

UST Operator Training Frequently Asked Questions

Q. I can't login to my account.

- A. First check to make sure you are in the correct section. There are two places to login. One for "Tennessee Facility Owners" and one for A and B operators.

If you are unable to log in, contact:

NIC, TN - TN.gov Help Desk

(615) 313-0300 or 1-866-8TN-EGOV

E-mail help@egovtn.org

Q. I do not have tanks in Tennessee but would still like to do the training, what do I need to do?

- A. Anyone can create an account and login under the A and B operator section. Once you have logged in hit the button at the bottom of the screen that says "begin training" and you are ready to select a training module.

Q. How do I designate and train my C Operators?

- A. You do not need to designate your C operators in the Tank Helper program. If a UST facility has a person(s) on site that is attending the tanks, at least one person on site must be a Class C Operator whenever the facility is operating. No later than August 8, 2012 a sign or instruction manual must be placed where the Class C operator would be expected to see it during the normal course of their work. At a minimum, it must include the following:

1. Employee's role in responding to spills and overfills, and
2. Procedures for handling warnings, alarms, and response from leak detection console (if applicable), and
3. Name and number of contact person for emergencies and monitoring equipment alarms, and
4. Local emergency numbers, and
5. An instruction to maintain a safe distance from any potential hazards.

Q. I lost my certificate how can I get a copy?

- A. The program stores your certificates. If you go to the training dashboard (where you selected your modules) out beside each module there should be the word "passed". You can click on that word and it will bring up your certificates anytime. The B certificate will be the same no matter which one you click on.

Q. I do not have tanks in Tennessee but am trying to complete my training in Tank Helper, it won't take my ownerID.

- A. You are trying to create your account in the "Tennessee Facility Owners" section. You can only create your account under the A and B operator section.

Q. I have an upcoming inspection, I have my certificates but the inspector is telling me my training is incomplete?

- A.** An operator can complete training without being designated. If the owner did not create an owner account and designate the operators or the operators did not accept the designation the requirements for operator training has not been met. If this is the case you can contact Michelle Pruett at the number listed below.

Q. I have completed the A module why does it say I have not completed my training?

- A.** The A module alone does not complete operator training you must also have someone designated and trained for the required B modules.

Q. Who has to take operator training?

- A.** Anyone who is assigned by the tank owner as a Class A, Class B or Class C Operator (see question below about Classes of Operators) at a minimum will need to take training appropriate for the responsibilities of that category.

Q. How much is the training going to cost?

- A.** Training need not be expensive. The web based option (see question below) is free, and currently there is no charge for Tank School. The testing options through ICC do have fees and must be renewed per the ICC rules.

Q. How often do operators have to be trained?

- A.** Operator training is intended to be a one-time event, however if significant operational compliance violations are discovered during a compliance inspection, operator(s) must be retrained. Retraining will consist of several options and may be specific to the violation, or general in nature. Retraining options will be developed as the program is implemented.

Q. Why am I being required to designate operators for my facility, since I have never had any violations?

- A.** Operator Training is a component of the Energy policy Act of 2005 passed by the federal government. This requirement affects every state Underground Storage Tank program that received federal grant money, so everyone must comply regardless of their past compliance history.

Q. I am a one facility owner with no employees; do I still have to designate an operator?

- A.** Yes. See the answer to the Question above. Every facility will be required to designate at least one individual in each class of operator. The owner may designate himself in each class and take training appropriate to all operator classes. The owner can do this in the owner account and does not need to create an operator account.

Q. I don't have a computer, is there another way to designate my operators?

- A.** You will need access to a computer in order to access Tennessee's web-based Operator Training program and log in and designate operators for your facility(ies). Most major public libraries have public computers with internet access and you may use these if you lack a computer or internet access. Also you may visit a Field Office and use a state computer to make these designations.

Q. Will Tennessee recognize Operator Training provided by my company or other outside parties?

A. No. Other states may accept any of the three Tennessee training options mentioned above as adequate for their state, but Tennessee will only accept the training methods mentioned above.

Q. I have been told that I must have several operators designated for my facility. Is that true?

A. The answer may depend on how complex your business is. Facilities will be required to have at least one person designated in each of three Operator classes. One person can be designated as a Class A, Class B, and Class C Operator for a facility, or separate individuals can be designated for each class. A single individual may be designated as a Class A and/or a Class B operator for more than one location. Several individuals at each location may be trained as Class C operators. If tank owners want additional individuals trained, there is no restriction on how many individuals may be trained at a facility as long as there is at least one individual designated for each class assigned to each facility.

Q. Can tank owners designate an independent service provider as the trained operator for their facilities?

A. Yes. Tank owners may designate service providers in Tank Helper and independent consultants as trained operators for their facilities, as long as the designated individual has met one of the training options described below provided by the state, enters that information into the Operator Training tracking database and accepts the designation from a UST owner.

Q. Once I designate operators for my station, am I allowed to change operators?

A. Yes, you may change operator designations at any time by logging on to your user profile on the Tank Helper program and making the changes in the tracking database. The rules require the notification of changes in designations of Class A or Class B operators to be made within 30 days if you lose your only designated operator in one of the classes.

Q. I heard that there are several classes of operators and different training for each class. Is that correct?

A. Yes. There are three Operator Classes that are defined as follows:

A Class A Operator is any person having primary responsibility for on-site operation and maintenance of underground storage tank systems.

A Class B Operator is any person having daily on-site responsibility for the operation and maintenance of underground storage tank systems.

A Class C Operator is any on-site employee having primary responsibility for addressing emergencies presented by a spill or release from an underground storage tank system.

See options below for training. Tank helper includes a C module that if used should be supplemented with site specific emergency information.

Q. When will facilities be required to have trained Operators in Tennessee?

- A.** The rules require every UST system to have a trained operator by **August 8, 2012**. It is a violation for any UST facility to operate without trained operators designated after August 8, 2012. If you have not designated trained operators for each of your facilities by August 8, 2012 **you will be scheduled for an inspection** and you could face fines and penalties, including possible delivery prohibition.

Q. What is Operator Training?

- A.** Operator Training is a program required by the federal Energy Policy Act of 2005. The program requires that UST facilities have individuals trained to operate UST in compliance with operating requirements, and that someone is trained to take action in the event of a release from the UST system.

Tennessee has developed a free web-based application called Tank Helper. That will allow you to designate you're A & B operators from the owner's account. You can find the website on the Division's operator training page. Tank Helper is available 24/7 for your convenience.

You must designate you're A & B operators in Tank Helper but the Division will accept the following forms of training.

1. There is a free web-based training in Tank Helper that you can access by hitting the "begin training" button after you login. You should never begin training before you have been designated unless you work for several facilities or your tanks are in another state.
2. Tennessee will accept the National UST System Operator Exams administered by the [International Code Council](#). These exams do have expiration dates and would need to be retaken according the International Code Council Standards. Note: You will still need to create accounts in Tank Helper and designate your operators.
3. Tennessee has one classroom training option which will be acceptable for Operator Training:
Tennessee has held occasional 1-day training sessions called "**Tank School**", taught by state instructors. Anyone completing Tank School will be considered as having met the training requirements for Operator Training. Tank Schools are only held occasionally as time and instructor availability permits. Contact the Division if you would be interested in attending Tank School, and if class space is available you may get an opportunity to attend a Tank School near you.
Note: You will still need to create accounts in Tank Helper and designate your operators.

Q. Who can I contact for more information about the options for Operator Training?

- A.** Contact Michelle Pruett at michelle.pruett@tn.gov, or by phone at (615) 532-0973, or Lamar Bradley at lamar.bradley@tn.gov, or call (615)532-0952.