

## Operator Training for Underground Storage Tanks

### Overview

*This document summarizes the requirements for Operator Training. All underground storage tank (UST) facilities must have certified Class A, Class B, and Class C operators and emergency response procedures. Training ensures that all tank owners/operators understand the regulatory requirements and how to identify and respond to a UST emergency.*

### What types of training are needed to meet the Operator Training requirements?

- Every UST facility should have at least one Class A, Class B, and Class C certified operator.
- Class A and B certificates qualify as Class C certifications since the Class A and/or B training incorporates the Class C training.
- At a minimum, a Class C operator must be on-site at all times unless the facility is unmanned and the emergency response procedures are posted by the dispensers and visible to customers and fuel delivery drivers.
- The same person may be designated as a Class A, Class B, and/or a Class C operator.
- Each class of operator has different training requirements as shown below.

### Operator Classes

	Class A Operator	Class B Operator	Class C Operator
Who fits this class of operator?	The individual who generally focuses on the statutory and regulatory requirements related to operating and maintaining the underground storage tank system.	The individual who is generally responsible for putting applicable regulatory requirements into practice and carrying out day-to-day operations, maintenance, and recordkeeping for USTs at one or more facilities.	The individual who is generally the first line of response to events indicating emergency conditions or responding to alarms.
Examples	Tank owners, Environmental or Safety Directors	Store managers, Environmental Specialists, Safety Managers	Convenience store clerks, maintenance staff
What is the objective of the training requirements?	Ensure broad knowledge of regulatory requirements for USTs	Ensure in-depth knowledge of how to maintain USTs in compliance with requirements	Ensure knowledge of actions to take in the event of a leak or other emergency

### What must I do to comply with Operator Training?

- 1) Designate Class A, Class B, and Class C operators in writing and keep the list up to date as employees are replaced. There may be multiple certifications per person depending on your business structure. There is an optional Operator Class Designation form available on DEQ's Operator Training webpage here: <https://www.deq.virginia.gov/our-programs/land-waste/petroleum-tanks/underground-storage-tanks/inspections-and-compliance/operator-training>
- 2) Ensure the operators are properly trained. An approved training provider list may be found on DEQ's website.
- 3) Develop emergency response procedures for the facility and post them in a prominent area (easy to see and locate quickly). Emergency response procedures should include emergency contact numbers and any other instructions that a UST Operator will need to properly respond to a fuel spill or release. Class C operators must be familiar with the facility's emergency response procedures. If the facility is unmanned at any time, the emergency response procedures must be posted in a very noticeable location, such as on the dispensers.
- 4) Refresh the Class C operators' training every year.

- 5) Train any newly designated Class A or Class B operators within 60 days of the date they assume the position.
- 6) **Keep on file the designation of operators and Certificates of Training for each trained operator for DEQ to review upon inspection.**

**What Operator Training Records must be kept on-file?**

1. Training certificates for each operator.
2. Designation of Operators.
3. Emergency Response Procedures.

**Where may I find additional information regarding Operator Training?**

- There is a lot of information regarding Operator Training on DEQ's UST Operator Training website located here: <https://www.deq.virginia.gov/our-programs/land-waste/petroleum-tanks/underground-storage-tanks/inspections-and-compliance/operator-training>.
- Click here for the [UST Operator Training Approved Providers List](#).
- You may also contact the Office of Spill Response & Remediation at (804) 774-8338 or [tank@deq.virginia.gov](mailto:tank@deq.virginia.gov), or contact your regional DEQ Office: <https://www.deq.virginia.gov/get-involved/about-us/contact-us>.