



Board for Waterworks and Wastewater Works Operators and
Onsite Sewage System Professionals

**GUIDANCE DOCUMENT: ACCEPTABLE
UTILITY MANAGEMENT CPE TOPICS
PURSUANT TO VAC160-30-200 B AND
VAC160-30-210 B**

Adopted October 26, 2017

I. Background

Per 18VAC160-30-200 B and 18VAC160-30-210 B of the Board's regulations, Class 1 and Class 2 waterworks and wastewater works operators are required to take a minimum of five contact hours of CPE pertaining to utility management.

II. Issue

The Board's regulations provide that one of the required topic areas for Class 1 and 2 operators is utility management, but questions have arisen as to the types of courses that would be considered utility management. Therefore, licensees and Board staff are requesting clarification regarding the topic areas that may be accepted as utility management CPE.

III. Policy

To ensure consistency in the application of the regulations and guidance to staff and licensees as to what topics areas may be acceptable for utility management CPE, the Board advised that the following topic areas would be considered to be acceptable for utility management CPE pursuant to 18VAC160-30-200 B and 18VAC160-30-210 B. The topic areas include, but are not limited to:

- Customer Service for Utilities
- Managing Job Performance (Supervision and Management)
- Conflict Resolution
- Succession Planning
- Writing Standard Operating Procedures
- Budgeting
- OSHA Courses
- Contract Negotiation
- Rate Analysis
- Grant Writing
- Laboratory Analysis, to include Chain of Custody
- Compliance Reporting, to include Discharge Monitoring and Monthly Operating Reports (DMR and MOR)
- Employee Development
- Operation Performance Indicators
- Ethics

Other topic areas not listed may also be acceptable for utility management CPE and will be reviewed on a case by case basis. Board staff may request additional information as needed in order to ensure compliance with this policy when conducting an audit of a waterworks or wastewater works operator's CPE.