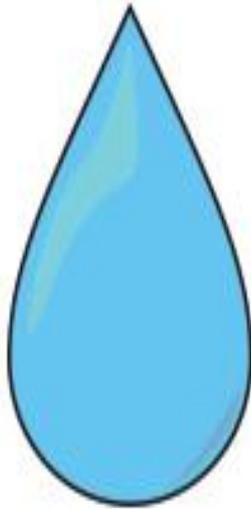


OTCO Class III/IV Workshop

August 10, 2022

Andrew Barienbrock



THANKFUL

FOR PROFESSIONAL WATER AND
WASTEWATER OPERATORS

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



#NOTALLHEROESWEARCAPES



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 |
| Vacant | 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 |

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](#)



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

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](http://www.horsleywitten.com/cybersecurityutilities)



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

Cyber Security Resources

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

Supply Chain Issues

- US EPA website
- [Water and Wastewater Sector Supply Chain Resilience | US EPA](#)
 - Identify alternate suppliers
 - See current issues
 - Notify US EPA

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.)

Paper and Pencil Exams



- Holding 2 more paper and pencil exams

| Exam Date | Application Deadline |
|------------------|----------------------|
| December 1, 2022 | September 2, 2022 |
| May 3, 2023 | February 2, 2023 |

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

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

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](#)



eBusiness Center

Ohio EPA's eBusiness Center (eBiz) is a secure portal for online business services. eBiz is the entry point for our customers to electronically complete and file reports, make payments and submit permit and grant applications. See below for a complete list of services offered.

New State of Ohio OH|ID portal (OH|ID) login process as of November 6, 2020.



Do not use Microsoft Internet Explorer - eBiz is supported in Google Chrome and Microsoft Edge.

To access eBiz, you must have an account in OH|ID and click on the Ohio EPA eBusiness Center tile.

IMPORTANT: To access your eBiz account data, the email addresses in OH|ID and eBiz must match.

Please watch a short [OH|ID portal login video](#).

Click here to log in.



[OH|ID Step-by-Step Instructions](#)

Need Assistance? Start here!

[eBiz Help Wizard](#)

- Login assistance
- Contacts for services
- Help with PIN

[OH|ID eBusiness Center FAQ](#)

eBiz live help available

Weekdays 8AM - 5PM
except state holidays

ebizhelpdesk@epa.ohio.gov
(877) 372-2499 | (877) EPA-BIZZ

Services Available

- **Division of Air Pollution Control - Air Services** through the eBusiness Center include:
 - permit applications;
 - permit-related reporting;
 - annual emissions reporting;
 - asbestos certification, licensing and training applications;

Quick Links

[eBusiness Center Help Wizard](#)

Having problems using eBusiness Center? Use this online tool to get help with PIN, login, and other common issues





SECURITY

DEVELOPERS

HELP

MANAGE OH|ID
ACCOUNT



Secure access to State of Ohio services

OH|ID provides users with a more secure and private experience during online interactions with State of Ohio programs. Users with an OH|ID account can access multiple State applications by only entering their username and password once.

Create OH|ID Account

User ID

FORGOT YOUR USER ID?

Password

FORGOT PASSWORD?

 Log In

[Get login help](#)

Create OH|ID Account

Already have an OH|ID?

[Log In](#)

Personal Information

All fields are required unless labeled (optional).

First Name

Middle Initial (optional)

Last Name

Suffix (optional)

Work Phone Number (optional)

Mobile Number (optional)

Date of Birth

Last 4 digits of SSN (optional)

Email Verification

We need to verify your email address. You will be emailed a one-time PIN code at the address you provide below.

Email

Please re-type your email

 [Verify Your Email](#)   |   2 / 11 |    

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

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

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

Secure access to State of Ohio services

OH|ID provides users with a more secure and private experience during online interactions with State of Ohio programs. Users with an OH|ID account can access multiple State applications by only entering their username and password once.

[Create OH|ID Account](#)

User ID

[FORGOT YOUR USER ID?](#)

Password

[FORGOT PASSWORD?](#)

 [Log In](#)

[Get login help](#)



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 **Advanced** | Basic | Intermediate

Sort by: Alphabetical (ascending)

- Andrew Barienbrock
[EDIT NAME](#)
- 10023042
[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 EPA eBusiness Center TEST
Electronically complete and file reports, make payments and submit permit and grant applications
[Go To Site](#)



Other Sites & Applications under OH | ID

Search for new applications and sites from State of Ohio Agencies. Click an application image to learn more about it and request access.

Search by Site or Application 🔍

Filter by Categories

ALL CATEGORIES ✕

Filter by State Agencies

ENVIRONMENTAL PROTECTION AGENCY ✕

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



RESET

Your filter is showing 1 results



Hello!

Andrew Barienbrock

Your favorite OH|ID sites and applications

[VIEW ALL APPS](#)

Security Level ⓘ

Basic Intermediate **Advanced**

Sort by:

Andrew Barienbrock
EDIT NAME

[REDACTED]
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](#)

< BACK TO SITES & APPLICATIONS



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 

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 | <div style="border: 1px solid red; padding: 2px;">Actions ▾</div> |
| TP410350 | Andy Barienbrock | <div style="border: 1px solid red; padding: 2px;">👤 Use this account</div> <div style="border: 1px solid red; padding: 2px;">⌘ Deactivate</div> |

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.

Minimum Staffing Reporting

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

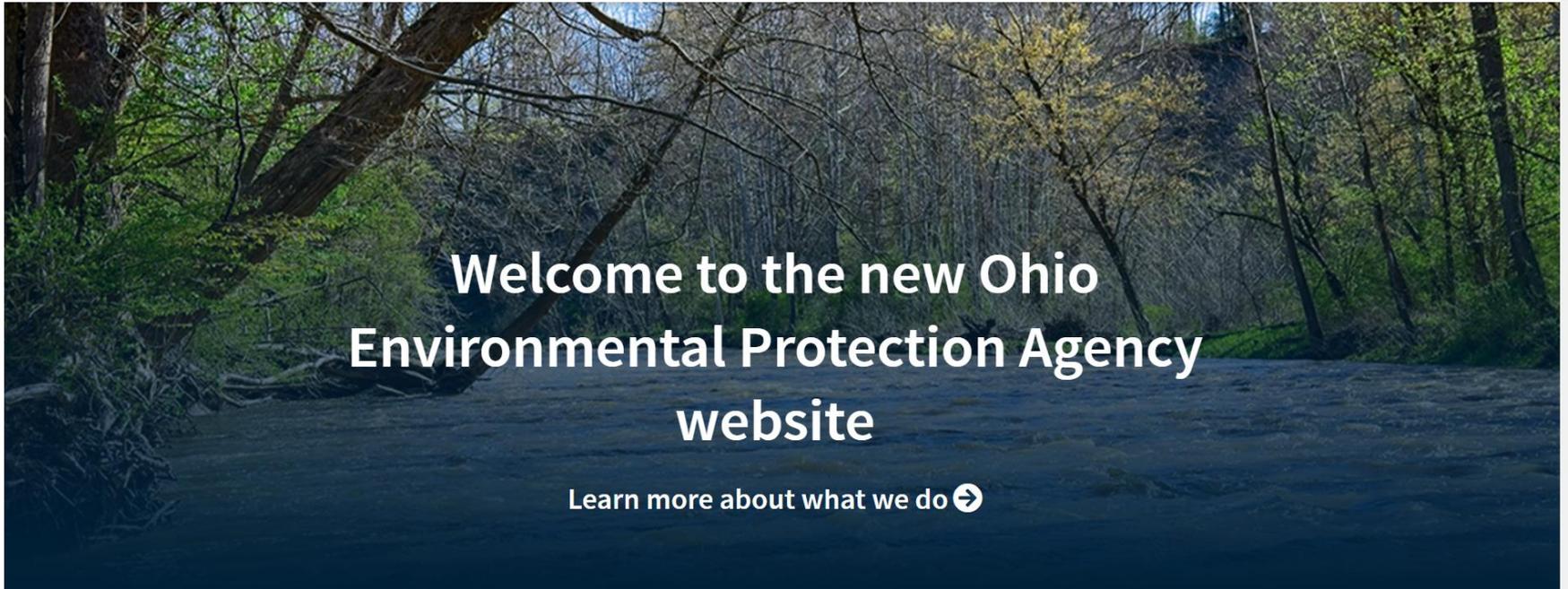
Website Update

Language Translation

An Official Site of Ohio.gov



[Stay Compliant](#) [Make a Difference](#) [Monitor Pollution](#) [Get Funding](#) [Find Regulations](#)



**Welcome to the new Ohio
Environmental Protection Agency
website**

[Learn more about what we do](#) 



Website Update

Language Translation

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[Help](#) [Search](#)



Welcome to Ohio EPA's new website. We continue to make improvements to the site. For help navigating, or questions, please view our introductory webpage.

[Learn More](#)

[Ohio EPA](#) / [Divisions & Offices](#) / [Drinking & Ground Waters](#) / [Certified Operators](#)



Drinking & Ground Waters

[Welcome](#)

[Announcements](#)

[About DDAGW](#)

[Programs](#)

[Certified Operators](#)

[Guides & Manuals](#)

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 30th of the year following your expiration date. If a complete renewal application is not received by June 30th of the year following you expiration date, you must re-take the examination to be certified.

[Operator Certification Required Training](#) - Updated Aug. 17, 2018

Filter the resources below by keyword or topic.



Website Update



Advisory Council

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

Website Update



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.

Announcements page

OpCert Hou x | My Apps | C x | Announcem x | Contingenc x | DataWindo x | SDWIS/STA x | Rule 3745- x | New Tab x | +

← → ↻ epa.ohio.gov/divisions-and-offices/drinking-and-ground-waters/certified-operators/announcements ☆ □ 👤 Update ⋮

An official State of Ohio site. [Here's how you know](#) ▾

Language Translation



Stay Compliant Make a Difference Monitor Pollution Get Funding Find Regulations

Help Search

[Ohio EPA](#) / [Divisions & Offices](#) / [Drinking & Ground Waters](#) / [Certified Operators](#) / [Announcements](#)

Announcements



Drinking & Ground
Waters

Ohio EPA has developed a new minimum staffing reporting tool. The tool is available through the ebusiness center and can be used in lieu of reporting minimum staffing on your eDMR or eDWR. Directions for using this tool can be found below:

[Minimum Staffing Reporting Tool](#)

Share this



For more information



Required Operator Training



Drinking & Ground Waters

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About DDAGW

Programs

Certified Operators

Guides & Manuals

Engineering and Plan Approval

Certified Operators

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[Operator Certification Required Training](#) - Updated Jan. 5, 2022

OP CERT HOTLINE
(866) 411-6728

Required Operator Training

Ohio Environmental Protection Agency Operator Rules & Requirements

Required Training

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

Items of Note

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

Website Update

Career Information tab

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

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.

Questions?

Andrew Barienbrock

614-728-1216

andrew.barienbrock@epa.ohio.gov