



# Applying and Testing for Waterworks Operator Certification

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## Application and Payment Processing

Washington state uses an online application and payment processing system through Washington Certification Services for Waterworks operator certification exam applications.

## How to Apply for a Waterworks Operator Certification Exam

1. You must have a valid email address.
2. Go to [Washington Certification Services](#).
3. Click on "Waterworks Operators."
4. Click on "Apply for Certification."
5. Read "[Instructions for registering with WCS](#)."
6. Once registered for the WCS Waterworks Operator Certification web page, go to the [login page](#).

## Please Read All Instructions Carefully

The confirmation email includes your approval and a Candidate ID number assigned to you. You need this ID number to schedule your Waterworks exams. Waterworks applications are valid for 12 months. We process applications in the order in which they are received. We notify successful applicants by email of their exam approval. Approved applicants must wait for the confirmation email from the testing administrator before going online to schedule waterworks operator certification exams. Waterworks operators can take their certification exams at testing sites throughout the United States, Canada, and some U.S. territories.

## Costs and Fees

Classifications	DOH Fee	PSI Scheduling Fee
Cross Connection Control Specialist (CCS)	\$51	\$100
Water Distribution Specialist (WDS)	\$87	\$80
Water Distribution Manager (WDM) and WDM in Training 1, 2, 3, 4	\$87	\$100
Water Treatment Plant Operator (WTP) and WTPO in Training 1, 2, 3, 4	\$87	\$100

The application review fee covers application review for up to three Waterworks operator certification exams.

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

## What to bring to the Testing Site

- ◆ Two forms of identification. One must be a government-issued ID with a photo and signature.
- ◆ A non-programmable calculator.

- ◆ Any special glasses you wear to work on a computer.

The PSI testing center provides a copy of the WPI formula sheet, pencils, and scratch paper. You may not bring any writing instruments or personal belongings into the testing center.

## Time Allowed to Complete Your Exam

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

Cross Connection Control Specialist	Three hours
Water Distribution Specialist	Two 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 You Receive Your Exam Results

You receive your score and diagnostic report as soon as you finish your exam at the testing center.

## How We Recieve Your Exam Results

The exam results are available for download by WCS the week following your exam date.

## When You Will Get Your Waterworks Certificate and Validation Card

Certificates are generated after exam results are downloaded and processed. The exam results are emailed to the operator. Waterworks validation cards are online at [Washington Certification Services](#), and usually available within two weeks of passing your exam.

## How to Schedule a Retake if You Don't Pass Your Exam

Follow the instructions on the diagnostic score report you received after you finished the exam. PSI requires a waiting period of 14 days (2 weeks) before scheduling a retake exam. All Waterworks exams are charged a fee for scheduling, even retake exams. You do not submit another Waterworks application to schedule your retake exam.

If you have any difficulty with scheduling your retake exam, please contact Washington Certification Services at [wcs@greenriver.edu](mailto:wcs@greenriver.edu). You may also contact the Waterworks Operator Certification Program at [dwopcert@doh.wa.gov](mailto:dwopcert@doh.wa.gov). Please put "Retake Exam" in the Subject line so your email is routed to the right staff member.

## How operators in Other States May Apply to take Washington's Computer-Based Exams

PSI 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 water operator certification exams. If their application is approved, they can schedule their exams at any PSI testing site that meets their location and scheduling needs.

## Special Accommodations

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

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

## For More Information

For information about the program, visit our [Waterworks Operator Certification website](#) or email [dwopecert@doh.wa.gov](mailto:dwopecert@doh.wa.gov).

For information about the online application process, please contact Washington Certification Services via email [wcs@greenriver.edu](mailto:wcs@greenriver.edu). Put "Waterworks applications" in the subject line.

You can find information about these standardized water operator certification exams and study resources at the testing administrator's website, Water Professionals International (WPI) at: [www.gowpi.org](http://www.gowpi.org).

You can find information about the PSI testing service [on their website](#).

**PSI provides the ABC formula sheet, pencils, and scratch paper.** You may not bring any writing instruments or personal belongings to the test site.



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