



IOWA DEPARTMENT OF NATURAL RESOURCES

Wastewater News

Environmental Services

- [DNR Drinking Water and Wastewater Treatment Operator Exams](#)
- [EPA AIS Webinar: Project and Product Specific Waivers](#)
- [Operator Certification: Continuing Education Opportunities](#)
- [A note on Iowa DNR and COVID-19](#)

DNR Drinking Water and Wastewater Treatment Operator Exams

Before COVID19, Iowa's drinking water and wastewater operators took proctored, standardized certification exams either at DMACC Southridge Computer Lab or by appointment at one of the Iowa DNR Regional Field Offices. Due to the uncertainty regarding when these venues will again be open to the public, the Iowa DNR is offering "remote proctoring" of certification exams. **Starting November 20th**, operators will be able to take their drinking water or wastewater certification exam on any computer that has a camera and microphone.

Once an operator logs in on the link provided by the testing company via email, their browser is frozen; a proctor can see them through the camera; their surroundings are monitored for extra materials or cheating; and the test session is recorded for future reference in case of cheating suspicions or accusations. The testing company will provide a YouTube Video and live customer support for any technical issues arising during a remote testing session.

Once the remote proctoring is available, the backlogged certification exams could be cleaned up quickly, potentially within a few days. If we have to shelter in place again in the future there will be no interruption in examination services.

Post Covid19, operators will have two options for exam delivery: remote proctoring and the traditional method at an Iowa DNR Field Office or Community College computer lab.

How do operators get signed up for a remotely proctored exam?

To register to take an exam remotely, you must have an Eligibility Letter from the Iowa DNR, and you must email the following information

to: ExamRemoteProctoringRegistrationOpCert@dnr.iowa.gov.

1. Name
2. Operator ID#
3. Exam Category and Grade that you have received Iowa DNR approval to sit for. **Remember: you must have been issued an Iowa DNR Eligibility Letter prior to registering to take a remote exam.**

You will receive an automatic reply from the Iowa DNR confirming our receipt of your request.

Next Step: Keep an eye out for an email from the proctoring service: **PSI Customer Service** <schedule@goamp.com>. This email will include the following:

1. Detailed instructions for exam scheduling and procedure.
2. A link for the scheduling and rescheduling of your unique exam(s). You will have complete control over this. Remote Proctoring is offered twenty-four hours a day, seven days a week.
3. A tutorial video.
4. An 800 customer service number you can call anytime, 24/7, with questions concerning the Remote Proctoring process or for any technical assistance.

Please direct any questions to the Iowa DNR Operator Certification Program at: Elizabeth.Feilmeier@dnr.iowa.gov, Laurie.Sharp@dnr.iowa.gov, or (515) 725-0463.

EPA AIS Webinar: Project and Product Specific Waivers

EPA's fifth American Iron & Steel webinar will cover Project and Product-Specific Waivers. There will be a 15 minute presentation followed by a question and answer session. Please see the [webinar flyer](#) for more information and the registration link.

Date: September 30, 2020

Time: 1:00 – 1:30 p.m. CDT

[Registration Link](#)

Fee: no charge

Operator Certification: Continuing Education Opportunities

To find continuing education opportunities, please view the Training Calendar on the [Iowa DNR Operator Certification site](#). Training events where Iowa DNR staff will make presentations are listed below. See the listing on the appropriate date on the Training Calendar for registration instructions. Look at the calendar often, as there are new opportunities posted throughout the week. Use the links provided below to see the conference brochures and registration information.

- September 30 and October 1 2020, [IRWA Fall Wastewater Conference, Okoboji](#).
- October 8, 2020, IA-AWWA Region 2 Water and Wastewater Operator Conference, Mason City. Registration and agenda to be available soon.
- October 13-15, 2020, [IA-AWWA Fall Virtual Workshop](#). This year's conference is free.
- October 28-29, [IRWA Fall Wastewater Conference, Dubuque](#).

A note on Iowa DNR and COVID-19

The Iowa Department of Natural Resources is working with state and local officials to reduce the spread of COVID-19 and has transitioned employees to work remotely. DNR offices are closed to the public during this time and only available by appointment.

In another effort to further reduce the spread of COVID-19, the DNR is encouraging the use of the online services for submitting applications, payments and other daily tasks and interaction with DNR staff.

- [Full list of DNR's online services](#)
- [Up-to-date information on DNR services, facilities and events impacted by COVID-19](#)
- [Technical information for regulated businesses in regards to COVID-19](#)

We thank you for your patience and flexibility during this time. If you need to contact DNR staff you can reach them by email or phone or by calling 515-725-8200.