



Junta Estatal de Control de Recursos de Agua

OFICINA DE CERTIFICACIÓN DE OPERADORES PROGRAMA DE CERTIFICACIÓN DE OPERADORES DE AGUAS RESIDUALES REUNIÓN DEL COMITÉ ASESOR

**Martes, 28 de abril de 2026
1:00 P.M. a 3:00 P.M.**

En persona y por video y teleconferencia

Edificio Cal EPA – Sala de Audiencia Sierra, Segundo Piso
1001 I Street, Sacramento, CA 95814
(Autorizado por el Código Gubernamental sección 11133.)

Ingrese a la Reunión por Zoom

[https://waterboards.zoom.us/j/89132468260?tk=UgTsJ-FJXl1RHRXHRwOw46qdm0Gzd7SbISWnpWt6lY.DQkAAAAUwLWIJBZTRHdzLTVrMFI4S21iWjdBbXRHWU5RAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA](https://waterboards.zoom.us/j/89132468260?tk=UgTsJ-FJXl1RHRXHRwOw46qdm0Gzd7SbISWnpWt6lY.DQkAAAAUwLWIJBZTRHdzLTVrMFI4S21iWjdBbXRHWU5RAA)

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ID de la Reunión: 891 3246 8260
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US: +16694449171,,89132468260#

Punto de la Agenda	Propósito	Presentador(es)	Tiempo Estimado
Presentaciones		Todos	1:00 - 1:15
Revisar la Agenda		Keisha Kelley	
Comentarios del Público*	Cualquier miembro del público puede dirigirse al Comité Asesor del Programa de Certificación de Operadores de Aguas Residuales (WWOCP por sus siglas en inglés) sobre cualquier asunto relacionado con Programa de Certificación de Operadores de Aguas Residuales que no esté en la agenda.	Miembros del Público	

E. JOAQUIN ESQUIVEL, CHAIR | ERIC OPPENHEIMER, EXECUTIVE DIRECTOR

Punto de la Agenda	Propósito	Presentador(es)	Tiempo Estimado
Actualización de la Oficina de Cumplimiento	Para proporcionar actualizaciones relacionadas con el cumplimiento del Programa de Certificación de Operadores de Aguas Residuales.	Erin Garner	1:15 - 1:45
Actualizaciones del Programa	Para proporcionar actualizaciones de la Oficina de Certificación de Operadores (OOC por sus siglas en inglés): <ol style="list-style-type: none"> 1. Vacantes en el Comité Asesor 2. Actualización de personal de la Oficina de Certificación de Operadores 3. Estadísticas del Programa de Certificación de Operadores de Aguas Residuales (Anexo A) 4. Portal de solicitudes en línea 5. Encuesta de atención al cliente (Anexo B) 6. Avances en las revisiones regulatorias 7. Cambios en las tarifas (Anexo C) 	Keisha Kelley	1:45 - 2:50
Resumen de la Reunión		Todos	2:50 - 3:00

* Los comentarios se limitarán a tres minutos por persona o, de otro modo, a discreción del personal de la Junta Estatal de Control de Recursos Agua (Junta Estatal de Agua) y del Comité Asesor. Se anima a los miembros del público a facilitar sus comentarios por escrito al personal de la Junta Estatal de Agua y a los miembros del Comité Asesor.

Los siguientes miembros del Comité Asesor participarán de forma remota:

- Louis Sun
- Steve Krai
- Scott Lenning
- Hailie Hix

Wastewater Operator Certification Program
 April 28, 2026, Advisory Committee Meeting

Statistics

WASTEWATER		
	2024 7/1/2024-12/31/2024	2025 7/1/2024-12/31/2024
Applications received (exam, cert, renewals)	2,149	1,685
Certificates issued (new and renewals)	1,313	844

NUMBER OF VALID CERTIFICATES						
Grade	July 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
OIT	762	744	746	728	746	731
1	807	812	801	802	790	786
2	1,485	1,496	1,504	1,514	1,521	1,520
3	1,843	1,851	1,856	1,856	1,859	1,873
4	415	422	425	422	425	427
5	1,089	1,100	1,103	1,116	1,124	1,125
Total	6,401	6,425	6,435	6,438	6,465	6,462

Wastewater Operator Certification Program - Statistics
 April 28, 2026, Advisory Committee Meeting

COMPUTER-BASED TESTING PASS/FAIL				
Reporting Period 7/1/2024 - 12/31/2024				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
WW Grade 1	193	99	94	51%
WW Grade 2	215	112	103	52%
WW Grade 3	201	76	125	38%
WW Grade 4	47	13	34	28%
WW Grade 5	83	18	65	22%

COMPUTER-BASED TESTING PASS/FAIL				
Reporting Period 7/1/2025 - 12/31/2025				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
WW Grade 1	179	113	66	63%
WW Grade 2	209	121	88	58%
WW Grade 3	185	76	109	41%
WW Grade 4	46	15	31	33%
WW Grade 5	103	30	73	29%

CUMULATIVE COMPUTER-BASED TESTING PASS/FAIL				
Reporting Period: 2/20/2021 (CBT Inception) – 12/31/2025				
Grade	Examinees	Pass Count	Fail Count	Pass Percent
WW Grade 1	1,813	996	817	55%
WW Grade 2	1,880	1,030	850	55%
WW Grade 3	1,722	630	1,092	37%
WW Grade 4	479	134	345	28%
WW Grade 5	847	242	605	29%

Office of Operator Certification Customer Service Survey - Results

September 1, 2025 to February 28, 2026

14 respondents

Questions

Are you a certified operator?	yes	10	72%										
	no	4	29%										
Ratings: 1 (low) to 5 (high)							weighted avg: 3.5	1	2	3	4	5	Number of Respondents
Rate your overall experience with the Office of Operator Certification			22%	7%	7%	28%	36%					14/14	
What was the purpose of your interaction (within the last 24 months) with the Office of Operator Certification?	Examination						29%					14/14	
	Certification						29%						
	Renewal						21%						
	Program Information						0%						
	Other (please specify)						21%						
Did you feel our team answered you promptly?	yes						57%					14/14	
	no						43%						
How likely are you to recommend our program?	very likely						43%					14/14	
	likely						29%						
	neither likely nor unlikely						7%						
	unlikely						7%						
	very unlikely						14%						
How satisfied are you with our programs / services?	very satisfied						29%					14/14	
	satisfied						36%						
	neither satisfied nor dissatisfied						7%						
	dissatisfied						0%						
	very dissatisfied						29%						
How easy did the Office of Operator Certification make it for you to solve your issue?	easy						36%					14/14	
	somewhat easy						29%						
	neither easy nor difficult						7%						
	somewhat difficult						7%						
	difficult						21%						

Date	Please share your experience / Any additional comments you would like to provide or suggestions that could help improve our program?		Would you like to share your name and contact information?			issue category
	Open-Ended Response		Name	Email Address	Phone	
10/7/2025	I mailed my paperwork in as soon as I passed my test in April and I wasn't notified that I needed to send in one more paper. This resulted in me trying to call and emailing a month or two later asking about the status of my cert. I then received an email from Andrew Cline stating I didn't receive a letter I was supposed to get which set me behind 6 months on getting my cert. Andrew was a life saver and helped me get everything I needed and ultimately got me my certification. I wasn't to say thank you to Andrew Cline he's awesome!	An email along with a mailed letter would help on the fluidity and speed of the process. Once again thank you Andrew Cline for resolving my problem and having exceptional customer service!				certifications
10/9/2025	I have no idea how to schedule my test, and nobody will answer my emails.					exams
12/22/2025	I received prompt, informative, professional and very kind, personal service from Mercedes Jones. I so appreciated her positive take on this program and the possibilities offered. Ms. Mercedes Jones is an absolute asset to your program!	Please come up with a better way to show proof of high school graduation without the diploma. The company Parchment cannot be the only way! They walked me through the process (they said I had to do as a "3rd party"), with me literally on the phone as the Parchment representative guided me thru the process which turned out to be incorrect and kept being rejected by my son's high school. My son was not able to give written permission, hence our dilemma.	██████████		██████████	HS diploma
1/3/2026	overall great. no problems. my only tiff was when I received my water distribution cert it read Water Treatment Operator Grade D2 and didn't have the operator number on it.	really make sure the certs have the correct info on them before sending them out. only got one that was wrong. the increase in fees is hard to deal with. good thing I got my grade 3 waste mid last 2024. but overall been great. love how the exams push you to persevere.				certifications

1/7/2026	The Grade 5 exam I had just taken had several errors where the right answer was not in the multiple choice. There also seems to be an error with the grading for said exams.		[REDACTED]	[REDACTED]	[REDACTED]	exams
1/21/2026	Staff used to answer the phone and answer questions before. But now you leave a message wait a few days then might get a return call. Be sent an email saying that it may take two weeks for a response. The fees have become way to expensive. The fees will not fix California's crippling debt, so make costs responsible.					customer service, fees
1/27/2026	I am trying to pay my d3 renewal online it is basically impossible. So i guess ill pay with a check like its 1952. Update your [REDACTED] system. Cant wait till trump starts auditing the state of California you guys are so stupid/corrupt	Yeah update your payment system you [REDACTED] morons this is the [REDACTED] state where apple resides and you cant get an online payment system that works omg	[REDACTED]			online payments
2/5/2026	Alex Strack was super professional. He listened to me and was able to satisfy my needs. I am very pleased with his phone call and would recommend anyone reach out to Alex if they need help. I had a concern that I wasn't notified and Alex looked it up and said yes you're right and made it right. Very happy with him and my conversation. Everything is great	look at your numbers on the website. some of them dont work and say line busy non stop thinking it works and it doesn't	[REDACTED]			exams

Division of Financial Assistance Wastewater Operator Certification Program Fee Schedule Changes April 28, 2026

*Presented by:
Keisha Kelley, Program Manager*



Discussion Items

1. Fee Setting: Authority, Guiding Principles, Process
2. Background
3. Program Revenue and Expenditures
4. Proposed Fee Change
5. Open Discussion and Question

Authority Guiding Principles Process



Background



Program Revenue and Expenditures

(amounts listed in thousands)

	FY 2017/18	FY 2018/19	FY 2019/20	FY 2020/21
Revenue	\$1,008	\$703	\$682	\$571
Expenditures	\$1,046	\$1,212	\$969	\$985
Difference	(\$38)	(\$509)	(\$287)	(\$414)
% Difference	-3.63%	-41.99%	-29.62%	-42.03%

	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Revenue	\$630	\$608	\$771	\$873
Expenditures	\$1,388	\$1,212	\$1,077	\$1,201
Difference	(\$758)	(\$604)	(\$306)	(\$328)
% Difference	-54.61%	-49.84%	-28.41%	-27.31%
Fund Balance				\$573

Proposed Fee Change

			35% Fee Increase	
	FY 2025/26 Estimate	TOTALS	FY 2026/27 Estimate	TOTALS
Revenue				
Fees	\$997		\$1,345	
Subtotal		\$997		\$1,345
Expenditures				
Personnel Services	\$1,088		\$1,120	
Supplemental Pension Assessment	\$7		\$7	
Pro Rata	\$65		\$65	
Contract – Computer Based Testing	\$153		\$153	
Subtotal		\$1,313		\$1,345
Difference		(\$316)		\$0
Difference %		-24.07%		0%

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Open Discussion and Questions