



Bernadette Norman



What prompted you to obtain your CWT and when did you begin the process by taking the test?

When I first started working in the water treatment industry I recognized the fact that the highest professional designation was the CWT. Industrial Water Engineering has produced 7 CWTs. I set my goal to achieve the CWT designation at the earliest possible date allowable. Having a degree in Mechanical Engineering gave me a good basis for understanding the mechanical systems, as well as a strong mathematical and scientific foundation. Our company values the CWT designation and created an ISO 9001:2000 requirement to achieve this certification. From the beginning, I have been mentored by other CWTs, both at our office and in our industry, many of whom have been in the industry longer than I have been alive. They have been able to teach me invaluable knowledge in a short period of time. I also had to learn the academic side of water treatment, to learn things I had not seen in the field, but that comprises the vast amount of information applicable to the water treatment industry. Several months before the exam I started reading the AWT

Technical Reference & Training Manual from cover to cover in preparation for the exam. I was able to bring up questions I had during training sessions held at our office. Through training sessions held after work I was able to increase my knowledge to the point I became confident to test successfully.

Why did you feel this credential was important to have?

I think the CWT is as important to a water treater as a CPA is to an accountant. As a young female in the industry it is important to establish myself as a professional, with experience, knowledge and ethics. The industry has been established as a male dominated arena. I want to be taken seriously, and not to be considered a lightweight in the industry. The CWT has also helped reinforce to customers and associates that even though I may be young and female, I do know what I am talking about. Walking into customer facilities I am greeted by mostly older facility managers, who tend to be skeptical of my knowledge and experience level. I think they are surprised once we are engaged in conversation, that I am knowledgeable in the field of water



treatment. Having a CWT designation is one way of showing that I am continually looking to expand my knowledge in the water treatment industry.

What was the most difficult aspect of the exam?

The most difficult aspect of the exam for me was to anticipate questions on the exam that are not seen regularly in water treatment in the Southwest. Also, reading the *AWT Technical Reference & Training Manual* reinforced how there are multiple ways to solve water treatment problems. Best practice methods used in a southwestern climate and water quality may never be done on the east coast, but the test does not recognize that regional uniqueness. I had to familiarize myself with water treatment practices beyond the scope of our region.

What do you think are the most prominent issues facing the water industry today?

We are faced with an increased demand of being “green.” We are examined with a skeptical eye on how we

conserve water and energy and how efficiently we can monitor systems to ensure effectiveness. Our industry is also seeing much more rigorous environmental regulations. Chemical treatments have more stringent discharge limits, handling and storage requirements and need to have minimal toxicological effects on the environment. It is important for our industry to stay one step ahead of the game. We must respond by seeking out more efficient ways to use water, such as implementing water recycling and reuse strategies, especially for critical equipment like cooling towers. I see the issues of our time as an opportunity for advancing our industry. ☺

Congratulations to our Newest CWTs

Please help us in congratulating the latest individuals to become CWTs (March 31, 2009 – June 29, 2009):

Joseph Moll, CWT, Weas Engineering, Inc.

Christopher Roberts, CWT, ChemCal, Inc.

Jerry Sooley, CWT, Keytech Water Management

Peter Zielski, CWT, U.S. Water Services, Inc.

Global Treat, Inc. Disinfection Systems



Chlorine Analyzers, Gas Feeders, and Corp Stops



Chemical Metering Pumps and Packages

Liquid & Gas Chemical Feed Systems

www.globaltreat.com / CALL 800-370-4410