VIRGINIA DEPARTMENT OF ENVIRONMENTAL QUALITY

Subject:	**Division of Land Protection and Revitalization Guidance Memo No. LPR-SRR-2011-11** **Underground Storage Tank (UST) Operator Training**
To:	**Regional Groundwater Managers**
From:	**Jeffery A. Steers** **Division of Land Protection and Revitalization Director**
Date:	**December 20, 2011**
Copies:	**Regional Directors, Deputy Regional Directors, OSRR Director, Enforcement Director**

Summary:

This document provides guidance to Underground Storage Tank (UST) owners/operators, training providers, and regional petroleum tank compliance staff, regarding UST Operator Training required for Class A, Class B, and Class C UST Operators. This guidance also provides information regarding training deadlines, designating Class A, Class B, and Class C UST Operators, re-training of UST operators, UST Operator Training programs, qualifications for training providers, UST Operator Training program approval, and verification of UST Operator training requirements.

Electronic Copy:

An electronic copy of this guidance is available on DEQ's website at http://www.deq.virginia.gov/waste/guidance.html.

Contact Information:

Please contact Alicia Meadows at (540) 562-6853 or Russell Ellison (804) 698-4269 with any questions about this guidance.

Disclaimer:

Guidance documents do not establish or affect legal rights or obligations, do not establish a binding norm, and are not determinative of the issues addressed. Decisions in individual cases will be made by applying the laws, regulations, and policies of the Commonwealth to case-specific facts.

UNDERGROUND STORAGE TANK OPERATOR TRAINING

BACKGROUND

The Federal Energy Policy Act of 2005 (EPACT) requires each state receiving RCRA Subtitle I funding to develop state-specific operator training requirements. In addition, EPACT requires that all persons who are subject to the UST operator training requirements must meet state-specific training requirements and be retrained if they are determined to be out of compliance with a requirement or standard of 40 CFR 280 (the federal UST regulation). On August 8, 2007, EPA developed grant guidelines to the states for implementing the operator training provision of EPACT. On September 15, 2010, Virginia's UST Technical Regulation (§9VAC25-580 et seq.) (Regulation) was amended to include operator training requirements. The amended Regulation sets training requirements for UST owners/operators to improve owner/operator regulatory compliance, with the goal of preventing and reducing UST releases. This guidance document provides tank owners/operators, training providers, and DEQ inspection staff with additional information regarding UST operator training requirements and procedures.

GUIDANCE

Section 25-580-125 of the Regulation requires UST owners and operators to identify and train certain classes of UST operators in critical tank operational compliance activities. Owners and operators must designate UST operators for each facility and ensure that each designated individual has the appropriate training. Each existing UST operator must complete the required training **by August 8, 2012** and must repeat the training if areas of UST noncompliance are identified by DEQ and not resolved in a timely manner. Furthermore, when a Class A or Class B Operator is replaced, the new operator must complete and document the initial training within **60 days** of assuming Class A and/or Class B Operator duties unless the new operator already holds a valid operator training certificate. In addition, owners and operators are required to maintain records documenting each operator's training certification.

DEQ will rely on qualified industry professionals to develop and provide training to designated UST operators and will review and approve training programs for use by designated UST operators. DEQ will accept training programs approved in another state as long as the program meets EPA's minimum grant guidelines for operator training. It will be the responsibility of the tank owner and/or operator to pay for any costs associated with the UST Operator Training program they choose to acquire.

Generally, tank owners/operators should:

1. Designate Class A, Class B, and Class C Operators for each facility,
2. Obtain UST Operator Training for all classes of operators by **August 8, 2012**, and
3. Keep on file the designation and Certificates of Training for each trained operator for DEQ staff review upon inspection.

WHO MUST COMPLY

Owners and operators of all "in use", regulated USTs are subject to the operator training requirements. The universe of regulated USTs includes tanks used for emergency generator purposes but does not include USTs otherwise excluded or deferred by the Regulation. Owners and operators that do not possess **any** "in use" USTs, but possess USTs that are properly "temporarily closed" [1] **and** contain less than one inch of product, are not subject to the UST Operator Training requirements unless or until they bring the "temporarily closed" USTs back into use. Proper temporary closure requires the following documentation:

1. A 7530 form registering the USTs "temporarily out of use",
2. A building permit for temporary UST closure or a "Building Permit Certification Form", or a written statement from the tank owner that the local official does not issue building permits for temporary closure, and
3. A statement, photograph, receipt or inspection record documenting that the equipment is secured.

Designated operators must complete a UST Operator Training program within **60 days** of bringing "temporarily closed" USTs back into use.

CLASSIFICATION AND DESIGNATION OF UST OPERATORS

Each UST owner/operator must designate Class A, Class B, and Class C Operator(s) for each of their UST facilities. The following describe ways that operators should be designated:

- Class A, Class B, and Class C Operators should be individuals.
- The same individual may be designated as both the Class A and Class B Operator for a facility.
- Multiple or single individuals may be designated for each operator class.
- Third party contractors may be designated as operators for Class A, Class B, and/or Class C (for unmanned facilities). However, the entity designated should be an individual.
- The same individual or different individuals may be designated as Class A, Class B, and Class C Operators. It will be common to have the same individual designated as a Class A and Class B Operator.
- The same individual may be designated as a Class A, Class B, and/or Class C Operator for multiple facilities.

A "Designation of Class A, B, and C Operators Fact Sheet" (Appendix A) is attached and may also be found on DEQ's Petroleum Programs website located at http://www.deq.virginia.gov under the "Operator Training" section.

CLASS A OPERATORS

Section 9VAC-25-580-125.A.1 of the Regulation defines a Class A Operator as the following:

> …"Class A operator" means an operator who has primary responsibility to operate and maintain the underground storage tank system and facility. The Class A operator's responsibilities include managing resources and personnel, such as establishing work assignments, to achieve and maintain compliance with regulatory requirements. In general, Class A operators focus on the broader aspects of the underground storage tank statutory and regulatory requirements and standards necessary to properly operate and maintain the underground storage tank system and facility.

[1] The requirements for temporary closure can be found at Part VII (9 VAC 25-580-310 et seq.) of the Regulation.

Class A Operators are usually, but not always, tank owners or environmental managers and usually function at the highest level of regulatory compliance responsibility. Class A Operators should be the individuals that have ultimate responsibility for UST system compliance and any response to suspected and confirmed releases. Typically, the registered UST owner or appropriate owner's representative should be designated as a Class A Operator. In the case of corporations and other similar entities, the owner's representative should have supervisory authority over the personnel managing the UST system(s) and some authority to designate finances for compliance with UST regulatory requirements.

Class A Operators typically ensure:

- Appropriate individuals are designated as Class A, Class B, and Class C Operators.
- Class B Operators are trained to properly operate and maintain the UST system(s).
- Class B Operators maintain appropriate UST system(s) compliance records.
- Class B and Class C Operators properly respond to emergencies such as spills or releases.
- Funding is available to meet the regulatory requirements for the UST system(s).
- Financial Responsibility requirements are met.

CLASS B OPERATORS

Section 9VAC-25-580-125.A.2 of the Regulation defines a Class B Operator as the following:

> …"Class B operator" means an operator who implements applicable underground storage tank regulatory requirements and standards in the field or at the underground storage tank facility. A Class B operator oversees and implements the day-to-day aspects of operations, maintenance, and recordkeeping for the underground storage tanks at one or more facilities.

Class B Operators are usually, but not always, UST managers, environmental managers, facility managers, facility superintendents, lessees, or operations managers. In general, a Class B Operator is responsible for the "nuts and bolts" of regulatory compliance. A Class B Operator is also responsible for the day-to-day operation of the USTs and maintaining the facility compliance records.

Class B Operators typically:

- Schedule the applicable required testing of the UST system(s).
- Schedule routine maintenance of the UST system(s).
- Periodically check the system(s) components to verify proper operation.
- Meet and correspond with DEQ staff regarding UST facility compliance inspections.

CLASS A AND/OR CLASS B OPERATOR RESPONSIBILITIES

The following may be performed by a Class A and/or Class B Operator:

- Class A and/or Class B Operators must maintain a list of designated Class A, Class B, and Class C Operators.
- At least one designated Class A or Class B Operator must be readily available and able to be onsite at the facility within a reasonable time to respond to suspected/confirmed releases, other unusual operating conditions, and equipment shut-offs or failures.
- Class A or Class B Operators must be available for immediate telephone consultation when a UST facility is in operation.
- Certified Class A and/or Class B Operators may train their Class C Operators.
- Class A and/or Class B Operators must maintain all operator training verifications for Class A, Class B, and Class C Operators.
- Class A and/or Class B Operators must maintain emergency response and notification procedures for Class C Operators.

CLASS C OPERATORS

Section 9VAC-25-580-125.A.3 of the Regulation defines a Class C Operator as the following:

> …"Class C operator" means the person responsible for responding to alarms or other indications of emergencies caused by spills or releases from underground storage tank systems and equipment failures. A Class C operator generally is the first line of response to events indicating emergency conditions.

Class C Operators are generally clerks or employees that control the dispensing or sale of fuel and are tasked with responding appropriately to tank-related emergencies. A certified and trained Class C Operator must be present when the facility is manned[2] and available within a reasonable amount of time when the facility is unmanned. Generally, unmanned facilities do not have any employees present on a regular basis and are usually considered "remote" sites. Examples of unmanned facilities include telecommunication and radio transmitter sites, sewage or water treatment pump stations, electric transformer sites, and remote fueling stations.

Designating Operators for Multiple Facilities and Multi-State Facility Owners

Properly designating and training operators can be complex for tank owners with multiple facilities; however, tank owners have multiple options. Owners may choose to designate the same person as a Class A and Class B Operator at a facility or designate the same person as Class A and Class B Operator for multiple facilities. For example, an owner of three facilities could designate the same employee to act as Class A and B Operator for all three facilities. Conversely, an owner may designate more than one Class A, Class B, and/or Class C Operator per facility. In these cases, **all** designated operators must receive initial training.

[2] Please note that it is possible for a facility to be "manned" at times and "unmanned" at other times. Examples include a convenience store that is not open 24 hours a day but sells fuel 24 hours, public works facilities, and VDOT fueling stations.

UST OPERATOR TRAINING REQUIREMENTS

Any person designated as a Class A, Class B, or Class C Operator must successfully complete the required training for the operator class which he/she is designated. If a person is designated as more than one class of operator, the individual must successfully complete training in each class for which the individual is designated.[3] The following discussion enumerates the generally required course content for each operator class.

CLASS A OPERATOR INITIAL TRAINING REQUIREMENTS AND DEADLINES

Class A Operator training must include a general knowledge of UST system(s) requirements and compliance. At a minimum the Class A Operator Training program must contain information regarding the following:

a. Spill and overfill prevention;
b. Release detection and related reporting requirements;
c. Corrosion protection;
d. Emergency response;
e. Product and equipment compatibility;
f. Financial responsibility;
g. Notification and storage tank registration requirements;
h. Temporary and permanent closure requirements; and
i. Class B and Class C Operator training requirements.

All Class A Operators must complete an approved or approvable[4] training course by **August 8, 2012**. When a Class A Operator is replaced, the new operator must complete and document the initial training within **60 days** of assuming Class A Operator duties unless the new operator already holds an acceptable operator training certificate.

CLASS B OPERATOR INTITIAL TRAINING REQUIREMENTS AND DEADLINES

Class B Operator training must include an in depth understanding of the operational and maintenance aspects of UST systems and related regulatory requirements. At a minimum the training program must contain information regarding the following:

a. Spill and overfill prevention;
b. Release detection and related reporting requirements
c. Corrosion protection and related testing;
d. Emergency response;
e. Product and equipment compatibility;

[3] Many training programs have combined Class A and Class B UST operator training into one program because Class A and Class B Operators will commonly be the same individual. Class C Operators will most likely be trained by certified Class A and Class B Operators as provided in the Regulation.

[4] An approvable program is one that meets the basic criteria of an acceptable training program but has not yet been approved by DEQ.

f. Reporting and recordkeeping requirements; and
g. Class C Operator training requirements.

All Class B Operators must complete an approved or approvable training course by **August 8, 2012**. When a Class B Operator is replaced after August 8, 2012, the new operator must complete and document the initial training within **60 days** of assuming Class B Operator duties unless the new operator already holds a valid operator training certificate.

Class A and Class B training may be combined into one course since Class A and Class B UST Operator Training requirements overlap. Also, Class A and Class B UST Operator Training may be focused on facility specific equipment. For example, a training program for a facility that contains only fiberglass USTs and poly-flexible product piping may not need to include cathodic protection and associated testing requirements.

CLASS C OPERATOR INITIAL TRAINING REQUIREMENTS AND DEADLINES

At a minimum, the Class C Operator training must contain the following information:

a. Written instructions or procedures for responding to emergencies caused by spills, releases, and alarms;
b. Notification telephone list that includes names and telephone numbers of the appropriate authorities to contact in the event of UST system(s) emergency; and
c. Names and telephone numbers of the Class A and Class B Operators for the facility.

Class C Operators may be trained by a variety of sources and the training may be as simple as a review of the above items with the trainer. Most Class C Operators will be trained by certified Class A or Class B Operators[5]. All Class C Operators must complete UST Operator Training by **August 8, 2012.** When a Class C Operator is replaced or hired, the new operator must complete training before assuming any duties. Class C Operators must be briefed on the facility's emergency notification procedures every 12 months.

CLASS A AND CLASS B OPERATOR RETRAINING REQUIREMENTS

Beyond the initial training requirement, Class A and B Operators must successfully complete an approvable or approved training course again upon notification by DEQ. Initially, retraining will not be included in Requests for Compliance Action (RCA), Warning Letters (WLs), Notices of Violations (NOVs), Tank Compliance Agreements (TCAs), or Letters of Agreement (LOAs). Retraining will generally be required at the point that DEQ's enforcement division pursues a formal enforcement action for resolution of noncompliance[6]. Retraining should be included as a corrective action measure in an enforceable order (Consent Special Order or Unilateral Special Order)[7]. UST Operator retraining will not be required if the UST noncompliance issues are resolved prior to issuance of an enforceable order.

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[5] A Class A or Class B Operator Training Certificate will be accepted as Class C training verification in cases where the Class A or Class B Operator is also a designated Class C Operator.

[6] Retraining will not be required for operators when the only remaining noncompliance issues are: financial responsibility, release investigation, release response, or corrective action.

[7] Retraining should also be required if a tank owner or operator has been found in violation of applicable sections of the Regulation through a delivery prohibition proceeding. In this case, staff should send a separate retraining request to the tank owner/operator following the proceeding.

Once notified, Class A and Class B Operators must again complete an approved Operator Training program within **90 days**. If a designated operator fails to obtain Operator Retraining as required, then DEQ staff may issue an NOV and proceed with enforcement as usual. Designated Class A and Class B Operators for the facility must, at a minimum, complete retraining in the areas of noncompliance. If a training provider has received Virginia approval for their initial training program, then they are not required to seek approval of the retraining program. Retraining programs that are approved in other states as meeting the minimum federal EPA Operator Training Grant Guidelines will be accepted via reciprocity.

DOCUMENTATION REQUIREMENTS

Tank owners/operators must maintain a written record of (1) class designation and (2) successful completion of training for each individual operator. The required designation and training documentation should include the following information:

1. Legal name of each operator,
2. Class of operation (Class A, Class B, and/or Class C),
3. Date of successful completion of training (initial and refresher, if applicable),
4. Telephone numbers for the Class A and/or Class B Operators that are not permanently onsite or assigned to more than one facility, and

Certificate of Training for each trained operator. The name of the trainer, operator class, and the date of training should be provided in the documentation for Class C Operators.

An "Underground Storage Tank (UST) Operator Class Designation Form – Single Facilities" (Appendix B) may be used to document the designation of operators. Other forms of documentation will be accepted and may be necessary for facilities with multiple Class A, Class B, and Class C Operators.

The required documentation for each operator should be kept onsite and immediately available to demonstrate compliance for manned UST facilities and readily available for unmanned facilities. The operator designation and training certification documentation must be kept on file as long as each operator serves in that capacity at the facility or 3 years, whichever is longer. When a different or new operator is designated, the operator designation record should be amended as soon as possible but no later than **30 days** after designation.

In addition to operator designation and training certification records, certain emergency notification information must be maintained at manned UST facilities and posted in a conspicuous location at unmanned facilities. In many cases, the emergency notification procedures may simply be a telephone call list and general procedures to safely secure a spill area and shut off pumps, if necessary. The posted notification procedures should contain the Class C Operator(s) and owner contact information, including names and telephone numbers, and any emergency information. It is also acceptable to simply post the owner's name, emergency procedures, and a telephone number for a central location such as a call center or particular 24 hour hotline. In this case, the answering location must have the Class C Operator(s) and owner contact information, including names and telephone numbers, and any additional emergency information.

UST OPERATOR TRAINING PROGRAMS

UST OPERATOR TRAINING PROGRAM APPROVAL

DEQ has ultimate approval authority over any UST Operator Training program offered in Virginia. The agency will accept many forms of UST Operator Training such as web-based, classroom, hands-on, and in-house training programs. Class A and Class B UST Operator Training programs, that are not another state's program, must obtain approval from DEQ for their Virginia-specific training programs, either in advance or retroactively. Class A and Class B training providers that have received UST Operator Training program approval from another state must submit the information discussed in the "UST Operator Training Program Approval Procedures" (Appendix C) to DEQ for review and approval. A Class C Operator Training program does not need to be submitted to DEQ for approval[8].

Prior approval of a UST Operator Training program is not required to implement training, but is recommended. After August 8, 2012, designated operators must demonstrate to DEQ that they have completed a UST Operator Training course that meets Virginia's regulatory requirements. Therefore, designated operators who attend a training program that has not been approved by DEQ run the risk of having their training certification rejected if DEQ declines to approve the training program. If a designated operator submits certification for completion of a training course that has not been formally approved by DEQ, DEQ will contact the training provider to request the training provider to submit documentation for approval. The deadline for the training provider to submit the necessary documentation is **30 days**. Failure to submit UST Operator Training program approval documentation within 30 days of DEQ's request may invalidate any training certificates issued by that training provider.

Class A and Class B training program review, approval, and verification will be the responsibility of the DEQ UST Operator Training Coordinator.[9] Each training provider that seeks program approval must submit complete, accurate and up-to-date course material for review. [10] The UST Operator Training Coordinator may perform only a general review of the course and testing material, and may request to attend and evaluate any training course at any time for approval and/or approval retention.

DEQ's UST Operator Training Coordinator will issue approval notification to the training provider contact via electronic mail. Training program approval will remain valid unless a revocation is issued by DEQ upon discovery that the training program does not meet regulatory requirements. Training providers are not required to submit spelling and/or format changes to an Operator Training program to DEQ for approval. However, if information is modified, added, or removed from the training program, the training program should be re-submitted to the DEQ UST Operator Training Coordinator for review and possibly re-approval. DEQ will maintain a list of approved Class A and Class B UST Operator Training programs for the general public on DEQ's petroleum programs website located at http://www.deq.virginia.gov. DEQ's

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[8] Class C training may be provided by a certified Class A and/or Class B Operator, thus, no DEQ approval is required for Class C courses.

[9] If DEQ staff have concerns related to particular training programs, they should contact the UST Operator Training Coordinator for resolution and compliance verification.

[10] UST Class A and Class B Operator Training program approval is further discussed in Appendix C.

UST Operator Training Coordinator will maintain the "UST Operator Training Provider" database and ensure that the website is regularly updated.

SUCCESSFUL COMPLETION OF UST OPERATOR TRAINING COURSE

Class A and Class B Operators must demonstrate to DEQ that they have successfully completed an approved Operator Training course through (1) a passing score on an examination or (2) practical hands-on application of material presented in the training course. Class A and Class B Operators must score 80% or better on the examination to pass the test. For hands-on training, Class A and B Operators must demonstrate to the trainer's satisfaction a hands-on knowledge of operation and maintenance checks of UST equipment, including performance of release detection at the UST facility. Successful completion of an Operator Training course must be documented through a training certificate. Class A and Class B Certificates of UST Operator Training should include the following information:

1. Legal First and Last Name of the designated operator,
2. Class of operation (Class A and/or Class B),
3. Date of training completion , and
4. Training provider's name, company, address, and telephone number.

DEQ VERIFICATION OF OPERATOR TRAINING COMPLIANCE

DEQ will verify compliance with operator training requirements during routine UST facility compliance inspections conducted after August 8, 2012. At the time of the inspection, the tank owner/operator must provide the DEQ inspector with documentation of the operator class designation and training certifications for each inspected facility.

VERIFICATION OF UST OPERATOR DESIGNATION

DEQ inspection staff will verify that at least one person for each operator class (A, B, and C) exists and that the documentation is current with respect to personnel.[11] The DEQ inspector should indicate on the "UST Facility Inspection Checklist" (the Checklist) whether or not the facility owner has designated their Class A, Class B, and Class C Operators.

VERIFICATION OF UST OPERATOR TRAINING

DEQ inspection staff will verify successful completion of an approved UST Operator Training course by reviewing the training certificates for each designated Class A and Class B Operator. DEQ staff should indicate on the Checklist the existence of the training certificates for each designated Class A and Class B Operator and, if necessary for later verification, the name, address, and telephone number of the training provider. Usually, a Class C Operator will not have a training certificate; therefore, a written record of the Class C Operators name, date trained, trainer's name, and trainer's operator class designation will be sufficient documentation. This documentation may be part of another training record such as new employee orientation, OSHA training, safety training, etc. DEQ staff should indicate on the Checklist that documentation of Class C Operator training exists.

[11] Generally, DEQ will rely on the tank owner's class designations. However, if it is clear that the operators are designated improperly or the inspector has a concern with the designation, DEQ staff should consult the UST Operator Training Coordinator.

Upon return to the office, the inspector should verify that the training provider or the in-house training program is listed in the "UST Operator Training Provider Database"[12], located on DEQNET, as an approved operator trainer. If the training provider is not listed in the UST Operator Training Provider Database, then the inspector should notify the UST Operator Training Coordinator via e-mail within **15 days** of the date of the inspection so that the coordinator may obtain the information for program approval from the provider. The inspector should provide the UST Operator Training Coordinator with the name, address, and telephone number of the training provider. Upon notification from the DEQ inspection staff, the UST Operator Training Coordinator will request the training provider to submit the necessary information to obtain training program approval and impose a submission deadline of **30 days**. The DEQ inspector will be copied on the correspondence. The UST Operator Training Coordinator will promptly update the UST Operator Training Provider Database upon approval of the training program in question and send an e-mail to the inspector informing them of program approval.

If the training provider does not submit the necessary information to DEQ's UST Operator Training Coordinator within 30 days, the Training Coordinator will notify the tank owner/operator in writing and request the owner/operator to obtain UST Operator Training from an approved program within 60 days of the date of the letter. The DEQ inspector will verify that the designated operator(s) completed an approved course during the next routine inspection. If the tank owner has not obtained training by an approved provider by the next routine inspection, then the inspector should address the failure to obtain approved UST Operator Training.

VERFICATION OF CLASS C EMERGENCY NOTIFICATION PROCEDURES

DEQ inspection staff will also verify that the written emergency notification procedures are available at the site for manned facilities or posted in a conspicuous location at the facility for unmanned facilities. For manned UST facilities, the DEQ inspector should verify that at least one Class C Operator is present at the facility. For unmanned facilities, DEQ staff should verify that the emergency response procedures are posted in an obvious and visually accessible location, such as the dispenser island.

[12] The "UST Operator Training Provider Database" must be used instead of the DEQ website list of approved trainers because the website list will not include in-house training programs.

Appendix A

“UST Operator Training - Designation of Class A, B, and C Operators Fact Sheet”

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UNDERGROUND STORAGE TANK OPERATOR TRAINING

DESIGNATION OF CLASS A, B, AND C OPERATORS FACT SHEET

(See DEQ website: http://www.deq.virginia.gov & State UST Regulation http://lis.virginia.gov/cgi-bin/legp604.exe?000+reg+9VAC25-580)

Virginia Regulation 9VAC25-580-125 requires UST owners and operators to complete an approved or approvable UST Operator Training program by **August 8, 2012** and to prepare and maintain a list of designated Class A, Class B, and Class C Operators**.** Since each class of operator requires different levels of training and responsibility, it is necessary for each owner/operator to designate persons responsible for Class A, B, and C duties. Designated operators should be individuals. The UST owner must determine who best fits each role for their UST facilities.

Generally, tank owners/operators should:

1. Designate Class A, Class B, and Class C Operators for each facility,
2. Obtain UST Operator training for all classes of operators by **August 8, 2012**, and
3. Keep on file the designation and Certificates of Training for each trained operator for DEQ staff review upon inspection.

DESIGNATING UST OPERATORS

The "Underground Storage Tank (UST) Operator Class Designation Form – Single Facilities" may be used to document Class A, Class B, and Class C Operators. Any person designated for more than one class of operator must complete the required training for each operator class for which he/she is designated. Many training programs have combined Class A and Class B UST Operator Training into one program because Class A and Class B Operators will commonly be the same individual. Class C Operators generally will be trained by certified Class A and Class B Operators.

THERE ARE MULTIPLE WAYS TO DESIGNATE CLASS A, CLASS B, AND CLASS C OPERATORS

- Designate separate people as Class A, Class B, and/or Class C Operators.
- Designate the same person as Class A, Class B, and/or Class C. One person may be designated as the Class A, Class B, and Class C for many mom/pop type gas stations and/or facilities.
- Designate multiple people for each operator class at one or more facilities.
- Designate one person for multiple facilities.

WHEN DESIGNATING UST OPERATORS YOU SHOULD CONSIDER THE FOLLOWING

- When a facility is found to be non-compliant with certain portions of the UST regulations as a result of an inspection, all designated Class A and Class B Operators assigned to that facility may be required to repeat an approved UST Operator Training course no later than **90 days** from the date they are notified of a retraining requirement by DEQ.
- A new Class A and/or Class B Operator must be trained within **60 days** of assuming the duties for that class of operator.
- Class C Operators must be trained ***before*** assuming duties.
- A Class A or Class B Operator must be readily available and be able to be onsite at the facility within a reasonable time.
- A Class C Operator must be present when the facility is **manned**. Because of this requirement, tank owners should consider designating and training multiple Class C Operators for each facility.
- Class C Operators must be briefed on facility emergency response instructions every 12 months.
- The UST owner or operator shall incur the costs of training for designated operators.

CLASS A OPERATORS

§9VAC-25-580-125.A.1 of Virginia's UST Technical Regulation defines a Class A Operator:

> …"Class A operator" means an operator who has primary responsibility to operate and maintain the underground storage tank system and facility. The Class A operator's responsibilities include managing resources and personnel, such as establishing work assignments, to achieve and maintain compliance with regulatory requirements. In general, Class A operators focus on the broader aspects of the underground storage tank statutory and regulatory requirements and standards necessary to properly operate and maintain the underground storage tank system and facility.

- Class A Operators are usually, but not always, tank owners or environmental managers and usually function at the highest level of regulatory compliance responsibility.
- The Class A Operator typically ensures that the appropriate individuals are designated as Class A, Class B, and Class C Operators and that those designated individuals are trained to properly operate and maintain the UST system(s), maintain appropriate records, and properly respond to emergencies such as spills or releases.
- A third party contractor may be designated as a Class A Operator.

CLASS B OPERATORS

§9VAC-25-580-125.A.2 of Virginia's UST Technical Regulation defines a Class B Operator:

> …"Class B operator" means an operator who implements applicable underground storage tank regulatory requirements and standards in the field or at the underground storage tank facility. A Class B operator oversees and implements the day-to-day aspects of operations, maintenance, and recordkeeping for the underground storage tanks at one or more facilities.

- Class B Operators are usually, but not always, UST managers, environmental managers, facility managers, facility superintendents, lessees, or operations managers.
- A Class B Operator is responsible for the day to day operation of the USTs and maintaining the facility compliance records.
- A third party contractor may be designated as a Class B Operator.

CLASS C OPERATORS

§9VAC-25-580-125.A.3 of Virginia's UST Technical Regulation defines a Class C Operator:

> …"Class C operator" means the person responsible for responding to alarms or other indications of emergencies caused by spills or releases from underground storage tank systems and equipment failures. A Class C operator generally is the first line of response to events indicating emergency conditions.

- Class C Operators are generally clerks or employees that control the dispensing or sale of the fuel.
- A certified and trained Class C Operator must be present when the facility is manned and available within a reasonable amount of time when the facility is unmanned.
- In most situations, it will be necessary to have multiple Class C Operators designated and trained.

IF YOU HAVE ADDITIONAL QUESTIONS, DEQ PHONE NUMBERS ARE LISTED BELOW

Alicia Meadows UST Operator Training Coordinator	(540)562-6853

Regional Offices:

Tidewater Region (Virginia Beach)	(757)518-2000
Northern Region (Woodbridge)	(703)583-3800
Piedmont Region (Richmond)	(804)527-5020
Valley Region (Harrisonburg)	(540)574-7800
Blue Ridge Region (Roanoke)	(540)562-6700
Blue Ridge Region (Lynchburg)	(434)582-5120
Southwest Region (Abingdon)	(276)676-4800

Appendix B

“UST Operator Class Designation Form – Single Facilities”

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Underground Storage Tank (UST) Operator Class Designation Form – Single Facilities

Virginia Regulation 9VAC25-580-125.F requires UST owners and operators to prepare and maintain a list of designated Class A, Class B, and Class C Operators by August 8, 2012**.** A copy of the operator class designees must be kept on site for manned facilities and readily available for unmanned facilities. This form may be used to designate Class A, B, and C Operators for each UST system(s) facility. UST Operator Training Certifications for the Class A, B, and C Operators may be attached to this form.

Part I. Facility Information		
Facility Name		
Facility Address		
City, State, Zip		
Facility Phone Number		
Name of Person Completing Form	Signature of Person Completing Form	Date Form Completed and Signed

Part II. Class A Operator Designation
Name
Title
Company
Phone Number
Name
Title
Company
Phone Number
Name
Title
Company
Phone Number

Part III. Class B Operator Designation
Name
Title
Company
Phone Number
Name
Title
Company
Phone Number

Name		
Title		
Company		
Phone Number		
Name		
Title		
Company		
Phone Number		

Part IV. Class C Operator Designation

Name		
Title		
Phone Number		
Date Initially Certified as Class C Operator	Trainer's Name	Trainer's Operator Class
Name		
Title		
Phone Number		
Date Initially Certified as Class C Operator	Trainer's Name	Trainer's Operator Class
Name		
Title		
Phone Number		
Date Initially Certified as Class C Operator	Trainer's Name	Trainer's Operator Class
Name		
Title		
Phone Number		
Date Initially Certified as Class C Operator	Trainer's Name	Trainer's Operator Class
Name		
Title		
Phone Number		
Date Initially Certified as Class C Operator	Trainer's Name	Trainer's Operator Class
Name		
Title		
Phone Number		
Date Initially Certified as Class C Operator	Trainer's Name	Trainer's Operator Class

Appendix C

“UST Class A, Class B, and Class C Operator Training Program Approval Procedures”

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VIRGINIA DEPARTMENT OF ENVIRONMENTAL QUALITY

UNDERGROUND STORAGE TANK (UST) CLASS A, CLASS B, AND CLASS C OPERATOR TRAINING PROGRAM APPROVAL PROCEDURES

All Class A and B Underground Storage Tank (UST) Operator Training programs must obtain approval from VA DEQ. Prior approval of a UST Operator Training program is not required to implement training, but is recommended. Class C training may be provided by a certified Class A and/or B Operator. DEQ will issue approval to the training provider contact via electronic mail. Training program approval will remain valid unless a revocation is issued by DEQ upon discovery that the training program does not meet regulatory requirements. Training providers are not required to submit spelling and/or format changes to an Operator Training program to DEQ for approval. However, if information is modified, added, or removed from the training program, the training program should be re-submitted to the DEQ UST Operator Training Coordinator for review and possibly re-approval.

UST Operator Training programs for Class A, B, and C Operators should, at a minimum, contain the basic elements required by the Virginia UST regulation. Class C Operator Training programs will not require VA DEQ approval.

CLASS A OPERATOR TRAINING PROGRAM MINIMUM REQUIREMENTS

a. Spill and overfill prevention;
b. Release detection and related reporting requirements;
c. Corrosion protection;
d. Emergency response;
e. Product and equipment compatibility;
f. Financial responsibility;
g. Notification and storage tank registration requirements;
h. Temporary and permanent closure requirements; and
i. Class B and Class C Operator training requirements.

CLASS B OPERATOR TRAINING PROGRAM MINIMUM REQUIREMENTS

a. Spill and overfill prevention;
b. Release detection and related reporting requirements;
c. Corrosion protection and related testing;
d. Emergency response;
e. Product and equipment compatibility;
f. Reporting and recordkeeping requirements; and
g. Class C Operator Training requirements.

CLASS C OPERATOR TRAINING PROGRAM MINIMUM REQUIREMENTS

a. Information sufficient to enable the Class C Operator to take action in response to emergencies caused by spills or releases and alarms from UST system(s).
b. Written instructions or procedures for the Class C Operator to follow and to provide notification necessary in the event of emergency conditions.

TESTING AND CERTIFICATE REQUIREMENTS

The trainer must evaluate the operator on material presented in the training course by using an examination or demonstration to the trainer via hands-on application of operation and maintenance checks of underground storage tank equipment, including performance of release detection at the UST facility. The operator must score 80% or better on the evaluation/test to receive a training certificate for Class A, B, or A/B. An examination is not required for a Class C certification.

The trainer must provide the UST operator a training certificate upon successful completion of the training course. Class A and Class B UST Operator Training Certificates should include the following information:

1. Legal First and Last Name of operator,
2. Class of operation (Class A and/or Class B),
3. Date of successful training completion based upon date that the examination was passed, and
4. Training provider's name, company, address, and telephone number.

TRAINER QUALIFICATIONS

Each trainer must be qualified to train Class A and/or Class B UST Operators and must document their qualifications to DEQ's satisfaction. Most training providers will need to hold a valid Class A and Class B training certificate. However, DEQ may consider a training provider qualified if that person can demonstrate an in depth understanding of Virginia's Underground Storage Tanks Technical Standards (9VAC25-580*)* and Petroleum Underground Storage Tank Financial Responsibility Requirements (9VAC25-590) through education and experience directly related to UST technology, UST systems operation and maintenance, and Virginia UST regulations.

AT A MINIMUM, THE FOLLOWING INFORMATION SHOULD BE SUBMITTED TO VIRGINIA DEQ FOR UST OPERATOR TRAINING PROGRAM APPROVAL:

1. The training provider's name, company, mailing address, e-mail address, telephone number, facsimile number, and website address (if applicable).
2. The title of the training course.
3. A synopsis of the training program.
4. A copy of the examination questions that will be used to evaluate operators including the answers to the questions. For hands-on applications, please submit a description of the evaluation process or an evaluation form. For on-line applications, Virginia's UST Operator Training Coordinator should be provided access to the on-line training and the examination and the correct examination answers.
5. The name, mailing address, e-mail address, and telephone number for each trainer.
6. Each trainer's Class A and B training certificate or other documentation that describes and demonstrates the trainer's qualifications.
7. An attestation in writing, under signature to DEQ, that the training program is compliant with Virginia's UST Operator Training requirements.
8. If a training program has obtained approval in another state, the training provider must submit documentation of approval from the approving state (reciprocity) and above items 1-3. The other state's Operator Training program must also meet EPA's minimum UST Operator Training Grant Guidelines. Training program approval via reciprocity will not be granted for UST Operator Training programs that have been modified since original approval by the approving state and/or have been modified/tailored to meet Virginia's UST Regulations. Modified training programs will be considered new training programs and will need to be treated as such.

Training Program for approval and inquiries should be addressed to the following:

Alicia Meadows, UST Operator Training Coordinator
Virginia Department of Environmental Quality
3019 Peters Creek Rd.
Roanoke, VA 24019
(540)562-6853
Alicia.Meadows@deq.virginia.gov

NOTE: DEQ'S UST OPERATOR TRAINING COORDINATOR MAY RANDOMLY REQUEST TO ATTEND AND EVALUATE TRAINING COURSES FOR APPROVAL AND APPROVAL RETENTION.

All approved general public training programs will be posted on DEQ's Petroleum Programs website located at http://www.deq.virginia.gov.