



Applying and Testing for Waterworks Operator Certification

331-424 Revised • 11/1/2019

Application and Payment Processing

Washington state uses an online application and payment processing system called Secure Access Washington (SAW) for Waterworks operator certification exam applications.

How to Apply for a Waterworks Operator Certification Exam

1. You must have a valid email address.
2. You must register with SAW. Instructions are at doh.wa.gov/opcert.
3. After registering with SAW, go to login page secureaccess.wa.gov/myAccess/saw/select.do.
4. Enter your credentials and:
 - a. Select **Add New Service** (in red).
 - b. Click **Browse List of Services**.
 - c. Select **Department of Health**.
 - d. Click **Apply** for the **Waterworks Operator Certification**.
5. **Please read all instructions carefully.**

If you already have a SAW account for a different license or certification, log in to your existing account and select **Add a Service** (Waterworks Operator Certification Application).

Waterworks applications are valid for 12 months. We process applications weekly; notify approved applicants and provide instructions by email at the end of each week. Applicants can go online to schedule exams after receiving a confirmation email from the testing administrator, AMP/PSI, usually the following week. Waterworks operators can take their certification exams at testing sites throughout the United States, Canada, and some U.S. territories.

Why Use Computer-Based Exams?

- ◆ It's faster and more cost-effective.
- ◆ Offers more testing dates and locations.
- ◆ Gives immediate exam results and a diagnostic report.
- ◆ Provides better testing environment.
- ◆ Helps keep program costs down.

Costs and Fees

Classifications	DOH Fee	Convenience Fee	ABC & AMP Fees
Cross-Connection Control Specialist	\$51	\$1.02	\$100
Water Distribution Specialist	\$87	\$1.74	\$80
Water Distribution Manager (WDM) and WDM In-Training 1, 2, 3, 4	\$87	\$1.74	\$100
Water Treatment Plant Operator (WTPO) and WTPO In-Training 1, 2, 3, 4	\$87	\$1.74	\$100

The DOH application review fee covers application review **for up to three Waterworks operator certification exams**. When using a debit or credit card to pay your online application fee, there is a small convenience fee in addition to the application review fee.

Most ABC/AMP exam fees are \$100 per exam, except for the Water Distribution Specialist (WDS), which is \$80. This covers exam development and testing administration.

Special Accommodations

Waterworks certification applications and exams may be requested and accepted as hard copy (paper) only if:

1. Pre-approved as a Special Accommodation Request under the Americans with Disabilities Act (ADA).
2. The applicant is a resident with the Department of Corrections.

ADA requests

ADA requests must include written verification from the applicant's healthcare provider. Written verification must include:

- ◆ The nature and extent of the disability.
- ◆ How the disability affects the applicant's ability to take the exam.
- ◆ Recommendation on how to accommodate the applicant's disability.
- ◆ Contact information for the healthcare provider.

Department of Corrections (DOC) residents

DOC residents can apply for a Waterworks certification exam through the education counselor at their facility.

What Should I Bring to the Test Site?

- ◆ Two forms of identification. One must be government-issued with photo and signature.
- ◆ A non-programmable calculator.
- ◆ Any special glasses you wear to work at a computer.

AMP will provide the ABC formula sheet, pencils, and scratch paper. You may not bring any writing instruments or personal belongings into the test site.

How long will I have to complete the exam?

You will have two to three hours to complete your exam. The time allowed depends on the number of questions. AMP will give you this information when you schedule your exam.

Water Distribution Specialist	Two hours
Cross-Connection Control Specialist	Three hours
Water Distribution Manager and In-Training 1,2, 3, 4	Three hours
Water Treatment Plant Operator and In-Training 1, 2, 3, 4	Three hours

When will I get my exam results?

You will receive your score and diagnostic report as soon as you finish your exam.

How will the Department get my exam results?

We download the previous week's exam results on Wednesdays.

When do I get my certificate and validation card?

We process and email Waterworks operator certificates at the end of each week. Generally, one to two weeks after you have received your Waterworks certificate, you can access your validation card online at: grcc.greenriver.edu/wacertservices/wwo/waterworks-validation-card/WaterworksValidationCard/validationcard-login.aspx.

If I don't pass the computerized exam, how do I schedule a retake?

Follow the instructions on the diagnostic and score report you received after you finished the exam. AMP requires you to wait 14 days before you schedule a retake exam. When you schedule your retake exam, AMP will collect the ABC exam fee and AMP testing service fee. You do not have to submit another Waterworks application and fee to DOH.

Can operators in other states apply to take Washington's computerized exam?

Yes. AMP is a national testing service with locations in every state, Canada and some U.S. territories. Operators outside of Washington can apply to take Washington's certification exams. If we approve their application, they can schedule the exam at any AMP testing site that meets their location and scheduling needs.

For more information

For information about the Waterworks Operator Certification Program, call (360) 236-3155 or email dwopecert@doh.wa.gov.

For information about AMP/PSI and its testing service, visit the website at goamp.com.



If you need this publication in an alternative format, call 800.525.0127 (TDD/TTY call 711). This and other publications are available at doh.wa.gov/drinkingwater.