



# State Water Resources Control Board

## OFFICE OF OPERATOR CERTIFICATION WASTEWATER OPERATOR CERTIFICATION PROGRAM ADVISORY COMMITTEE MEETING

**Tuesday, April 28, 2026  
1:00 P.M. to 3:00 P.M.**

### **In Person and Via Video and Teleconference**

Cal EPA Building – Sierra Hearing Room, 2nd Floor  
1001 I Street, Sacramento, CA 95814  
(Authorized by Government Code section 11133.)

Join Zoom Meeting

[https://waterboards.zoom.us/j/89132468260?tk=uUgTsJ-FjXl1RHRXHRwOw46qdm0Gzd7SblSWnpWt6lY.DQkAAAAUwLWlJBZTRHdzLTVrMFI4S21iWjdBbXRHWU5RAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA](https://waterboards.zoom.us/j/89132468260?tk=uUgTsJ-FjXl1RHRXHRwOw46qdm0Gzd7SblSWnpWt6lY.DQkAAAAUwLWlJBZTRHdzLTVrMFI4S21iWjdBbXRHWU5RAA)

**A**

Meeting ID: 891 3246 8260  
One tap mobile  
US: +16694449171,,89132468260#

Agenda Item	Purpose	Presenter(s)	Estimated Time
Introductions		All	1:00 - 1:15
Agenda Review		Keisha Kelley	
Public Comments*	Any member of the public may address the Wastewater Operator Certification Program (WWOCP) Advisory Committee on any matter regarding the WWOCP that is not on the agenda.	Public Members	
Office of Enforcement Update	To provide WWOCP enforcement related updates.	Erin Garner	1:15 – 1:45

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

Agenda Item	Purpose	Presenter(s)	Estimated Time
Program Updates	To provide Office of Operator Certification (OOC) updates: <ol style="list-style-type: none"> <li>1. Advisory Committee Vacancies</li> <li>2. OOC Staffing update</li> <li>3. WWOCP Program statistics (<a href="#">Attachment A</a>)</li> <li>4. Online application portal</li> <li>5. Customer service survey (<a href="#">Attachment B</a>)</li> <li>6. Progress on regulatory revisions</li> <li>7. Fee changes (<a href="#">Attachment C</a>)</li> </ol>	Keisha Kelley	1:45 - 2:50
Meeting Recap		All	2:50 - 3:00

\* Comments will be limited to three minutes per speaker or otherwise at the discretion of State Water Resources Control Board (State Water Board) staff and the Advisory Committee. Members of the public are encouraged to provide their comments in writing to State Water Board staff and the members of the Advisory Committee.

**The following Advisory Committee Members will be participating remotely:**

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

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

**Statistics**

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

<b>NUMBER OF VALID CERTIFICATES</b>						
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

<b>COMPUTER-BASED TESTING PASS/FAIL</b>				
<b>Reporting Period 7/1/2024 - 12/31/2024</b>				
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%

<b>COMPUTER-BASED TESTING PASS/FAIL</b>				
<b>Reporting Period 7/1/2025 - 12/31/2025</b>				
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%

<b>CUMULATIVE COMPUTER-BASED TESTING PASS/FAIL</b>				
<b>Reporting Period: 2/20/2021 (CBT Inception) – 12/31/2025</b>				
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?	<b>yes</b>	10	72%											
	<b>no</b>	4	29%											
<b>Ratings: 1 (low) to 5 (high)</b>							<b>weighted avg: 3.5</b>							Number of Respondents
Rate your overall experience with the Office of Operator Certification			22%	7%	7%	28%	<b>36%</b>							14/14
What was the purpose of your interaction (within the last 24 months) with the Office of Operator Certification?	<b>Examination</b>							<b>29%</b>	14/14					
	<b>Certification</b>							<b>29%</b>						
	Renewal							21%						
	Program Information							0%						
	Other (please specify)							21%						
Did you feel our team answered you promptly?	<b>yes</b>							<b>57%</b>	14/14					
	<b>no</b>							43%						
How likely are you to recommend our program?	<b>very likely</b>							<b>43%</b>	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					
	<b>satisfied</b>							<b>36%</b>						
	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?	<b>easy</b>							<b>36%</b>	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
<b>Revenue</b>				
Fees	\$997		\$1,345	
<b>Subtotal</b>		<b>\$997</b>		<b>\$1,345</b>
<b>Expenditures</b>				
Personnel Services	\$1,088		\$1,120	
Supplemental Pension Assessment	\$7		\$7	
Pro Rata	\$65		\$65	
Contract – Computer Based Testing	\$153		\$153	
<b>Subtotal</b>		<b>\$1,313</b>		<b>\$1,345</b>
<b>Difference</b>		<b>(\$316)</b>		<b>\$0</b>
<b>Difference %</b>		<b>-24.07%</b>		<b>0%</b>

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# **Open Discussion and Questions**