

**SPECIAL NOTE  
FROM CEU  
PLAN**

OPERATOR EDITION — I

APRIL, 2012

As CEU Plan moves forward in our mission to train water and wastewater industry professionals, we hope that you will take a few moments to read our newsletter. We hope that there will be something of interest to you included in each edition. We are very excited to obtain our Authorized Provider status with ANSI/IACET as a demonstration of our commitment to providing the best quality training available.



*Bill Edgar*  
President

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## New Partnerships Form To Assist Operators With Continuing Education Needs



CEU Plan is excited to announce that effective April 1, 2012 we will be providing our continuing education courses for water and wastewater operators throughout Kentucky and Missouri exclusively thru the Kentucky Rural Water Association (KRWA) and the Missouri Rural Water Association.

These partnerships will further enhance the ability for operators in Kentucky and Missouri with additional options to meet their continuing education requirements in a cost effective, convenient manner.



goals of water and wastewater systems and operators. This partnership is another avenue to provide affordable, convenient training.



CEU Plan looks forward to providing quality continuing education thru partnership with KRWA and MRWA and assisting operators and systems, in both states, with their training needs.

For additional information about KRWA, visit [www.krwa.org](http://www.krwa.org). For information regarding MRWA, visit [www.moruralwater.org](http://www.moruralwater.org). For information regarding CEU Plan courses approved in your state, visit [www.ceuplan.com](http://www.ceuplan.com).

CEU Plan's extensive course catalog provides the ability to "pick and choose" the topics that are of the most interest and effective in furthering their career. Because the majority of CEU Plan courses are broken into one hour modules, operators can utilize CEU Plan training to meet those last minute renewal hour requirements or as a refresher, and study aide.

KRWA and MRWA are premier organizations providing quality training and technical assistance to water and wastewater systems in their respective states and CEU Plan is honored to partner with both state affiliates.

Gas prices are projected to reach \$5.00 per gallon by summer which makes supplementing your classroom training needs with online courses an excellent alternative.

KRWA and MRWA are both committed to the



**Renewal Time – Do You Have a  
CEU Plan?**

**We Do!**

# A PROFESSIONAL.....

The following article is a reprint of a blog posting by Clayton Getz, Drinking Water Operator Trainer with the Kentucky Operator Certification Program. While the blog was written relative to Kentucky operators' it has value for all operators so we felt compelled to share it with you.



What comes to mind when you hear the word, "professional"? Maybe you think of a doctor, nurse, engineer, or teacher. However, as a certified water, wastewater and/or solid waste operator in the state of Kentucky, you, too, are a professional. Although you might not get the same respect as some of the above-mentioned professionals, you should. A certified water or



wastewater operator has to earn 12 or 24 CEUs every other year in Kentucky, take on the responsibility of delivering safe potable water to customers and be in charge of cleaning wastewater before it is released back into the stream.



Solid waste operators are responsible for providing environmentally and economically sound man-

agement of solid waste and are required to attend KY agency training and retest every five years to maintain certification. Like a doctor, you hold peoples' lives in your hands if your job is not done

correctly.

When you look at the respect and pay for operators, a few things stand out as reasons why operators have never received the credit that they deserve: the price of water, public knowledge, and self-promotion. There are other causes, but I believe these are the big three.

The price of water is one reason operators do not get comparable pay to other professionals. It has been said many times in our trainings that the water rates have not gone up since that operator has worked for the system. Many facilities that have raised water rates in the last year said it was over 10 years since their last water rate increase. One reason this happens is because people believe water should be free. My response to this is that the water is free, but the treatment and distribution of the water are not.

Public knowledge is very limited on what operators actually do on a daily basis and what affects the cost of our water and wastewater treatment and solid waste management. For example, the public does not know chemical costs have increased by 300% over the last six years. We need to take a new approach to telling our customers what we do. Some of the ways we do this is by doing radio segments on what operators really do or publishing an article in the paper explaining why we flush our lines and the importance of recycling. This way, the public will have more information on why things are being done, and hopefully, lead to fewer complaint calls.

Another issue is that operators typically do not promote their services enough. For example, we have National Water Week every year in May, yet most systems do nothing to promote this event at all. This

would be a great opportunity to let your customers know what you do and why you do it. I have come to the point where I am known as a water nerd. I want to tell everyone what I do. This was exemplified at my ten year high school reunion when I spent 45 minutes explaining to 15 people what water operators do in their careers. The looks on their faces were priceless. No one had a clue there was so much detail to treating water. Most people in your city are the same way, so be proud of what you do. Don't be afraid to say "I am a water, wastewater, or solid waste operator for the Commonwealth of Kentucky." You had to pass a test for this licensure, dedicate long hours of training, listening to me and other agency staff talk and you have earned the right to be proud of what you do. I am proud of every operator out there working hard to deliver safe water to the public, effectively treating our wastewater, and managing our solid waste. Just remember, you are all professionals, and be proud of what you do!

*Well said Clayton! Here at CEU Plan, we too are proud of the role we play in helping operators receive quality training for their profession. On behalf of all the staff at CEU Plan, we say THANK YOU OPERATORS! Thank you for dedicating your career to the protection of our waterways, and human health. You are indeed true professionals!*

*If your system has created video to help you inform the public regarding what your system does to protect public health and the environment, please share those with us at [www.myceutube.com](http://www.myceutube.com). CEU Tube is our free educational video sharing site and allows you the opportunity to share your videos about your system with other industry professionals around the globe.*

# CEU Plan Receives IACET/ANSI Approval



The International Association for Continuing Education and Training (IACET) has awarded CEU Plan the prestigious Authorized Provider accreditation. IACET Authorized Providers are the only organizations approved to offer IACET Continuing Education Units (CEUs). The accreditation period extends for five years, and includes all programs offered or created during that time.

“CEU Plan is proud of our education programs which train over 8,000 water treatment, water distribution, wastewater treatment, wastewater collection operators, as well as professional engineers each year in important operational,

laboratory, maintenance, and safety skills so that our environmental professionals stay on the cutting edge,” stated Bill Edgar, Program Administrator and Owner of CEU Plan Company. Mr. Edgar added, “Our new partnership with IACET is a demonstration of our commitment to lifelong learning and high standards for all of our programs, and we are very pleased to join such a prestigious organization as well as an elite group of organizations that offer excellent continuing education and training programs.”

“We are pleased to welcome CEU Plan as our newest Authorized Provider organization,” stated Francenia Johnson, President of IACET and Supervi-

sor of Operations and Measurements at Memphis Light, Gas and Water Divisions (MLGW) in Memphis, TN. Johnson added, “CEU Plan joins nearly 650 organizations around the globe that have had their programs vetted by third-party experts in continuing education to ensure the highest possible standards are met.”

For further information regarding organizations that accept ANSI/IACET CEUs visit the IACET website at [www.iacet.org](http://www.iacet.org).

## CEU PLAN SUBJECT MATTER EXPERT PROFILE—Bill Johnson



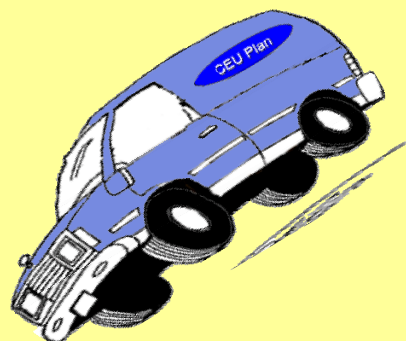
Bill Johnson has over 40 years of experience in the water and wastewater industry. He is retired after serving nearly twenty years as Director of Public Utilities for the City of St. Petersburg, Florida. St. Petersburg operators the largest and oldest urban water reclamation system in the US. Bill's education includes an A.S. in Environmental Science and a B.A. with a concentration in Public Administration. He has attended hundreds of hours of wastewater treatment process theory and control training courses and seminars.

Bill is a certified Class A Florida wastewater operator, Class B water treatment operator, and also holds an Ohio Class IV wastewater certification. He taught wastewater

treatment operation and management courses at Hillsborough Community College for seven years and has authored and presented papers on wastewater treatment and process control, advanced treatment, and effluent reuse.

He has served as an operation association officer in Ohio and Florida and is the recipient of numerous awards including special recognition for his contributions to the State of Florida's water reclamation program.

Bill's CEU Plan courses include a complete course on “Activated Sludge” and a course entitled “Water Shortage, Reuse, and Recovery”.



### We Are Taking Our Show On The Road Visit CEU Plan At One Of These Events

- |                 |                                  |                   |
|-----------------|----------------------------------|-------------------|
| *April 29-May 4 | FL Water Resources Conference    | Orlando, FL       |
| *May 15-17      | USEC Tribal Summit               | Niagara Falls, NY |
| *June 5-7       | KRWA Operator Expo               | Park City, KY     |
| *June 26-27     | East Regional Op. Cert. Workshop | Chicago, IL       |
| *August 20-22   | KRWA Conference                  | Louisville, KY    |
| *Sept. 24-26    | NRWA WaterPro Conf.              | Nashville, TN     |

Look For Additional Events In Our Next Newsletter



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For more information on CEU Plan, CEU Tube, or sa'ceu, contact Melissa Brothers.

### ABOUT CEU PLAN.....

The mission of CEU Plan is to provide water and wastewater operators and supporting staff with the latest in emerging technologies, procedures, methods and/or concepts; in order to enrich their knowledge and experience within the workplace and obtain required CEUs for license re-certification/renewal.

Our programs and courses are 100% internet based providing the student with the opportunity to concentrate on their courses at their convenience and available time.

CEU Plan provides a convenient, cost effective means of delivering course content while advancing the student's understanding and knowledge of various industry topics.

FOLLOW CEU PLAN:



## DO THE MATH!

Gas prices are rising, travel and training budgets are being slashed. However, you still need to earn continuing education to renew your certification. CEU Plan can help in a cost-effective, convenient manner. Its' simple, you do the math!

### CLASSROOM TRAINING ONE DAY—6 HOUR COURSE

- Course Registration (Average) — \$50.00
- Travel (100 Miles) — \$55.00
- Lodging (Average) — \$120.00
- Meals (Per Day) — \$40.00
- Relief/Replacement Operator — \$300.00

**TOTAL COST — \$565.00\***

### CEU PLAN ONLINE TRAINING EXAMPLE

- Introduction to Chlorine (One Hour) — \$17.95
- Enhanced Coagulation (One Hour) — \$18.95
- Pipes, Valves, and Fittings (One Hour) — \$17.95
- Sampling for Surface Contaminants (One Hour) — \$17.95
- Disinfectant, Disinfectant Byproducts (Two Hours) — \$31.95

**TOTAL COST — \$104.75**

\*Cost figures estimated/averaged

CEU Plan Training Available 24/7, Anywhere An Internet Connection Exists, Choose From Over 200 Courses for Water Treatment, Distribution, Wastewater Treatment, or Collection.

**Are The Tools In Your Toolbox Doing The Job?**

**We Can Improve Your Results!**

Our Proven Track Record Assures Affordable High-Quality Education  
Individualized Services Include: Monitoring, Quizzes, Evaluations, & In-Depth Student Assessments

Follow Us On

For More Information Please Visit Our Websites At Right  
Contact General Manager Bill Edgar: [wwedgar@ceuplan.org](mailto:wwedgar@ceuplan.org), Or Marketing Director Melissa Brothers: [mbrothers@ceuplan.org](mailto:mbrothers@ceuplan.org) / (502) 320-4706

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