



## TCEQ REGULATORY GUIDANCE

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Occupational Licensing & Registration Division  
RG-637 • Revised July 2024

# Guidance for Resiliency Training Requirements for Water Operators and Training Providers

This publication contains guidance on types of resiliency training; requirements for license holders, water operators, and training providers; and curriculum guidance.

The resiliency training requirements outlined in this publication went into effect April 1, 2024.

## History of the Training Requirement

During the week of Feb. 14, 2021, a severe winter storm, referred to as Winter Storm Uri, brought record-low temperatures, ice, and snow across Texas. The storm impacted many of the state's public water systems causing widespread water outages or shortages, burst pipes, and equipment failures that disrupted water treatment processes.

On June 8, 2021, the 87th Texas Legislature passed Senate Bill 3 to address preparing for, preventing, and responding to weather emergencies and power outages. In addition, the TCEQ commissioners formed the Winter Storm Uri After Action Review, which proposed the new resiliency training requirement for public water system operators to be better prepared to respond to these weather emergencies and power outages in the future.

## Two Types of Resiliency Training

### Resiliency Overview Course

The Resiliency Overview course is an overview of all topics listed in Appendix A (Resiliency Training Curriculum Guidance), a minimum of two hours, and required for all water operators.

### Resiliency Continuing Education Courses

The Resiliency Continuing Education courses cover one or more of the topics listed in Appendix A (Resiliency Training Curriculum Guidance) in more depth. There is no minimum duration for training courses; however, license holders must acquire a minimum of two hours of resiliency training to renew a water license, every renewal cycle, at every level.

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# Water Operators: Resiliency Training Requirements

## Getting a New or Upgrading a Water Operator License

The Resiliency Overview course must be successfully completed and on the individual's training record before applying for an initial Water Operator license or upgrading an existing license. This course can only be counted once for resiliency credit.

The resiliency training requirement for obtaining a new Water Operator license for all levels can be achieved by two methods. The applicant can either take a TCEQ-approved Basic Water course that has incorporated an overview of all resiliency topics or take a separate TCEQ-approved Resiliency Overview Standalone course, in addition to the Basic Water course.

## Renewing a Water Operator License

**All active license holders whose license expires on or after April 1, 2024, and who wish to renew their license at any level must complete a minimum of two hours of TCEQ-approved resiliency training within each renewal cycle.** Currently, 30 hours of continuing education is required to renew a water license. Of the 30 hours required, at least two of those must be approved as resiliency training to be eligible to renew a license.

**All active license holders whose license expires after April 1, 2024, must take the Resiliency Overview Standalone course once within one of their first two renewal cycles (six years total).** When completed, this course will also meet the continuing education requirements for resiliency training for that particular renewal cycle. In all other renewal cycles, licensees must complete two hours of continuing education in resiliency training. Repeating the Resiliency Overview course will not count for the resiliency training to renew a license but will count toward the general CEs required to renew a license.

Individuals who have already completed all their required continuing education credits prior to Dec. 31, 2023, and hold a license that expires after April 1, 2024, may be eligible to request a one-time waiver for this requirement for their first renewal cycle. All waiver requests and associated supporting documentation must be submitted in writing to [licenses@tceq.texas.gov](mailto:licenses@tceq.texas.gov).

## Where to Find TCEQ-Approved Resiliency Training

Approved resiliency training can be found on the [TCEQ licensing website](#) where all approved resiliency trainings are separated into Resiliency Overview and Resiliency Continuing Education courses. Additionally, when searching for courses listed under the water operator training providers dropdown, all approved resiliency courses will begin with "(RESIL)".

# Training Providers: Resiliency Training Requirements

While encouraged, training providers are not required to develop resiliency training. Those who wish to participate in providing resiliency training opportunities may do any, or all, of the following three options.

## Option One: Revised Basic Waterworks Operation Core Course

The Resiliency Overview core course must be a minimum of two hours and include all topics listed in Appendix A (Resiliency Training Curriculum Guidance). This course may be added to any TCEQ-approved 20-hour Basic Waterworks Operation core course, extending the duration for the resiliency-approved version by two hours. Training providers must submit revisions to the Basic Waterwork Operation core course to TCEQ for review and upon approval will be issued a new course code.

## Option Two: Resiliency Overview Standalone Core Course

The Resiliency Overview Standalone core course must be a minimum of two hours and include all topics listed in Appendix A (Resiliency Training Curriculum Guidance). Training providers must submit a training application for review and approval of the Resiliency Overview Standalone course.

## Option Three: Resiliency Continuing Education Courses

Resiliency Continuing Education courses must provide more in-depth coverage of one or more of the topics listed in Appendix A (Resiliency Training Curriculum Guidance) to meet the renewal requirement for resiliency continuing education. There is not a minimum or maximum duration for these training courses.

## Subject Matter Experts, Qualified Instructors, and Existing Resiliency Training

All training providers who develop any type of resiliency course must provide the qualifications for the subject matter expert who developed the training, and for in-person training, submit the qualifications for the instructor who will deliver the training.

Subject matter experts and instructors who develop and deliver training based on one or more of the topics listed in Appendix A (Resiliency Training Curriculum Guidance), must have a minimum of three years of experience on any topic they teach. A TCEQ level A or B Water Operator license is preferred.

Training providers may have existing resiliency training that is related to one or more of the topics listed in Appendix A, but not necessarily directly related to a water license. For those courses to be considered TCEQ resiliency training, a training application must be submitted for review and approval.

## Effective Date for Resiliency Training Requirements

- **For new licenses**, the TCEQ resiliency requirements are in effect for all applications received on or after April 1, 2024.
- **For renewals**, resiliency requirements are in effect for all licenses that expire on or after April 1, 2024.

# Appendix A:

## Resiliency Training Curriculum Guidance

### Two-Hour Resiliency Overview Core Course

The Resiliency Overview core course, whether standalone or part of the Waterworks Operation core course, must cover an overview of all of the following topics:

#### ***Incident Command System or National Incident Management System***

The course must provide an introductory overview of the Incident Command System (ICS) or the National Incident Management System (NIMS). The content must include:

- Basic structure of the ICS while providing a foundation for higher-level ICS training.
- Basic understanding of FEMA’s NIMS concepts and principles.
- Explanation of the relationship between ICS and NIMS.

#### ***State Disaster Assistance***

The course must provide an overview of the State Assistance Process during emergency incidents. The course content must include:

- The identification and coordination with county or local emergency management personnel.
- Overview of the Texas Division of Emergency Management role and responsibilities.
- Instruction on utilization of the State Assistance Request (STAR) Form.
- Information on state disaster funding programs.

#### ***Emergency Preparedness Plans***

The course must provide an overview of the Emergency Preparedness Plan (EPP) requirements. The overview must include:

- Senate Bill 3 and Senate Bill 361/House Bill 805 review.
- Instruction on use of TCEQ templates and other tools.
- Review of EPP Waiver request process.

#### ***Mutual Aid Agreements***

The course must provide introductory information on mutual aid, and must include:

- Basic instruction on how to develop a mutual aid agreement.
- Review the elements of a mutual aid agreement required by FEMA.
- Discuss the common elements and how to apply them in a mutual aid partnership.

#### ***Critical Components***

The course must provide an overview of critical water system components. The content must include:

- Process to make the determination of water system critical components.
- Overview of some best management practices for protecting them from all-season weather hazards or other emergency conditions, which may include cybersecurity training.

## **Standalone Resiliency Training Courses for License Renewal**

Resiliency training courses for continuing education credit must include in-depth material on one or more of the following topics:

- Incident Command System or National Incident Management System
- state disaster assistance
- emergency preparedness plans
- mutual aid agreements
- critical components, which may include cybersecurity training