



The State of New Hampshire  
**DEPARTMENT OF ENVIRONMENTAL SERVICES**

Thomas S. Burack, Commissioner



***Criteria for Acceptable Drinking Water Operator  
Training Contact Hours***

**Policy Statement:**

Drinking water operators applying for recertification are required to complete training contact hours (TCH) pertaining to the operation, design, or maintenance of public water systems. Pertinent training hours are given for courses offered by or equivalent to courses given by NHDES Drinking Water and Groundwater Bureau, New England Water Works Association (NEWWA), New Hampshire Water Works Association (NHWWA), or American Water Works Association (AWWA). Other training courses must be submitted for approval, by the trainer, to the DWGB **prior** to the training. Operators must submit a copy of a certificate of attendance at the time of renewal to receive training credit. This certificate certifies that the operator completed the training. The following are examples of training that do not meet the above criteria; managerial courses, spreadsheet & word processing courses, drivers safety/education, risk assessment, dealing with disgruntled employees/customers, sexual harassment training, snow plowing, and substance abuse classes. **CREDIT FOR THESE COURSES ARE NOT ACCEPTED.**

***Acceptable renewal training must comply with the Policy Statement above and fit into the Contact Training Hours Criteria listed below.***

**Contact Training Hours Criteria:**

Grades I – IV (20 hours per two year renewal period)

No less than 10 hours technical (specifically) water related

Process Control

Equipment

Pertain specifically to improving or protecting water quality or quantity

No more than 6 hours managerial/safety related (must be system/water related,)

No more than 10 hours for an academic math or science course not specific to water works

No hours for CPR/First aid training

No Commercial Drivers License (CDL) training

No hours for courses specifically for Grade IA/CIA operators (Small System Class)

Grade IA/CIA (5 hours per two year renewal period)

All training hours must pertain to improving or protecting water quality or quantity.

Questions, contact Chip Mackey at (603) 271-2410 or via e-mail at: [chip.mackey@des.nh.gov](mailto:chip.mackey@des.nh.gov)

DES Web Site: [www.des.nh.gov](http://www.des.nh.gov)

P.O. Box 95, 29 Hazen Drive, Concord, New Hampshire 03302-0095

Telephone: (603) 271-2513 Fax: (603) 271-5171 TDD Access: Relay NH 1-800-735-2964