



Professional Licensing Boards Division
**Georgia Construction Industry
Licensing Board**

Division of Utility Contractors

Utility Manager Examination

***Candidate Information
Handbook***

November 2024

Examination Development and Testing Unit



Table of Contents

Page 1

- **Introduction**
- **Examination Administration**
- **Online Resources**
- **Veteran's Preference Points**
- **Accommodations for Candidates with Disabilities**

Page 2

- **Scheduling an Examination Appointment**
- **Inclement Weather, Power Failure, Emergencies**
- **Rescheduling or Canceling an Examination**
- **Failing to Report for an Examination**

Page 3 - Exam Day

- **Dressing for the Exam**
- **Arrival, Check-in**
- **Identification**
- **Personal Belongings**
- **General Information**

Page 4

- **Security**
- **Copyrighted Material**
- **Misconduct**
- **Time Limits**
- **Beta (Pretest) Questions**

Pages 5-6

- **Content Categories for Utility Managers**

Page 7

- **Taking the Exam**
- **Candidate Comments**

Page 8 - After the Examination

- **Statistical Review of Exam Performance**
- **Final Scaled Scores**
- **Score Reports**
- **Licenses**
- **Re-examination Procedure**
- **Duplicate Score Report**

Page 9

- **Sample Questions**

Page 10

- **Reference List**

The Professional Licensing Boards Division does not discriminate among candidates based on age, gender, race, religion, or national origin. The Professional Licensing Boards Division also does not discriminate among mentally or physically challenged candidates.

The Examination Development and Testing Unit gratefully acknowledge the assistance of other state licensing programs in the development of this Candidate Information Handbook. Portions of this Handbook were based on Candidate Information Handbooks of other states.



Introduction

The Division of Utility Contractors of the Georgia Construction Industry Licensing Board was created by the Georgia legislature to protect the public by taking steps to ensure that Utility Managers are competent in their profession. To achieve this goal, minimum standards and requirements were established by the Board for entry into the profession. Passing an examination is one of the requirements for obtaining a Utility Manager License.

Please review this Handbook thoroughly. It provides a good overview of the exam and what to expect during testing.

Examination Administration

Examinations are Computer Based Tests that are given at PSI Test Centers located throughout the Southeast. The examinations are administered by appointment only Monday through Saturday. Available dates are provided when you schedule your examination. Appointment times may vary by location, and candidates are scheduled on a first-come, first-served basis.

Online Resources

Visit PSI's website for more detailed information.

Video: PSI Test Center Experience -
<https://psi.wistia.com/medias/3321yp1c8>

Exam Tutorial:
<http://candidate.psiexams.com/tutorial.jsp>

Registration deadlines:
<http://schedule.psiexams.com>

FAQs:
<https://candidate.psiexams.com/faqs/faqs.jsp>

**Questions about examination appointment
scheduling** should be directed to PSI Candidate Services at 855-898-0711.

Questions regarding professional licensing
should be directed to the Board Office,
237 Coliseum Drive, Macon, GA 31217,
404-424-9966.

Veteran's Preference Points

Georgia law [General Provisions, O.C.G.A. § 43-1-9.(1)(2)(3)] provides that Veterans meeting certain conditions are eligible for five or ten points to be added to their examination scores.

You may be eligible for Veteran's Preference Points to be added to your examination scores if you have served on active duty in the Armed Forces, Reserves, or the National Guard during wartime or during any conflict when military personnel were committed by the President.

The law provides that you may also qualify for Veteran's Preference Points if you were discharged for injury or illness incurred in the line of duty and your disability is officially rated. Click this link for additional information: [Veteran's Preference Points](#).

To apply for Veteran's Preference Points, submit a copy of your DD 214 form to Exam Development and Testing Unit, Professional Licensing Boards Division, 237 Coliseum Drive, Macon, GA 31217.

Accommodations for Candidates with Disabilities

PSI complies with the Americans with Disabilities Act and strives to ensure that disabled individuals have the opportunity to take the examination.

Disabled persons who require accommodations must complete the 'Request for Disability Guidelines' form. This form can be downloaded from the Board's website - [REQUEST FORM](#) - or call 404-424-9966 to request the form.

If accommodations are requested, contact PSI at 855-898-0711, as they will assist you with scheduling your examination appointment.

Wheelchair access is available at all PSI Test Centers.



Scheduling an Examination Appointment

You must be approved by the Board to sit for an examination. If you have not received notice that you have been approved, you will be unable to schedule an examination appointment.

The Board will notify PSI of your approval to sit for the exam. In turn, PSI will send you a confirmation notice with information on how to register and schedule your examination.

PSI's instructions will direct you to visit <https://test-takers.psiexams.com/gaco> or to call PSI at 855-898-0711 (toll free) to schedule your examination appointment. PSI's phones are answered from 7:00 a.m. to 9:00 p.m. (Central Time) Monday through Thursday, 7:00 a.m. to 7:00 p.m. on Friday, and 8:30 a.m. to 5:00 p.m. on Saturday.

If you contact PSI by 3:00 p.m. Central Time on	Depending on availability, your examination may be scheduled as early as...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday or Saturday
Thursday	Monday
Friday	Tuesday

Inclement Weather, Power Failure, Emergencies

In the event of inclement weather or emergencies on the day of your exam, PSI will determine if circumstances warrant the cancellation, and subsequent rescheduling, of an examination. If the Test Center personnel open the Test Center, the exam is usually not rescheduled.

Visit <https://test-takers.psiexams.com/gaco> prior to the examination to see if any Test Centers have reported closing. Should a Test Center close, you will be notified regarding procedures to reschedule or re-register.

If a Test Center loses power during an examination, your examination will be restarted. Examination question responses entered up to the point of the power interruption will be saved, but for security reasons, the questions will be randomly resorted upon the restart.

Rescheduling or Canceling an Examination

Exam fees are non-refundable. However, you may reschedule an examination once at no charge online at <https://test-takers.psiexams.com/gaco> or by calling PSI at 855-898-0711. You must reschedule **at least 2 business days prior to** a scheduled examination appointment. The following schedule applies:

If the examination is scheduled on...	PSI must be contacted by 3:00 p.m. Central Time to reschedule the examination by the previous...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

The following situations will result in forfeiture of your appointment time and paid fees. You would need to re-register and pay the exam fee again to sit for the exam:

- Arriving more than 15 minutes after your exam has begun.
- Not showing up for the exam appointment.
- Canceling your appointment after your registration has been submitted.

Failing to Report for an Examination

If you fail to report for an examination, you will forfeit the registration and all fees paid to take the examination. A new registration and fee are required to sit for the examination again.



Exam Day

Dressing for the Exam

Dress comfortably. Because individuals have different temperature preferences, we recommend that you dress in layers so that you can be comfortable in various conditions.

Arrival, Check In

Report to the Test Center at least 20 minutes before your scheduled appointment time. Upon arrival, look for the signs directing you to the PSI Test Center Check-in.

If you arrive more than 15 minutes after your scheduled exam time, YOU WILL NOT BE ADMITTED.

Identification

You must present two forms of identification at Check-in. Temporary IDs are not accepted. You will also be required to sign a roster for verification of your identity.

- One form of ID must be a current government-issued ID which includes your name, signature, and photograph (i.e., driver's license; state identification card; passport; military identification card).
- The second form of ID must include your name and signature for signature verification (e.g., credit card with signature, social security card with signature, employment/student ID card with signature).
- If your name on your registration is different than it appears on your identification, you must bring proof of your name change (e.g., marriage license, divorce decree, or court order).

Personal Belongings

Personal items, valuables, or weapons should not be brought to the Test Center. Large coats and jackets must be left outside the testing room. You will be provided a soft locker in which to store the following items:

- wallet	- keys
- watches	- hats

You will not have access to these items until after the examination is completed.

Once you have placed your personal belongings into the soft locker, you will be asked to turn your pockets out to verify that they are empty.

If you bring personal items that will not fit in the soft locker, you may not be allowed to test. The site will not store or be responsible for your personal belongings.

Prohibited items that are observed or heard (cell phone, alarm) in the testing room after the examination has started will result in the individual possessing those items being dismissed and subsequently forfeiting the exam appointment and fees paid.

General Information

- Pencils will be provided during check-in.
- One piece of scratch paper at a time is provided to use during the examination unless otherwise noted on the sign-in roster for a particular candidate. You must return the scratch paper to the supervisor after testing to receive your score report.
- Documents and notes are not to be removed from the Test Center.
- You are not permitted to ask questions about the content of the examination during the examination.
- Eating, drinking, or smoking is not permitted in the Test Center.
- You may take a break whenever you wish, but you will not be awarded additional time to make up for the time lost during breaks.



Security

PSI and the Georgia Utility Contractors Board maintain examination administration and security standards that are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Test Center is continuously monitored by audio and video surveillance for security purposes.

The following security procedures apply during the examination:

- Examination content is proprietary. Notes, cameras, tape recorders, pagers, cell phones, tablets, or laptops are not allowed in the testing room. These and similar electronic devices are prohibited and will result in dismissal from the examination if found in your possession during the examination.
- Silent, non-programmable calculators without alpha keys or printing capabilities are allowed in the testing room.
- Guests, visitors, and family members are not allowed in the testing room or reception areas
- You will be asked to store personal items (see Personal Belongings section), and you will be asked to turn your pockets out before entering the exam area to verify that they are empty.

Copyrighted Material

All examination questions are the copyrighted property of PSI Services and the Examination Development and Testing Unit (EDTU) of the Georgia Professional Licensing Boards Division. It is prohibited under federal copyright law to copy, reproduce, record, distribute, or display these examination questions by any means, in whole or in part. Doing so may subject you to civil and criminal penalties.

Misconduct

If you engage in any of the following conduct during the examination, you may be dismissed, your scores will not be reported, and examination fees will not be refunded. These are examples of misconduct:

- creating a disturbance, being abusive or otherwise uncooperative;
- displaying and/or using electronic communications equipment as noted in the Security section on the previous page;
- conversing with other examination candidates;
- giving or receiving help or are suspected of doing so;
- leaving the Test Center during the administration of the examination;
- attempting to record the examination questions or taking notes;
- attempting to take the examination for someone else;
- are observed with prohibited personal belongings;
- are observed with notes, books, or other aids without it being noted on the sign-in roster.

Time Limit

You have four (4) hours to complete the Utility Managers examination. This limit includes time for the 15 beta (pretest) questions.

Beta (Pretest) Questions

Beta (pretest) questions are included in the total number of examination questions. These beta questions do not count towards your score but do provide useful information on the quality and relative difficulty of the questions. The beta questions also vet questions that may be used on future exams.



Content Categories for Utility Managers

1. Regulations, Laws, and Administrative Functions (12 Questions)

A. Laws Compliance (4 questions)

1. Workers' Compensation
2. Americans with Disability Act (ADA)
3. Georgia Construction Industry Licensing Board
4. State sales and use tax
5. Business license

B. Regulations Compliance (4 questions)

1. Code of Federal Regulations, Title 29, Part 1926 (OSHA)
2. Local ordinances
3. Utility Protection Center (UPC)
4. Obtaining necessary permits; Inspections
5. Minority Business Enterprise/Women Business Enterprise (MBE/WBE)
6. Dewatering regulations and procedures
7. Soil and erosion control regulations
8. Department of Transportation (DOT)
9. Environmental Protection Agency (EPA)
10. Hazardous Communications (HAZCOM)
11. Equal Employment Opportunity Commission (EEOC)
12. Department of Labor (DOL)
13. Georgia Environmental Protection Division (EPD)
14. Georgia Environmental Facilities Authority (GEFA)

C. Administrative Requirements Compliance (4 questions)

1. Bonding and liquidated damages
2. Insurance – liability, property damage, auto, etc.
3. Accident or incident reports
4. Job cost estimating and bidding procedures
5. Contracts and purchase orders
6. Inventory equipment, materials, and supplies
7. Licensing requirements for specialty and other subcontracts (electrical, blasting, etc.)

2. Technical Functions (68 Questions)

A. Job Planning (14 questions)

1. Plan and Organize Work:
 - a. compile a bill of materials from drawings and specifications (job takeoff)
 - b. match equipment type and size to excavation requirements
 - c. match supervision and labor to the job requirements
 - d. analyze abilities of employees in terms of job requirements
 - e. interpret pipe specifications (SDR 18, SDR 26, SDR 35, etc.)
 - f. prepare and submit shop drawings
 - g. schedule and manage project
 - h. conduct preconstruction meetings with subcontractors
 - i. interpret plans and layout project
 - j. request location of existing underground utilities (UPC)
 - 1) document/verify the location of overhead utilities
 - k. identify and subcontract specialty items
 - l. prepare and/or submit an erosion control plan
- m. Site Layout and Controls
 - 1) Determine survey requirements
 - a. verify elevations
 - b. verify easements
 - c. verify reference points
 - 2) perform construction staking
 - a. verify existing utility location (above and below ground)
 - b. verify/set elevation and alignment controls

(Continued on next page)



2. Technical Functions (continued)

B. Job Start-Up (12 questions)

1. Equipment and Crew Mobilization:
 - a. obtain necessary permits for routing
 - b. move equipment and crew to a job site
2. Material Delivery and Storage:
 - a. locate a site for material delivery
 - b. verify material specifications
 - c. distribute materials on site (string out)
 - d. establish long-term storage requirements (security, deterioration, hazardous materials, etc.)

C. Line Work (14 questions)

1. Trenching and Excavation Requirements:
 - a. determine OSHA trenching and excavation requirements
 - b. analyze soil conditions and interpret requirements
 - c. determine dewatering methods
 - d. determine rock removal procedures
 - e. select shoring/sloping methods
 - f. obtain certification for shoring methods
 - g. perform excavation and trenching
 - h. perform boring and jacking, and tunneling
2. Pipe Installation and Testing:
 - a. follow bedding requirements (Type, Class, etc.)
 - b. select line and grade procedure
 - c. install pipe to line and grade
 - d. infiltration and exfiltration
 - e. pressure testing
 - f. line sterilization
 - g. air testing
 - h. vacuum testing
 - i. video inspection
 - j. deflection testing
 - k. cathodic protection requirements
 - l. X-ray testing
3. Back Fill and Compaction:
 - a. test soil conditions to determine method
 - b. achieve specified compaction
 - c. perform compaction test

4. Site Restoration and Protection:

- a. perform erosion and sediment control
- b. pretest/restore ground/land cover according to specifications
- c. restore asphalt and concrete paving
- d. tree protection plan

D. Concrete Work and Testing (4 questions)

1. Perform formwork and locate pipe sleeves, etc.
2. Install reinforcement (rebar, etc.)
3. Pour concrete structures
4. Prepare test cylinders
5. Strip forms
6. Perform finishing operations
7. Concrete testing

E. Process Equipment Installation and Testing (4 questions)

1. Install equipment:
 - a. pipe: water, sewer, gas, etc.
 - b. valves and hydrants
 - c. pumps
 - d. treatment
 - e. instrumentation
 - f. flow measuring
 - g. electrical
 - h. manholes and other precast structures
2. Test equipment for proper function and correct if necessary
3. Perform plant start-up and check-out period

F. Safety and Quality Control Programs (20 questions)

1. Employee training programs ("competent person," etc.)
2. Provide periodic general safety meetings
3. Monitor project safety and quality control
4. Provide required safety equipment
5. Hazardous Material/Hazard Communications (HAZMAT/HAZCOM)

Total Number of Test Questions **80**

Additional Beta (Pretest) Questions **15**

Total Number of Test and Beta Questions **95**



Taking the Examination

Your examination is a Computer Based Exam given at a PSI Test Center. Computer experience or typing skills are not necessary to take your examination.

After confirming your identity, you will be directed to an exam cubicle. Follow the on-screen instructions to enter your Social Security number and take a photo of yourself. Your photo will remain on-screen throughout your examination session and will be printed on your score report.

You will have an opportunity to take a computer based practice exam before starting the official examination. The time used for the practice examination is NOT counted as part of your official examination time or score. When you are comfortable with the testing process, exit the practice session and begin the timed examination.

Candidate Picture Here

Polybutylene pipe should NOT come in contact with which of the following?

- A tile grout
- B petroleum-based materials
- C teflon-based pipe dope
- D fire stop caulk

Exit | Help | B | Comment | Time | Bookmark | < | 5 | > | >>

The testing program tracks the time you spend on the examination. To view your remaining time, click on the "Time" box in the lower right-hand corner of the screen. A digital clock displays the time remaining for you to complete the examination. The Time feature may be turned off during the examination. The examination will terminate if you exceed the time allowed.

One question is presented at a time, and the question number appears in the lower right-hand corner of the screen. Answer choices are identified as A, B, C, or D. You must indicate your choice by either typing the letter in the response box in the lower left-hand of the computer screen or clicking the option using the mouse. To change your answer, enter a different letter by typing in the response box or clicking the option using the mouse. You may change your answer as many times as you wish during the examination time limit.

To advance to the next question, click the forward arrow (>) in the lower right portion of the screen. This action moves you through the examination question by question. To review a question that you've already answered, click the back arrow (<) or use the left arrow key to move back through the examination.

You may skip (not answer) a question and return to it later during the examination session. Questions may also be bookmarked for later review by clicking the blank square to the right of the Time button. Click the double arrows (>>) to advance to the next unanswered or bookmarked question. To identify all unanswered and bookmarked questions, repeatedly click the double arrows (>>).

If some questions have not been answered and there is time remaining, return to the examination and answer those questions. Be sure to provide an answer for each examination question before ending the examination as there is no penalty for guessing.

The number of exam questions answered is reported when you complete the exam.

Candidate Comments

During the examination, you may type comments on any question by clicking on the Comment button to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.



After the Examination

Statistical Review of Exam Performance

A statistical analysis of the examination and each question is conducted. Based on the statistics and the candidates' comments, questions that might be flawed will be reviewed by the Division.

Final Scaled Scores

The minimum passing final scaled score for each examination is 70.

The exam scores are scaled. This means that your raw score (the total number of questions answered correctly), taking into consideration question difficulty, is transformed into a scaled score. Because each candidate answers a unique set of questions on an adaptive exam, scaled scores are reported to provide a direct comparison of performance across candidates and exams. This allows candidates to be held to the same passing standard regardless of which questions they receive.

Score Reports

After completing the examination, you will be asked to complete a short survey about your examination experience.

Then, you are to report to the Test Center supervisor to receive your score report. The score report will include your photograph, your examination results indicating "pass" or "did not pass", and your final scaled score.

If you do not pass the exam, you will also receive the subscores for the major exam content areas.

Scores are provided in person via print format or by U.S. mail. Scores are not reported over the telephone, by email, or by fax.

Licenses

PSI will provide the Board with an Official Score report. This could take up to 6 weeks to be received by the Board. Once received, Board staff will communicate with you regarding your results.

Re-examination Procedure

If you fail an exam, contact PSI for instructions on scheduling an appointment to retake the test.

Your opportunity to sit for and pass the exam expires one year from the date of the Approval Letter from the Board.

Duplicate Score Report

Requests for duplicate score reports must be made in writing within one year of the examination date.

Complete the request form included with this Handbook, submit a check or money order for \$25 per copy made payable to PSI Services Inc., and mail your request to PSI.

Duplicate score reports will be processed and mailed within seven (7) business days from receipt of the request. Please note that your receipt of a duplicate score report may be affected by US Postal Service mailing times.



Sample Questions

The following questions are intended to help you become familiar with the types of questions you may encounter on the examination. These sample questions do not represent the full range of content or difficulty levels contained in the actual examination.

1. An employee must miss more than how many days from work due to a work-related injury before he is eligible to receive compensation for lost wages under Georgia Worker's Compensation Law?
 - A. 1
 - B. 5
 - C. 7
 - D. 10

2. While trenching next to a state roadway, the placement of warning devices is based on which of the following?
 - A. easement width
 - B. length of the trench
 - C. traffic count over a 24 hour
 - D. speed limit*

3. When a contractor calls the Utility Protection Center, he will be required to give the following information:
 1. time and date
 2. address and phone number of the person digging
 3. where and when he plans to dig
 4. type of excavation
 - A. 1, 2, and 3 only
 - B. 1, 2, and 4 only
 - C. 1, 3, and 4 only
 - D. 2, 3, and 4 only*

5. Denotes the correct answer

Utility Managers

Suggested Reference List

Only the reference materials listed on this document may be used during the examination. No other reference materials will be allowed. Some of the test questions will be based on field experience and knowledge of trade practices; therefore, questions will not be limited to the reference materials listed below. Candidates may bring as many or as few of the references listed as desired.

1. *Contractors Guide to Business, Law, and Project Management* - Georgia Construction Industry Licensing Board, 5th edition, National Association of State Contractors Licensing Agencies, 23309 North 17th Drive, Building 1, Unit 110, Phoenix, AZ 85027, (623) 587-9354. Order at www.NASCLA.Org.
2. *Walker's Building Estimator's Reference Book* 2021, 32nd edition, W.H. Spradlin (Ed.), Frank R. Walker, Co., Publishers, P.O. Box 3180, Lisle, IL 60532, (630) 971-8989, 1-(800) 458-3737.
3. *Code of Federal Regulations Title 29, Part 1926 (OSHA), Latest Available edition*, U.S. Government Bookstore Online at: <http://bookstore.gpo.gov>.
4. *Employer's Tax Guide, Circular E*, 2024 or 2025, contact local IRS Office, or go to the following website: www.irs.gov/pub/irs-pdf/p15.pdf.
5. *Installation Guide for Ductile Iron Pipe*, revised May 2021, Ductile Iron Pipe Research Association, 245 Riverchase Parkway East, Suite O, Birmingham, AL 35244, (205) 988-9870.
6. *Placing Reinforcing Bars: Recommended Practices*, 2022, 10th edition, CRSI Distribution Center, P.O. Box 6996, Alpharetta, GA 30239-6996, (800) 328-6306.
7. *GDOT Standard Specifications: Construction of Transportation Systems*, 2021 Edition, State of Georgia, 600 West Peachtree St. NW, Atlanta, GA 30308, (404) 631-1644. <http://www.dot.ga.gov/PartnerSmart/Business/Source/specs/2021StandardSpecifications.pdf>
8. *Manual for Erosion and Sediment Control in Georgia*, 2016 edition, Georgia Soil and Water Conservation Commission, P.O. Box 8024, 4310 Lexington Road, Athens, GA 30603, (706) 552-4470 https://gaswcc.georgia.gov/sites/gaswcc.georgia.gov/files/related_files/site_page/GSWCC-2016-Manual-As-Approved-by-Overview-Council.pdf

9. *Excavator Manual, GA 811, 2025 edition edition, Georgia Public Service Commission;*
https://georgia811.com/wp-content/uploads/2025/03/2024-Excavator-Guide_2_2025.pdf

NOTICE TO CANDIDATES: Please be aware that you are allowed to bring to the exam ONLY the references listed above. You are NOT to bring in other photocopied materials or handwritten notes, even if they are pasted in the reference book. References may be highlighted, underlined or tabbed with permanent tabs. Any additional materials will be removed from your reference and confiscated, and the candidate may be removed from the examination.

This reference list will be applicable to examinations administered through **December 31, 2026**.

If you plan to take the examination after **December 31, 2026** you may obtain an updated reference list from the Board's website at www.sos.ga.gov/plb or www.psionline.com.

Because references are not always available when requested, and obtaining them may take some time,

IT IS TO YOUR ADVANTAGE TO ORDER THEM WELL AHEAD OF THE EXAMINATION.

Effective Date: 1-1-26 through 12-31-26