



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

AGENDA

- ⊖ **Licensed Operator (LO) Regulatory Update**

- LO IT Projects/Online Portal Update

- Announcements

- Workforce Development & Goals

- Board and Committee Tasks

- Future Program Goals

ONLINE EXAM APPLICATION

IT PROJECTS



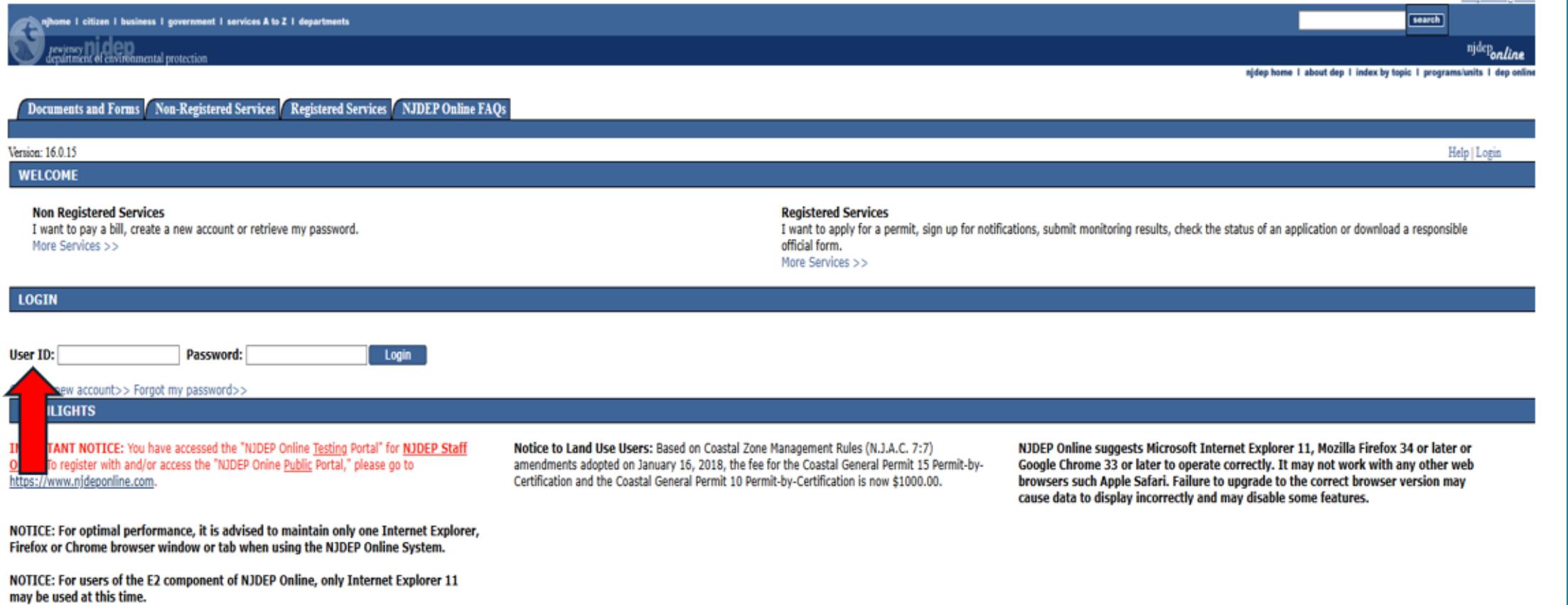
- Registered service portal
 - MyNJ.com account
- Faster processing of applications
 - Est. 4-6 weeks, down from 6-8 weeks
- Automated email status updates
- Secure, encrypted transmittal of information
- Application fees payable by credit card or e-check
- Step-by-step instructional document will be 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 website. At the top, there is a navigation bar with links for 'njhome', 'citizen', 'business', 'government', 'services A to Z', 'departments', 'skip navigation', 'search', and the 'njdep online' logo. Below the navigation bar, there are four main service links: 'Documents and Forms', 'Non-Registered Services', 'Registered Services', and 'NJDEP Online FAQs'. The 'Non-Registered Services' link is highlighted. The page header includes 'Version: 16.0.15', 'WELCOME', 'Help | Login', and a 'WELCOME' message. The main content area is divided into two sections: 'Non Registered Services' (for paying bills, creating accounts, and retrieving passwords) and 'Registered Services' (for applying for permits, signing up for notifications, and checking application status). Below these sections is a 'LOGIN' form with 'User ID' and 'Password' fields and a 'Login' button. A red arrow points to the 'User ID' field. At the bottom of the page, there are several notices: a 'IMPORTANT NOTICE' for NJDEP Staff, a 'Notice to Land Use Users' about permit fees, a notice about browser requirements, and two 'NOTICE' statements about browser compatibility. The footer contains a 'CONTACT US' section with links to various NJDEP departments.

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

SET UP DEP ONLINE ACCOUNT

SELECT CERTIFICATION PIN

Skip Navigation njdep online

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

 **njdep**
new jersey department of environmental protection

[njdep home](#) | [about dep](#) | [index by topic](#) | [programs/units](#) | [dep online](#)

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

Version: 5.2
Currently logged in: [\[REDACTED\]](#) [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](#)

Copyright © State of New Jersey, 1996-2004
Department of Environmental Protection
P. O. Box 402
Trenton, NJ 08625-0402

Last Updated: June 24, 2004

SET UP SERVICES



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

MY SERVICES

Select “Licensed Operator Application and Upgrade”

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: 16.0.13
Currently logged in: [redacted]
Server: Server_2

Help | Logout

Application Information

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.

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

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

*First Name: Harry

*Last Name: Potter

MI:

Suffix: Select a suffix

License Number:

Date of Birth: 07/31/1985

Search **Reset** **Continue**

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"/>	APPLICATION1062789	<input type="radio"/>	N1 INDUSTRIAL LICENSE	HARRY	POTTER			Hamilton Twp
<input type="radio"/>	APPLICATION1062772	<input type="radio"/>	W1 WATER DISTRIBUTION LICENSE	HARRY	POTTER			Hamilton Twp
<input type="radio"/>	APPLICATION1062777	<input type="radio"/>	T1 WATER TREATMENT LICENSE	HARRY	POTTER			Hamilton Twp
<input type="radio"/>	APPLICATION1062799	<input type="radio"/>	S1 WASTEWATER TREATMENT LICENSE	HARRY	POTTER			Hamilton Twp

Continue

KEY BENEFITS

EMAIL STATUS UPDATES



FASTER PROCESSING



NO PAPER CHECKS



- 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

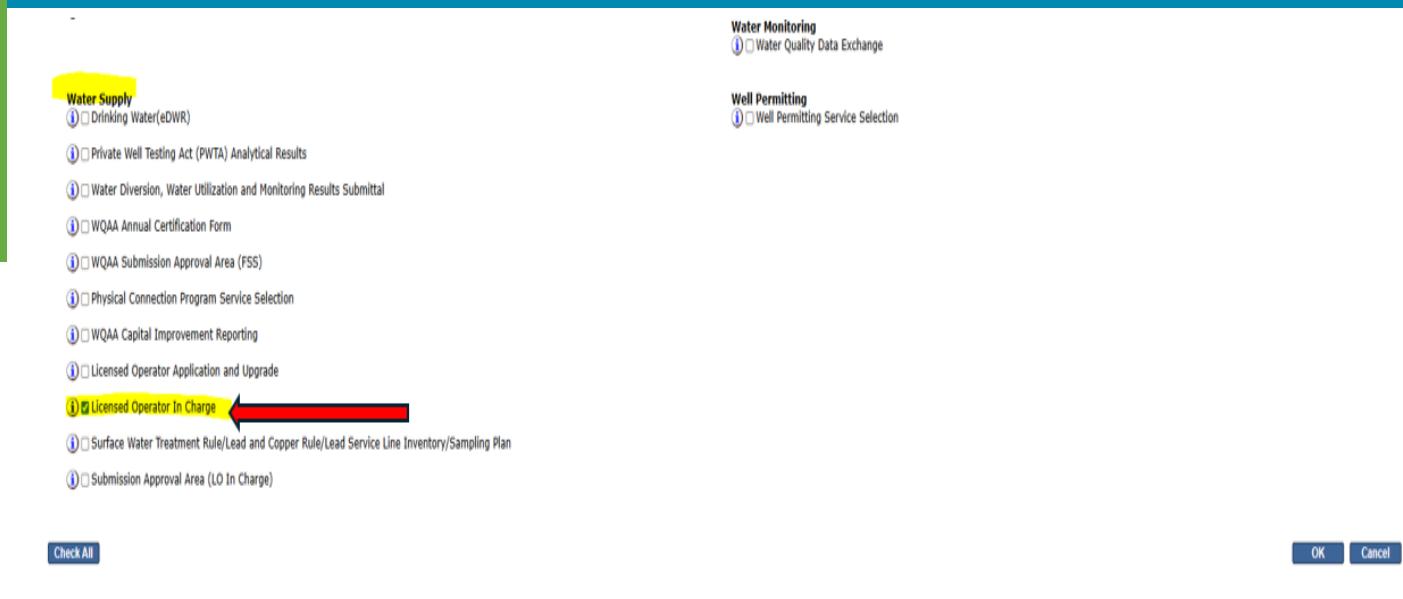
IT PROJECTS



- 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 (PWT) 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)

Check All

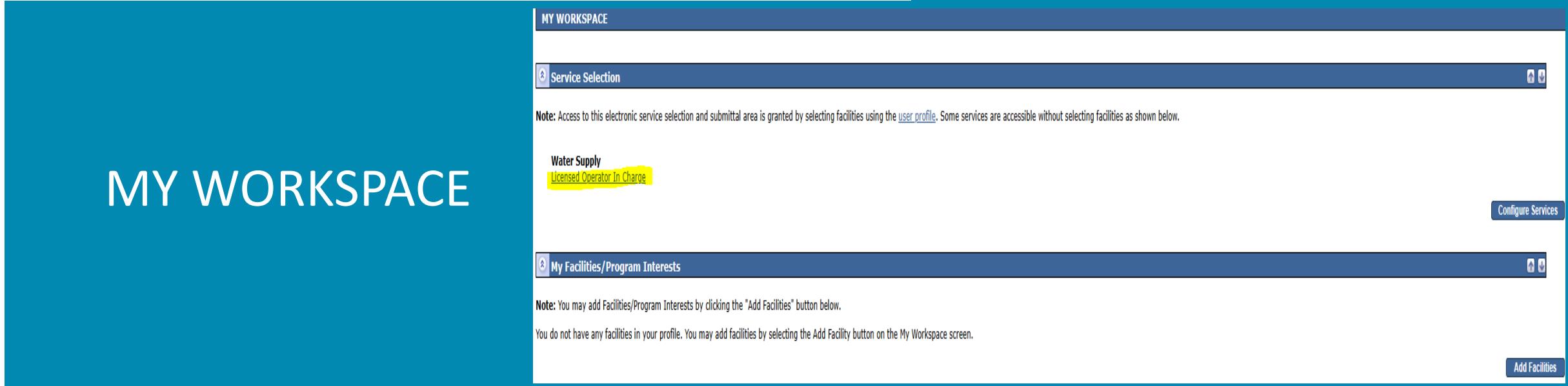
Water Monitoring
 Water Quality Data Exchange

Well Permitting
 Well Permitting Service Selection

OK Cancel

MY SERVICES

Select “Licensed Operator in Charge”



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

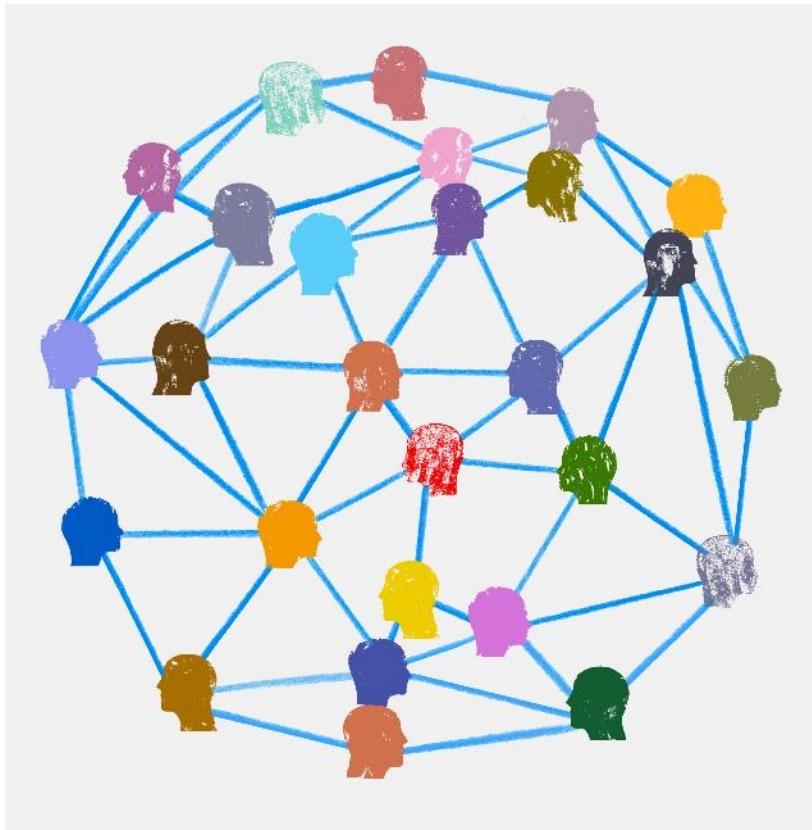
Note: You may add Facilities/Program Interests by clicking the "Add Facilities" button below.

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

Course Provider

County

Select...

Start Date

End Date

Credited Category

Select...

Course Method

Select...

TCH Type

Select...

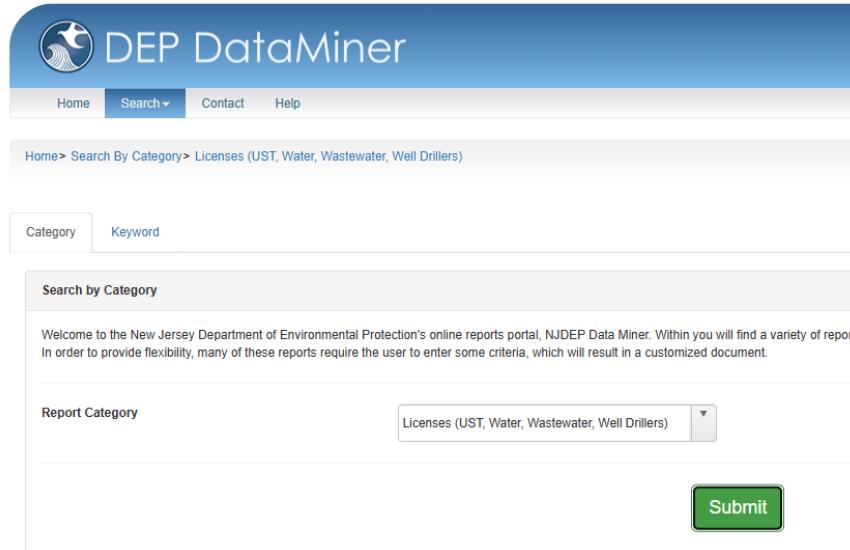
SEARCH BY:

- 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 DEP DataMiner homepage. The header includes the DEP DataMiner logo and navigation links for Home, Search, Contact, and Help. The main content area shows a breadcrumb trail: Home > Search By Category > Licenses (UST, Water, Wastewater, Well Drillers). Below this, there are two search input fields: 'Category' and 'Keyword'. A section titled 'Search by Category' provides a welcome message and a report category dropdown menu set to 'Licenses (UST, Water, Wastewater, Well Drillers)'. A 'Submit' button is located at the bottom of this section.

- **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**

AGENDA

⊖ **Licensed Operator (LO) Regulatory Update**

⊖ **LO IT Project/Online Portal Update**

○ **Announcements**

○ **Workforce Development & Goals**

○ **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)**

DEP DataMiner

Home Search Contact Help

Home > Search By Category > Billing Information > [Outstanding Bills Report] > Report Criteria

Outstanding Bills Report

This report lists outstanding bills by program interest.

Enter Program Interest Number:

Select Program:

View Report by Pages

Submit

Outstanding Bills

YUKON CORNELIUS - 0001234

Run At: 4/14/2025 11:22 am

The bills displayed below are for a specific address ("site") and may be the same company with different bill types or may be different companies that share the same address.

For bills with a status of "Open (Pending Payment)," it is recommended that the fee be paid online with a credit card or e-check by [clicking here](#).

You will need to provide the invoice number listed in the column labeled "Invoice Number" below. Alternatively, you can print the invoice by clicking on the Invoice Number and mail to Treasury with payment.

For bills with a status of "Open (Pending Payment through Collections)," payment arrangements must be made with the collection agency, specifically

YUKON CORNELIUS

0001234
S4 WASTEWATER TREATMENT LICENSE

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		
Watly 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				

AGENDA

⊖ Licensed Operator (LO) Regulatory Update

⊖ LO IT Project/Online Portal Update

⊖ Announcements

○ Workforce Development & Goals

○ Board and Committee Tasks

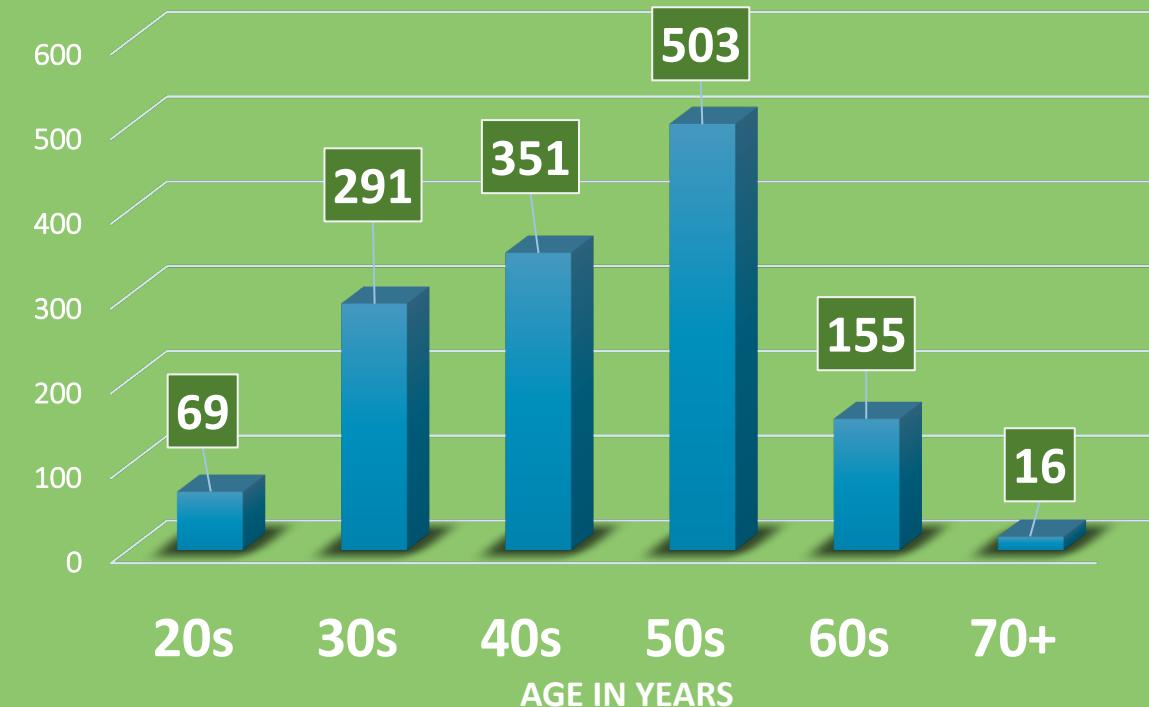
○ Future Program Goals

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



AGENDA

⊖ Licensed Operator (LO) Regulatory Update

⊖ LO IT Project/Online Portal Update

⊖ Announcements

⊖ Workforce Development & Goals

○ Board and Committee Tasks

○ Future Program Goals

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

AGENDA

⊖ Licensed Operator (LO) Regulatory Update

⊖ LO IT Project/Online Portal Update

⊖ Announcements

⊖ Workforce Development & Goals

⊖ 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!



@newjerseydep



@nj.dep



joseph.durocher@dep.nj.gov

malathi.prabhu@dep.nj.gov

samantha.dimiglio@dep.nj.gov

tyler.rowe@dep.nj.gov

christian.haviland@dep.nj.gov

anthony.pipolo@dep.nj.gov

hina.shah@dep.nj.gov

www@dep.nj.gov

tch@dep.nj.gov

operatorexams@dep.nj.gov



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



609-292-2957