



2025 AEA Conference Licensed Operator Program Update

November 18, 2025

Chris Haviland



AGENDA

- Licensed Operator (LO) Regulatory Update

- LO IT Project/Online Portal Update

- Announcements

- Workforce Development & Goals

- Board and Committee Tasks

- Future Program Goals

RULE HISTORY

NJDEP Regulates Water Supply and Wastewater System Operators Through a Licensing Program Pursuant to N.J.S.A. 58:11-64 et seq. (The Water Supply and Wastewater Operators Licensing Act) and its Implementing Regulations at N.J.A.C. 7:10A (Chapter 10A).

1997

Chapter 10A
was
established

2000

Amended

2002

Readopted
with minor
substantive
amendments

2008

Readopted
with minor
substantive
amendments

2015

Readopted
without any
substantive
amendments

2020

Modified by
E.O. No. 103 to
include COVID-
19 provisions

2022

Readopted
without any
substantive
amendments

RULEMAKING OUTREACH EFFORTS

FOCUS GROUPS

- 4 virtual focus groups
- Topics: Licensing Exams & Renewals, Operator Roles & Responsibilities, Workforce Development, Small System Considerations
- 15-30 Participants Each
- Designed to Foster Discussion on Specific Aspects of the Rule

CONFERENCES

- NJWA SDWA Regulatory Update & Annual Conference
- AEA Spring & Fall Conference
- AWWA-NJ Annual Conference
- NJWEA Annual Conference

TRAININGS

- Rutgers Safe Drinking Water Act Regulatory Update (virtual)
- AEA Summer Academy (in-person)

KEY FEEDBACK FROM FOCUS GROUPS

WORKFORCE DEVELOPMENT

TAKEAWAYS

- Attracting and retaining new, skilled operators
- Avoid creating new barriers to entry and aim to reduce existing barriers
- Recognize system diversity regarding size and type



POTENTIAL CONSIDERATIONS

- Evaluating the definition and criteria for "Direct Responsible Charge Experience" (DRC)
- Development of an "Operator in Training" (OIT)/"Provisional License" Program

KEY FEEDBACK FROM FOCUS GROUPS

CONTRACT COMPANIES

TAKEAWAYS

- Regulations do not currently recognize Contract Companies
- Contract Companies provide an important service in New Jersey
- Internal stakeholder feedback



POTENTIAL CONSIDERATIONS

- Defining "Contract Company"
- Registration Form
- Evaluating a section in the Rules attributed to Contract Companies

KEY FEEDBACK FROM FOCUS GROUPS

MISCELLANEOUS

TAKEAWAYS

- Ensure all roles, responsibilities and requirements in Chapter 10A will be met
- Emerging contaminants
- Administrative efficiency

POTENTIAL CONSIDERATIONS

- Definitions for Licensed Operator of Record (LOR) and Backup Operator
- Point values for new treatment methods
- Adjustment of TCH cycle



Some of the feedback NJDEP has received will be more properly addressed through programmatic changes instead of through rulemaking

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○ LO IT Projects/Online Portal Update

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ONLINE EXAM APPLICATION

IT PROJECTS



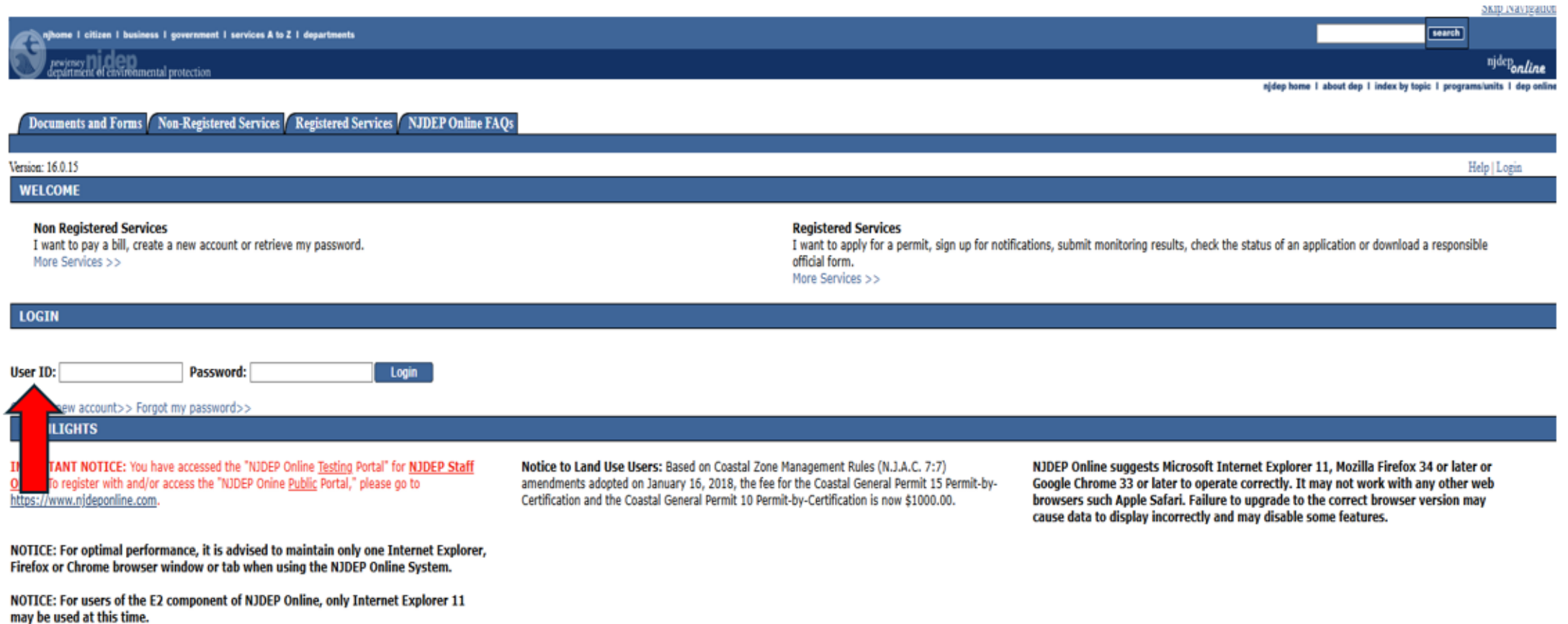
- Registered service portal
 - MyNJ.com account
- Faster processing of applications
 - Est. 4-6 weeks, down from 6-8 weeks
- Automated email status updates
- Secure, encrypted transmittal of information
- Application fees payable by credit card or e-check
- Step-by-step instructional document will be posted on NJDEP's website
 - YouTube instructional video
- **ACCEPTING ONLINE SUBMISSIONS NOW!**

NOTE: Emailed applications will still be accepted through 2025

CREATING USER ID

NJDEP ONLINE

<http://www.nj.gov/dep/online/>



The screenshot shows the NJDEP Online portal interface. At the top, there is a navigation bar with links: [nhome](#) | [citizen](#) | [business](#) | [government](#) | [services A to Z](#) | [departments](#). Below this is the NJDEP logo and the text "new jersey department of environmental protection". On the right, there is a search bar and the text "njdep online". Below the navigation bar, there are tabs for "Documents and Forms", "Non-Registered Services", "Registered Services", and "NJDEP Online FAQs". The "Non-Registered Services" tab is selected. Below the tabs, there is a "WELCOME" section with two columns: "Non Registered Services" and "Registered Services". The "Non Registered Services" column contains the text "I want to pay a bill, create a new account or retrieve my password. More Services >>". The "Registered Services" column contains the text "I want to apply for a permit, sign up for notifications, submit monitoring results, check the status of an application or download a responsible official form. More Services >>". Below the "WELCOME" section, there is a "LOGIN" section with a "User ID:" field, a "Password:" field, and a "Login" button. A red arrow points to the "User ID:" field. Below the "LOGIN" section, there is a "NOTICES" section with three columns of text. The first column contains a "IMPORTANT NOTICE" about the "NJDEP Online Testing Portal" for "NJDEP Staff". The second column contains a "Notice to Land Use Users" about the Coastal Zone Management Rules. The third column contains a notice about browser compatibility, suggesting Microsoft Internet Explorer 11, Mozilla Firefox 34 or later, or Google Chrome 33 or later. Below the "NOTICES" section, there are two more notices: one about browser performance and another about the E2 component of NJDEP Online.

Version: 16.0.15

[Help](#) | [Login](#)

WELCOME

Non Registered Services
I want to pay a bill, create a new account or retrieve my password.
[More Services >>](#)

Registered Services
I want to apply for a permit, sign up for notifications, submit monitoring results, check the status of an application or download a responsible official form.
[More Services >>](#)

LOGIN

User ID: Password: [Login](#)

[New account>>](#) [Forgot my password>>](#)

NOTICES

IMPORTANT NOTICE: You have accessed the "NJDEP Online Testing Portal" for NJDEP Staff. To register with and/or access the "NJDEP Online Public Portal," please go to <https://www.njdeponline.com>.

Notice to Land Use Users: Based on Coastal Zone Management Rules (N.J.A.C. 7:27) amendments adopted on January 16, 2018, the fee for the Coastal General Permit 15 Permit-by-Certification and the Coastal General Permit 10 Permit-by-Certification is now \$1000.00.

NJDEP Online suggests Microsoft Internet Explorer 11, Mozilla Firefox 34 or later or Google Chrome 33 or later to operate correctly. It may not work with any other web browsers such as Apple Safari. Failure to upgrade to the correct browser version may cause data to display incorrectly and may disable some features.


NOTICE: For optimal performance, it is advised to maintain only one Internet Explorer, Firefox or Chrome browser window or tab when using the NJDEP Online System.


NOTICE: For users of the E2 component of NJDEP Online, only Internet Explorer 11 may be used at this time.

Instructions at https://dep.nj.gov/wp-content/uploads/online/reg_instructions_new.pdf

SET UP DEP ONLINE ACCOUNT

SELECT CERTIFICATION PIN

[njhome](#) | [citizen](#) | [business](#) | [government](#) | [services A to Z](#) | [departments](#)

 **njdep**
new jersey
department of environmental protection

[Skip Navigation](#)

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[njdep online](#)

[My Workspace](#) | [User Profile](#) | [Certifications](#) | [Payments](#) | [Documents and Forms](#) | [Permit Folder](#) | [NJDEP Open Gov](#)

Version: 5.2
Currently logged in: [\[username\]](#) [Help](#) | [Logout](#)


CERTIFICATION PIN

The Certification PIN is used to electronically certify a permit/application/submittal. The Certification PIN is different from the password you use to log into the portal, although they may be set to the same values.

Note: Certification PIN must be between 8 and 40 characters in length and contain at least 1 letter and 1 number or special character. Certification PIN is case sensitive.

Certification PIN:

Retype Certification PIN:

[contact dep](#) | [privacy notice](#) | [legal statement](#) | [accessibility statement](#) 

department: [njdep home](#) | [about dep](#) | [index by topic](#) | [programs/units](#) | [dep online](#)
statewide: [njhome](#) | [citizen](#) | [business](#) | [government](#) | [services A to Z](#) | [departments](#) | [search](#)

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Department of Environmental Protection
P. O. Box 402
Trenton, NJ 08625-0402
Last Updated: June 24, 2004

SET UP SERVICES

U20111111 - HERRINGHORN LAGOON TREATMENT FOR A LARGE VOLUME OF WASTEWATER AT POTTSVILLE	U20111111 - HERRINGHORN LAGOON TREATMENT FOR A LARGE VOLUME OF WASTEWATER AT POTTSVILLE
<input type="checkbox"/> Submission Approval Area (FSS)	Water Monitoring
	<input checked="" type="checkbox"/> Water Quality Data Exchange
Water Supply	Well Permitting
<input checked="" type="checkbox"/> Drinking Water (eDRW)	<input checked="" type="checkbox"/> Well Permitting Service Selection
<input type="checkbox"/> Private Well Testing Act (PRTA) Analytical Results	
<input type="checkbox"/> Water Diversion, Water Utilization and Monitoring Results Submittal	
<input type="checkbox"/> WQAA Annual Certification Form	
<input type="checkbox"/> WQAA Submission Approval Area (FSS)	
<input checked="" type="checkbox"/> Physical Connection Program Service Selection	
<input type="checkbox"/> WQAA Capital Improvement Reporting	
<input checked="" type="checkbox"/> Licensed Operator Application and Upgrade	
<input checked="" type="checkbox"/> Licensed Operator In Charge	
<input type="checkbox"/> Surface Water Treatment Rule/Lead and Copper Rule/Lead Service Line Inventory/Sampling Plan	
<input checked="" type="checkbox"/> Submission Approval Area (LO In Charge)	

Check All OK Cancel

MY SERVICES

Select “Licensed Operator Application and Upgrade”

MY WORKSPACE

Server Server 2

Help | Logout

MY WORKSPACE

Service Selection

↑ ↓

Note: Access to this electronic service selection and submittal area is granted by selecting facilities using the [user profile](#). Some services are accessible without selecting facilities as shown below.

Water Supply

Licensed Operator Application and Upgrade

Configure Services

My Facilities/Program Interests

↑ ↓

Note: You may add Facilities/Program Interests by clicking the "Add Facilities" button below.

You do not have any facilities in your profile. You may add facilities by selecting the Add Facility button on the My Workspace screen.

Add Facilities

ONLINE EXAM APPLICATION



BEFORE YOU BEGIN:

Gather scanned/electronic copies of:

- **PROOF OF EDUCATION** – diploma, degree, transcripts, etc.
- **COURSE CERTIFICATES** – For Intro/Advanced courses or California State courses
- **STATEMENT OF QUALIFICATIONS** for each employer/system you are listing as work experience
- If not signed by Licensed Operator of Record, provide explanation for alternate signatory
- **FOR RECIPROCITY REQUESTS**, a copy of valid out-of-State license

NOTE: If administratively incomplete, cannot resubmit online, must email additional information

APPLICATION STEPS

APPLICANT INFORMATION

[My Workspace](#) [User Profile](#) [Certifications](#) [Payments](#) [Documents and Forms](#) [Permit Folder](#) [NJDEP Online FAQs](#)

Version: 10.0.12
Currently logged in: XXXXXXXXXX
Server: Server_2

Help | Logout

Application Information

1 - Instructions

2 - License Selection

3 - Application Information

4 - Contacts

5 - Application Questions

6 - Education and Training Record

7 - Employment Record

8 - Attachment Upload

9 - Certification

10 - Payment

Enter your name, Date of Birth and License Number (if applicable) in the boxes below and click the Search button. Then select the record that identifies you. If none of the search results are you, please click on the continue button to proceed.

*First Name:

*Last Name:

MI:

Suffix:

License Number:

Date of Birth:

Search

Reset

Continue

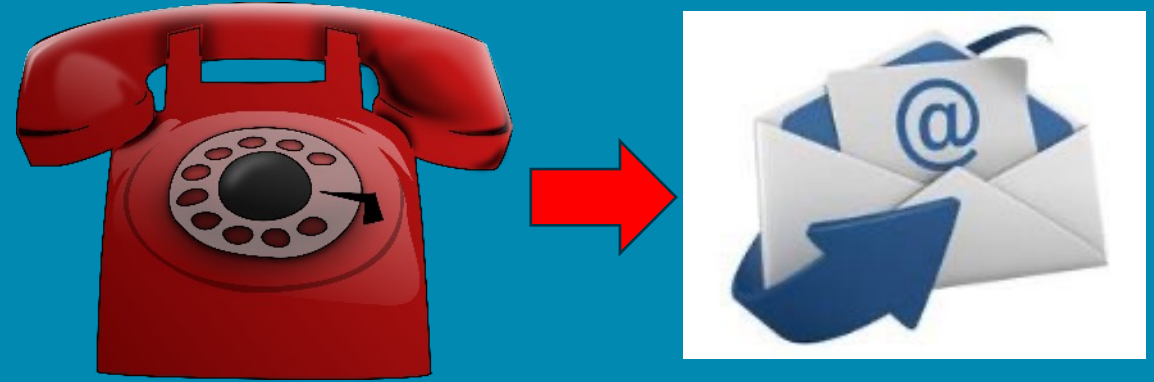
Please Note
You may click on a previously visited page (above) to navigate back to that screen.

Search Results								
Please select the profile you would want to add your application to								
Select	License Number	Status	License Type	First Name	Last Name	Middle Initial	Suffix	Municipality
<input type="radio"/>	APPLICATION1062799		R2 INDUSTRIAL LICENSE	HARRY	POTTER			Hamilton Twp
<input type="radio"/>	APPLICATION1062772		W1 WATER DISTRIBUTION LICENSE	HARRY	POTTER			Hamilton Twp
<input type="radio"/>	APPLICATION1062777		T1 WATER TREATMENT LICENSE	HARRY	POTTER			Hamilton Twp
<input type="radio"/>	APPLICATION1062799		S1 WASTEWATER TREATMENT LICENSE	HARRY	POTTER			Hamilton Twp

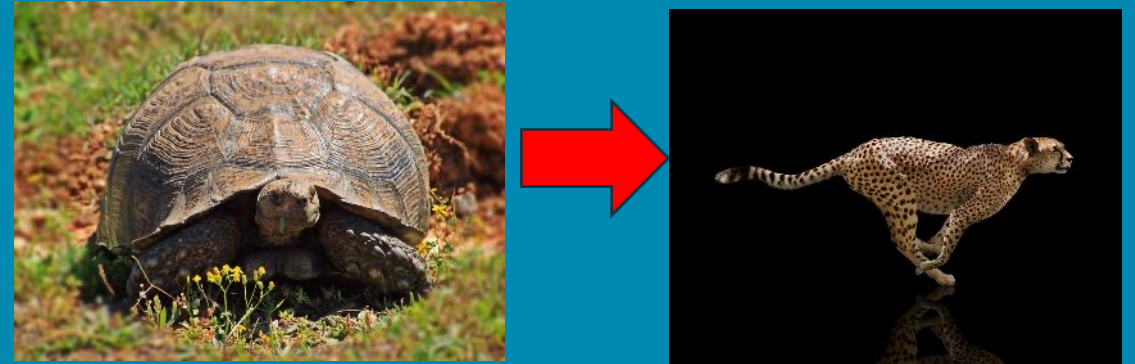
Continue

KEY BENEFITS

EMAIL STATUS UPDATES



FASTER PROCESSING



NO PAPER CHECKS



EMAIL STATUS UPDATES

- Application Received (System-generated and start of admin review)
- Administratively Complete
- Administratively Incomplete (1st and 2nd Notice)
- Returned without Review – Previously Approved
- Assigned to Board for Review
- Board Decisions: Approved, Denied, Conditionally Approved
- Conditions of Approval Not Met
- Exam Passed
- Exam Failed Third Time

ONLINE DEP-065 FORM

IT PROJECTS



- Licensed Operator in Charge Employment Notification
 - LOR sign-on & sign-off
 - Backup Operator sign-on & sign-off
- Registered Service Portal
 - myNJ account
- Step-by-step instructions will be posted on website
- **ACCEPTING ONLINE SUBMISSIONS NOW!**

NOTE: Emailed forms will still be accepted through 2025

SET UP SERVICES

Water Supply

- ☐ Drinking Water(eDWR)
- ☐ Private Well Testing Act (PwTA) Analytical Results
- ☐ Water Diversion, Water Utilization and Monitoring Results Submittal
- ☐ WQAA Annual Certification Form
- ☐ WQAA Submission Approval Area (FSS)
- ☐ Physical Connection Program Service Selection
- ☐ WQAA Capital Improvement Reporting
- ☐ Licensed Operator Application and Upgrade
- ☒ **Licensed Operator In Charge**
- ☐ Surface Water Treatment Rule/Lead and Copper Rule/Lead Service Line Inventory/Sampling Plan
- ☐ Submission Approval Area (LO In Charge)

Water Monitoring

- ☐ Water Quality Data Exchange

Well Permitting

- ☐ Well Permitting Service Selection

Check All

OKCancel

MY SERVICES

Select “Licensed Operator in Charge”

MY WORKSPACE

MY WORKSPACE

Service Selection

Note: Access to this electronic service selection and submittal area is granted by selecting facilities using the [user profile](#). Some services are accessible without selecting facilities as shown below.

Water Supply

- Licensed Operator In Charge**

Configure Services

My Facilities/Program Interests

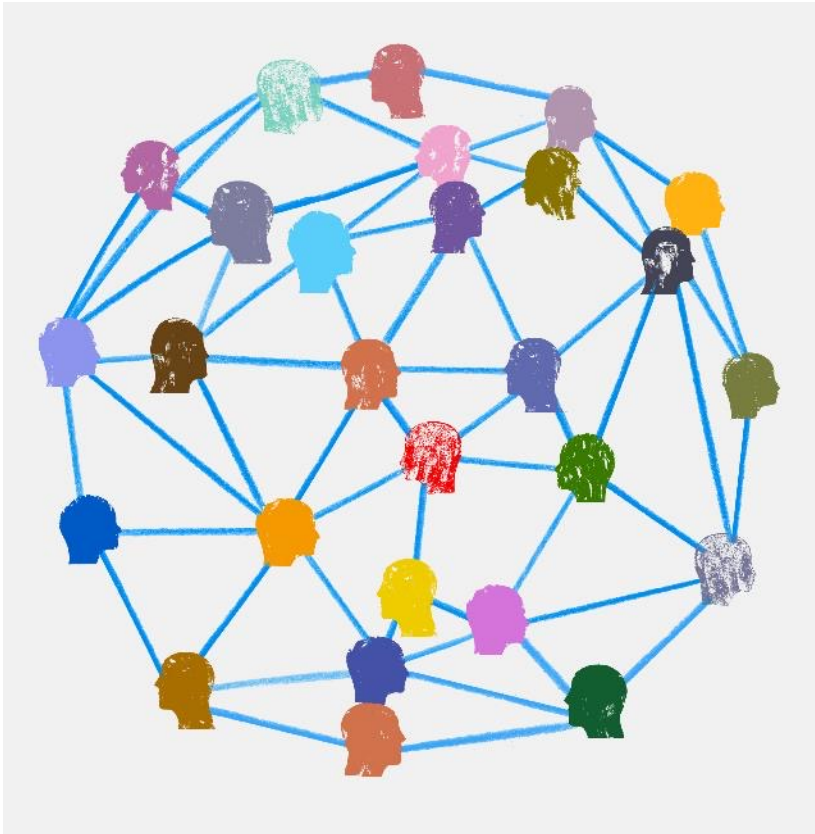
Note: You may add Facilities/Program Interests by clicking the "Add Facilities" button below.

You do not have any facilities in your profile. You may add facilities by selecting the Add Facility button on the My Workspace screen.

Add Facilities

TRAINING CATALOG

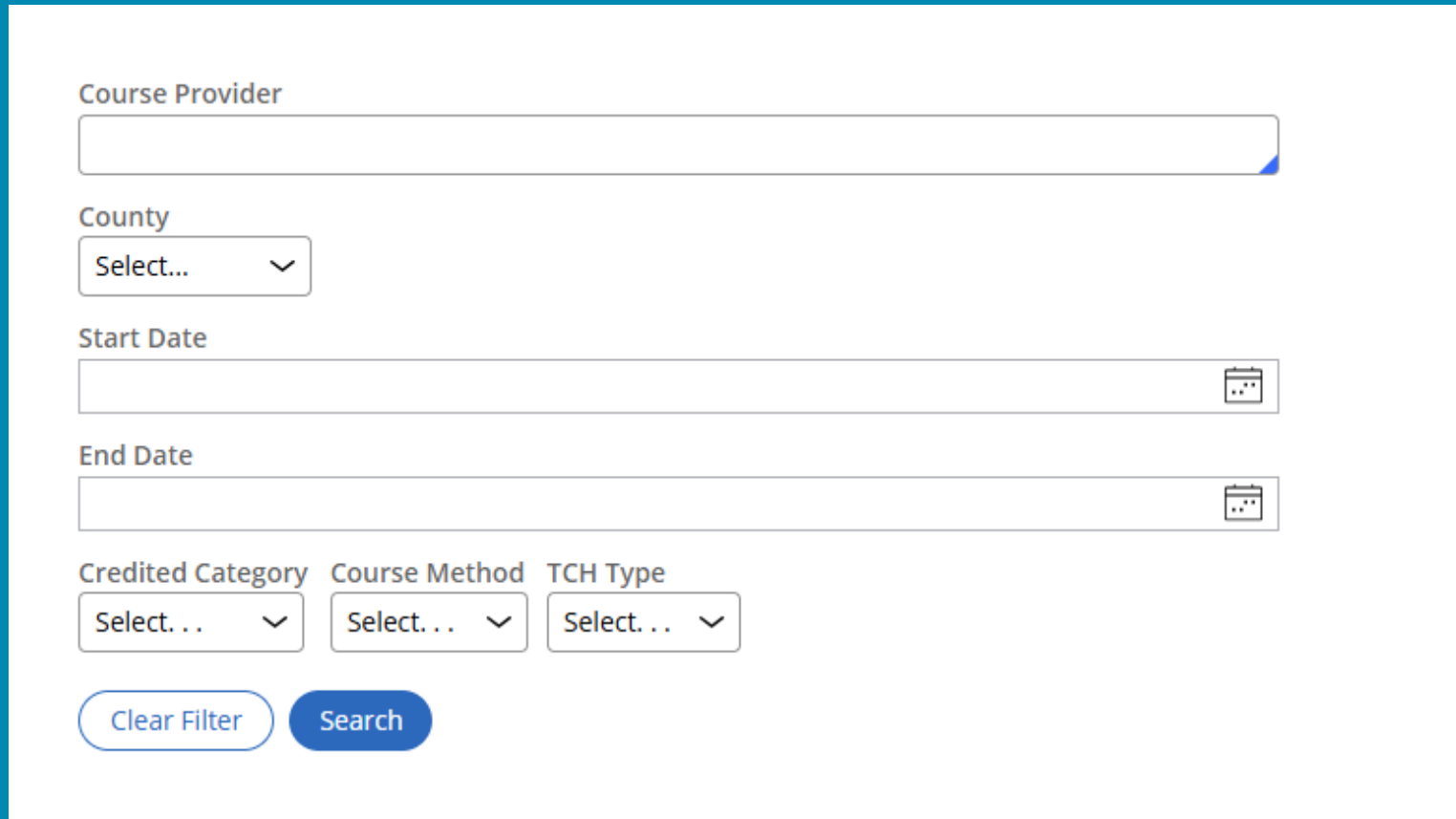
IT PROJECTS



- An online tool for TCH training availability
- TCH training providers can post upcoming courses
 - Links to register for courses
- Search TCHs by category:
 - Water/Wastewater, Safety/Technical credits
 - Course provider
 - Date & location (county)
 - In-person/online
- TCH course providers to receive instructions on how to access app to post courses
- Coming soon

TRAINING OFFERINGS PAGE

WILL BE AVAILABLE FOR PUBLIC VIEW



The screenshot shows a search filter interface with the following elements:

- Course Provider:** A text input field.
- County:** A dropdown menu with "Select..." and a downward arrow.
- Start Date:** A date picker field with a calendar icon.
- End Date:** A date picker field with a calendar icon.
- Credited Category:** A dropdown menu with "Select. . ." and a downward arrow.
- Course Method:** A dropdown menu with "Select. . ." and a downward arrow.
- TCH Type:** A dropdown menu with "Select. . ." and a downward arrow.
- Clear Filter:** A button with a blue border.
- Search:** A solid blue button.

SEARCH BY:

- COURSE PROVIDER
 - COUNTY
 - DATE(S)
- WATER, WASTEWATER, OR BOTH
- IN-PERSON, ONLINE, OR HYBRID
- TECHNICAL OR SAFETY

- DEP will contact approved course providers
 - How to register for myNJ accounts/set up the app
 - Provide instructions on how to post courses
- Training Catalog only as good as what providers post
- Will probably take at least a few months after going live for this resource to be of value to licensees

TCH IMPORT PLATFORM

IT PROJECTS

The screenshot shows the NJDEP Data Miner website. At the top is a blue header with the NJDEP logo and the text "DEP DataMiner". Below the header is a navigation bar with links for "Home", "Search", "Contact", and "Help". A breadcrumb trail indicates the current location: "Home > Search By Category > Licenses (UST, Water, Wastewater, Well Drillers)". Below this, there are two tabs: "Category" and "Keyword". The "Search by Category" section is active, displaying a welcome message and a "Report Category" dropdown menu. The dropdown menu is currently set to "Licenses (UST, Water, Wastewater, Well Drillers)". A green "Submit" button is located at the bottom right of the form.

DEP DataMiner

Home Search Contact Help

Home > Search By Category > Licenses (UST, Water, Wastewater, Well Drillers)

Category Keyword

Search by Category

Welcome to the New Jersey Department of Environmental Protection's online reports portal, NJDEP Data Miner. Within you will find a variety of reports in order to provide flexibility, many of these reports require the user to enter some criteria, which will result in a customized document.

Report Category

Licenses (UST, Water, Wastewater, Well Drillers)

Submit

- Early in Development
- Allow for course providers to immediately upload their rosters of licensees that attended their approved courses
- Expedites the crediting of TCHs to licenses
- Reduces the administrative impact at the end of every TCH cycle
 - Grace period of 90 days or so for providers to submit at end of TCH cycle
- Anticipated by end of 2025

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○ ~~LO IT Project/Online Portal Update~~

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○ Board and Committee Tasks

○ Future Program Goals

ANNOUNCEMENTS

EXAMINATIONS

NEW EXAM FORMAT

- Water Professionals International (WPI) has announced new exams for water and wastewater
- Validated exams with new content based on new Need to Know Criteria (NTKC)
- NJDEP initiating steps to conduct reviews of new exams
- 8-10 weeks for WPI implementation after NJDEP approval

OTHER

- Dual modality testing:
 - “In-person” examinations at approved testing centers
 - “At home” or remotely-proctored exams
- Exam candidates can request testing accommodations from PSI
 - Compliance with ADA

ANNOUNCEMENTS

APPLICATIONS & LICENSING

APPLICATIONS

- Applicants can apply for exams any time of the year
- Social security numbers no longer required to apply

TCHS/LICENSE RENEWAL

- 2024-2027 TCH cycle
 - 2025 is not a TCH year
- Renewal bills to be mailed in August; Due Sept. 30th
- Licenses expire on September 30th
- August 1st deadline for unpaid renewal fees (\$120)

ANNOUNCEMENTS

DATAMINER

- Invoice lookup:
- DataMiner > Report Category: Billing Information
- Program Interest Number = License Number
- Program = Water Supply (Water) or Water Quality (Wastewater)

The screenshot shows the DEP DataMiner web application. The header includes the DEP logo and the text 'DEP DataMiner'. Below the header is a navigation bar with links for Home, Search, Contact, and Help. The breadcrumb trail reads: Home > Search By Category > Billing Information > [Outstanding Bills Report] > Report Criteria. The main content area is titled 'Outstanding Bills Report' and contains the following text: 'This report lists outstanding bills by program interest.' Below this text are two input fields: 'Enter Program Interest Number:' with a text box, and 'Select Program:' with a dropdown menu showing 'Air'. There is a checkbox labeled 'View Report by Pages' which is checked. A green 'Submit' button is located at the bottom right of the form.

The screenshot shows the output of the 'Outstanding Bills' report. The title is 'Outstanding Bills' followed by 'YUKON CORNELIUS - 0001234'. Below the title is the text 'Run At: 4/14/2025 11:22 am'. The report contains several paragraphs of text explaining the data and providing instructions. At the bottom, there is a table with the following data:

Invoice Number	Activity	Status	Billed	Received	Outstanding	Assessment Type	Comments
12345	ELA050001	Open (Pending Payment)	\$50.00		\$50.00	Fee(Renewal)	This assessment was created by the Assessments Trigger.

ANNOUNCEMENTS

DATAMINER

- TCH balance DataMiner report
 - Updated to 2024-2027 cycle

All Active Licenses for: Yukon Cornelius

10/1/2024 - 9/30/2027

License Type:	S4 WASTEWATER TREATMENT LICENSE
License No.	0001234
Hours Required	36.0
Hours Credited	14.0
Hours Remaining	22.0
Must be taken by	9/30/2027
Total Hours Taken	14.0

Course Name	Approval Number	License Number for All	Hours Taken	Credit Type	Credited Category	Provider	Course Contact
DPW, Municipal Workshop-Fall 2024		0001234	5	Technical Credits	Water/Wastewater Credits		
Oatly WWTP Facility Tour and Seminar		0001234	2	Technical Credits	Wastewater Credits		
Professional Engineer Continuing Education Trainin		0001234	5	Technical Credits	Wastewater Credits		
Professional Engineering Ethics, an Interactive Di		0001234	2	Technical Credits	Water/Wastewater Credits		
	Total Hours Taken:		14.0				

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○ Workforce Development & Goals

○ Board and Committee Tasks

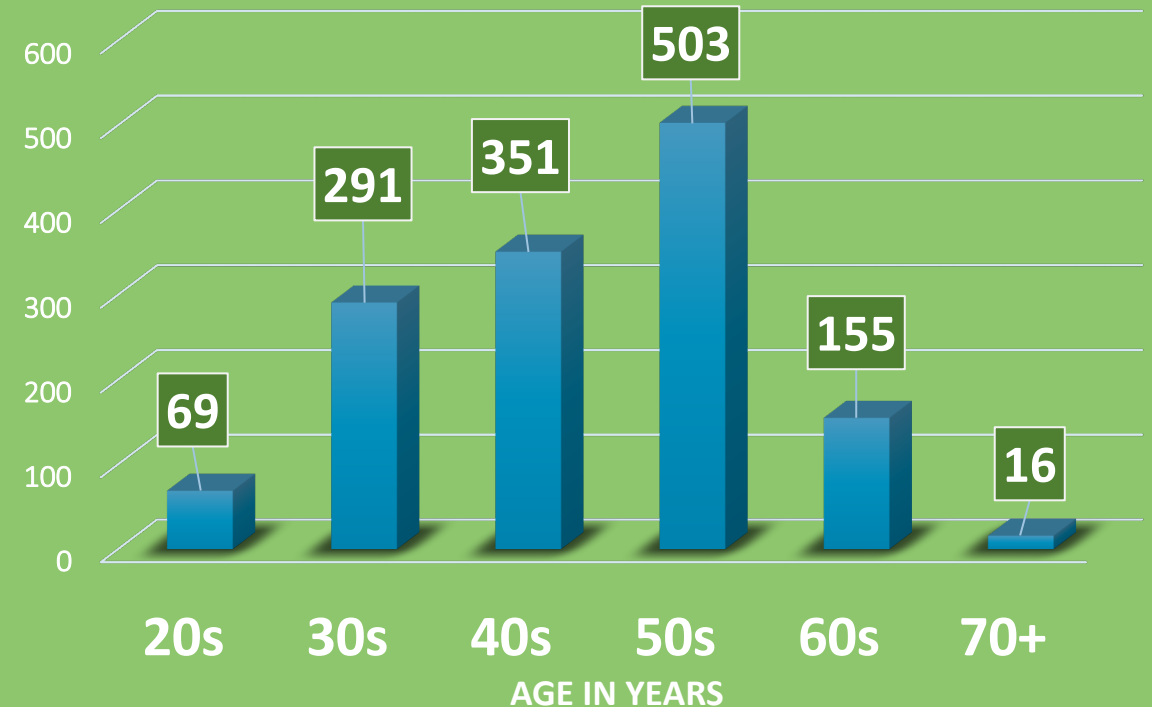
○ Future Program Goals

WORKFORCE DEVELOPMENT

LICENSED OPERATOR SPECIAL PROJECT

- Inter-Bureau project consisting of enforcement and Water Supply staff
- Will produce LO workforce strategy report
- Survey sent to 3,625 licensees (holding 6,261 licenses) in late 2024.
 - 1,106 response (30.5% rate)
- Findings to be incorporated into workforce strategy report – coming soon

Current Age of Water Workforce



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BOARD & COMMITTEE TASKS



BOARD OF EXAMINERS

- Finalize Board member handbook
- Ongoing statistical analysis of pass/fail rates for exams, with new criteria:
 - Adherence to NTKC
 - In-person vs. remote exams
 - Number of exam attempts
 - In-person training vs. California state courses
- Review/implementation of new exams
- Implementation of the application reconsideration subcommittee

ADVISORY COMMITTEE

- Pre-approved instructor list
- Subcommittee formed for review of Committee Bylaws
- Subcommittee formed for Refresher Course
- More to consider:
- On-demand learning
- Curriculum review/audit of VSWS, intro & advanced courses
- Recommended exam study materials

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○ ~~Board and Committee Tasks~~

○ Future Program Goals

PROGRAM GOALS FOR 2025

- LO Rule changes
- IT projects
- Exam review/implement new WPI exams
- LO workforce strategy project
- Board/Committee Tasks
- O&M manual guidelines

ANY OTHER ASSISTANCE THE LO PROGRAM CAN PROVIDE
TO OPERATORS?

CONTACT

LO UNIT

Bureau of Water System
Engineering

Like & follow us!



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www.nj.gov/dep/watersupply/wsw.html



609-292-2957