



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. The test is administered by PSI, an organization that provides testing services for the Wastewater Operator Certification program. 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).

2. What is the application process?

Maine DEP wastewater certification exams are administered using a Computer-Based Test (CBT) method. The CBT process takes place in two steps. First, you apply through NEIWPCC/JETCC using a paper application found at <http://jetcc.org/certification-exam-forms.php>. The application form includes relevant education and work experience and must be signed. Mail the completed application form and \$125 application fee to NEIWPCC/JETCC. The \$125 payment covers the administrative costs for processing the application, establishing your operator record, and preparing the final certificates. There are no application deadlines for CBT and you may apply to take the exam at any time. 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, PSI will email a confirmation to the address listed on your application with instructions for scheduling your exam. PSI will also provide you with a unique ID#. You then go to the website <https://schedule.psiexams.com/> or call 833-256-1420 to schedule an appointment and pay for the exam. The exam administration fee covers the PSI testing services.

3. How do I pay for CBT?

The \$125 exam application fee payable to NEIWPCC can be paid with a check, money order, or credit card. (Purchase orders or vouchers are **not** accepted). You must pay the PSI exam administration fee by credit card either online at the PSI website or by calling PSI Candidate Services at 833-256-1420. (Checks, purchase orders, or vouchers are **not** accepted). See <https://schedule.psiexams.com/> for payment details.

4. 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 exam administration fee for each 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 NEIWPCC/JETCC or pay another application fee.

5. 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. A current listing of Assessment Centers in Maine can be found on the NEIWPCC-JETCC website at www.jetcc.org or by visiting <https://schedule.psiexams.com/> to view a list of all testing sites.

6. What are the COVID-19 policies at the PSI Assessment Centers?

Each location has its own COVID-19 policy. You should check the PSI [website](#) before traveling to the site to make sure the COVID-19 policies are followed. If you cannot meet the requirements of a specific location, you will need to take the exam at another location. Maine DEP will not be making special arrangements for alternative test locations at this time.

7. 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, you schedule a location, date, and time with PSI to take the CBT (call 833-256-1420 or <https://schedule.psiexams.com/>).

8. 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 formula/math conversion 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, 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. When do I get my results?

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

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

You don't need to do anything. NEIWPC/JETCC will be notified by PSI when you pass the exam. NEIWPC/JETCC will update your records and make arrangements to have your new operator certificate printed, signed, and mailed to you within four weeks of passing the exam.

15. 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/JETCC to be eligible to take the exam.

16. Can I retake the exam without applying again to NEIWPC/JETCC?

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/JETCC application fee. You must, however, pay the exam fee to PSI each time you take the test.

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

The computerized test is still an WPI (formerly ABC) certification exam. With any reciprocity, you must still meet all the requirements of the state you are applying to for certification.

18. 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/JETCC. 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/JETCC office at:

(207) 253-8020 or certification@neiwpc-jetcc.org