



**MAINE WASTEWATER OPERATOR CERTIFICATION PROGRAM
C/O NEIW PCC SOUTH PORTLAND**

584 Main Street, South Portland, ME 04106 • Tel: (207) 253-8020 • Fax: (207) 771-9028
www.neiwpsc.org/maine/exams certification@neiwpsc-jetcc.org

Frequently Asked Questions

Wastewater Operator Certification Exam

1. What is Computer-Based Testing (CBT)?

Computer-Based Testing (CBT) is a method to take licensing examinations in a secure, proctored environment at a dedicated testing center. For your Wastewater Operator Certification exam, you will answer questions on a computer terminal rather than taking a conventional paper & pencil test. The test is administered by PSI, an organization that provides testing services for the Wastewater Operator Certification program.

2. Is CBT different than the traditional Paper-Based Testing (PBT)?

No, both the traditional paper exam and CBT have the same question set. Maine uses a customized exam, which Maine DEP and Water Professionals International (WPI) have constructed. The Wastewater Operator Certification exams consist of 100 multiple-choice questions. The passing grade is 70 percent. The testing time for CBT is 3 hours (running time).

3. What is the application process for CBT? How do I apply?

There are no application deadlines for CBT and you may apply to take the exam at any time. The CBT process takes place in two steps. First, you apply through NEIW PCC South Portland office using the application found at www.neiwpsc.org/maine/wastewater-certification/forms-library. The application form includes relevant education and work experience and must be signed. Mail the completed application form and \$125 application fee to NEIW PCC's South Portland office. The \$125 payment covers the administrative costs for processing the application, establishing your operator record, and preparing the final certificates. The application is reviewed by Maine DEP to determine your eligibility to sit for a particular wastewater grade level exam. The approval is valid for up to two years.

Next, you will receive an email confirmation from PSI Customer Service with instructions for scheduling your exam. PSI will also provide you with a unique ID#. You then go to the website provided in the email to schedule an appointment and pay for the exam administration fee.

4. How do I pay for CBT?

You can pay for CBT online using a credit card. (Checks, purchase orders or vouchers are **not** accepted).

5. What is the cost if I need to retake the CBT exam?

If you do not pass the exam after your first attempt, you may retake the same grade level exam as many times as needed within your two-year approval period and pay only the PSI administration fee for additional attempt. Unless you are applying for a different grade level or the two-year approval period has expired, it is not necessary to reapply to NEIW PCC South Portland or pay another application fee.

7. Where is Computer-Based Testing offered?

PSI provides testing services for the Wastewater Operator Certification exam. You can take the exam at any PSI Assessment Center in the United States. There are several PSI Assessment Centers in Maine as well as locations in New Hampshire and Massachusetts.

8. What are the CBT test dates?

Testing may be available Monday through Friday. Some testing locations may have schedule limitations. Once you have received your confirmation from PSI Customer Service, you schedule a location, date, and time. You can contact PSI directly if you have any questions about scheduling at 800-345-6559.

9. What do I bring to the test site?

Two forms of identification (one must be a current government-issued photo ID with signature) and a non-programmable calculator. Pencils, scratch paper, and ABC/WPI math formula sheet will be provided. No other writing instruments, personal belongings, or electronic devices for the storage, display, or transmission of data, such as cell phones, smart watches, personal digital assistants (PDAs), programmable calculators, computers, or cameras are allowed. If you wear special glasses when working at a computer, you should bring those glasses.

10. What if I am late for my scheduled test time?

PSI policy states that you will not be allowed to take the test if you appear more than 15 minutes late for an examination.

11. What if I can't make my scheduled test time?

You may reschedule your examination appointment once without penalty if you contact PSI a minimum of two business days prior to your scheduled examination date.

12. I'm not familiar with computers or computer testing. Does that hurt my ability to pass the test?

Before starting the test at the PSI Assessment Center, you may complete a short exercise to become familiar with the computer, question layout, and features of the computerized testing. You choose the correct answer by using a mouse or typing the appropriate letter. Historically, operators with limited computer skills have not had problems completing the test.

13. Are there special arrangements for candidates with disabilities?

If you have a disability and may require reasonable accommodations, you must complete the "Request for Special Examination Accommodations" form found on the PSI website. In addition, PSI is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates who wish to apply for the exam.

14. When do I get my results?

Your test results are printed and given to you immediately after completing the test.

15. If I successfully pass the exam, what do I need to do to get my certificate?

You don't need to do anything. NEIWPC's South Portland office will be notified by PSI when you pass the exam. NEIWPC South Portland will update your records and prepare your new operator certificate. Your certificate, wallet card, and other documentation will be mailed to you within four weeks of passing the exam.

16. What if I fail the exam?

If you fail the CBT exam, you may schedule a new CBT exam date and time with PSI as many times as needed during your two-year approval period. After the two-year period, you must submit a new application to NEIWPC South Portland to be eligible to take the exam.

17. Can I retake the exam without applying again to NEIWPC South Portland?

Yes. Your approval is valid for two years. During that time, you may retake the exam as many times as needed to pass without paying the NEIWPC application fee. You must, however, pay the exam administration fee to PSI each time you take the test.

18. Is my ability to get reciprocity in other states affected by taking a CBT test?

The computerized test is still an WPI-ABC certification exam, just like the traditional paper exam. With any reciprocity, you must still meet all the requirements of the state you are applying to for certification.

19. How do I take a Spray Irrigation Treatment System (SITS) exam?

The SITS exam is a 100-question, 3-hour paper exam. Registration and payment of \$125 is handled by NEIWPC's South Portland office. The SITS exam is offered only on an as-needed basis at four testing locations: Portland, Augusta, Bangor, or Presque Isle.

If you have questions or comments, please contact the NEIWPC South Portland office at:
(207) 253-8020 or info@neiwpc-jetcc.org