

Division of Financial Assistance State Water Resources Control Board Office of Operator Certification Presentation October 15, 2024

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What Will We Cover?

1. Program Information
2. Preparing and Submitting a Complete Certification Application
3. Operator Certification Information System (OCIS) and Examination Overview
4. How to Contact Us
5. Questions

DRINKING WATER AND WASTEWATER OPERATOR CERTIFICATION PROGRAMS

Program Information



Program Information

- Wastewater Fee Increase Effective September 19, 2024
- Operator Certification Sections:

Unit 1 – Functions

Drinking Water Renewals
Drinking Water Examinations
Wastewater Renewals
Wastewater Examinations
Lead on Wastewater Regulations
Lead on the Wastewater Advisory Committee

Unit 2 – Functions

Drinking Water Certifications
Wastewater Certifications
Wastewater Contract Operators
Wastewater Plant Classifications
Wastewater Lone Operators
Wastewater Provisional Operators
Lead on Drinking Water Regulations
Lead on Drinking Water Advisory Committee

OPERATOR CERTIFICATION

PREPARING AND SUBMITTING A COMPLETE CERTIFICATION APPLICATION

How to get it RIGHT the first time



A Complete Drinking Water Certification Application Package Includes:

1. Complete application

2. Applicable fee

3. Supporting documentation that includes the following:

Supervisor Letter

- Organization Chart
- Official Job Description/Duties
- Letter or Permit Water System Classification

* You must have a valid unexpired certificate to work in operations at a Water Treatment Plant or Water Distribution facility.

Drinking Water Operator Certification Distribution and Treatment

Grades 1 and 2:

- 1. Pass the examination**
- 2. Return the certification slip attached to the bottom of the passing results letter, along with the applicable fee to the Drinking Water Operator Certification Program**

Grades 3, 4, and 5:

- 1. Pass the examination**
- 2. Complete a certification application and submit a complete application package that meets the State Water Board's requirements to the Drinking Water Operator Certification Program**

Drinking Water Certification Applications

Supervisor Letter

General

- The letter from your supervisor is reconciled against your job description/duty statement. It is important for the supervisor to provide us with accurate information regarding the specific duties performed and the number of hours per week duties were performed. When certification applicants work in both disciplines the hours per week of operator experience must be divided between both disciplines, not counted for both, and clearly stated on each supervisor letter.
- The letter must be signed by the Chief Plant Operator, your immediate supervisor, or someone in your direct chain of command as noted on the organization chart. An original signature is always required, blue ink is preferred.

Drinking Water Certification Applications

Supervisor Letter

Timeframe of Employment

- Tell us how long the operator has been employed by your water system.

Example: Operator has been employed with ABC Water District from May 1, 2000, to present.

“Present” is the date the letter is signed, and your hours will be calculated from the start date through the date on the supervisor’s letter. If the letter isn’t dated, your application will be delayed while that information is obtained.

- If the operator worked for ABC Water District, left for a different system and then returned, we need the timeframes of both employment periods.

Drinking Water Certification Applications

Supervisor Letter

Description of Duties

- *In their own words*, the supervisor should state the specific duties the operator performed for each position they held during their employment as it relates to the certification applied for. Whether it is a Distribution or Treatment Application, the supervisor must provide a description of the specific duties performed.

Please DO NOT cut and paste from the operator's job description/duty statement or from the regulations.

Drinking Water Certification Applications

Supervisor Letter

Example

Position/Title: Field Service Operator I

Timeframe in position: (5/1/00 – 12/10/03)

Specific duties performed: Operator performed hot taps, water main installations, dead flushing, locates water services, valves, mains, and hydrants. Performs all phases of meter installation and repair. Performs leak detection/repair, turns on and shut-offs as needed.

Hours per week: Operator dedicated 40 hours per week to these duties, they do not perform any treatment or wastewater duties in this position.

- Follow this format for each successive position held, if applicable.

Drinking Water Certification Applications

Supervisor Letter

Time-in-Grade Experience

- After the job description portion of the letter, we need to know the water system's classification level. Certification requirements at certain grade levels require experience gained by an operator with a certificate at the specified grade level while operating a specific classification of system(site and classification).

Example: The eligibility criteria for water treatment operator certification at the grade 4 level requires at least one year of operator experience working as a shift or chief operator, while holding a valid water treatment operator certificate at the grade 3 level, at a water treatment plant classified as a level 3 facility or higher. Water treatment operator experience gained at a lower grade or facility classification will not meet this requirement.

Drinking Water Certification Applications

Supervisor Letter

Chief or Shift Operator Designation

- Chief or shift operator designations should be stated in the supervisor letter.
- Chief and shift operators should also be designated in the State Water Board, Division of Drinking Water's Electronic Annual Reports (eAR). We must be able to reconcile the designation in the supervisor's letter against the eAR for the applicable year(s) the operator had this designation.
- Regulation sections 63765 and 63770 define the minimum requirements for Chief and Shift operators.

Drinking Water Certification Applications Supervisor Letter Closing

- The last thing needed is a declaration from the supervisor verifying that all information provided in the supervisor letter is accurate, their wet signature, and the date of their signature.

We recommend using the following declaration:

As the undersigned supervisor of the above referenced operator, I hereby certify that all facts and statements set forth are true and correct to the best of my knowledge and belief. I understand that any omissions or misrepresentations may result in discipline as per the Health and Safety Code section 106877.

Common Causes of Drinking Water Certification Application Deficiencies

- Over statement of hours per week in the supervisor letter. Generally, the State Water Board will award certification applicants who work full-time 40 hours per week of operator experience. When certification applicants work in both disciplines (water distribution operator and water treatment operator) the hours per week of operator experience must be divided between both disciplines, not counted for both, and clearly stated on each supervisor letter. The supervisor should review the operator duties, time reports and determine an average number of hours per week for each function performed.
- The job description in the supervisor letter does not list distribution or treatment duties.

Common Causes of Drinking Water Certification Application Deficiencies

- Requesting experience credit for duties not associated with operation of a distribution or treatment system/plant.

Example: Meter reading and administrative functions.

- Non-operator staff requesting certification at the grade 3 level or higher. Applicants must meet the specified experience requirements.
- Missing original signatures.
- Missing supporting documentation:
 - Supervisor Letter
 - Organization Chart
 - Official Job Description/Duties
 - Letter or Permit Water System Classification

A Complete Wastewater Certification Application Package Includes:

1. Complete application

2. Applicable fee

3. Supporting documentation that includes the following:

- Official Job Description/Duties on official letterhead or signed by the CPO
- CPO Signature on Application
- Copies of certificates and/or official transcripts previously unsubmitted.

* You must have a valid unexpired certificate to work in operations at a Wastewater Treatment Plant.

Wastewater Operator Certification

OPERATOR CERTIFICATION REQUIREMENTS TABLE (Effective April 1, 2013)

Note: Applicants must take and pass the Office of Operator Certification Wastewater Treatment Plant Operator Examination before applying for Certification:

PATH	EXAMINATION EDUCATION REQUIREMENTS		CERTIFICATION QUALIFYING EXPERIENCE REQUIREMENTS
GRADE I			
1	High school diploma or equivalent and 6 educational points	and	1 year of full-time qualifying experience
GRADE II			
1	High school diploma or equivalent and 9 educational points	and	18 months of full-time qualifying experience as a Grade I operator
2	High school diploma or equivalent and 12 educational points	and	2 years of full-time qualifying experience
3	Associate's degree, a higher degree, or a minimum of 60 college semester units, including a minimum of 15 semester units of science courses	and	1 year of full-time qualifying experience
GRADE III			
1	High school diploma or equivalent and 12 educational points	and	3 years of full-time qualifying experience as a Grade II operator
2	High school diploma or equivalent and 18 educational points	and	4 years of full-time qualifying experience
3	Associate's degree or a minimum of 60 college semester units, including a minimum of 15 semester units of science courses	and	2 years of full-time qualifying experience

Wastewater Operator Certifications

Operator-in-Training (OIT) Certificates

- OIT certificate is for obtaining first year (1800 hours) of full-time qualifying experience.
- You must be employed as an OIT at a wastewater treatment plant overseen by the Office of Operator Certification.
- OIT Certificates are valid for 3 years
- Grades OIT I – V
 - OIT I: Do not need to pass an exam for an initial certification
 - OIT II-V: Applicants must pass applicable exam for initial certification
- Certificate renewal: Must have valid passing exam results to renew

Operator Certificates

- Grade I – V
- Must pass applicable exam and meet experience requirements
- Certificates are valid for 3 years
- Certificate renewal: Must submit renewal form and applicable fee before certificate expiration.

Common Causes of Certification Application Deficiencies

- Not completing Section VI. Previous Wastewater Treatment Plant Experience (attach more pages if needed)
- Missing supporting documentation:
 - Official Job Description/Duties on official letterhead or signed by the CPO
- Not completing Section VII. Prior Actions
- Sending incorrect fee
- Not initialing above applicant signature if you choose to substitute educational points for experience.

Do you elect to make the irrevocable choice to substitute 16 educational points for one year of experience (as per Section 3684 (3) of the California Code of Regulations, title 23, division 3, chapter 26 Operator Certification Regulations), if so please initial here _____

- Missing original signatures (Operator and CPO)

Submitting Complete Application Packages

Mail completed application, applicable fee, and supporting documentation to:

State Water Resources Control Board
Office of Operator Certification Program
P.O. Box 944212 Sacramento, CA 94244-2120

Fees should be paid by:

Check or Money Order
made out to: SWRCB

ACH/CCT online

Application Processing Times

- Applications are evaluated in the order they are received. Please allow up to 30 days for wastewater applications and up to 45 days for drinking water applications.
- Submitting an incomplete application package will delay processing time. Please ensure the application package submitted is complete and accurate.

Online Applications Operator Certification Information System (OCIS)



Office of Operator Certification

OCIS - What is it?

OCIS is a web-based platform used by the Office of Operator Certification and operators containing operator information and an online application portal.

What information is housed in OCIS?

- ✓ Exam, certification, payment, educational and renewal information for Drinking Water Treatment Operators, Drinking Water Distribution Operators, and Wastewater Treatment Plant Operators.
- ✓ This includes information for individuals that have taken an exam but have not yet gained certification.

OCIS – What's New?

Public Access

- Beginning September 2023, Drinking Water Operator's gained access to view their accounts and submit online applications.
 - Wastewater Operator's have had access to view their account since January 2017.

Online Applications

- Currently you can submit Grades 1-3 Exam applications
- Grades 4-5 Exam applications coming soon
- Renewal and Certification applications will be in subsequent phases.

OCIS Accounts

What can you do with your OCIS account?

- Submit available online applications (currently Grades 1-3 Exam applications).
- Update your contact information including address, phone number, and email address.
- View the status of applications that have been received.
- View Water Distribution, Water Treatment, and Wastewater information.



OCIS Online Portal:

<https://wbapps.waterboards.ca.gov/opcert/>

Creating Your Account:

Click on the blue hyperlink “[Create an account here.](#)”

Welcome to the Operator Certification Information System (OCIS)

A valid user account and password is needed to access the OCIS.

New Users: [Create an account here.](#)



If you need assistance logging in, please email dwopcertprogram@waterboards.ca.gov (for the drinking water program portal) or wwopcertprogram@waterboards.ca.gov (for the wastewater program portal)

Email Address:

Password:

Login

Forget Your Password? Click here to [Reset Password](#)

Account Registration

Have you **EVER** applied to the Office of Operator Certification for an exam or certificate (Water or Wastewater included)?

If so, click “Yes”.

Account Registration

Have you ever submitted an exam application, taken an exam, or applied for a certificate from the waterboards?



[Click here to return to the Log-In Screen](#)

Account Registration

Choose “**Register by Email**” on this screen.

- You **must** use the email address listed on previous applications.
- If you no longer have access to that email address, contact the OOC to update before creating your account.

Account Registration

Choose a method of registration

If you have taken a wastewater or drinking water exam, or previously applied for certification with the Waterboards in the past, you can register for this site using the email that was submitted to the Waterboards in your previous submission. Requires the email address be valid and accessible to the user. Email addresses that have not previously been submitted to the waterboards cannot be used.

Register by Email



Other methods for current operators to register online are not currently available.

If you are a certified operator and you need assistance creating an account, please email dwopcertprogram@waterboards.ca.gov (for the drinking water program portal) or wwopcertprogram@waterboards.ca.gov (for the wastewater program portal)

Back

[Click here to return to the Log-In Screen](#)

Account Registration

Enter your first name and last name as it appears on your certificate or correspondence from the OOC in the corresponding boxes.

Enter your email address we have on file from previous applications.

Click “Validate”

Account Registration

Step 1: User Validation by Email

This method of registration is intended for use only by Operators who already have a valid email address on file with the Waterboards Operator Certification Program, and will only work with email addresses already in our records. Please provide the information requested below to register, and an email will be sent to the address to validate your identity.

First Name (As it appears on your Certificate):



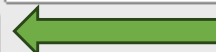
Last Name (As it appears on your Certificate):



Email Address:



Validate



[Click here to return to the Log-In Screen](#)

Account Registration

If you receive this error message, ensure you spelled your name and email address correctly.

If you confirm the spelling is correct, contact the OOC. There may be an error on the administrative side of OCIS.

Account Registration

Step 1: User Validation by Email

This method of registration is intended for use only by Operators who already have a valid email address on file with the Waterboards Operator Certification Program, and will only work with email addresses already in our records. Please provide the information requested below to register, and an email will be sent to the address to validate your identity.

First Name (As it appears on your Certificate):	Jack
Last Name (As it appears on your Certificate):	Water
Email Address:	lkjr@gmail.com
Validate	

We were unable to verify a match between the named operator and the email address provided.

[Click here to return to the Log-In Screen](#)



Account Registration

If you have **NEVER** applied to the Office of Operator Certification for anything previously, click “No”.

Account Registration

Have you ever submitted an exam application, taken an exam, or applied for a certificate from the waterboards?



[Click here to return to the Log-In Screen](#)

Account Registration

Complete all fields applicable.

Fields with ** are mandatory.

You must check the box to certify the information you entered is true.

Account Registration

This method of registration is intended for use only by public users who have never applied for an Exam or Certification with the waterboards. Requires a valid email address. If you are already a certified operator, please use a different registration method.

** First Name:		
Middle Initial:		
** Last Name:		
Name Suffix:	v	
** Email Address:		
** Confirm Email Address:		
** Last 4 # of SSN:		
** Address:		
** City:		
** State:	v	
** Zip:		
County:	v	
Work Phone:		Ext:
Home/Cell Phone:		
** Birth Date:		

Please double check the data you entered above is accurate before checking the box below and continuing the account creation process.

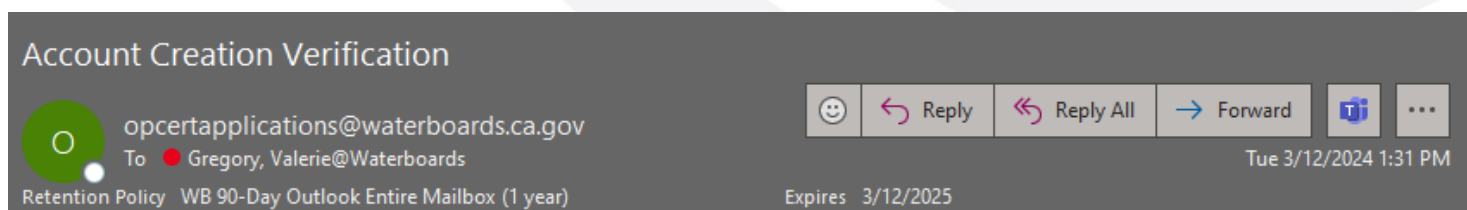
☐ I certify to the State of California that I am the person described in the fields above, and that the above information is true and accurate at the present time.

[Click here to return to the Log-In Screen](#)

Account Registration

Account Creation Verification

- You **must** verify your account within four (4) hours by clicking on the link sent to your email to validate your account.



Jack Water,

To complete creation of your new Waterboards Operator Certification account, please click this link to validate your email account:

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fapptest.waterboards.ca.gov%2Fopcert%2FAccountRegistrationVerification.xhtml%3Fid%3D11d04277-d4e0-4ee3-8c5e-4255dd2adc67&data=05%7C02%7CValerie.Gregory%40waterboards.ca.gov%7C8317ea9c1b444748d59508dc42d3565a%7Cfe186a257d4941e6994105d2281d36c1%7C0%7C0%7C638458722668482378%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6Ik1haWwiLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=Bx7tSk4TU7lQw5jtECGftTlp265M7zpq2tSiPt5bVQ%3D&reserved=0>

This link will only be valid for 4 hours.

If you did not create an account for the online system, please notify our staff immediately. The Office of Operator Certification can be contacted at:

Email: wwopcertprogram@waterboards.ca.gov

Telephone: (916) 341-5819

Please do not reply to this email. This email box is not monitored, and replies will not be read.

Account Registration

Once you click the link from the account validation email, you must complete the final step – Create your password!!

- Passwords must be 8 characters long, contain both uppercase and lowercase letters and at least one (1) number.

Don't forget to click on "Complete Registration"!!

Step 2: Create Log-In Information to finish registration

Your email address provided will be your User ID.
The password must be at least 8 characters long and contain both upper and lower characters, and a number.

Password: Must be at least 8 characters long, contain both upper/lower characters and a number.

Confirm Password:



Changing Your Contact Information

Once logged into your account, click on the “User” pull down menu and choose “change contact information”.

The screenshot displays the OCIS user interface. At the top, the OCIS logo is on the left and the Water Boards logo is on the right. Below the logos, there is a navigation bar with links for Home, Applications, and User. A green arrow points to the 'User' dropdown menu, which is open, showing options: Change Password, Change Username/Email, and Change Contact Information. Another green arrow points to the 'Change Contact Information' option. Below the navigation bar, the 'Operator Information' section displays user details: Operator No. 140393, Certificate No. 80850, Operator Type: Name: Jack Water, Address: 23124 Water St., Water, CA 94544-94544, County: Work Phone: Ext., Home/Cell Phone: SSN: XXX-XX-4444, Birth Date: 01/01/2000, Email: vgregory@waterboards.ca.gov, Edu Points: 0.0, and Mailing List. To the right of this section, there is a 'Welcome to the Operator Certification System!' message with contact information for Wastewater and Drinking Water. Below the 'Operator Information' section, there are four tabs: Applications, Wastewater, Distribution, and Treatment. Each tab has a corresponding message: 'No digital applications have been submitted', 'No Wastewater Data Available', 'No Distribution Data Available', and 'No Treatment Data Available'.

Operator Certification Information System
OCIS

Water Boards
Division of Financial Assistance

Home Applications User Log Out

Change Password
Change Username/Email
Change Contact Information

Click here to create a new application
Data accurate as of: 2024-03-12 15:15:50 PDT
Refresh Data

Operator Information

Operator No. 140393
Certificate No. 80850
Operator Type:
Name: Jack Water
Address: 23124 Water St.
Water, CA 94544-94544
County:
Work Phone: Ext.
Home/Cell Phone:
SSN: XXX-XX-4444
Birth Date: 01/01/2000
Email: vgregory@waterboards.ca.gov
Edu Points: 0.0
Mailing List:

Welcome to the Operator Certification System!
Other questions not answered here? Contact us at:
For Wastewater: wwopcertprogram@waterboards.ca.gov
For Drinking Water: dwopcertprogram@waterboards.ca.gov

Applications
No digital applications have been submitted

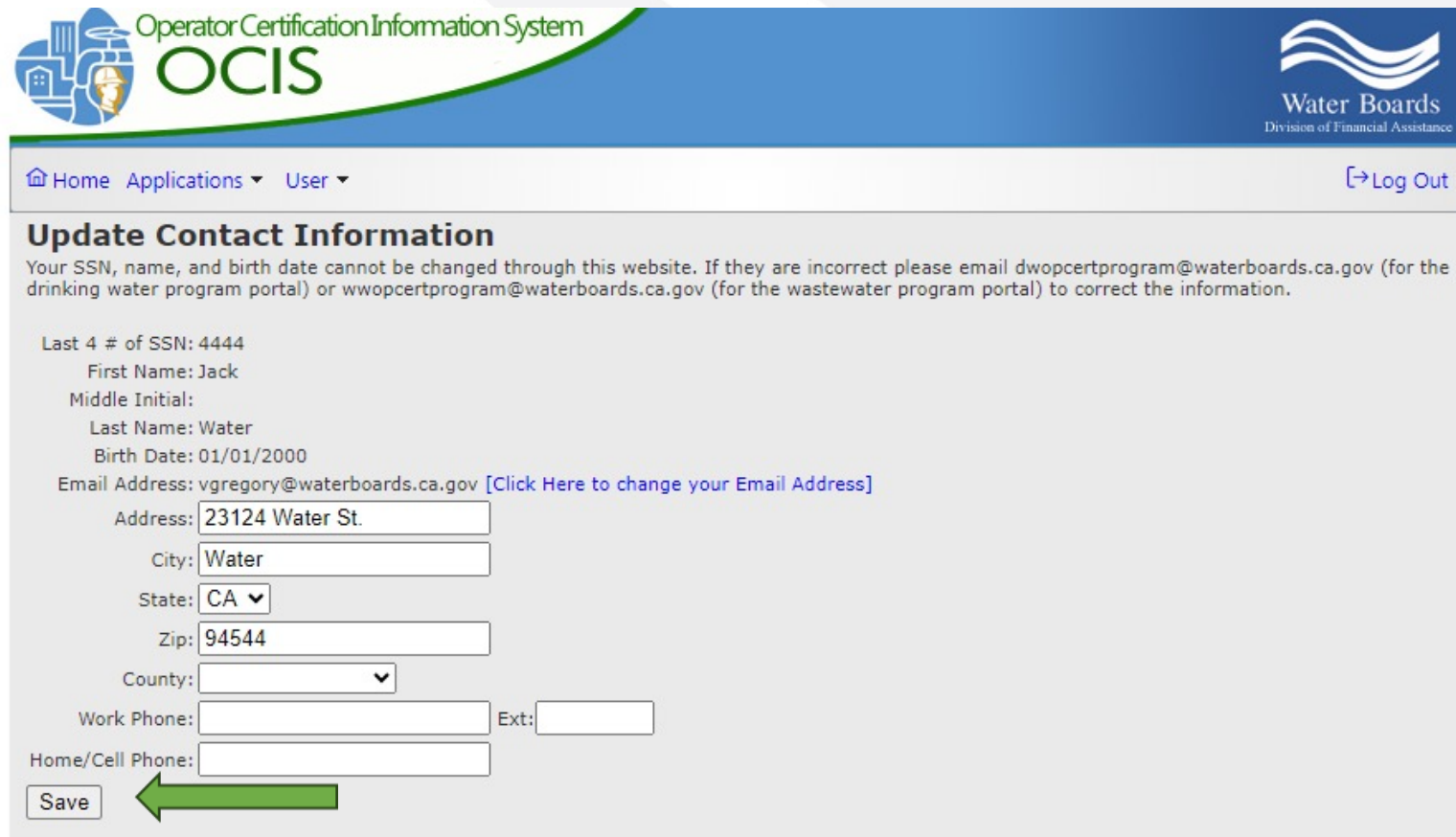
Wastewater
No Wastewater Data Available

Distribution
No Distribution Data Available

Treatment
No Treatment Data Available

Changing Your Contact Information

Update the information and click “Save”.



 Operator Certification Information System
OCIS

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[Home](#) [Applications](#) [User](#) [Log Out](#)

Update Contact Information

Your SSN, name, and birth date cannot be changed through this website. If they are incorrect please email dwopcertprogram@waterboards.ca.gov (for the drinking water program portal) or wwopcertprogram@waterboards.ca.gov (for the wastewater program portal) to correct the information.

Last 4 # of SSN: 4444
First Name: Jack
Middle Initial:
Last Name: Water
Birth Date: 01/01/2000
Email Address: vgregory@waterboards.ca.gov [\[Click Here to change your Email Address\]](#)

Address:
City:
State:
Zip:
County:
Work Phone: Ext:
Home/Cell Phone:

Checking the Status of Applications

[Home](#) [Applications](#) [User](#) [Log Out](#)

[Click here to create a new application](#)

Data accurate as of: 2024-03-12 15:29:32 PDT

[Refresh Data](#)

Operator Information

Operator No. **140393**
Certificate No. **80850**
Operator Type:
Name: **Jack Water**
Address: **23124 Water St.**
Waterworld, CA 94544-94544
County:
Work Phone: Ext.
Home/Cell Phone:
SSN: **XXX-XX-4444**
Birth Date: **01/01/2000**
Email: **vgregory@waterboards.ca.gov**
Edu Points: **0.0**
Mailing List:

Welcome to the Operator Certification System!

Other questions not answered here? Contact us at:
For Wastewater: wwopcertprogram@waterboards.ca.gov
For Drinking Water: dwopcertprogram@waterboards.ca.gov

Most Recent Applications

Creation Date	Application Type	Status
03/12/2024	Distribution Exam Application - Grade 1	Approved
03/12/2024	Treatment Exam Application - Grade 2	Awaiting Payment
03/12/2024	Treatment Exam Application - Grade 1	Under Review

Wastewater

No Wastewater Data Available

Distribution

Certificate

Exams

Experience

Education

Received Date	Application Status	Exam Date	Level	Site	Exam Result
03/12/2024	Approved		D1	Prometric	

Treatment

No Treatment Data Available

Checking the Status of Applications

What does the Status Mean On My **Exam** Application?

Awaiting Payment: You submitted an application, but we have not received your payment yet. (It takes about 2 business days for your online payment to post.)

Under Review: We have received your application, and it is in the queue for processing.

Approved: Your application has been reviewed and approved.

Most Recent Applications		
Creation Date	Application Type	Status
03/12/2024	Distribution Exam Application - Grade 1	Approved
03/12/2024	Treatment Exam Application - Grade 2	Awaiting Payment
03/12/2024	Treatment Exam Application - Grade 1	Under Review

Checking the Status of Applications

What does the Status Mean On My **Certification** or **Renewal** Application?

Pending: We received your application, and it is in the queue for processing.

Approved: We have approved your certification or renewal application.

Deficient: Your application was deemed deficient for one or more reasons.

Denied: Your application is deficient (Drinking Water only) or denied. (We are working on this to differentiate between deficient and denied.)

Submitting an Online Application

Once logged into your account, click on the “Click here to create a new application” button.

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Home Applications User Log Out

Operator Information

Operator No. **140393**
Certificate No. **80850**
Operator Type:
Name: **Jack Water**
Address: **23124 Water St.**
Waterworld, CA 94544-94544
County:
Work Phone: Ext.
Home/Cell Phone:
SSN: **XXX-XX-4444**
Birth Date: **01/01/2000**
Email: **vgregory@waterboards.ca.gov**
Edu Points: **0.0**
Mailing List:

Welcome to the Operator Certification System!
Other questions not answered here? Contact us at:
For Wastewater: wwopcertprogram@waterboards.ca.gov
For Drinking Water: dwopcertprogram@waterboards.ca.gov

Click here to create a new application

Data accurate as of: 2024-03-12 20:56:10 PDT

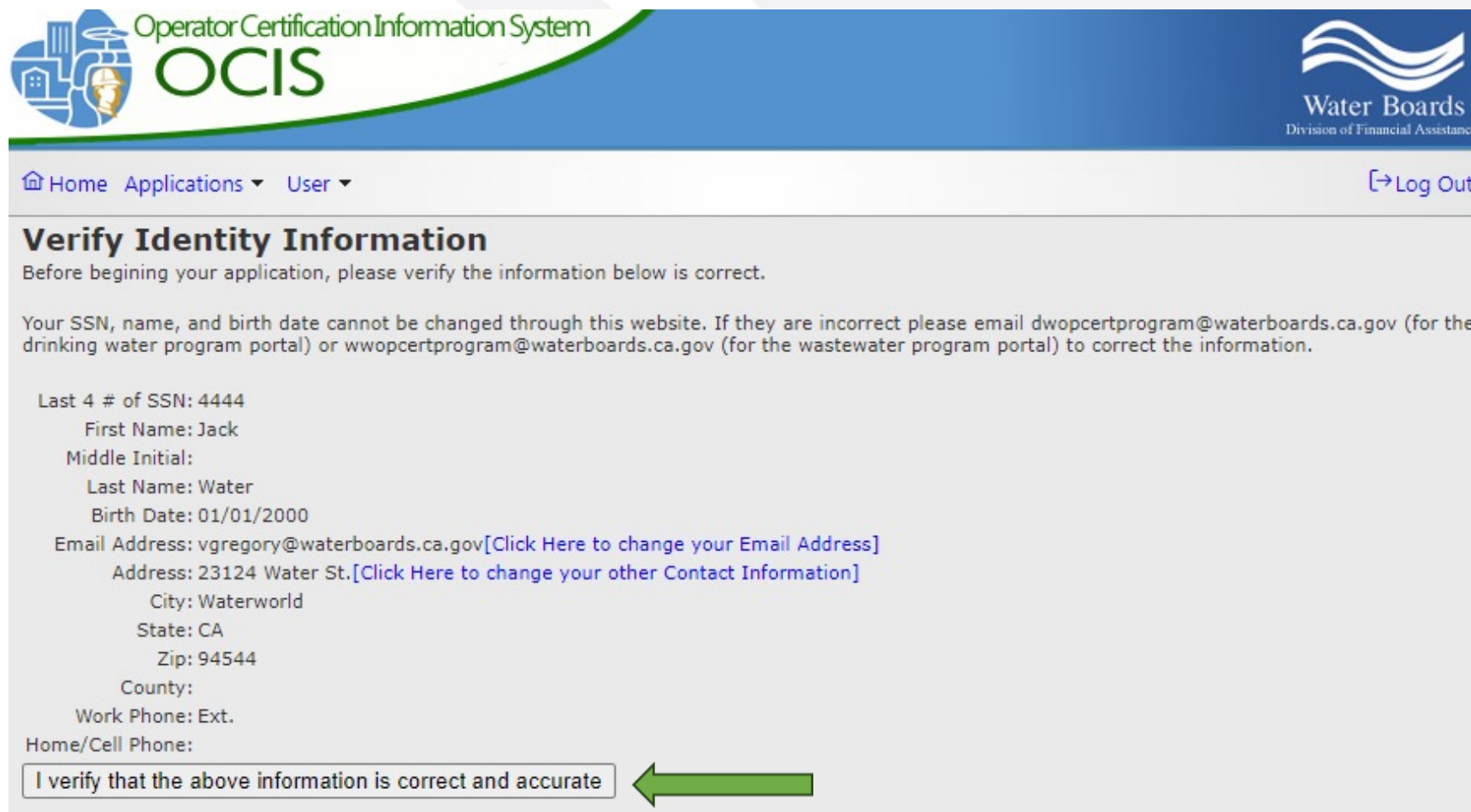
Refresh Data

Most Recent Applications

Creation Date	Application Type	Status
03/12/2024	Distribution Exam Application - Grade 1	Approved
03/12/2024	Treatment Exam Application - Grade 2	Awaiting Payment
03/12/2024	Treatment Exam Application - Grade 1	Under Review

Submitting an Online Application

Review your identity information and if correct, click “I verify that the above information is correct and true”.



Operator Certification Information System
OCIS

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[Home](#) [Applications](#) [User](#) [Log Out](#)

Verify Identity Information

Before beginning your application, please verify the information below is correct.

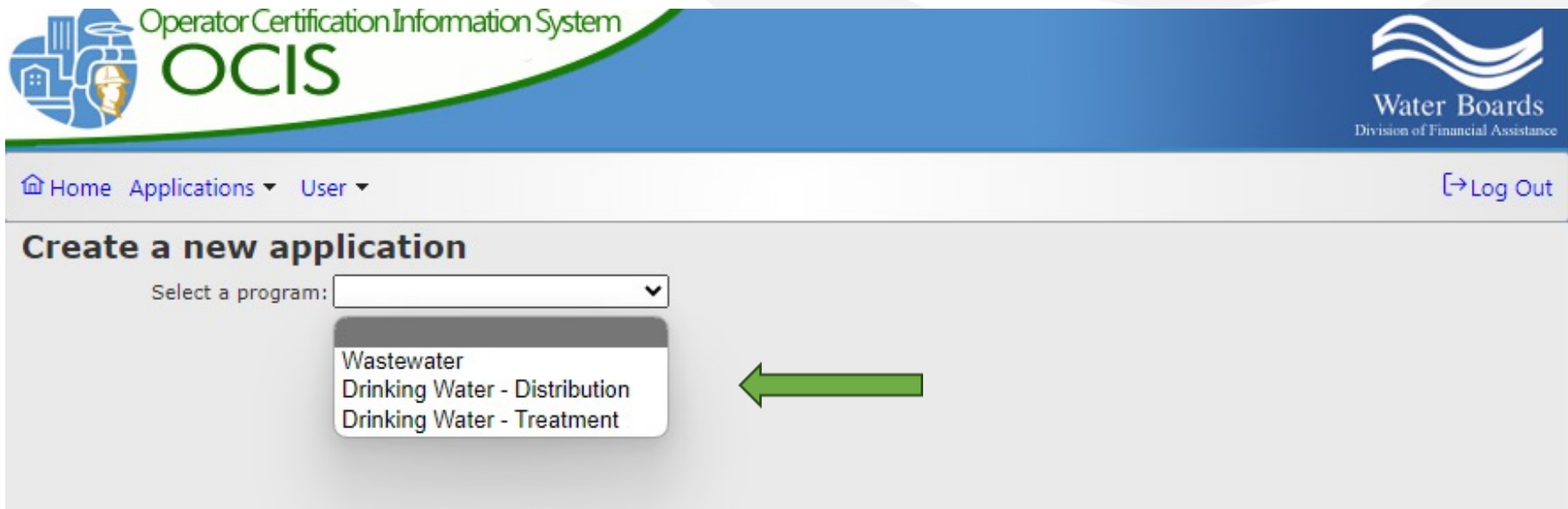
Your SSN, name, and birth date cannot be changed through this website. If they are incorrect please email dwopcertprogram@waterboards.ca.gov (for the drinking water program portal) or wwopcertprogram@waterboards.ca.gov (for the wastewater program portal) to correct the information.

Last 4 # of SSN: 4444
First Name: Jack
Middle Initial:
Last Name: Water
Birth Date: 01/01/2000
Email Address: vgregory@waterboards.ca.gov [\[Click Here to change your Email Address\]](#)
Address: 23124 Water St. [\[Click Here to change your other Contact Information\]](#)
City: Waterworld
State: CA
Zip: 94544
County:
Work Phone: Ext.
Home/Cell Phone:



Submitting an Online Application

Choose the program you are applying for:



Operator Certification Information System
OCIS

Water Boards
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[Home](#) [Applications](#) [User](#) [Log Out](#)

Create a new application

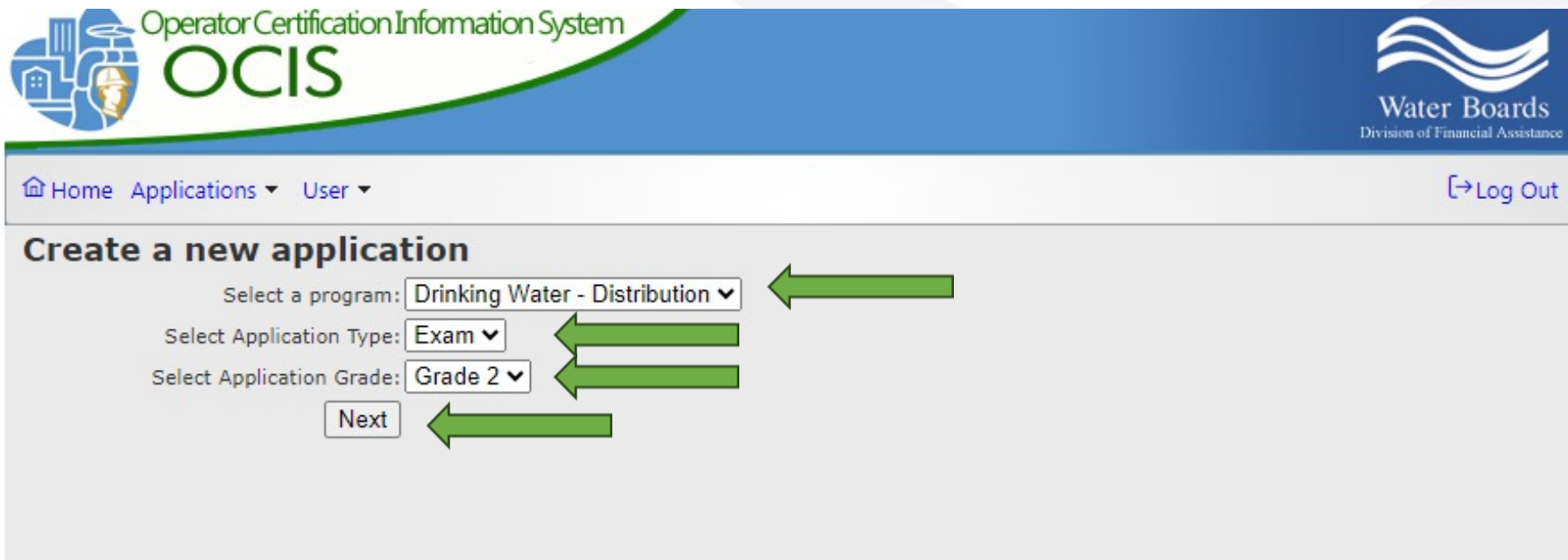
Select a program:

- Wastewater
- Drinking Water - Distribution
- Drinking Water - Treatment

Submitting an Online Application

Choose the application type (currently only “Exam” is available) and application Grade (currently only Grade 1 or Grade 2 is available).

Click “Next” when the information is correct:



The screenshot shows the OCIS web application interface. The header includes the OCIS logo and the Water Boards Division of Financial Assistance logo. The navigation bar contains links for Home, Applications, and User, along with a Log Out button. The main content area is titled "Create a new application" and contains three dropdown menus: "Select a program:" (set to "Drinking Water - Distribution"), "Select Application Type:" (set to "Exam"), and "Select Application Grade:" (set to "Grade 2"). A "Next" button is located below the dropdowns. Four green arrows point to the dropdown menus and the "Next" button, indicating the steps to follow.

Operator Certification Information System
OCIS

Water Boards
Division of Financial Assistance

Home Applications User Log Out

Create a new application

Select a program: Drinking Water - Distribution ▼

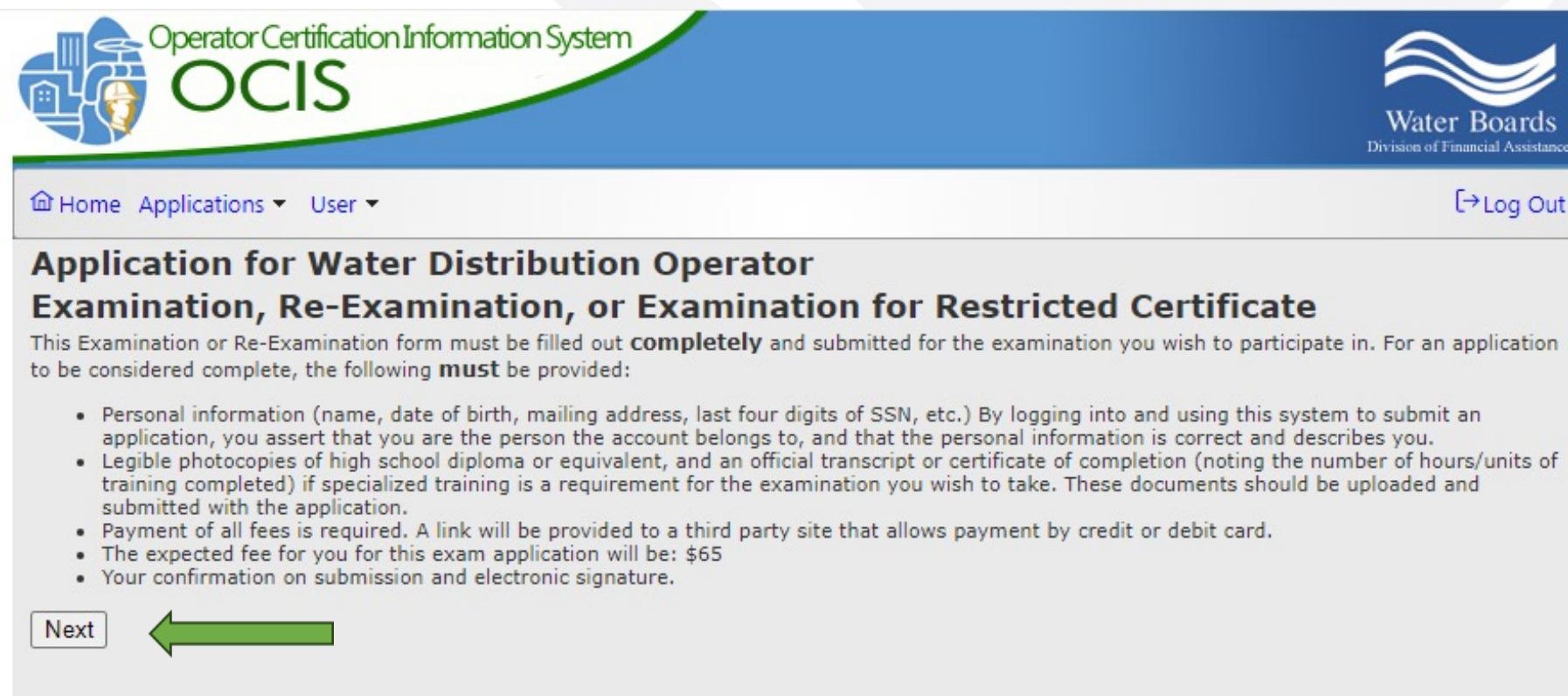
Select Application Type: Exam ▼

Select Application Grade: Grade 2 ▼

Next

Submitting an Online Application

Read the application information, then click “Next”:



The screenshot shows the OCIS application interface. At the top, there is a blue header with the OCIS logo on the left and the Water Boards logo on the right. Below the header is a navigation bar with links for Home, Applications, and User, and a Log Out button. The main content area is titled "Application for Water Distribution Operator Examination, Re-Examination, or Examination for Restricted Certificate". It contains a paragraph of instructions and a list of requirements. At the bottom, there is a "Next" button and a large green arrow pointing left towards it.

Operator Certification Information System
OCIS

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[Home](#) [Applications](#) [User](#) [Log Out](#)

Application for Water Distribution Operator Examination, Re-Examination, or Examination for Restricted Certificate

This Examination or Re-Examination form must be filled out **completely** and submitted for the examination you wish to participate in. For an application to be considered complete, the following **must** be provided:

- Personal information (name, date of birth, mailing address, last four digits of SSN, etc.) By logging into and using this system to submit an application, you assert that you are the person the account belongs to, and that the personal information is correct and describes you.
- Legible photocopies of high school diploma or equivalent, and an official transcript or certificate of completion (noting the number of hours/units of training completed) if specialized training is a requirement for the examination you wish to take. These documents should be uploaded and submitted with the application.
- Payment of all fees is required. A link will be provided to a third party site that allows payment by credit or debit card.
- The expected fee for you for this exam application will be: \$65
- Your confirmation on submission and electronic signature.

[Next](#) 

Submitting an Online Application

Answer the ADA question and choose the correct option from the drop-down box on how you meet the eligibility criteria for the exam in which you are applying for:

Operator Certification Information System
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Distribution Exam Application (Grade 2) - Minimum Qualifications for Examination

All minimum educational qualifications must be met before your application can be approved.

If you are not sure of the requirements for a particular grade level, refer to the [Drinking Water Distribution Minimum Qualifications Regulations](#), as **exam fees are nonrefundable**.

Do you have an ADA Title I disability/impairment for which you may need assistance during the exam?

Select how you meet the minimum qualifications for this exam:
If you graduated high school or earned a GED, choose one of those options.

- High School Diploma
- GED or equivalent
- IF NO HIGH SCHOOL/GED: Completed Basic Small Water System Operations Course
- IF NO HIGH SCHOOL/GED: One Year Of Experience

Submitting an Online Application

Complete the required information for the educational path you chose, then click “Next”:

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Distribution Exam Application (Grade 2) - Minimum Qualifications for Examination

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If you are not sure of the requirements for a particular grade level, refer to the [Drinking Water Distribution Minimum Qualifications Regulations](#), as **exam fees are nonrefundable.**

Do you have an ADA Title I disability/impairment for which you may need assistance during the exam?

Select how you meet the minimum qualifications for this exam:
If you graduated high school or earned a GED, choose one of those options.

Did you graduate from high school?

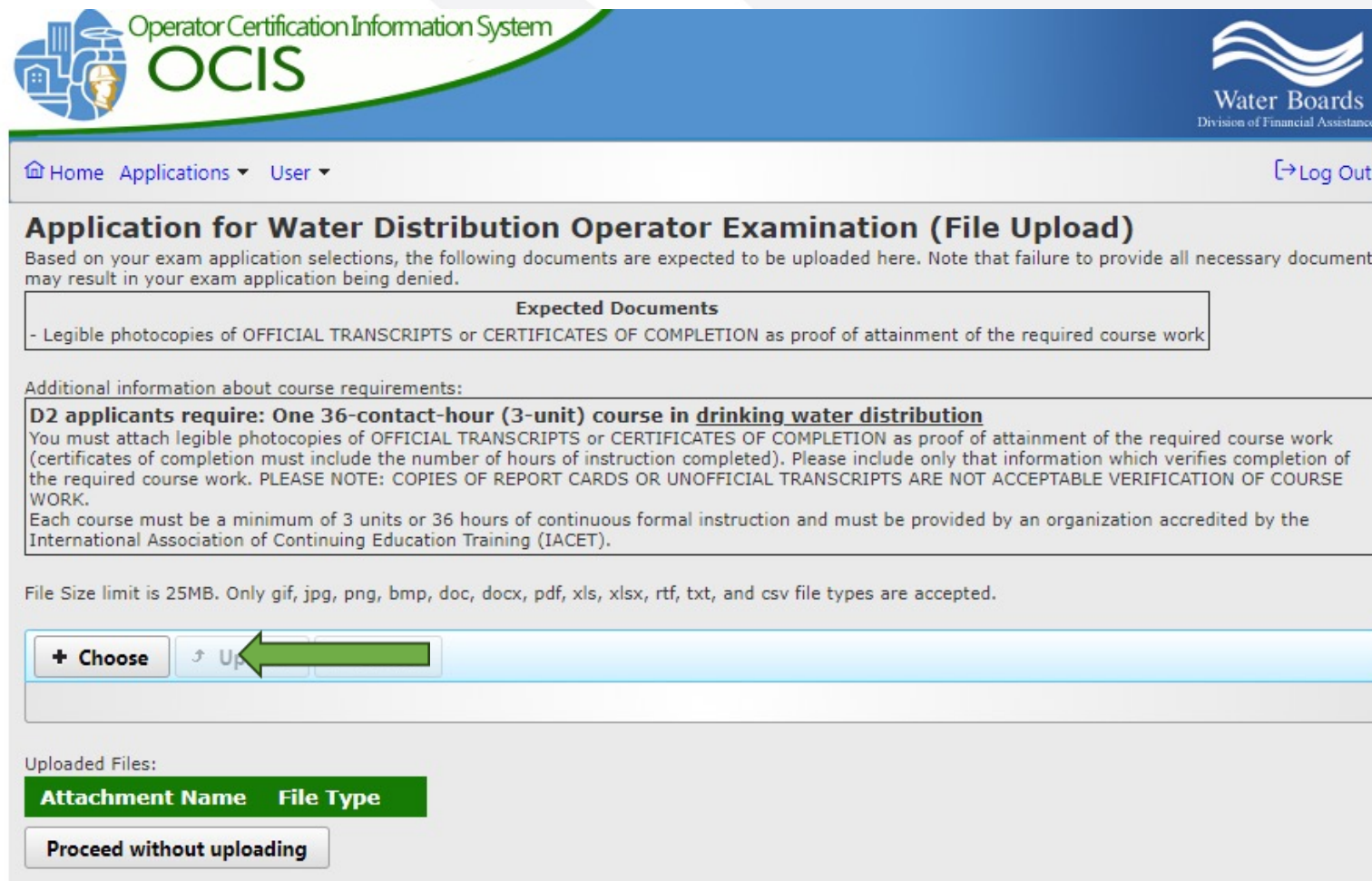
Date Graduated (mm/yy):

Name of High School:

Location (city/state):

Submitting an Online Application

Read the “Expected Documents” to see what we are expecting you to upload. Choose the file on your computer by clicking on “+ Choose”:



The screenshot shows the OCIS website interface. At the top, there is a header with the OCIS logo on the left and the Water Boards Division of Financial Assistance logo on the right. Below the header, there is a navigation bar with links for Home, Applications, and User, and a Log Out button. The main content area is titled "Application for Water Distribution Operator Examination (File Upload)". It contains a section for "Expected Documents" which lists the required documents: Legible photocopies of OFFICIAL TRANSCRIPTS or CERTIFICATES OF COMPLETION as proof of attainment of the required course work. Below this, there is a section for "Additional information about course requirements:" which states that D2 applicants require a 36-contact-hour (3-unit) course in drinking water distribution. It also mentions that certificates of completion must include the number of hours of instruction completed, and that copies of report cards or unofficial transcripts are not acceptable. A file size limit of 25MB is noted, along with a list of accepted file types: gif, jpg, png, bmp, doc, docx, pdf, xls,xlsx, rtf, txt, and csv. At the bottom, there is a file upload section with a "+ Choose" button and a green arrow pointing to the upload area. Below this, there is a table for "Uploaded Files:" with columns for "Attachment Name" and "File Type". A "Proceed without uploading" button is also present.

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Application for Water Distribution Operator Examination (File Upload)

Based on your exam application selections, the following documents are expected to be uploaded here. Note that failure to provide all necessary documents may result in your exam application being denied.

Expected Documents

- Legible photocopies of OFFICIAL TRANSCRIPTS or CERTIFICATES OF COMPLETION as proof of attainment of the required course work

Additional information about course requirements:

D2 applicants require: One 36-contact-hour (3-unit) course in drinking water distribution

You must attach legible photocopies of OFFICIAL TRANSCRIPTS or CERTIFICATES OF COMPLETION as proof of attainment of the required course work (certificates of completion must include the number of hours of instruction completed). Please include only that information which verifies completion of the required course work. PLEASE NOTE: COPIES OF REPORT CARDS OR UNOFFICIAL TRANSCRIPTS ARE NOT ACCEPTABLE VERIFICATION OF COURSE WORK.

Each course must be a minimum of 3 units or 36 hours of continuous formal instruction and must be provided by an organization accredited by the International Association of Continuing Education Training (IACET).

File Size limit is 25MB. Only gif, jpg, png, bmp, doc, docx, pdf, xls, xlsx, rtf, txt, and csv file types are accepted.

+ Choose

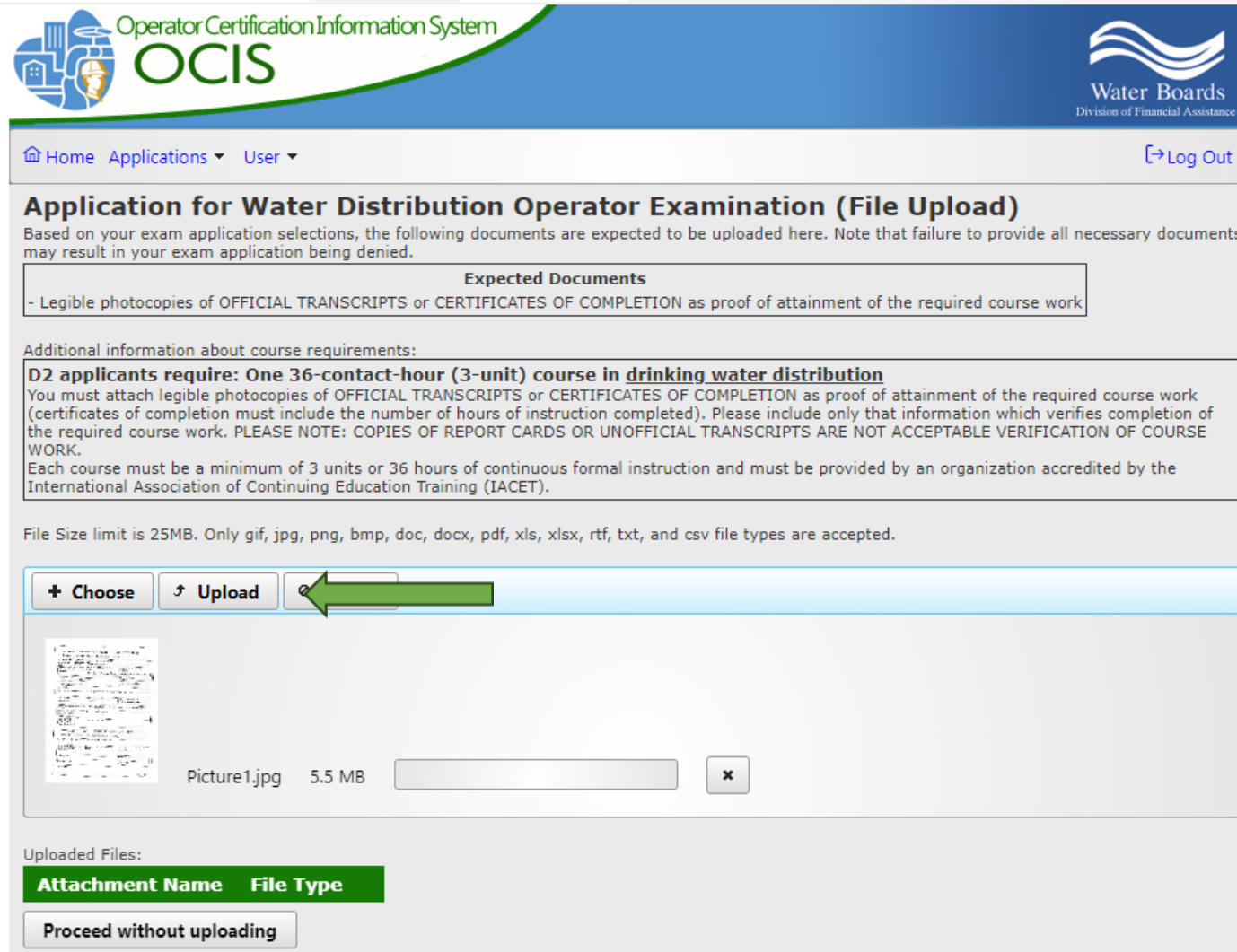
Upload

Uploaded Files:

Attachment Name	File Type
Proceed without uploading	

Submitting an Online Application

Once you have chosen the file, you will see a thumbnail view and file information. You **must** click “Upload” on this screen or your file will not be uploaded!



The screenshot shows the OCIS web interface. At the top, there's a blue header with the OCIS logo on the left and the Water Boards logo on the right. Below the header, there's a navigation bar with links for Home, Applications, and User, and a Log Out button. The main content area is titled "Application for Water Distribution Operator Examination (File Upload)". It includes instructions about required documents and a section for additional information about course requirements. Below this, there's a file upload section with a file size limit of 25MB and a list of accepted file types. A green arrow points to the "Upload" button. A file named "Picture1.jpg" (5.5 MB) is shown as uploaded. At the bottom, there's a table for "Uploaded Files" with columns for "Attachment Name" and "File Type", and a button to "Proceed without uploading".

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Application for Water Distribution Operator Examination (File Upload)

Based on your exam application selections, the following documents are expected to be uploaded here. Note that failure to provide all necessary documents may result in your exam application being denied.

Expected Documents

- Legible photocopies of OFFICIAL TRANSCRIPTS or CERTIFICATES OF COMPLETION as proof of attainment of the required course work

Additional information about course requirements:

D2 applicants require: One 36-contact-hour (3-unit) course in drinking water distribution

You must attach legible photocopies of OFFICIAL TRANSCRIPTS or CERTIFICATES OF COMPLETION as proof of attainment of the required course work (certificates of completion must include the number of hours of instruction completed). Please include only that information which verifies completion of the required course work. PLEASE NOTE: COPIES OF REPORT CARDS OR UNOFFICIAL TRANSCRIPTS ARE NOT ACCEPTABLE VERIFICATION OF COURSE WORK.

Each course must be a minimum of 3 units or 36 hours of continuous formal instruction and must be provided by an organization accredited by the International Association of Continuing Education Training (IACET).

File Size limit is 25MB. Only gif, jpg, png, bmp, doc, docx, pdf, xls, xlsx, rtf, txt, and csv file types are accepted.

+ Choose Upload

Picture1.jpg 5.5 MB

Uploaded Files:

Attachment Name	File Type
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Proceed without uploading

Submitting an Online Application

When the file upload is complete, you will see the info in the “Uploaded Files” Section. Click “Proceed to Next Page” to continue the application:

The screenshot shows the OCIS application interface. At the top, there's a header with the OCIS logo and the Water Boards Division of Financial Assistance logo. Below the header, there's a navigation bar with links for Home, Applications, and User, and a Log Out button. The main content area is titled "Application for Water Distribution Operator Examination (File Upload)". It includes a warning about document requirements and a section for "Expected Documents" which lists legible photocopies of official transcripts or certificates of completion. Below this, there's a section for "Additional information about course requirements" which specifies that D2 applicants require a 36-contact-hour (3-unit) course in drinking water distribution. A file upload section follows, with a file size limit of 25MB and a list of accepted file types. Below the upload section, there's a table for "Uploaded Files" with columns for Attachment Name and File Type. The table shows a single entry: "Picture1.jpg" with file type "image/jpeg". A "Delete" button is next to the entry. At the bottom, there's a "Proceed to Next Page" button, which is highlighted with a large green arrow pointing to it.

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Application for Water Distribution Operator Examination (File Upload)

Based on your exam application selections, the following documents are expected to be uploaded here. Note that failure to provide all necessary documents may result in your exam application being denied.

Expected Documents
- Legible photocopies of OFFICIAL TRANSCRIPTS or CERTIFICATES OF COMPLETION as proof of attainment of the required course work

Additional information about course requirements:

D2 applicants require: One 36-contact-hour (3-unit) course in drinking water distribution
You must attach legible photocopies of OFFICIAL TRANSCRIPTS or CERTIFICATES OF COMPLETION as proof of attainment of the required course work (certificates of completion must include the number of hours of instruction completed). Please include only that information which verifies completion of the required course work. PLEASE NOTE: COPIES OF REPORT CARDS OR UNOFFICIAL TRANSCRIPTS ARE NOT ACCEPTABLE VERIFICATION OF COURSE WORK.
Each course must be a minimum of 3 units or 36 hours of continuous formal instruction and must be provided by an organization accredited by the International Association of Continuing Education Training (IACET).

File Size limit is 25MB. Only gif, jpg, png, bmp, doc, docx, pdf, xls, xlsx, rtf, txt, and csv file types are accepted.

+ Choose Upload Cancel

Uploaded Files:

Attachment Name	File Type	
Picture1.jpg	image/jpeg	Delete

Proceed to Next Page

Submitting an Online Application

Review the Exam Application Summary for accuracy.

Read the information regarding your electronic signature.

Type your name **exactly** as it appears next to the signature box.

Click “Submit Application”.

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Distribution Exam Application Summary

Application Status: Unsubmitted
What does this status mean: This application has not yet been submitted to the waterboards.

Application Data

Last 4 # of SSN: 4444
First Name: Jack
Middle Initial:
Last Name: Water
ADA Assistance: N
Minimum Qualification Type: High School
Did you graduate from high school: Y
Date Graduated (mm/yy): 01/2024
Name of High School: Water High School
High School Location (city/state): Water, CA

Attachments:

Attachment Name	File Type
Picture1.jpg	image/jpeg

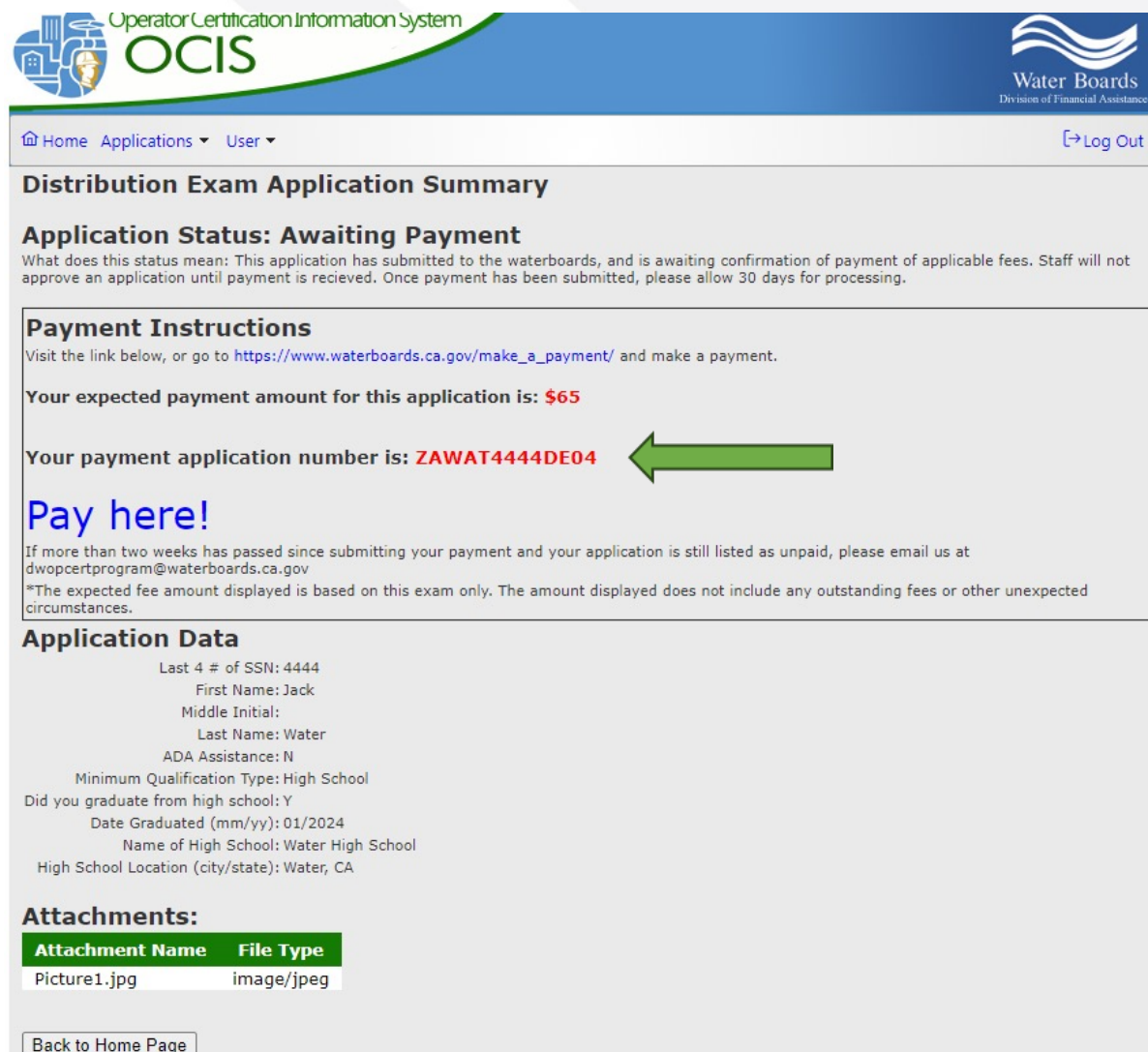
Submitting your application is irreversible, and once submitted an application may no longer be edited.
To submit your application, type your full name in the signature box below. This electronic signature is acceptable and is the same as a wet signature. By typing your full name as it appears below here, you certify to the State of California that you are the person described in the fields above and you certify that all facts and statements set forth as part of this examination application are true and correct to the best of your knowledge and belief. You further certify that you understand that any omissions or misrepresentations may disqualify you and may result in discipline as well as the imposition of civil liability. In addition, you authorize the State Water Resources Control Board to conduct a thorough investigation of your employment and education record and other statements for the purpose of verification of your qualifications for this examination.

Applications will not be approved until payment is received. Instructions to pay your application fees online will be displayed after your application is submitted. By submitting this application and your application fee, you acknowledge that pursuant to Health and Safety Code section 63850, all fees are non-refundable.

Signature: Jack Water

Submitting an Online Application

Your application has been successfully submitted. You will receive an email confirmation. Payment instructions, payment links, and the application number you need for the payment is shown. (Hint: You can copy and paste the application number from this page to your payment.)



The screenshot shows the 'Distribution Exam Application Summary' page on the OCIS website. The page header includes the OCIS logo and the Water Boards Division of Financial Assistance logo. The navigation bar has links for Home, Applications, User, and a Log Out button. The main content area is titled 'Distribution Exam Application Summary' and 'Application Status: Awaiting Payment'. It provides instructions on how to make a payment, including a link to the payment page. The expected payment amount is \$65, and the payment application number is ZAWAT4444DE04, which is highlighted with a green arrow. Below this, there is a 'Pay here!' link and a note about the payment status. The 'Application Data' section lists personal and educational information. At the bottom, there is an 'Attachments' table showing a file named 'Picture1.jpg' with a file type of 'image/jpeg'. A 'Back to Home Page' button is located at the bottom left of the page.

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Distribution Exam Application Summary

Application Status: Awaiting Payment

What does this status mean: This application has submitted to the waterboards, and is awaiting confirmation of payment of applicable fees. Staff will not approve an application until payment is recieved. Once payment has been submitted, please allow 30 days for processing.

Payment Instructions

Visit the link below, or go to https://www.waterboards.ca.gov/make_a_payment/ and make a payment.

Your expected payment amount for this application is: **\$65**

Your payment application number is: **ZAWAT4444DE04**

Pay here!

If more than two weeks has passed since submitting your payment and your application is still listed as unpaid, please email us at dwpocertprogram@waterboards.ca.gov

*The expected fee amount displayed is based on this exam only. The amount displayed does not include any outstanding fees or other unexpected circumstances.

Application Data

Last 4 # of SSN: 4444
First Name: Jack
Middle Initial:
Last Name: Water
ADA Assistance: N
Minimum Qualification Type: High School
Did you graduate from high school: Y
Date Graduated (mm/yy): 01/2024
Name of High School: Water High School
High School Location (city/state): Water, CA

Attachments:

Attachment Name	File Type
Picture1.jpg	image/jpeg

Back to Home Page

What Happens Next?

- You will receive an email when you have successfully submitted your application in “Awaiting Payment” status.
- It takes about 2-5 business days for online payments to be received by the OOC and then posted to your account.
- You will receive email notification when your payment has been posted.
- Your application moves to “Under Review” status once the payment has been posted.
- As stated in your status email, it can take up to 30-45 days for processing once the payment has been received.
- Once your application is processed, you will receive another email informing you if it was approved, denied, or deficient.
- If your application is deficient, the email will inform you why.
- If your application is approved, it can take up to 30 days for you to receive your email from “SMT Notice” to schedule your examination.
- Wastewater Exam applications have a 60-day waiting period from the date you submitted a complete application.
- Your name on an exam registration **must match** the name on your I.D.

Important Information

- You **cannot** edit your own name or social security number. This must be done by OOC staff.
- This is **YOUR** information, not meant to be used by your employer, spouse, etc.
- You can check the status of applications that have been received by the OOC.
- You cannot add to or change the education you see in the education tab. This must be done by OOC staff.
- Use your personal email address for your account. Work email addresses can change or be used by others. Each account needs a unique email address.
- We will not process your application until we have received payment.
- Email notifications generate to you when your Exam application status changes.
- The “Experience” tab may not be accurate, and probably isn’t. The OOC **does not** use the info in the tab for calculating experience.
- We do not expedite applications. It takes up to 30-45 days for processing of applications. Applications are processed in the order they are received.



QUESTIONS?

Contact Information

Drinking Water Operator Certification Program

Main line: (916) 449-5611 and (916) 449-5610

Email: DWOpCertProgram@waterboards.ca.gov

Wastewater Operator Certification Program

Main line: (916) 341-5819

Email: WWOpCertProgram@waterboards.ca.gov

Mailing Address

State Water Resources Control Board
Office of Operator Certification Program
PO Box 944212
Sacramento, ca 94244-2120

Website:

[www.waterboards.ca.gov/water issues/programs/operator certification](http://www.waterboards.ca.gov/water_issues/programs/operator_certification)

Customer Service Survey:

<https://www.surveymonkey.com/r/V9PPJRF>

THANK YOU

