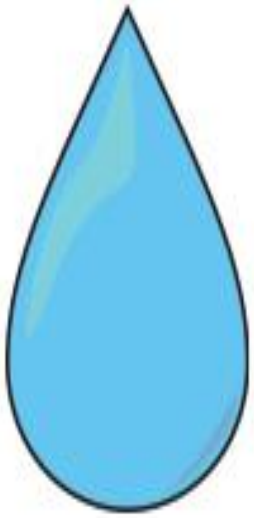
OTCO Compliance Workshop

October 13, 2022

Andrew Barienbrock

Ohio Environmental Protection Agency



THANKFUL

FOR PROFESSIONAL WATER AND WASTEWATER OPERATORS

THE UNSUNG HEROES PROTECTING THE ENVIRONMENT AND KEEPING YOUR WATER CLEAN AND SAFE 24/7!

#NOTALLHEROESWEARCAPES

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Operations, Resiliency, and Certification Section

Andrew Barienbrock	**Environmental Manager**	
Carrie Winger	Environmental Specialist 3	Developing Inspector Training, District Oversight, Reclassifications, Technical Assistance, Emergency Response and Sanitary Survey Auditing
Rebecca Ilic	Environmental Specialist 2	Operator of Record notifications, Technical Assistance, Sanitary Survey Auditing
Spencer Lydon	Environmental Specialist 2	Security, Contingency Planning, Emergency Response Planning, Operator Notifications and Enforcement
Kevin Swiadek	***Environmental Supervisor***	***Operator Certification***
Lydia Maschmeier	Environmental Specialist 2	Contact Hours, Advisory Council, eBusiness and application processing
Colt Bush	Environmental Specialist 2	Contact Hours, eBusiness, ACHTP Program, and application processing
Vacant	Administrative Professional 2	Operator Certification, Exams

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Security

- Heightened awareness of water and wastewater plant security
- Increased attacks on America's infrastructure
  - USEPA and the Cybersecurity and Infrastructure Security Agency (CISA) are warning of high risk due to Russian tensions
- Resources:
  - Implementing a cybersecurity program
  - Updates on vulnerabilities and reporting attacks
  - What to do if you are attacked

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Free Cybersecurity Assessment and Technical Assistance

Cybersecurity is a broad term that refers to the security of computer network infrastructure and data. A cyber attack is an attempt to undermine or compromise the function of a computer network or system, or an attempt to track the online movements of individuals without their permission.

What is the assessment and technical assistance?

With the U.S. Environmental Protection Agency, Horsley Witten Group (HWG) is offering free, confidential, cybersecurity assessments and technical assistance to interested water and wastewater utilities. The assessment consists of a questionnaire completed with HWG staff, and the technical assistance consists of developing a cyber action plan based on the results of your utility's assessment focused on best practices to prepare for, respond to, and recover from a cyber incident. Adoption of these practices can reduce the likelihood that a cyber attack will be successful and allow the utility to recover from any cyber attacks faster and at a lower cost. Due to the COVID-19 pandemic, HWG is offering this assessment and technical assistance virtually.

What are the expected outcomes?

All individual utility information gathered during the assessment will be protected and remain confidential. Trends in the anonymized, aggregated data will be shared with other utilities and agencies so that lessons learned from the assessments may benefit all.

Participating utilities can expect to receive a straightforward overview of their vulnerabilities and suggested best practices to reduce risks to their business enterprise, SCADA, and communications systems. Additionally, the utility will develop their cyber action plan with HWG and work to implement any recommended best practices.

What does the utility need to prepare before the assessment and technical assistance?

The assessment will require input from management, IT, operations/control staff and engineers as appropriate. The utility will also need to compile and provide any existing system documentation/diagrams, policies, and procedures.

Is there any follow-up?

Yes, HWG will contact the utility on two separate occasions after the development of the cyber action plan to gauge progress and see if additional assistance is required.

How does my utility participate?

To date, we have worked with over 100 utilities across the United States providing free cybersecurity technical assistance. EPA plans to expand the program as resources allow. We are continuing to register interested utilities at the link below. If you would like more information about the program, contact Gemma Kite at *gkite@horsleywitten.com*, or (508) 833-6600.

To register your utility, please visit:
www.horsleywitten.com/cybersecurityutilities

Horsley Witten Group
Sustainable Environmental Solutions
horsleywitten.com

EPA

U.S. EPA offers free, confidential, Cybersecurity Assessments and Technical Assistance for interested Water and Wastewater Utilities

To register your utility, please visit:
www.horsleywitten.com/cybersecurityutilities

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WATER UTILITY PREPAREDNESS

Please follow the steps outlined below to protect your organization from ransomware attacks.

If you suspect that you are a victim of a ransomware attack, please contact CISA (central@cisa.dhs.gov) or local law enforcement.

1. Backup your data, system images, and configurations, regularly test them, and keep the backups offline

2. Update and patch systems promptly

3. Test your incident response plan

4. Check Your Security Team's Work

5. Segment your networks

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Cyber Security Resources

- Resources
  - Ohio EPA Emergency and Security Preparedness
  - US EPA Cybersecurity Best Practices for the Water Sector
  - Response partnerships
    - CISA
    - Water ISAC (water Infrastructure security network)

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Supply Chain Issues

- US EPA website
- Water and Wastewater Sector Supply Chain Resilience | US EPA
  - Identify alternate suppliers
  - See current issues
  - Notify US EPA

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Contingency Plan Rules

- Changes were effective 4-15-2022
- Minor clarification language (i.e. hard copy vs. electronic copy)
- Added a few circumstances to address
  - Contamination of treated water
  - Malevolent acts (Cyber, vandalism, etc.)

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Paper and Pencil Exams

- Holding 2 more paper and pencil exams

Exam Date	Application Deadline
December 1, 2022	Closed
May 3, 2023	February 2, 2023

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Preparing for Exams

- How to prepare
  - Need to Know Criteria
  - References
- What not to do
  - Do not use question sets as your only study method

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2022 Renewals

- The renewal button is active. Click the blue renew button to the right of your certificate
- Renewals are due November 30 , 2022
- Certificates will expire on December 31, 2022
- 1,100 approved so far.

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Minimum Staffing Reporting

- The reporting app is available.
- You were required to start using the tool for the July 2021 minimum staffing report.
- NOVs are now being sent to drinking water facilities for not reporting.

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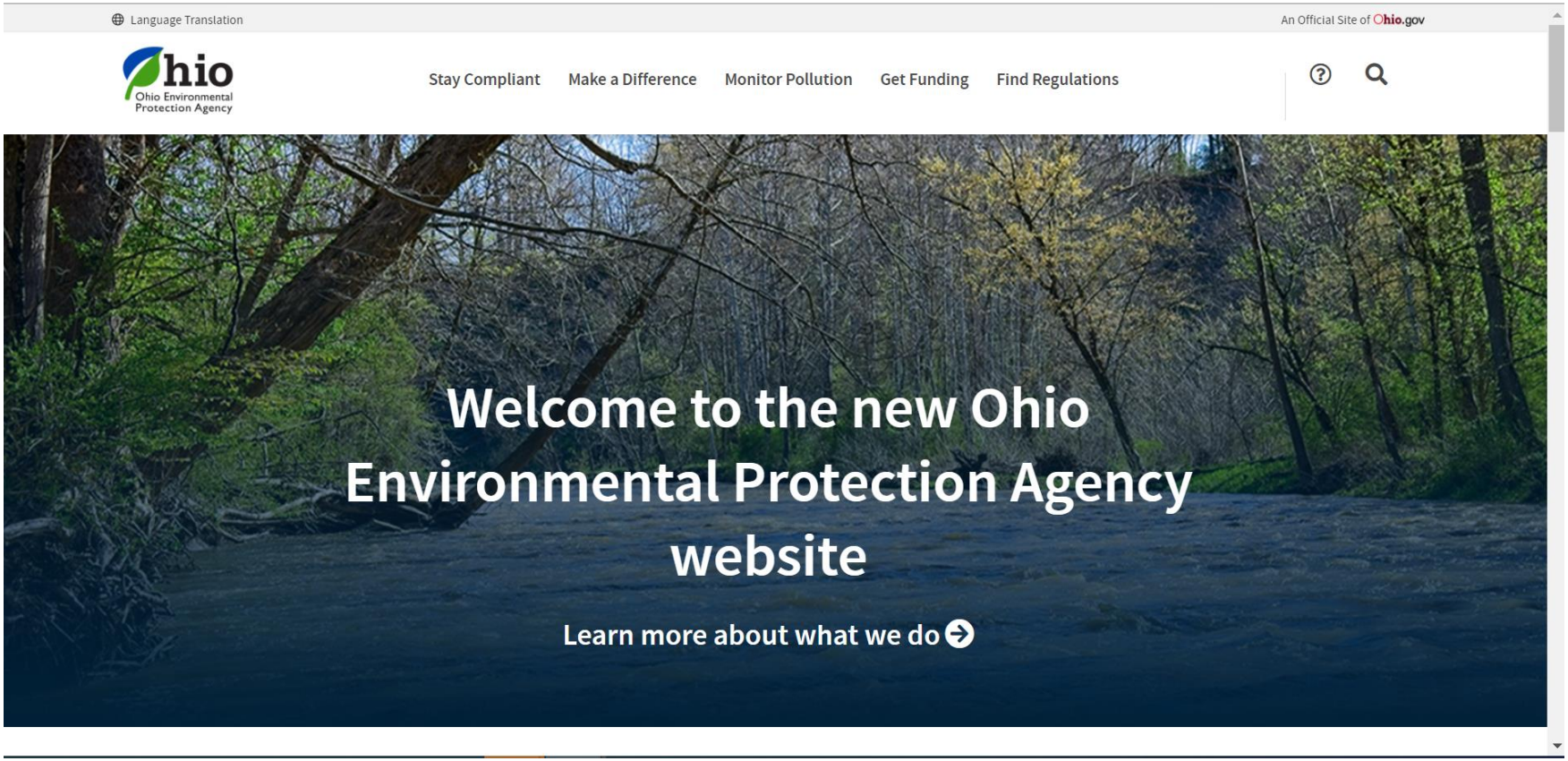
Website Update



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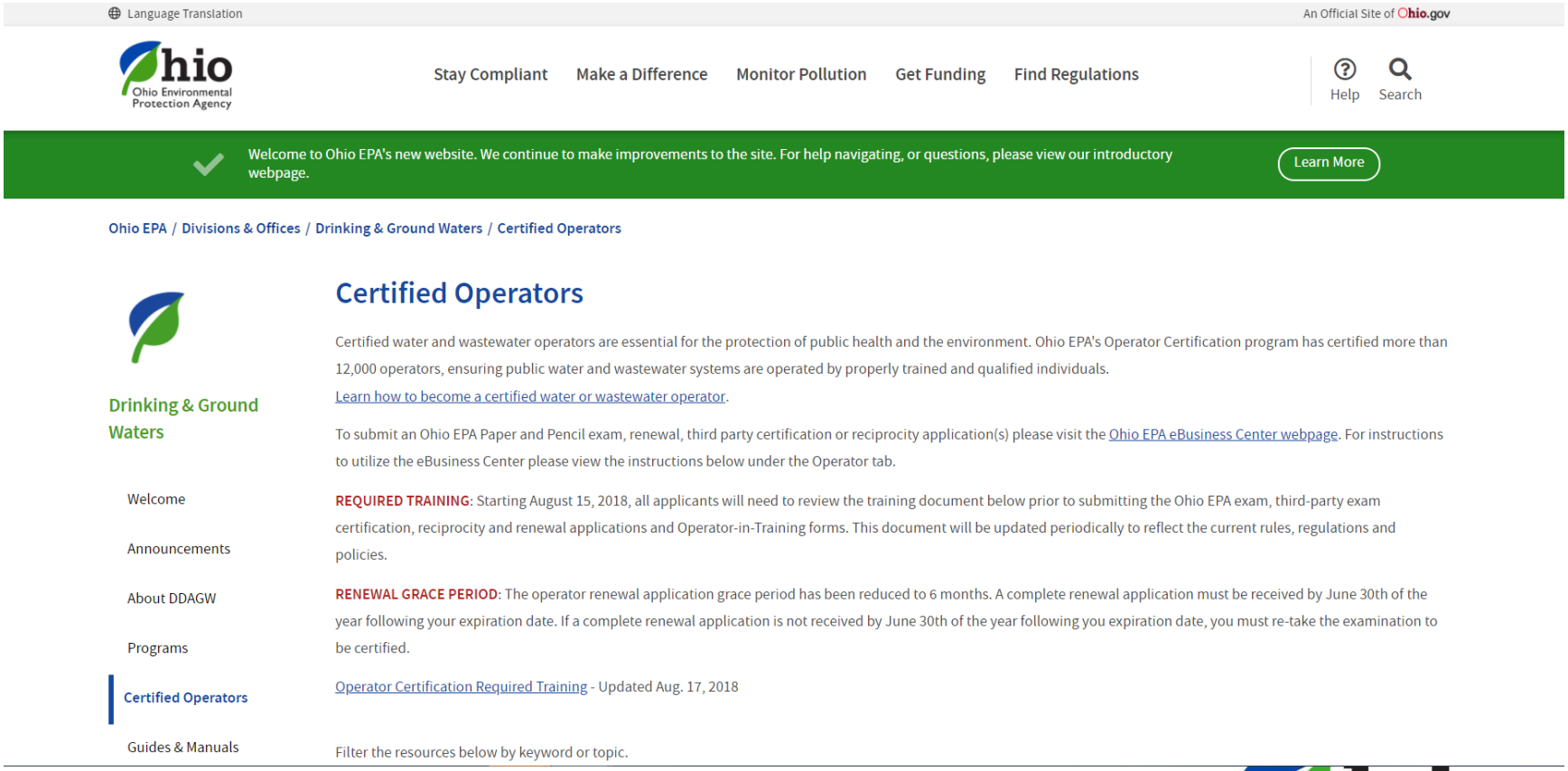

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Website Update

Advisory Council

Provides guidance and input to Ohio's water and wastewater operator certification program.

Announcements

Career Information

Contract Operators

Lists or forms you may need as a contract operator, an owner of a contract operating company or a system in need of an operator.

Exam information

Ohio EPA has two exam pathways to offer for obtaining certification.

Forms and Resources

Operator Certification Enforcement Actions

Enforcement actions have been taken as a result of violations of the operator certification rules.

Operator

Services, lists, or forms you may need as an operator, or to become an operator.

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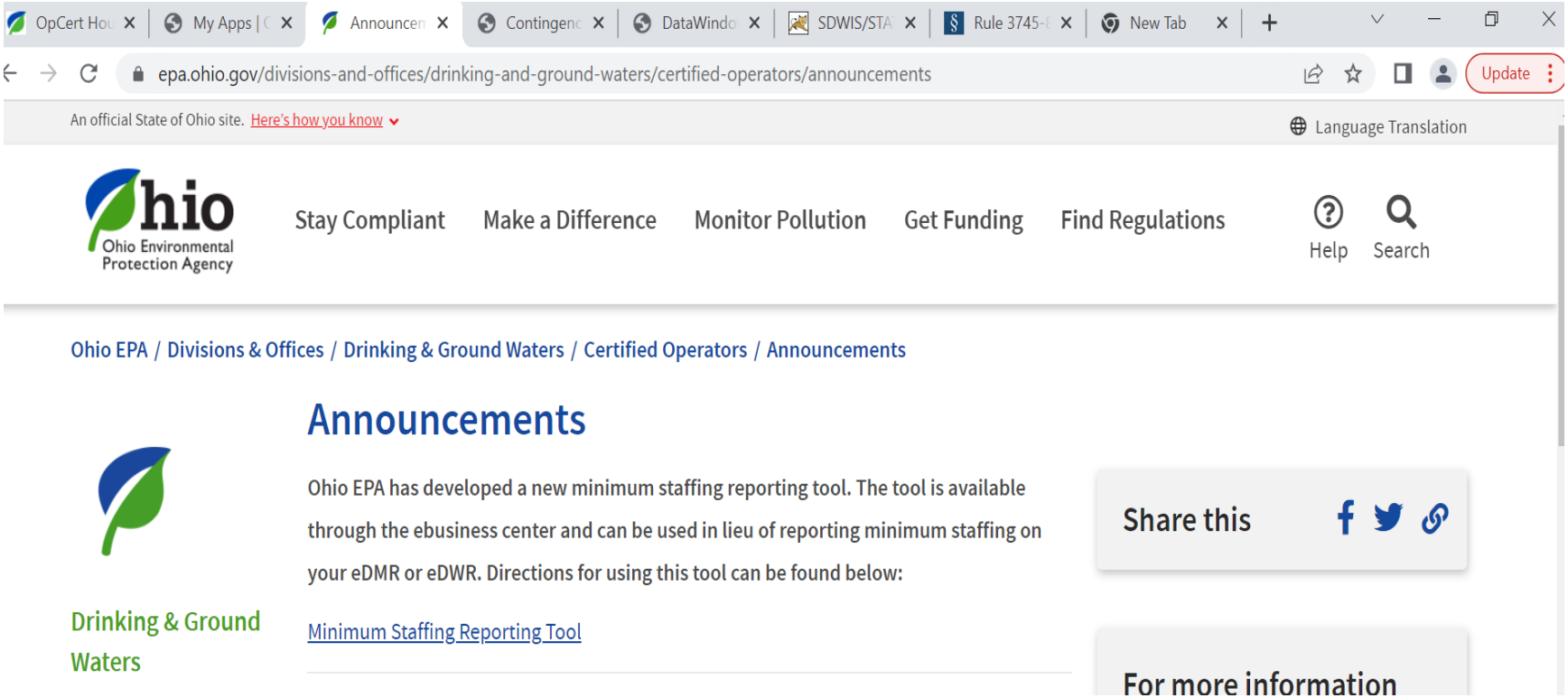
Announcements page



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Required Operator Training

Drinking & Ground Waters

- Welcome
- Announcements
- About DDAGW
- Programs
- **Certified Operators**
- Guides & Manuals
- Engineering and Plan Approval

Certified Operators

Certified water and wastewater operators are essential for the protection of public health and the environment. Ohio EPA's Operator Certification program has certified more than 12,000 operators, ensuring public water and wastewater systems are operated by properly trained and qualified individuals. Learn how to become a certified water or wastewater operator.

To submit an Ohio EPA Paper and Pencil exam, renewal, third party certification or reciprocity application(s) please visit the Ohio EPA eBusiness Center webpage. For instructions to utilize the eBusiness Center please view the instructions below under the Operator tab.

REQUIRED TRAINING: Starting August 15, 2018, all applicants will need to review the training document below prior to submitting the Ohio EPA exam, third-party exam certification, reciprocity and renewal applications and Operator-in-Training forms. This document will be updated periodically to reflect the current rules, regulations and policies.

RENEWAL GRACE PERIOD: The operator renewal application grace period has been reduced to 6 months. A complete renewal application must be received by June 30 of the year following your expiration date. If a complete renewal application is not received by June 30 of the year following you expiration date, you must re-take the examination to be certified.

Operator Certification Required Training - Updated Jan. 5, 2022

OP CERT HOTLINE

(866) 411-6728

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Required Operator Training

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Operator Rules & Requirements

Required Training

This training is required prior to signing any operator certification application.

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Items of Note in the Required Training

- Reporting minimum staffing times
- Log book information
- Must still meet minimum staffing time in weeks with holidays
- Contract operator rule

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Website Update

Career Information tab

- Updated job boards.
- Improved veteran information and outreach.
- Provide links to apprenticeship, associate degrees and certificate programs.

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Additional Rule making

- No major changes planned.
- Clarifications
- Removal of old language
- Early Stakeholder outreach
  - Considering requiring completion of some type of basic training course work prior to taking the Class 1 or 2 certificates.

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eBusiness Center

- New login process (11/6/2020)
  - OH|ID
  - Must use Microsoft Edge or Google Chrome
- All ebiz users received an email with directions in November of 2020
- Written instructions

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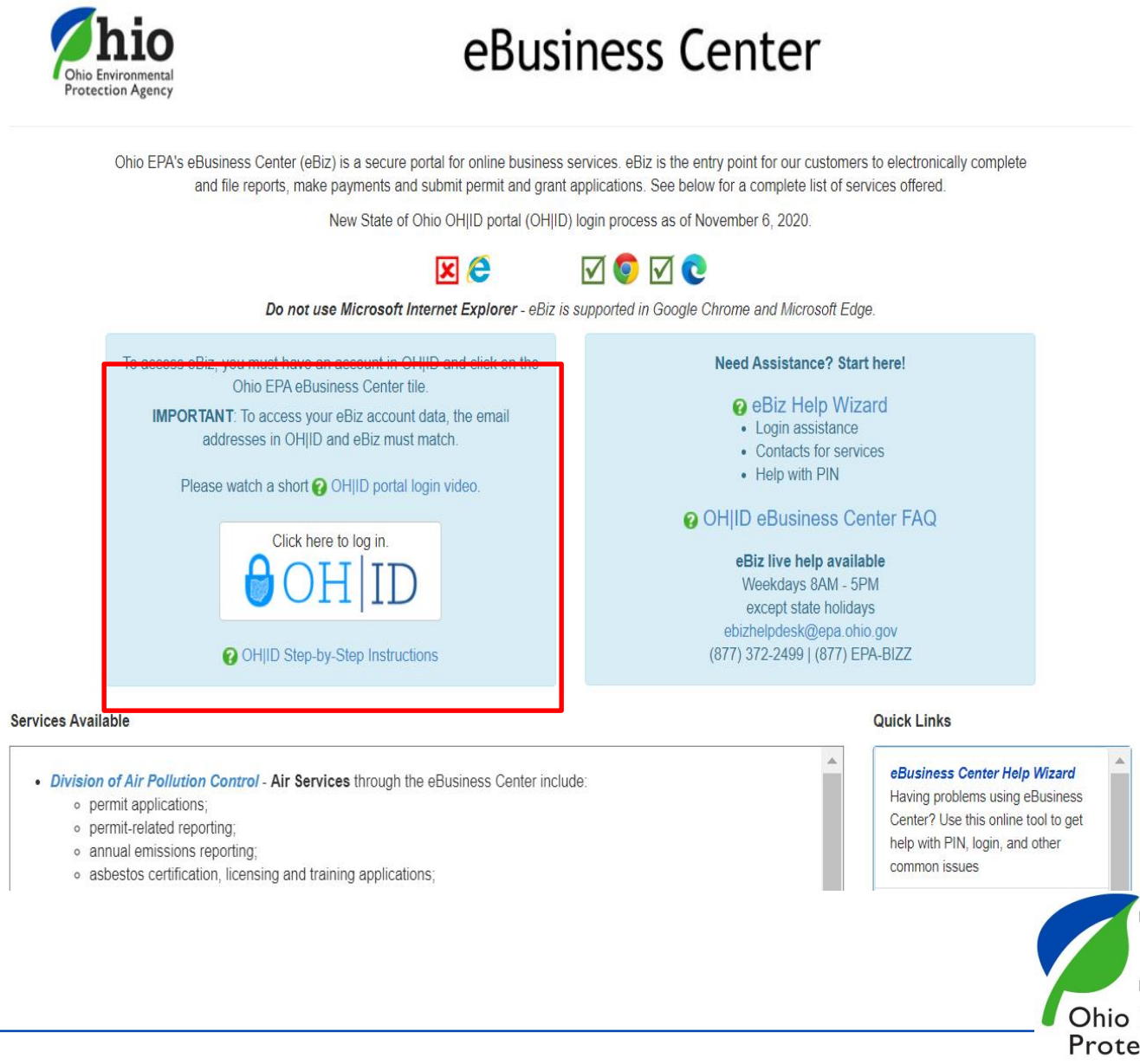

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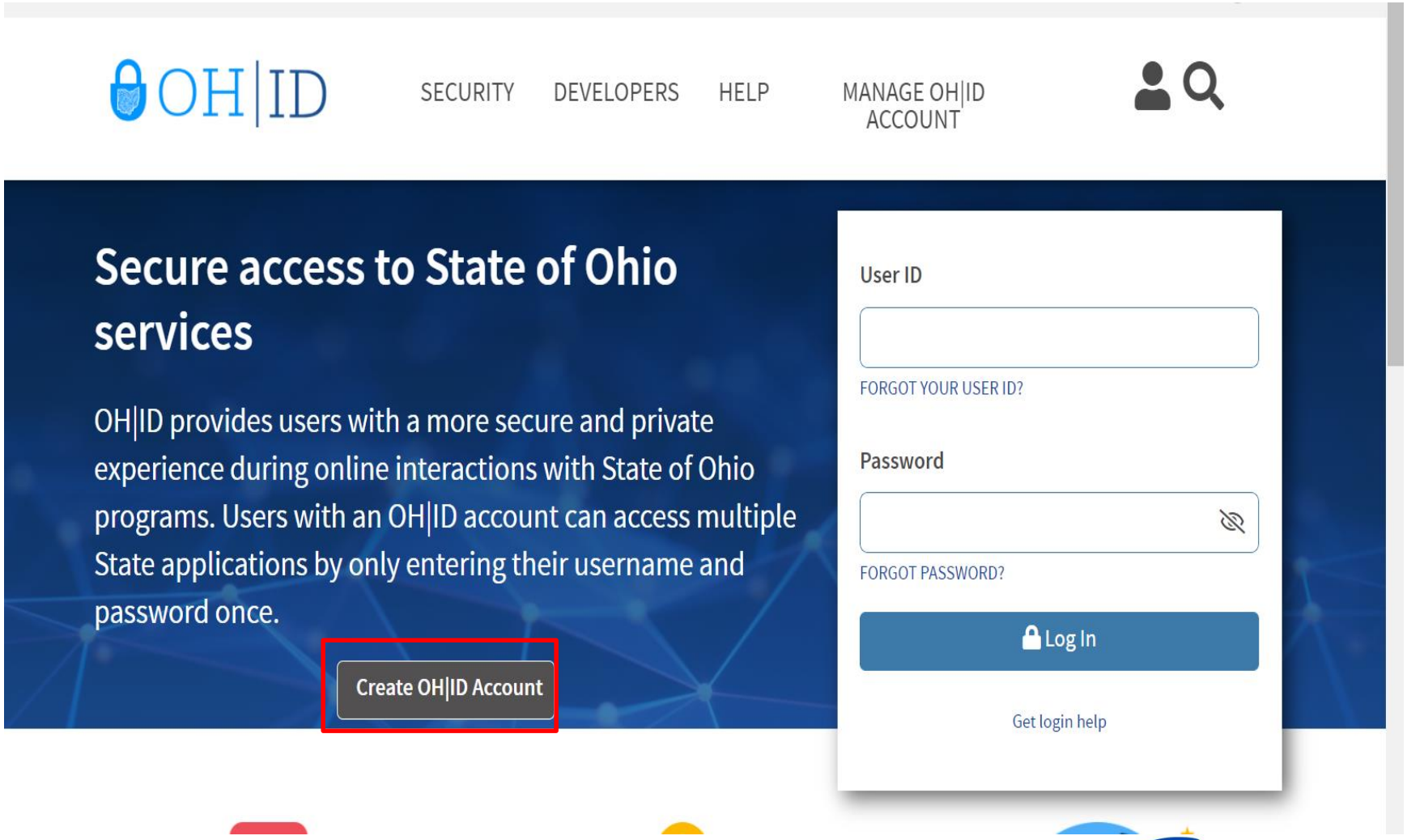

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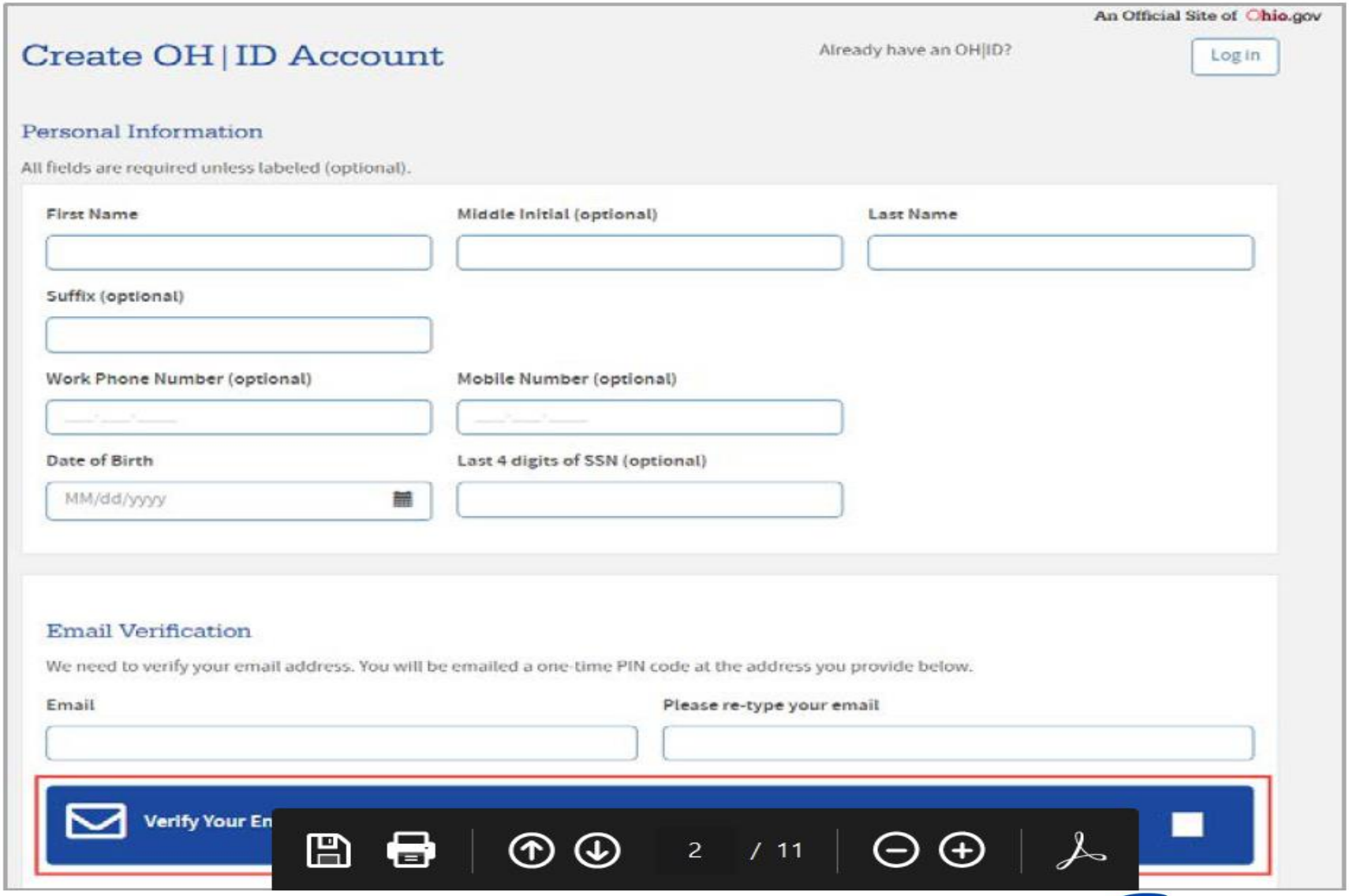

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Profile Information

Username Guidelines:

- Must have at least 6 and no more than 64 characters in length
- Username cannot start or end in a special character
- Username cannot contain only numbers
- The following are valid characters that can be used in an OH|ID username:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Select special characters (. _ - @) Note: No other special characters are permitted

Pick a User ID

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Password Guidelines:

- Must have at least 8 and no more than 30 characters in length
- Must contain 1 character from each of the following categories:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Special characters (!$#.,%@~^&*_-+=><(){}[]%'";:\/?')
- Cannot include your first name, last name, username, or OH|ID
  - Example: If your name or username is John Smith, your password cannot contain "John" or "Smith"

Password

Confirm Password

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Terms and Conditions

In order to proceed with this request, you must agree to the following terms and conditions.

By clicking "I Agree" and creating an OH|ID Citizen, Business, or Workforce profile you consent to use electronic signatures with the State of Ohio and receive communications in electronic form.

If you use this site, you are responsible for maintaining the confidentiality of your OH|ID account(s) and password(s) and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your OH|ID account(s) or password(s). The Ohio Department of Administrative Services reserves the right to refuse service, terminate accounts, remove or edit content, or cancel transactions.

☐ I agree to the terms and conditions

Verification Question

Bee, chin, ankle, leg and dog: how many body parts in the list?

Cancel

Create Account

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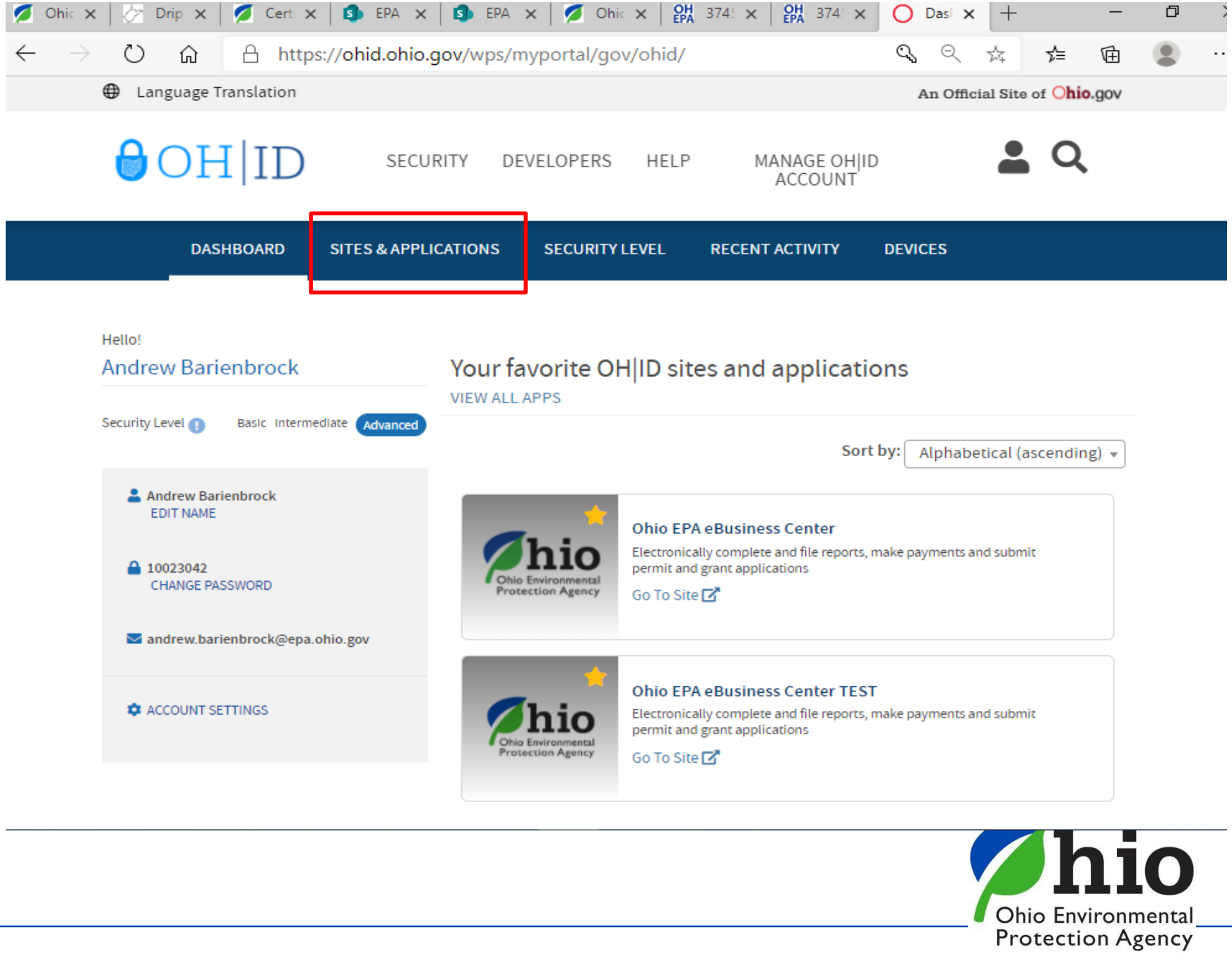

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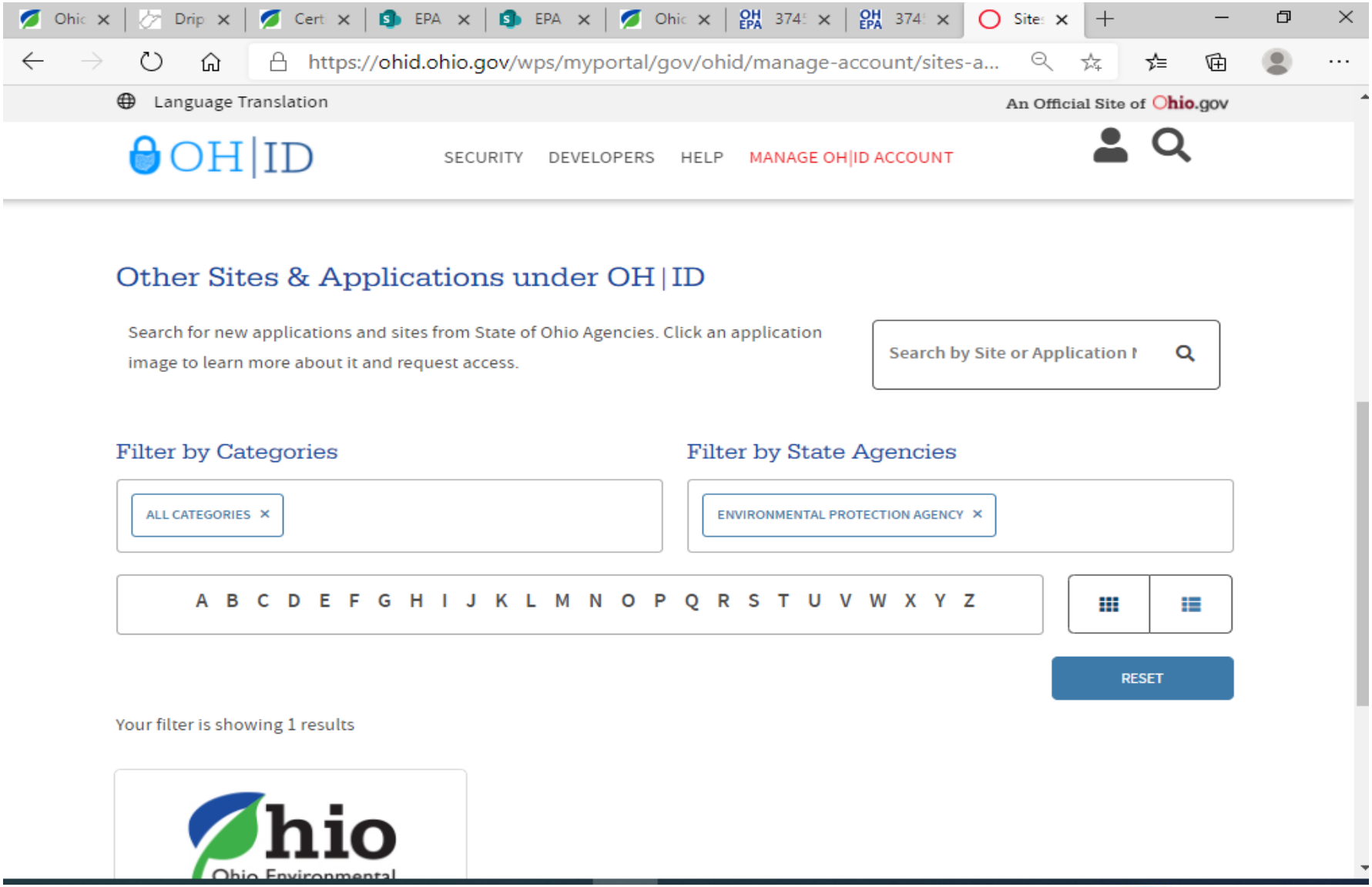

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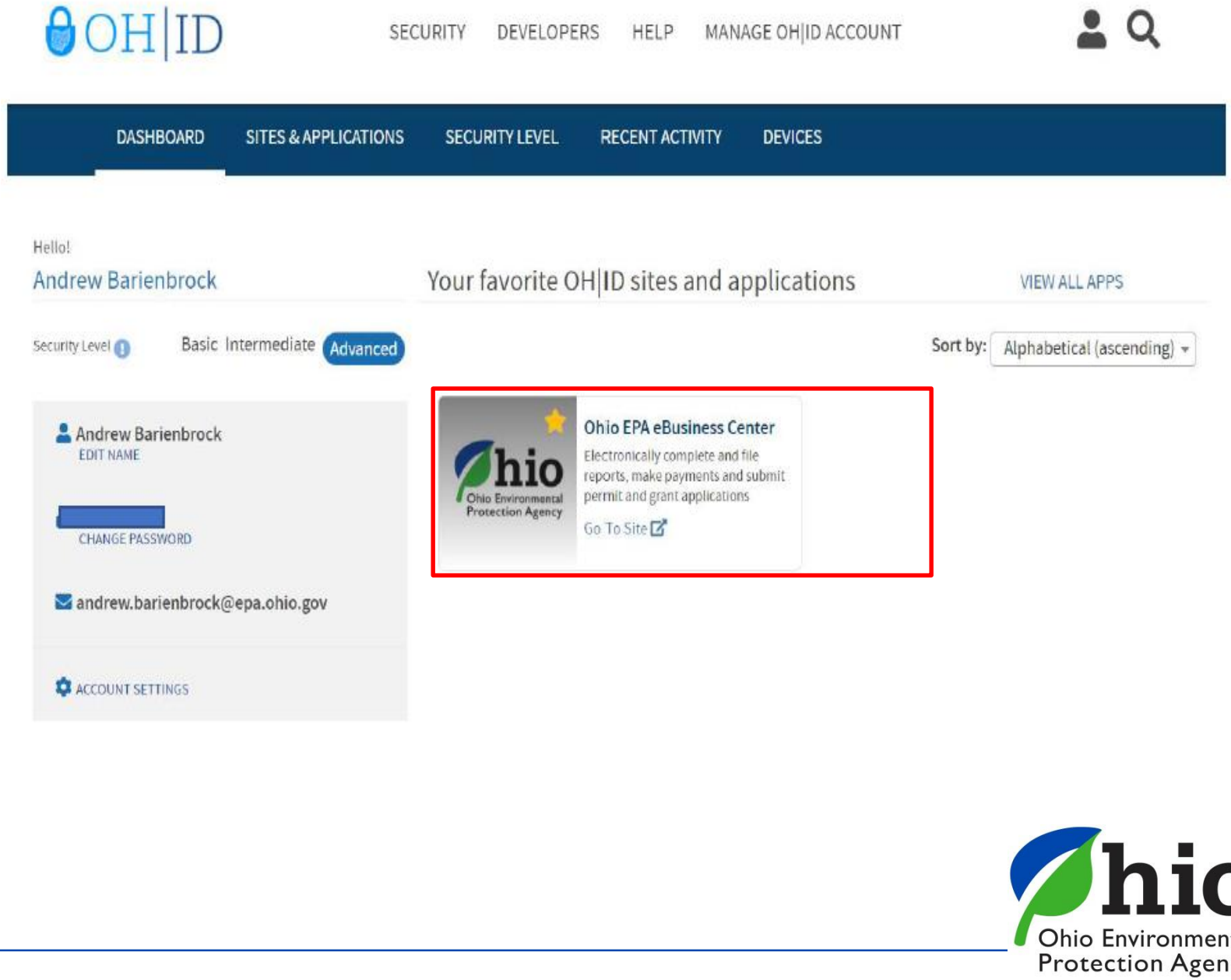
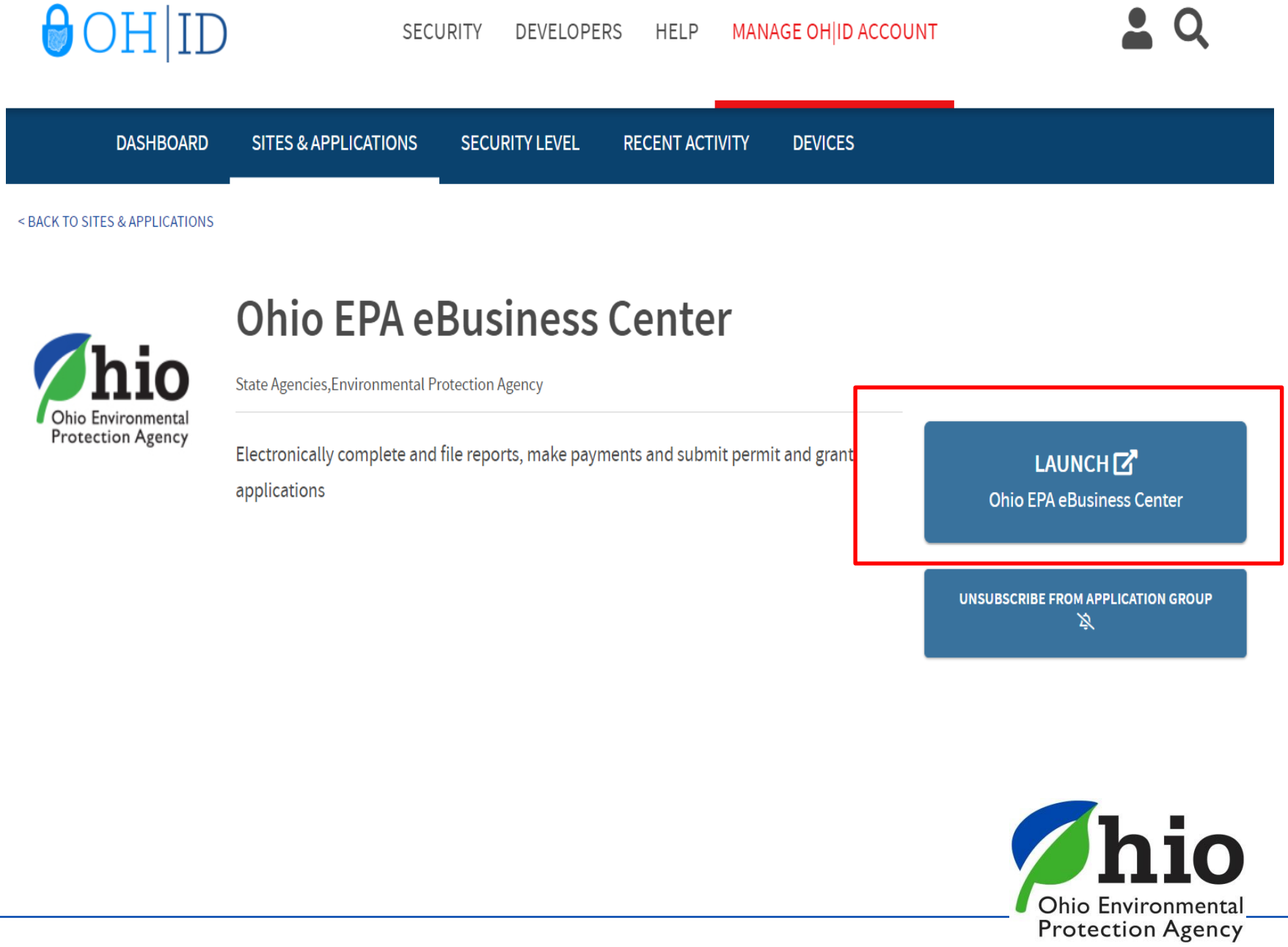

OH|ID
SECURITY
DEVELOPERS
HELP
MANAGE OH|ID ACCOUNT
DASHBOARD
SITES & APPLICATIONS
SECURITY LEVEL
RECENT ACTIVITY
DEVICES
Hello!
Andrew Barienbrock
Your favorite OH|ID sites and applications
VIEW ALL APPS
Security Level
Basic
Intermediate
Advanced
Sort by:
Alphabetical (ascending)
Andrew Barienbrock
EDIT NAME
CHANGE PASSWORD
andrew.barienbrock@epa.ohio.gov
ACCOUNT SETTINGS
Ohio EPA eBusiness Center
Electronically complete and file reports, make payments and submit permit and grant applications
Go To Site
Ohio Environmental Protection Agency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< BACK TO SITES & APPLICATIONS
Ohio Environmental Protection Agency
Ohio EPA eBusiness Center
State Agencies,Environmental Protection Agency
Electronically complete and file reports, make payments and submit permit and grant applications
LAUNCH
Ohio EPA eBusiness Center
UNSUBSCRIBE FROM APPLICATION GROUP
Ohio Environmental Protection Agency

Account Information

Associated Accounts

The eBusiness Center (eBiz) account(s) listed below have the same primary email address as your account in OH|ID. To use or deactivate an account, you must provide the eBiz password.

Please choose an action for an account to proceed:

Use this account: Select this option to proceed to the eBiz home page using the selected account's privileges and associations. If only one account is listed, you will not see this screen again and will go directly to the eBiz home screen after logging into OH|ID. If you have more than one associated account, you will see this screen each time you navigate to eBiz.

Deactivate: If you have more than one associated account, you may deactivate any that are no longer in use. Please consider the following:

- We **strongly** advise that you review the account's service permissions and account history before you deactivate it. You can do so using the "use this account" action described above.
- You will no longer have access to any account history or data associated with the account once it is deactivated.

If you do not see your account listed, OR you see an account that you do not think is yours, please contact us.

Need help? eBusiness Center Help Desk: (877) 372-2499 | ebizhelpdesk@epa.ohio.gov

eBusiness Center User ID	Account Holder	Actions
abarienb	Andrew BARIENBROCK	Actions
TP410350	Andy Barienbrock	

Use this account

Deactivate

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OHID Tips

- Email address for your OHID must be the same as the email address for your ebiz account or you will not be able to link to your certificate.
- Highly recommend you use a personal email address and not a work email.

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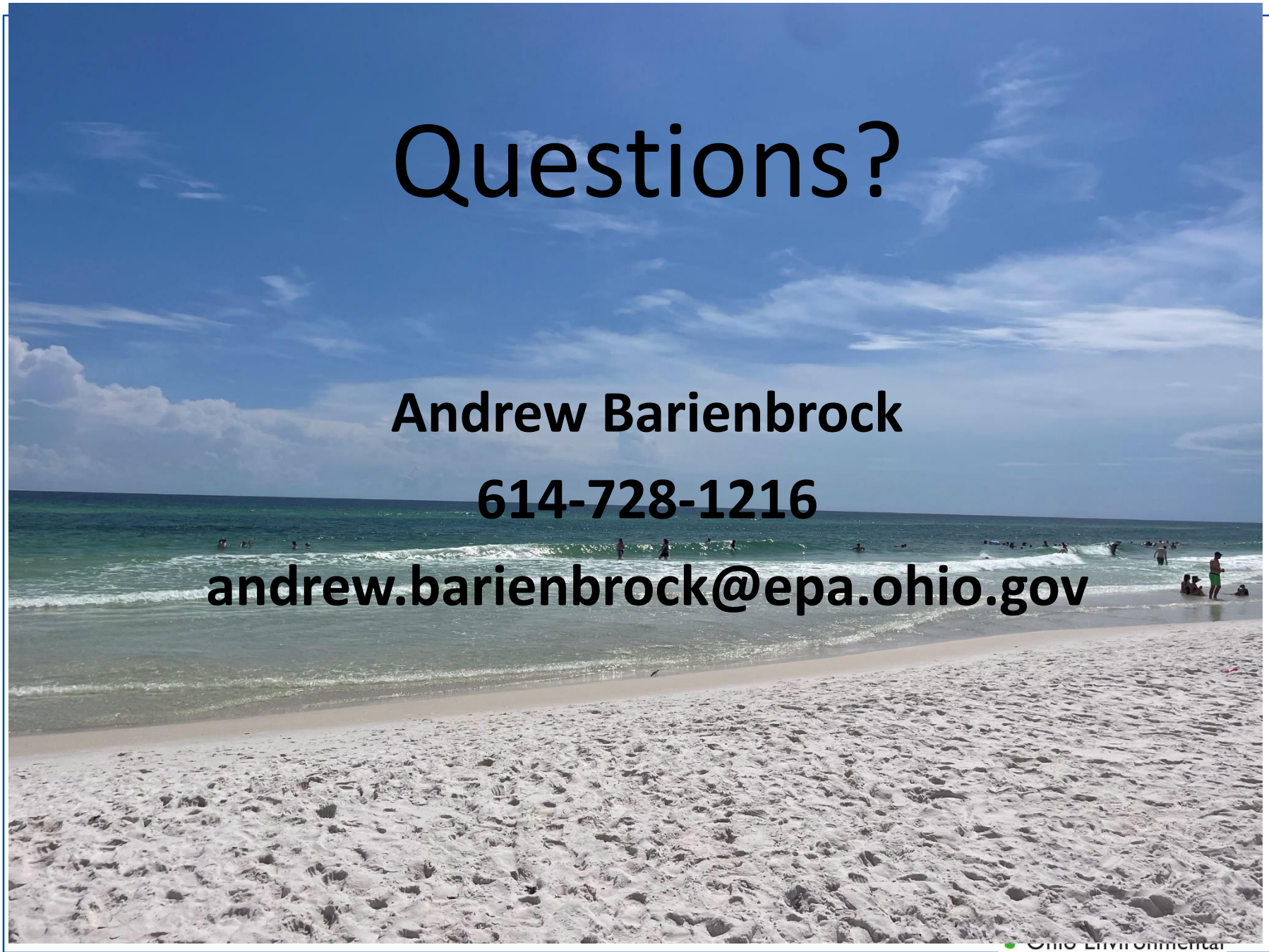
Questions?



Andrew Barienbrock

614-728-1216

andrew.barienbrock@epa.ohio.gov