



Scheduling  
Options:  
Online  
By Phone



NYWEA  
(315) 442-7811  
X4

PSI  
(833) 256-1420  
7am-9pm CST

## New York State Wastewater Operator Computerized Certification Examination Information

The New York Wastewater Certification Examinations are delivered at several locations in New York and at over 160 PSI Assessment Centers geographically located throughout the United States. **The examinations are administered by appointment only, Monday through Saturday.**

### Scheduling Online

#### For the first exam after you have been approved:

Go to <https://test-takers.psiexams.com/abc-ny>

1. Click "View Available Tests". Select the exam listed on your approval letter from the eight New York Wastewater Treatment Grade exams listed. The exam listed on your approval letter is the only exam you are approved to take and can register for.
2. If special accommodations are being requested, see Special Arrangements for Candidates with Disabilities (page 2).
3. Review the information regarding PSI exam center regulations, scheduling and rescheduling and payment information. **Note: the current PSI exam fee is \$112 per scheduled exam. This is separate and in addition to the NYWEA exam application fee.**
4. Returning users must login. Click on the red Login/Register button.
5. If you established an account on PSI's former scheduling platform, you must create a new account. First-time users must also create an account. To create an account, click on the red Login/Register button. Click on "Create Account" and enter the information requested. Your nine-character candidate ID number can be found in your NYWEA Approval Letter. It starts with NYW followed by six numbers (for example, NYW010785); make sure to include all nine characters. When finished, select the "Continue" button to proceed. A screen appears confirming the account has been successfully established. Select the "Continue Booking" button to proceed.
6. The test format (Onsite – Test Center) is displayed. Click "Continue Booking".
7. The personal information provided to PSI is displayed for you to verify. Make any necessary changes and select the "Continue Booking" button to proceed.
8. Under "Find Your Nearest Test Center" enter your zip code and radius (miles). Note, the closest test center may be in a neighboring state. Under the location(s) listed, click on "View Available Time Slots". Available dates are shown in green. Click on the calendar to pick the date, and then select the desired available time slot. Submit your request by clicking on the "Schedule" button.
9. On the next screen, enter the Billing Address for payment and select "Continue". Choose a payment method on the next screen. Enter your credit card information and select "Continue".
10. Under "Review" verify that the information is correct and select "Book this Exam".
11. A confirmation will appear and an email will be sent to you confirming your appointment with directions to the PSI exam site.

#### Scheduling a Retake

Go to <https://test-takers.psiexams.com/abc-ny>

1. Click on "Sign In/Create Account" in the upper right hand corner.
2. First-time users of the new platform must create a new account.
3. Click on "View My Tests".
4. The next page will show a list of previously completed exams. If any failed exams are eligible to be retaken, there will be a "Retake" button underneath. Click on the "Retake" button to schedule a new attempt.
5. **The current PSI exam fee is \$112 per scheduled exam.**



## Special Accommodations

**NYWEA**  
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### Scheduling by Phone

You may call PSI at (833)256-1420. This toll-free number is answered from 7:00 am to 9:00 pm (Central Time) Monday through Thursday; 7:00 am to 5:00 pm (Central Time) on Friday; and 8:30 am to 5:00 pm (Central Time) on Saturday. You will need your nine-character candidate ID number which can be found in your NYWEA approval letter. It starts with NYW followed by six numbers. Please have your credit card available for payment of the PSI exam fee. **The PSI exam fee is currently \$112 per scheduled exam.**

### Special Arrangements for Candidates with Disabilities

PSI complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. PSI will provide reasonable accommodations for candidates with disabilities.

1. Wheelchair access is available at all established Assessment Centers. Candidates must advise PSI at the time of scheduling that wheelchair access is necessary.
2. Candidates with visual, sensory or physical disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements.

This is the procedure to request special accommodations:

1. Call into PSI by following the "Scheduling by Phone" procedure on page 1. Pay the exam fee by credit card (\$112). Then tell the Candidate Services Representative that you will be arranging an exam date with special accommodations through PSI's Accommodations Department. End the call.
2. Next go to <https://test-takers.psiexams.com/abc-ny>. Click on "FAQs".
3. PSI is charged with approving exam accommodations. Click on the link "Fill out the ADA form here".
4. The ticket category should read "Test Accommodations Request".
5. Enter your email address.
6. For "Subject", type in your 9-character ID number found in your NYWEA approval letter. It starts with NYW followed by six digits. Then type your last name, first name. For example, NYW024232 SMITH, JOSEPH.
7. Under "Description", briefly describe the accommodations you request.
8. Enter first name, last name and phone number.
9. Under "Have You Registered for the Exam?", select Yes (you "registered" by paying for the exam) – See step 1.
10. For "Exam Name" type "NY Grade \_\_\_ Exam". Fill in with the grade exam for which you are approved, i.e. NY Grade 2A Exam.
11. For Program, select "ABC-NY New York Department of Environmental Conservation".
12. Under "Where are You Taking the Exam?", select "I am taking a proctored test at a testing center."
13. Disregard the next box "If you choose Other (special equipment...).
14. In the next box, list the testing sites at which you would like to take the exam. To identify available sites, open another window (do not close the Test Accommodation Request form) and go to <https://test-takers.psiexams.com/abc-ny>. Click on "Check for Available Dates." Select your Grade exam. Click the "Continue" button in the gray box. Enter your zip code and desired mileage radius. Click "Find", Copy your desired test centers. Go back to the Test Accommodations Request form. Paste the desired testing centers in the box. Keep in mind, you may need to travel further than your desired distance to a testing site that is properly equipped to arrange for your accommodations.
15. Next list three preferred exam dates.
16. Identify morning or afternoon session
17. Attach your documentation of disability. Click "Submit".
18. PSI's Exam Accommodation Staff will reach out to you by email regarding test arrangements. For exam accommodations questions or concerns, call 1-800-367-1565 x 6750 Monday – Friday, 8 am – 5 pm Central Standard Time.



## Test Resources

## Rescheduling Missed Exams/ Cancellations

## In case of: Bad Weather Power Failure Emergency

## Reporting to Assessment Center

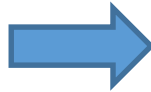
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### Paying by Money Order or Company Check

The PSI exam fee is currently \$112 per scheduled exam. To pay for your exam by money order or company check (no personal checks, vouchers or purchase orders are accepted), you need to complete a one-page application and include your payment to PSI. The application is available from NYWEA at (315) 422-7811 x4. Payment must be payable to PSI. Mail to: PSI, 18000 West 105<sup>th</sup> Street, Olathe, KS 66061-7543. Wait seven business days after mailing your check and then call PSI to schedule your exam at (833) 256-1420.

### If you call PSI by 3pm CST on:

Monday  
Tuesday  
Wednesday  
Thursday  
Friday



### Depending on availability, your examination may be scheduled beginning:

Wednesday  
Thursday  
Friday/Saturday  
Monday  
Tuesday

### Test Resources

Please review the NYWEA website for some useful test preparation resources:  
<https://nywea.org/SitePages/Operator-Certification/Certification/default.aspx>

Study Materials include Need to Know Criteria, Formula/Conversion Tables, Exam References, Study Guides, Sample Exam questions, a Web-Based Testing Demo and an overview of what to expect when you take a computer-based exam are available.

ABC has recently undergone a rebranding and is now called Water Professionals International (WPI); however, the exams will continue to be called ABC exams.

### Exam Rescheduling

You may reschedule the examination once at no charge by calling PSI at (833) 256-1420 at least two business days prior to a scheduled computer administration.

### Missed Appointments/Cancellations

You will forfeit the examination registration and all fees paid under the following circumstances:

- You wish to reschedule an examination but fail to contact PSI at least two business days prior to the scheduled testing session
- You wish to reschedule a second time
- You appear more than 15 minutes late for an examination, or
- You fail to report for an examination appointment.

### Inclement Weather/Power Failure/Other Emergency

In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. To determine if PSI has been advised that any Assessment Centers are closed, go to <https://test-takers.psiexams.com/abc-ny>. At the top left hand corner of the page on the green banner, click on the link for a list of site closures. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at an Assessment Center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures.

### Taking the Examination

Report to the Assessment Center no later than your scheduled appointment time. Look for the signs indicating PSI Assessment Center Check-In. A candidate who arrives more than 15 minutes after the scheduled testing time will not be admitted. Please bring a silent, non-programmable calculator without an alphabetic keypad or printing capabilities with you to the examination. Calculators built into cell phones are not permitted in the Assessment Center.



## Necessary Identification

## Restrictions

## Misconduct

## Retaking the Exam/ Examination Inactivity

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### Identification

You must have proper identification to gain admission to the Assessment Center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of your examination fee. You must have two forms of identification, one with a current photograph (primary), and one must display your name and signature (secondary). You will be required to sign a roster for verification of identify.

Acceptable forms of primary identification include a current driver's license with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. The secondary form must display your name and signature (e.g., credit card with signature, social security card with signature, employment/student ID with signature).

### Security

- Examinations are proprietary.
- No guests, visitors or family members are allowed in the testing room or reception areas.
- No personal items, valuables or weapons should be brought to the Assessment Center.
- Only keys and wallets may be taken into the testing room. PSI is not responsible for items left in the reception area.

### Restrictions

- No personal belongings will be allowed in the Assessment Center. Pencils will be provided during check-in.
- No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room.
- You will be provided with a formula sheet and scratch paper to use during the examination. *You must return both items to the supervisor at the completion of testing or you will not receive a score report.* No documents or notes of any kind may be removed from the examination room. **If you are not provided a formula sheet, please do not take the exam. Stop and let the Assessment Center know. If you are still not provided the correct sheet, please call NYWEA at (315) 422-7811 x4.**
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking will not be permitted in the Assessment Center.
- You may take a break whenever you wish but you will not be allowed additional time to make up for time lost during breaks.

### Misconduct

Individuals who engage in any of the following conduct may be dismissed from the examination, their scores will not be reported and examination fees will not be refunded. Examples of misconduct are when a candidate:

- Creates a disturbance, is abusive or otherwise uncooperative;
- Displays and/or uses electronic communication equipment such as pagers, cellular phones, or PDAs;
- Gives or receives help or is suspected of doing so;
- Attempts to record examination questions or make notes;
- Attempts to take the examination for someone else;
- Is observed with notes, books or other aids.

### Retaking the Exam/Examination Inactivity

You may take the examination as many times as you wish but you must wait 90 days between examination dates. Candidates can schedule their retake directly with PSI as they did with their first exam. Candidates can schedule their retake during their 90-day wait period. Once you are approved to sit for the exam, your information will be on file with PSI for eighteen months. If you go eighteen months or longer without taking the examination or passing it, your approval on file with PSI will expire. Contact Operator Certification Administrator Carolyn Steinhauer (315/422-7811 x4, [Carolyn@NYWEA.org](mailto:Carolyn@NYWEA.org)) and ask her to re-load your information to PSI so you can schedule an examination.

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