

*Registration form*

**CWA-Collections Training Course \$50.00**  
**48 HOUR RUSH ORDER PROCESSING FEE ADDITIONAL \$50.00**

**Start and finish dates:** \_\_\_\_\_

*You will have 90 days from this date in order to complete this course*

List number of hours worked on assignment must match State Requirement. \_\_\_\_\_

**Name** \_\_\_\_\_ **Signature** \_\_\_\_\_

*I have read and understood the disclaimer notice on page 2. Digitally sign XXX*

**Address:** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Email** \_\_\_\_\_ **Fax (\_\_\_\_)** \_\_\_\_\_

**Phone:**  
**Home (\_\_\_\_)** \_\_\_\_\_ **Work (\_\_\_\_)** \_\_\_\_\_

**Operator ID #** \_\_\_\_\_ **Exp. Date** \_\_\_\_\_

**Please circle/check which certification you are applying the course CEU's.**

Collections \_\_\_ Industrial \_\_\_ WWT \_\_\_\_\_ Other \_\_\_\_\_

**Technical Learning College TLC PO Box 3060, Chino Valley, AZ 86323**  
**Toll Free (866) 557-1746 Fax (928) 272-0747 [info@tlch2o.com](mailto:info@tlch2o.com)**

**If you've paid on the Internet, please write your Customer#** \_\_\_\_\_

**Please invoice me, my PO#** \_\_\_\_\_

**Please pay with your credit card on our website under Bookstore or Buy Now, or call us and provide your credit card information.**

*We will stop mailing the certificate of completion so we need either your fax number or e-mail address. We will e-mail the certificate to you, if no e-mail address; we will fax it to you.*

## **DISCLAIMER NOTICE**

I understand that it is my responsibility to ensure that this CEU course is either approved or accepted in my State for CEU credit. I understand State laws and rules change on a frequent basis and I believe this course is currently accepted in my State for CEU or contact hour credit, if it is not, I will not hold Technical Learning College responsible. I fully understand that this type of study program deals with dangerous, changing conditions and various laws and that I will not hold Technical Learning College, Technical Learning Consultants, Inc. (TLC) liable in any fashion for any errors, omissions, advice, suggestions or neglect contained in this CEU education training course or for any violation or injury, death, neglect, damage or loss of your license or certification caused in any fashion by this CEU education training or course material suggestion or error or my lack of submitting paperwork. It is my responsibility to call or contact TLC if I need help or assistance and double-check to ensure my registration page and assignment has been received and graded. It is my responsibility to ensure all information is correct and to abide with all rules and regulations.

## **State Approval Listing URL...**

<http://www.tlch2o.com/downloads/PDF/CEU%20State%20Approvals.pdf>

## **Grading Information**

In order to maintain the integrity of our courses we do not distribute test scores, percentages or questions missed. Our exams are based upon pass/fail criteria with the benchmark for successful completion set at 70%. Once you pass the exam, your record will reflect a successful completion and a certificate will be issued to you.

## **AFFIDAVIT OF EXAM COMPLETION**

I affirm that I personally completed the entire text of the course. I also affirm that I completed the exam without assistance from any outside source. I understand that it is my responsibility to file or maintain my certificate of completion as required by the state or by the designation organization.

For security purposes, please fax or e-mail a copy of your driver's license and always call us to confirm we have received your assignment and to confirm your identity. Thank you...

**Do not solely depend on TLC's Approval list for it may be outdated.**

**A second certificate of completion for a second State Agency \$50 processing fee.**

**All downloads are electronically tracked and monitored for security purposes.**

**Some States and many employers require the final exam to be proctored.**

<http://www.abctlc.com/downloads/PDF/PROCTORFORM.pdf>

# CWA-COLLECTIONS Answer Key

Name \_\_\_\_\_

Phone # \_\_\_\_\_

***You are solely responsible to ensure that this course is accepted for credit by your State. Did you check with your State agency to ensure this course is accepted for credit? No refunds.***

***Method of Course acceptance confirmation. Please fill this section  
Do not solely depend on TLC's Approval list for it may be outdated.***

Website \_\_ Telephone Call\_\_ Email\_\_\_\_ Spoke to\_\_\_\_\_

Did you receive the approval number if Applicable? \_\_\_\_\_

What is the approval number if Applicable? \_\_\_\_\_

**True or False. Pick only one answer per question.  
Circle, Mark off, underline or Bold the answer.**

1. A B

14. A B

27. A B

2. A B

15. A B

28. A B

3. A B

16. A B

29. A B

4. A B

17. A B

30. A B

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10. A B

23. A B

11. A B

24. A B

12. A B

25. A B

13. A B

26. A B

*This course contains general EPA's CWA federal rule requirements. Please be aware that each state implements wastewater / collections / environmental / pretreatment regulations that may be more stringent than EPA's regulations. Check with your state environmental/health agency for more information. These rules change frequently and are often difficult to interpret and follow. Be careful to be in compliance and do not follow this course for proper compliance. These regulations change frequently.*

## **When Finished with Your Assignment...**

### **REQUIRED DOCUMENTS**

Please scan the **Registration Page, Answer Key, Survey and Driver's License** and email these documents to [info@TLCH2O.com](mailto:info@TLCH2O.com).

### **IPhone Scanning Instructions**

If you are unable to scan, take a photo of these documents with your **iPhone** and send these photos to TLC, [info@TLCH2O.com](mailto:info@TLCH2O.com).

### **FAX**

If you are unable to scan and email, please fax these documents to TLC, if you fax, call to confirm that we received your paperwork. **(928) 468-0675**

*Please e-mail or fax this survey with your final exam*

**CWA-COLLECTIONS RULE CEU COURSE  
CUSTOMER SERVICE RESPONSE CARD**

NAME: \_\_\_\_\_

E-MAIL \_\_\_\_\_ PHONE \_\_\_\_\_

PLEASE COMPLETE THIS FORM BY CIRCLING THE NUMBER OF THE APPROPRIATE ANSWER IN THE AREA BELOW.

1. Please rate the difficulty of your course.

Very Easy    0    1    2    3    4    5    Very Difficult

2. Please rate the difficulty of the testing process.

Very Easy    0    1    2    3    4    5    Very Difficult

3. Please rate the subject matter on the exam to your actual field or work.

Very Similar    0    1    2    3    4    5    Very Different

4. How did you hear about this Course? \_\_\_\_\_

5. What would you do to improve the Course?

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How about the price of the course?

Poor \_\_\_\_ Fair \_\_\_\_ Average \_\_\_\_ Good \_\_\_\_ Great \_\_\_\_

How was your customer service?

Poor \_\_\_\_ Fair \_\_\_\_ Average \_\_\_\_ Good \_\_\_\_ Great \_\_\_\_

Any other concerns or comments.

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**Rush Grading Service**

If you need this assignment graded and the results mailed to you within a 48-hour period, prepare to pay an additional rush service handling fee of \$50.00. This fee may not cover postage costs. If you need this service, simply write RUSH on the top of your Registration Form. We will place you in the front of the grading and processing line.

## CWA-Collections Training Course Assignment

*The Assignment (Exam) is also available in Word on the Internet for your convenience, please visit [www.ABCTLC.com](http://www.ABCTLC.com) and download the assignment and e-mail it back to TLC.*

You will have 90 days from the start of this course to complete in order to receive your Professional Development Hours (**PDHs**) or Continuing Education Unit (**CEU**). A score of 70 % is necessary to pass this course. We prefer if this exam is proctored. No intentional trick questions. If you should need any assistance, please email all concerns and the completed manual to [info@tlch2o.com](mailto:info@tlch2o.com).

We would prefer that you utilize the enclosed answer sheet in the front, but if you are unable to do so, type out your own answer key. Please include your name and address on your Answer Key and make copy for yourself. You can e-mail or fax your Answer Key along with the Registration Form to TLC.

### **Clean Water Act (Rule) Summary**

#### **33 U.S.C. s/s 1251 et seq. (1977)**

1. The CWA provides for the delegation by OSHA of many permitting, administrative, and enforcement aspects of the law to state governments. In states with the authority to implement CWA programs, the OSHA still retains oversight responsibilities.

A. True B. False

2. The Clean Water Act focuses on improving the quality of the nation's waters. It provides a comprehensive framework of standards, technical tools and financial assistance to address the many causes of pollution and poor water quality, including municipal and industrial wastewater discharges, polluted runoff from urban and rural areas, and habitat destruction.

A. True B. False

### **CMOM - "Capacity, Management, Operation and Maintenance"**

3. Proper function of sanitary sewer systems is not vital to protect public health, property, and waterways in the surrounding area.

A. True B. False

4. Most utilities have a management, operation, and maintenance (MOM) plan to ensure their system is in working order.

A. True B. False

5. Sanitary sewage overflows (SSOs) release raw sewage from the collection system before it can reach a treatment facility.

A. True B. False

6. Problems can be especially bad where an older system is attached to a new system or an older system has fallen into disrepair.

A. True B. False

7. A TCR is a release of untreated wastewater before the flow reaches a treatment plant.

A. True B. False

### **Municipality Self-Assessment**

8. Under the MOM Programs Project, municipalities are required to undertake a detailed self-assessment of their enforcement programs.  
A. True B. False

### **Combined Sewer Overflows**

9. Combined sewer systems are sewers that are designed to collect rainwater runoff, domestic sewage, and industrial wastewater in different pipes.  
A. True B. False

### **The Elements of a Proper CMOM Program**

#### **Utility Specific**

10. The complexity and expense associated with a utility's CMOM or MOM programs is specific to the size and complexity of the Publicly Owned Treatment Works (POTW) and related infrastructure.  
A. True B. False

#### **Purposeful**

11. When MOM programs are present and properly maintained, they support customer service and protect system assets, public health, and water quality.  
A. True B. False

#### **Available In Writing**

12. Written MOM programs are useful only if they are made readily available to the public and clearly documented.  
A. True B. False

#### **Identify Deficiencies**

13. Define any programs needed, or improvements to programs needed, and any infrastructure deficiencies found. Identify any unpermitted discharges that have occurred in the past five years.  
A. True B. False

#### **What other Damage can SSOs do?**

14. SSOs also damage property and the environment. When basements flood, the damaged area must be thoroughly cleaned and disinfected to reduce the risk of disease.  
A. True B. False

#### **How can SSOs be Reduced or Eliminated?**

15. By increasing infiltration and inflow through system rehabilitation and repairing broken or leaking service lines.  
A. True B. False

16. Communities also should address SSOs years after sewer system master planning and facilities planning, or after extending the sewer system into previously unsewered areas.  
A. True B. False

17. A few SSOs may be unavoidable. Unavoidable SSOs include those occurring from unpreventable vandalism, some types of blockages, extreme rainstorms, and acts of nature such as earthquakes or floods.  
A. True B. False

### **National Pollutant Discharge Elimination System (NPDES) Permit Program**

18. The Clean Water Act requires that all non-point source wastewater dischargers obtain and comply with an NPDES permit.

A. True B. False

19. NPDES permits regulate the discharges from publicly owned wastewater treatment facilities, other wastewater treatment facilities, industrial facilities, concentrated animal feeding operations, aquaculture, and other "non-point source" dischargers.

A. True B. False

### **Pretreatment**

20. The National Pretreatment Program is a cooperative effort of federal, state, and local regulatory environmental agencies established to protect water quality.

A. True B. False

21. The program is designed to reduce the level of pollutants discharged by industry and other non-domestic wastewater sources into municipal sewer systems, and thereby, reduce the amount of pollutants released into the environment through wastewater.

A. True B. False

### **Types of Regulated Pollutants**

22. CONVENTIONAL POLLUTANTS are contained in the industrial and stormwater wastes of households, businesses, and industries.

A. True B. False

23. NONCONVENTIONAL POLLUTANTS are any additional substances that are not conventional or toxic that may require regulation. These include nutrients such as nitrogen and phosphorus.

A. True B. False

24. The prohibited discharge standards are intended to provide general protection for POTWs.

A. True B. False

### **Interference and Pass Through**

25. Pass through - A discharge which, alone or in conjunction with a discharge or discharges from other sources, both (1) inhibits or disrupts the POTW, its treatment processes or operations, or its sludge processes, use or disposal; and (2) therefore is a cause of a violation of any requirement of the POTW's NPDES permit or of the prevention of sewage sludge use or disposal

A. True B. False

26. Interference.- A discharge which exits the POTW into waters of the US in quantities or concentrations which, alone or in conjunction with a discharge or discharges from other sources, is a cause of a violation of any requirement of the POTW's NPDES permit.

A. True B. False

### **Categorical Standards**

27. Categorical pretreatment standards are managerial-based standards that apply to discharges to POTWs from specific domestic categories and limit the discharge of specific pollutants.

A. True B. False

**Flow Monitoring**

28. Unnecessary information about the collection system is obtained by flow monitoring.

A. True B. False

**Flow Measurements**

29. Infiltration is the seepage of groundwater into pipes or manholes through defects such as cracks, broken joints, etc. Inflow is the water that enters the sewer through direct connections such as roof leaders, direct connections from storm drains or yard, area, and foundation drains, the holes in and around the rim of manhole covers, etc.

A. True B. False

**Flow Capacity**

30. The maximum velocity is necessary to prevent the deposition of solids.

A. True B. False

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