

Before scheduling  
your examination,  
be sure you understand  
the contents of this bulletin.  
Please retain and use it as a  
reference when contacting PSI.

# Contractors State License Board Licensing Examination Information Guide

## Water Conditioning (C-55)

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## FOR MORE INFORMATION

All questions about examination scheduling should be directed to:

**PSI licensure:certification**  
3210 E. Tropicana Ave.  
Las Vegas, NV 89121  
(877) 392-6422 • TTY (800) 735-2929  
www.psiexams.com

Questions about examination content or licensing should be directed to:

**Contractors State License Board**  
9821 Business Park Drive  
Sacramento, California 95827  
(916) 255-3900 • Fax (916) 263-2469  
www.cslb.ca.gov

### SCHEDULING INFORMATION

Date Scheduled: \_\_\_\_\_

Name of Scheduler: \_\_\_\_\_

Date of Exam: \_\_\_\_\_

Time of Exam: \_\_\_\_\_

Test Site Location: \_\_\_\_\_



## PURPOSE

The Contractors State License Board requires an examination to effectively identify contractors who are qualified for licensure.

## EXAMINATIONS BY PSI

The Board has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers in California.

All questions regarding the scheduling and administration of examinations should be directed to PSI.

### PSI licensure:certification

3210 E. Tropicana Ave.  
Las Vegas, NV 89121

(877) 392-6422 • Fax (702) 932-2666 • TTY (800) 735-2929  
[www.psiexams.com](http://www.psiexams.com)

All other questions about examinations should be directed to the Board.

### Contractors State License Board

9821 Business Park Drive  
Sacramento, California 95827  
(916) 255-3900 • Fax (916) 263-2469  
[www.cslb.ca.gov](http://www.cslb.ca.gov)

## EXAMINATION SCHEDULING PROCEDURES

Once you have been approved for examination by the Board, you are responsible for contacting PSI to schedule an appointment to take the examination. You may schedule the examination via the Internet at [www.psiexams.com](http://www.psiexams.com) or by telephone at (877) 392-6422.

Your examination eligibility expires if you fail to take and pass the examination within 18 months after being deemed eligible by the Board. This is the date on the eligibility letter the Board sends to you. When you eligibility expires, you will need to reapply to the Board to be considered eligible to take the examination.

The PSI examination centers are open for testing during normal working hours of 8:00 a.m. to 5:00 p.m. Monday through Friday and operating hours on Saturday, except for the following major holidays:

Memorial Day	Closed May 30, 2022
Independence Day	Closed July 4, 2022
Labor Day	Closed September 5, 2022
Thanksgiving Day	Closed November 24-25, 2022
Christmas Day	Closed December 26-27, 2022
New Years Day	Closed January 1, 2023
Martin Luther King Jr.	Closed January 17, 2023

## INTERNET SCHEDULING

You may schedule your examination by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, [www.psiexams.com](http://www.psiexams.com). You may schedule for an examination via the Internet 24 hours a day.

1. Complete the registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your examination.
3. Select a date for examination to complete your registration.
4. Upon successful registration, you will receive a traceable confirmation number.

## TELEPHONE SCHEDULING

Call PSI at (877) 392-6422, Monday through Friday between 4:30 a.m. and 7:00 p.m., or Saturday-Sunday between 8:00 a.m. and 2:00 p.m., Pacific Time, to schedule your appointment for the examination. Scheduling services are also available via our Telecommunications Device for the Deaf (TDD) by calling (800) 735-2929.

## CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee *if your cancellation notice is received two (2) days prior to the scheduled examination date*. For example, for a 9:00 a.m. Monday appointment, the cancellation notice would need to be received before 9:00 a.m. on the previous Saturday. To cancel or reschedule, call PSI at (877) 392-6422.

**Note: A voicemail or email message is not an acceptable form of cancellation. You must use the PSI Website or call PSI and speak directly to a Customer Service Representative to cancel or reschedule your examination and not forfeit the fee.**

## MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled. You will forfeit your examination fee if:

- You do not cancel your appointment 2 days before the scheduled examination date;
- You do not appear for your examination appointment;
- You arrive after examination start time;
- You do not present proper identification when you arrive for the examination.



## RE-EXAMINATION

Candidates who fail are eligible to retake the examination as long as they are not past their void date. A re-examination form will be provided with the score report at the test center.

To reapply for re-examination, candidates must complete the form and submit to the Board with the correct fee of \$100.

### EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation; however, you may check the status of your examination schedule by calling (877) 392-6422. Every effort will be made to reschedule your examination as soon as possible and you will not be penalized. You will be rescheduled at no additional charge.

## **EXAMINATION SITE LOCATIONS**

The examinations are administered at the PSI examination centers in California as listed below:

### **AGOURA HILLS**

30851 AGOURA RD SUITE 302  
AGOURA HILLS, CA 91301  
(818) 851-9266

*FROM THE EAST: TAKE US-101 N/VENTURA FWY WEST TO REYES ADOBE RD (EXIT 38). TURN LEFT ONTO REYES ADOBE RD. TURN RIGHT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE RIGHT.*

*FROM THE WEST: TAKE US-101 S TO LINDERO CYN RD (EXIT 39). TURN RIGHT ONTO LINDERO CANYON RD. TURN LEFT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE LEFT.*

### **ATASCADERO**

7305 MORRO RD, SUITE 201A  
ATASCADERO, CA 93422  
(805) 538-5053

*FROM US-101 N, TAKE THE CA-41 EXIT (EXIT 219) TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. TURN LEFT ONTO CA-41/MORRO RD.*

*FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT (EXIT 219), TURN RIGHT ONTO CA-41/MORRO RD.*

### **BAKERSFIELD**

5405 STOCKDALE HIGHWAY  
SUITE 103  
BAKERSFIELD, CA 93309  
(661) 735-5351

*FROM INTERSTATE 5-SOUTH, TAKE THE STOCKDALE HIGHWAY EXIT (EXIT 253). TURN RIGHT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.*

*FROM INTERSTATE 5-NORTH TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CALIFORNIA 99 NORTH VIA EXIT 221 TOWARD BAKERSFIELD/FRESNO. TAKE THE CALIFORNIA 58 EAST EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CALIFORNIA STATE UNIVERSITY/STOCKDALE HIGHWAY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE ROAD, TURN SLIGHT LEFT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.*

### **CARSON**

17420 S. AVALON BLVD, SUITE 205  
CARSON, CA 90746  
(310) 400-7393

*FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND*

*WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).*

*FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT-HAND SIDE. (SAME PARKING LOT AS CARL'S JR).*

### **DIAMOND BAR**

21660 EAST COPLEY DR SUITE 260  
DIAMOND BAR, CA 91765  
(909) 860-8158

*FROM I-10 E, TAKE THE GRAND AVE EXIT (EXIT 38A). TURN RIGHT ONTO S GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR.*

*FROM 60 WEST, TAKE GRAND AVE EXIT (EXIT 24B). TURN LEFT ONTO GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR. 21660 COPLEY DR, STE 260 IS ON THE LEFT.*

### **EL MONTE - SANTA FE SPRINGS**

10330 PIONEER BOULEVARD, SUITE 285  
SANTA FE SPRINGS, CA 90670  
(562) 325-8113

*FROM THE I-5 NORTH TAKE NORWALK BLVD (EXIT 121), TURN RIGHT ONTO NORWALK BLVD. TURN LEFT ONTO IMPERIAL HWY/CA-90. TURN RIGHT ONTO PIONEER BLVD, TESTING CENTER WILL BE ON YOUR RIGHT.*

### **FRESNO**

351 E. BARSTOW AVE, SUITE 101  
FRESNO, CA 93710  
(559) 538-3975

*FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT-HAND SIDE.*

*FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE. TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.*

### **IRVINE**

8 CORPORATE PARK, SUITE 200  
IRVINE, CA 92606  
(949) 418-9653

*FROM I-405 S - USE THE 2ND LANE FROM RIGHT TO TAKE EXIT 7 FOR JAMBOREE RD, THEN USE THE LEFT 2 LANES TO TURN LEFT ONTO JAMBOREE RD. GO ABOUT 1.5 MILES THEN TURN RIGHT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.*

*FROM I-5 S - TAKE EXIT 100 FOR JAMBOREE RD. USE THE 2ND FROM RIGHT LANE TO TURN RIGHT ONTO JAMBOREE RD. TAKE THE RAMP TO JAMBOREE RD THEN KEEP LEFT AT THE FORK TO CONTINUE ONTO JAMBOREE RD. GO ABOUT 2.2 MILES THEN TURN LEFT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.*

*ONCE PARKED, PROCEED THROUGH THE FRONT ENTRANCE AND TAKE THE ELEVATOR TO THE SECOND FLOOR. THE TEST CENTER IS IN SUITE 200.*

### **LAWNDALE**

THE BAYTOWER CORPORATE CENTER  
15901 HAWTHORNE BLVD, SUITE 330  
LAWNDALE, CA 90260  
310-504-0004

*FROM I-5S, MERGE ONTO CA-110S, WHICH BECOMES I-110S. MERGE ONTO I-105W. TAKE THE I-405S/I-405N EXIT AND MERGE ONTO I-405S. TURN RIGHT ONTO INGLEWOOD AVE. TURN LEFT ONTO MANHATTAN BEACH BLVD. TURN RIGHT ONTO HAWTHORNE BLVD.*



**REDDING**

2861 CHURN CREEK, UNIT C  
REDDING, CA 96002  
(530) 319-3615

FROM I-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

FROM I-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO 1-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 W TOWARDS REDDING. START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/CA-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO 1-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

**RIVERSIDE**

7888 MISSION GROVE PARKWAY S., SUITE 130  
RIVERSIDE, CA 92508  
(951) 565-8037

FROM THE CA-91W TOWARD RIVERSIDE/BEACH CITIES, TAKE THE CENTRAL AVENUE EXIT TOWARD MAGNOLIA CENTER. TURN LEFT ONTO CENTRAL AVE. CENTRAL AVE BECOMES ALESSANDRO BLVD. VEER TO THE RIGHT, THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKY W.

FROM THE HIGH DESERT/SAN BERNARDINO AREA 215 S, WHERE THE 60 FWY, 91 FWY, AND THE 215 FWY SPLIT, TAKE 215S (SIGNS FOR THE 60 EAST INDIO). TAKE EXIT 27C FOR ALESSANDRO BLVD, TURN RIGHT ONTO E ALESSANDRO BLVD, TURN LEFT ONTO MISSION GROVE PKWY S.

**SACRAMENTO**

8950 CAL CENTER DR, SUITE 158  
BUILDING TWO  
SACRAMENTO, CA 95826  
(916) 476-5926

FROM US-50 E: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE RIGHT 2 LANES TO TURN RIGHT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

FROM US-50 W: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE LEFT 2 LANES TO TURN LEFT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

**SAN DIEGO**

5440 MOREHOUSE DRIVE, SUITE 2300  
SAN DIEGO, CA 92121  
(858) 550-5940

FROM I-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.

FROM I-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (ON TOP OF THE AT&T BUILDING) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL.

**SAN FRANCISCO**

150 EXECUTIVE PARK BLVD., STE 2400  
SAN FRANCISCO, CA 94134  
(415) 494-5773

I-80 W BECOMES US-101 S. TAKE EXIT 429A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

**SANTA CLARA**

2936 SCOTT BLVD  
SANTA CLARA, CA 95054  
(408) 844-0008

FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT-EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.

FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.

**SANTA ROSA**

160 WIKIUP DRIVE, SUITE 105  
SANTA ROSA, CA 95403  
(707) 791-3113

FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

**UNION CITY**

32960 ALVARADO-NILES RD, SUITE 650  
UNION CITY, CA 94587  
(510) 400-3343

FROM I-880 N - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN RIGHT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT. FROM I880 S - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN LEFT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.

**VENTURA**

4245 MARKET ST, SUITE 208  
VENTURA, CA 93003  
(805) 650-5220

FROM US-101N, TAKE THE TELEPHONE ROAD (EXIT 65). TURN LEFT ONTO TELEPHONE ROAD. TURN RIGHT ONTO MARKET STREET.

**VISALIA**

3400 W MINERAL KING AVE, SUITE D  
VISALIA, CA 93291  
(559) 740-7781

FROM CA-99N, MERGE ONTO CA-198E VIA EXIT 96 TOWARD VISALIA/SEQUOIA NAT'L PARK. TAKE THE EXIT TOWARD DEMAREE STREET. MERGE ONTO W NOBLE AVENUE. TURN LEFT ONTO S COUNTY CENTER DRIVE. TAKE THE 1<sup>ST</sup> LEFT ONTO W MINERAL KING AVENUE.

**WALNUT CREEK**

175 LENNON LANE, SUITE 203  
WALNUT CREEK, CA 94598  
(925) 448-2179

FROM I-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 44B TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ONTO LENNON LANE.





## SPECIAL ACCOMMODATIONS AVAILABLE

All examination sites are physically accessible to individuals with disabilities. Scheduling services are also available via Telecommunications Device for the Deaf (TDD) by calling (800) 735-2929.

The Board and PSI recognize their responsibilities under the Federal Americans with Disabilities Act and the California Fair Employment and Housing Act by providing testing accommodations or auxiliary aids or services for candidates who substantiate the need due to a physical or mental disability or qualified medical condition.

Accommodations will not be provided at the examination site unless prior approval by the Board has been granted. Reasonable, appropriate, and effective accommodations may be requested by submitting an Accommodation Request for Examination form to the Board. This form is available by contacting the Board at (916) 255-3900 or on [cslb.ca.gov](http://cslb.ca.gov).

The Board also allows candidates to take an exam with a translator. Candidates must arrange for their own translator, which may be a friend, family member, or someone hired. The translator cannot be employed in construction, real estate, finance, architecture, engineering, or law. Translators must be approved by the Board before the examination will be scheduled. The translator form is available by contacting the Board at (916) 255-3900.

## REPORTING TO THE EXAMINATION SITE

On the day of the examination, you must arrive at least 30 minutes prior to your scheduled appointment time. This allows time for check-in and identification verification and provides time to familiarize yourself with the examination process. If you arrive late, you may not be admitted to the examination site and you may forfeit your examination registration fee.

### REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide one of the following valid, non-expired, forms of government-issued identification before you may examine:

- U.S.-issued Driver's License (any state)
- U.S State-issued identification card (any state)
- U.S. government-issued passport (booklet or card)
- U.S. Citizenship and Immigration Services Resident Alien Card
- U.S. military identification
- U.S.-issued Employment Authorization Card

*All photographs must be recognizable as the person to whom the identification card was issued. The name on the application must match the photographic I.D. card. If you have recently changed your name with the Board, you may want to contact PSI to verify that they have the correct name on file.*

*Failure to provide all of the required identification at the time of the examination is considered a missed appointment and you will not be able to take the examination.*

## CALIFORNIA LAW SECURITY PROCEDURES

Section 123 of the California Business and Professions Code states: It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

- Conduct which violates the security of the examination materials;
- Removing from the examination room any examination materials without authorization;
- The unauthorized reproduction by any means of any portion of the actual licensing examination;
- Aiding by any means the unauthorized reproduction of any portion of the licensing examination;
- Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination;
- Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or
- Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.
- Communicating with any other examinee during the administration of a licensing examination.
- Copying answers from another examinee or permitting one's answers to be copied by another examinee.
- Having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination.
- Impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under authority provided for in any other provision of law. In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation.

## IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in. The thumbprint must be matched after candidates return from a restroom break and any time the candidate leaves and returns to the test site after check-in.
2. The temperature in the testing room is maintained at a moderate level. Candidates are advised to layer clothing. Acceptable layered clothing includes lightweight shirts, sweaters, and pullovers without pockets or hoods. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination. If the layered item is removed during the examination, you will be required to store it in the lobby while time continues to count down on your examination. Outerwear (coats, heavy jackets, vests, shawls, scarves, etc.) is not allowed in the testing rooms.



3. There are timing mechanisms available in the testing room and on the computer console to help candidates keep track of time during the test administration. Candidates are not permitted to bring watches or other timekeeping devices into the testing rooms.
4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when leaving and returning to the testing room. If a candidate's restroom break takes longer than 5 (five) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence. The regulatory entity will investigate and take appropriate action.
5. The following is a non-exhaustive list of personal items that are not permitted in the testing rooms:

Purses	Briefcases/daypacks/luggage
Cellular phones	Pagers
Drinks (including water)	Food/candy/snacks/gum
Good luck items	Luggage
Calculators	Reading materials
Textbooks	Notes
Any recording device	Smart devices
Electronic devices	Headphones or earphones/earbuds
Personal pens or pencils	Therapeutic items
Cameras	Over-the-counter medication
Weapons	Fashion scarves
Hats/baseball caps/visors*	Sunglasses**
Bulky, large or noisy jewelry***	Prescription drugs****

\*Headwear worn for religious purposes is subject to inspection.

\*\*Prescription and non-prescription eyeglasses may not be worn for the photo. Eyeglasses subject to inspection.

\*\*\*Jewelry that is allowed into the examination room is subject to inspection.

\*\*\*\*Drugs that are medically necessary during the pendency of the examination may be brought into the examination site, in a container bearing a proper prescription label with the name of the candidate and of the drug; any such medication is subject to examination by a proctor upon check-in.

Examination proctors will have considerable discretion to refuse permission of clothing and/or items that compromise the integrity or security of the examination.

During the check-in process, all candidates will be asked if they possess any of the prohibited items and all candidates will be asked to empty their pockets. If prohibited items are found during check-in, candidates must return these items to their vehicle or other place of safekeeping. Neither PSI nor the Department of Consumer Affairs will be responsible for the items. Any candidate possessing prohibited items in the testing room will have his or her examination results invalidated, and PSI will notify the appropriate regulatory entity of the occurrence.

6. Shoes must be worn at all times and feet are not permitted on the chairs. Feet must remain on the floor during examinations.

7. Copying any portion of the examination content by any means or communicating examination content for the purpose of aiding its unauthorized reproduction, whether before, during, or after the examination, is a violation of PSI security policy and existing law. Either one may result in the disqualification or invalidation of examination results, the denial of your license, and may result in criminal prosecution.
8. If a candidate is asked by a proctor to step into the lobby during your examination, the proctor will suspend the candidate's examination, so all remaining test time will be retained.

Only candidates, and those individuals with prior regulatory entity approval, are allowed to be present in the testing sites.

If candidates require that an exception be made to ANY of the abovementioned security procedures, candidates must contact their regulatory entity PRIOR to the date of their examination. The regulatory entity must provide the exception to PSI. NO EXCEPTIONS WILL BE MADE ON THE DAY OF THE EXAMINATION.

## TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

### IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

### TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions and reviewing your answers.

### TEST QUESTION SCREEN

The "function bar" at the top of the test question screen provides mouse-click access to the features available while taking the examination.

The screenshot shows a web-based test interface. At the top, there is a navigation bar with icons for 'Mark', 'Comments', 'Goto', 'Help', and 'End'. Below this is a status bar showing 'Question: 3 of 40', 'Answered: 2', 'Unanswered: 1', 'Marked: 0', 'View: All', and 'Time Left(Min): 359'. The main content area displays question 3: 'What do the stars on the United States of America's flag represent?'. Below the question, it says '(Choose from the following options)'. There are four radio button options: '1. Presidents', '2. Colonies', '3. States', and '4. Wars'. At the bottom of the screen, there are two buttons: '<< Back' and 'Next >>'.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

## EXAMINATION RESULTS

At the end of your examination, you will return to the check-in location and be given a printed report of your score. Your examination results are confidential and are released only to you and the Board. To protect your privacy and to maintain the confidentiality of examination results, score information is not given over the telephone.

### FAILING SCORE REPORTS

The score report will indicate the candidate's overall score, including the number of items answered correctly.

### RE-EXAMINATION PROCESS

Candidates who fail the examination must submit a new re-examination form to the Board with the required \$100 fee.

### PASSING SCORE REPORTS

The score report is **NOT** a license. Candidates who pass the examination will receive additional instructions in the mail from CSLB.

### CHANGE OF ADDRESS

Applicants and candidates must notify CSLB in writing of any change of address. Allow 30 days for the change of address to be processed.

## APPLICATION VOID DATE

The Board considers an application void if candidates do not pass their exam 18 months after their application was posted for testing. Once their void date has passed, they need to reapply for their license in order to take the exam again.

## EXAMINATION CONTENT

The Water Conditioning (C-55) Examination is divided into four major sections:

### 1. Planning and Estimating (22%)

- Water analysis
- Job site evaluation
- System selection
- Planning and estimating

### 2. Water Systems, Component Installation, and Startup (29%)

- Piping and valves
- Equipment installation
- Drain connections/backflow
- Electrical connections

- Startup and calibration

### 3. Troubleshooting, Maintenance, Repair, and/or Replacement (34%)

- Service and maintenance
- Troubleshooting
- Repair and replacement
- Disinfection

### 4. Safety (15%)

- Personnel safety
- Handling hazardous materials
- Environmental safety
- Tool and equipment safety

*\*Percentages are approximate\**

## TEST STRATEGY

This is a multiple-choice examination with four choices per question. Examination questions are written to provide only one BEST answer. Some questions require mathematical computation. A calculator will be provided.

There is no penalty for guessing. If you are unsure about a particular question, it is better to try to answer the question than to leave the question blank.

Plenty of time is provided to answer all examination questions, so be sure to read each question and its four choices completely and carefully before selecting the BEST possible answer to the question.

## SAMPLE QUESTIONS

Below are three typical examination questions. The correct answer is marked with an asterisk (\*).

1. What is the MAXIMUM fluoride level permitted in drinking water?

- a. 2.0 mg/L
- b. 4.0 mg/L\*
- c. 6.0 mg/L
- d. 8.0 mg/L

2. A softener with a rated capacity of 30,000 grains treating water with 171 mg/L of hardness should be able to soften a MAXIMUM of how many gallons of water before regeneration is necessary?

- a. 175.43 gallons
- b. 3,000 gallons\*
- c. 17,100 gallons
- d. 30,000 gallons





3. What is the function of a cation exchange unit?

- a. To oxidize iron from the water
- b. To remove calcium and magnesium\*
- c. To reduce dissolved solids
- d. To increase pH

*\*All questions are written and reviewed by licensed contractors who are actively working in the trade\**

## RESOURCES

*Publisher information for reference books and code is provided below. Other sources for reference books may be found online. California code books can be viewed online: [www.dgs.ca.gov/bsc](http://www.dgs.ca.gov/bsc)*

**2019 California Plumbing Code.** California Code of Regulations, Title 24. International Association of Plumbing and Mechanical Officials (IAPMO).  
PHONE: (909) 472-4100  
INTERNET: [www.iapmo.org](http://www.iapmo.org)

**California Health & Safety Code. Division 104 Environmental Health, Part 12 Drinking Water, Chapter 4 California Safe Drinking Water Act and Chapter 5 Water Equipment and Control.**  
INTERNET: [leginfo.legislature.ca.gov/faces/codes.xhtml](http://leginfo.legislature.ca.gov/faces/codes.xhtml)

**Fundamentals of Water Treatment Unit Processes: Physical, Chemical, and Biological. 2010.** Hendricks, D. CRC Press.  
PHONE: (800) 272-7737  
INTERNET: [www.crcpress.com](http://www.crcpress.com)

**State of California General Industry & Electrical Safety Orders (Cal/OSHA) and State of California Construction & Electrical Safety Orders (Cal/OSHA). 2019.** California Code of Regulations, Title 8. Mancomm.  
PHONE: (877) 626-2666  
INTERNET: [www.mancomm.com](http://www.mancomm.com)  
VIEW ONLINE:  
[www.dir.ca.gov/dosh/LawsAndRegulations.htm](http://www.dir.ca.gov/dosh/LawsAndRegulations.htm)

**Water Quality Association Knowledge Base.**  
INTERNET:  
[www.wqa.org/programs-services/education/knowledge-base](http://www.wqa.org/programs-services/education/knowledge-base)

*\*Publisher information is current as of 9/19\**



**Contractors State License Board  
9821 Business Park Drive  
Sacramento, California 95827**

**STATE OF CALIFORNIA  
NOTICE OF ELIGIBILITY**

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You are eligible to participate in the examination for licensure. This is the **ONLY** notice of eligibility you will receive from the Board for this examination. Your address label contains important date information. In the upper left corner of the address label (above your name) is the date by which you must take your examination. You must take the written examination by the date specified on the label, or you will be required to reapply.

This guide provides important information regarding written examination procedures and content. To schedule your examination, please refer to the instructions in this guide.

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