TO APPLICANT

1. Please print in ink or type. Give complete and detailed answers. You will be credited only with education and experience shown in this application. If more space is needed, attach additional sheets.
2. Complete a separate application for each exam that you are applying to take.
3. A twenty dollar (\$20) fee is required for each examination and must accompany the application. Payment should be made by check or money order payable to Department of Natural Resources. No cash will be accepted.
4. Sign and date the application. Incomplete applications will be returned.
5. Return to the following address: Missouri Department of Natural Resources, Receipts and Reporting, P.O. Box 477, Jefferson City, Missouri 65102.
6. Upon successful completion of the examination, you will need to submit a twenty-five dollar (\$25) certificate fee in order to receive your certificate. Billing notice will accompany notice of examination results.

NOTE ▶ There is a 30 day filing deadline for submitting applications.

GENERAL - PLEASE PRINT

7. <input type="checkbox"/> MR. <input type="checkbox"/> MS.	8a. FIRST NAME	8b. MIDDLE INITIAL	8c. LAST NAME
9. SOCIAL SECURITY NUMBER	10. CERTIFICATE NUMBER		11. HOME TELEPHONE NUMBER AREA CODE ()
12. HOME ADDRESS (STREET OR P.O. BOX NO.)	13. CITY	14. STATE	15. ZIP CODE

EXAMINATION

18. EXAMINATION TYPE <input type="checkbox"/> WATER <input type="checkbox"/> WASTEWATER	17. LEVEL <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E (WATER ONLY)
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18a. Regular exams are given the first Tuesday of each month, except holidays. Please check only ONE box for the month and location you wish to examine in. Check the "Special Session" box and fill in the date and location blanks if the exam is not a regularly scheduled one.

Springfield	<input type="checkbox"/> JAN.	<input type="checkbox"/> APR.	<input type="checkbox"/> JUL.	<input type="checkbox"/> OCT.
Macon	<input type="checkbox"/> FEB.	<input type="checkbox"/> MAY	<input type="checkbox"/> AUG.	<input type="checkbox"/> NOV.
St. Louis	<input type="checkbox"/> MAR.	<input type="checkbox"/> JUN.	<input type="checkbox"/> SEP.	<input type="checkbox"/> DEC.
Poplar Bluff	<input type="checkbox"/> JAN.	<input type="checkbox"/> APR.	<input type="checkbox"/> JUL.	<input type="checkbox"/> OCT.
Kansas City	<input type="checkbox"/> FEB.	<input type="checkbox"/> MAY	<input type="checkbox"/> AUG.	<input type="checkbox"/> NOV.
Jefferson City	<input type="checkbox"/> MAR.	<input type="checkbox"/> JUN.	<input type="checkbox"/> SEP.	<input type="checkbox"/> DEC.

18b. SPECIAL SESSION - DO NOT COMPLETE IF YOU HAVE MARKED A SESSION IN NUMBER 18a.
 DATE _____ LOCATION _____

19. DO YOU REQUIRE ANY SPECIAL ACCOMMODATIONS IN THE SCHEDULING OF EXAMINATIONS?
 YES NO IF YES, GIVE DETAILS UNDER COMMENTS

DNR OFFICE USE ONLY (PLEASE DO NOT WRITE IN THIS SPACE)

OPCERT	DATE RECEIVED	AMOUNT RECEIVED <input type="checkbox"/> \$20 <input type="checkbox"/> OTHER _____	AMOUNT DUE
		EXPERIENCE	EDUCATION
		CERTIFICATE ISSUED	
		CERTIFICATE NUMBER _____	RENEWAL DATE _____

RECEIPTS AND REPORTING	DATE RECEIVED	AMOUNT RECEIVED _____	CHECK NUMBER _____
		FOR: OPERATOR EXAMINATION APPLICATION FEE <input type="checkbox"/> WATER (780-67901-1297-01) <input type="checkbox"/> WASTEWATER (780-10101-1100)	
		BY: _____	



EXPERIENCE				
20. DESCRIBE IN CHRONOLOGICAL ORDER, BEGINNING WITH THE MOST RECENT, THE DUTIES AND RESPONSIBILITIES OF POSITIONS YOU HAVE HELD IN THE WATER AND WASTEWATER FIELDS. BE SPECIFIC IN DESCRIBING DUTIES PERFORMED.				
EMPLOYER INFORMATION	FROM	TO	POSITION	DUTIES
	MO/DAY/YEAR	MO/DAY/YEAR		
EMPLOYER				
MAILING ADDRESS				
CITY, STATE, ZIP CODE				
TELEPHONE (AREA CODE)				
EMPLOYER				
MAILING ADDRESS				
CITY, STATE, ZIP CODE				
TELEPHONE (AREA CODE)				
EMPLOYER				
MAILING ADDRESS				
CITY, STATE, ZIP CODE				
TELEPHONE (AREA CODE)				
EDUCATION				
21. HIGH SCHOOL				
DIPLOMA <input type="checkbox"/> YES <input type="checkbox"/> NO GED <input type="checkbox"/> YES <input type="checkbox"/> NO YEAR RECEIVED _____				
SCHOOL _____ LOCATION _____				
22. COLLEGE/UNIVERSITY (ATTACH COPY OF TRANSCRIPT)				
SCHOOL NAME AND LOCATION			DEGREE: TYPE, DATE RECEIVED, AND MAJOR	
23. OTHER TRAINING (TRADE OR VOCATIONAL SCHOOL, MILITARY, ETC.) ATTACH CERTIFICATE(S) OF ATTENDANCE				
SCHOOL NAME AND LOCATION	DATES		SUBJECT(S)	HOURS
	FROM	TO		
COMMENTS				
SIGNATURE				
I hereby certify that this application contains no willful misrepresentation or falsifications and that the information given by me is true and complete to the best of my knowledge and belief. I am aware that should investigation at any time disclose any such misrepresentation or falsification as to material or fact, my application will be rejected and my Missouri certification revoked. I also certify that I am at least sixteen years of age.				
SIGNATURE (INK)				DATE

MO 780-1089 (1-93)