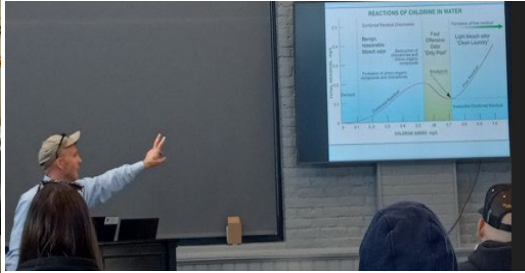


Fall 2026

SMALL PUBLIC WATER SYSTEM OPERATOR GRADE 1A TRAINING COURSE

(New Operator Training)



September 22, 29, October 8, 13
from 5:00 pm–8:00 pm

Pump Station Training field trip October 16;
Optional Math Review October 8
Field day in Franklin, NH

Classes Held at:
DEPARTMENT OF ENVIRONMENTAL SERVICES BUILDING
29 HAZEN DRIVE
CONCORD, NEW HAMPSHIRE



The New Hampshire Department of Environmental Services Drinking Water and Groundwater Bureau, in conjunction with the New Hampshire Water Works Association, is offering this educational course for owners, operators and other persons currently involved in, or looking to become involved in, the management and operation of small public drinking water systems.

The course is designed to provide fundamentals on the theory and practical knowledge required to maintain and operate a small public water system. The course is specifically geared toward individuals interested in becoming certified water works operators in the State of New Hampshire. **No prior experience is required.**

The course consists of four required classes to be held from 5:00 pm to 8:00 pm in Concord NH, and one required daytime visit to a water works training facility in Franklin NH. The field day will include a tour of the mock pump station, water sampling training and exam prep Jeopardy. An optional session for drinking water math review will also be offered.

There is a course fee of \$50 per person, which includes the course textbook and handouts.

Be sure to bring a notebook, a pencil and a calculator to each class.

Ten training contact hours (10 TCHs) will be awarded upon completion of the course.

Registration can be found on the New Hampshire Water Works Association Website: [Training Schedule and Registration](#)

Water Works Operator Certification Exam

For those individuals interested in becoming a certified water works operator, the next certification exam following this course will be offered on **Thursday October 29, 2026, in Concord NH**. Applications to take the Grade 1A (small system operator) Combined Distribution and Treatment exam will be provided during this course. A \$50 fee, separate from the course fee, is required to take the exam.

Follow the link to the [Application for Water Works Operator Certification](#)

The exam application must be received by the DWGB office no later than **September 30, 2026**.

Class topics to be discussed

- Basic water chemistry,
- Corrosion control,
- Cross connection control,
- Disinfection,
- Drinking water mathematics,
- Duties and responsibilities of an operator,
- Leak detection,
- Nh drinking water regulations,
- Record keeping,
- Safe drinking water act standards,
- Safety,
- Sampling requirements and protocols,
- Source protection,
- Water system components: storage, pipes, pumps and valves,
- Water system hydraulics,
- Water sources,
- Water treatment processes.

Instructors include industry veterans and current certified NH water works operators.

Inquiries: contact Jason Smith at [\(603\) 271-2410](tel:6032712410) or email: Jason.M.Smith2@des.nh.gov.

BRING A PHOTO ID WITH YOU TO THE LOBBY IN ORDER TO CHECK IN
ARRIVE 20 MINUTES EARLY FOR CLASS REGISTRATION.

Directions to the NHDES building at 29 Hazen Drive in Concord

Travel Interstate 93 to Concord. Take Exit 14 (Loudon Rd/State Offices). Head east on Loudon Rd. Follow the signs to State Office Park East. Pass the Everett Hockey Arena and continue up the hill to the next set of lights. Turn left onto Hazen Drive and follow the signs to the Department of Environmental Services. Enter NHDES through the doors under the overhang on the Dept. of Safety side of the building.

Directions to the Franklin Training Center (FTC)

I-93 Northbound: Take Exit 19 and proceed westerly (left) along Rte. 132 to Rte. 3 in Tilton. Go west (left) on Rte. 3 for approximately 3 miles through the center of Franklin. Take a left onto River Street (at Cumberland Farms Store). Continue straight along River Street Extension (past the pump station on the right) to the end of the street (~2.8 miles). The Training Center building is at the end of the street to the left of the Franklin Wastewater Facility building.

I-93 Southbound: Take Exit 22 onto Rte. 127 South through Sanbornton all the way into West Franklin. At Stop sign, take a left onto Rte. 3, cross the bridge (over the Winnepesaukee River), then take the first right turn onto River Street (Cumberland Farms Store at corner). Continue straight along River Street Extension (past the pump station on the right) to the end of the street (~2.8 miles). The Training Center building is at the end of the street to the left of the Franklin Wastewater Facility building.



NH Department of Environmental Services
Franklin Wastewater Treatment Facility
528 River Street
Franklin, NH 03235