



Dedicated to advancing the quality and integrity of environmental certification programs

MESSAGE FROM THE CEO



ABC has always been about bringing people together, exchanging ideas, and creating a better program within our own field of certification. I think that is what drew me to this job over seven years ago. The people. This year we lost two icons in the water environment certification world, Dr. Ken Kerri and Terry Regan. Two men who had a vision for what it meant to be a professional in the water environment industry. They were courageous in their efforts to forge new paths within our certification world and through their perseverance, ABC came into being. These men, these pioneers, left a legacy of innovation, and this past year we have embraced the theme of innovation through collaboration, which is now a part of our everyday culture.

Saying you will be innovative is one thing; to follow through and be innovative is another. To embrace innovation requires a commitment of time, resources, and perseverance even in the face of your harshest criticism. I know the founding fathers of ABC faced those challenges more than 40 years ago, yet they continued on. The Board of Directors, Commission, tireless volunteers, and ABC's amazing staff have not only embraced the innovation, they've also spearheaded many of our efforts. We have ventured into some unchartered waters and while the journey hasn't been easy, we are better for the experience.

In this Annual Report you will read about our volunteer-driven work on exam development that epitomizes the certification industry's highest standards. You will learn about our annual conference that is changing year-to-year to meet the changing needs of our certification program administrators and their operators. More importantly, you will discover more about the services, such as the Professional Operator Program and Model Standards Conformity Assessment Service, that ABC is providing our members and operators around the world to address the ever-changing world of environmental certification.

But most importantly, you should know that the team at ABC has undergone change to better align its work to the needs of our members. The ABC team is incorporating a "team of teams" approach to addressing member needs and services. It places greater emphasis on the projects being completed and meeting our members' needs rather than who is in charge and gets the credit. We share in the effort to complete our work on time but we also share in the risk of failure. However, through it all we are doing it as a team. No one person is above another in the project setting – including the CEO. We are already seeing the changes in attitude and positivity this new approach is creating in the office.

If you take one thing from this Annual Report let it be this - ABC is a dynamic and innovative organization changing the way the water environment views and certifies its workforce. We know the road ahead is not easy, but we have a mission to fulfill! We have incredible volunteer leaders supporting our efforts, and members who deserve nothing but our best effort and service. In 2015, we walked the talk of innovation. In 2016, watch the fruit of those labors be realized and join us in celebrating our partnership with you!

Warmest Regards,

MESSAGE FROM THE PRESIDENT



Innovation in Certification 2016 – ABC's 29th Annual Conference & Trainers Workshop is just around the corner. I am excited because it will be held in a "cold weather" location for the very first time: Denver. I know what you are thinking, "I'm going to freeze to death in Denver in January." To propose that ABC hold their conference in Denver in January might make one think the Conference Committee is crazy! But in reality, this is very innovative. Denver can be very cold in January, so conference costs must be kept low to attract attendees. But I also know that Denver's January temperatures can average almost 50° F (10° C for my Canadian friends). Plus, your free time in Denver can be spent doing a variety of outdoor activities, including world-class skiing only about 60 minutes away.

With such innovative ideas as a January conference in Denver, wouldn't it be great if ABC could be innovative in the certification arena too? Well, attend Innovation in Certification 2016 and you will see this innovation first-hand. Personally, I have seen many changes in ABC since I first became involved. However, in recent years changes have been more than simply procedural changes to make providing environmental certification exams to operators easier. Changes are now setting higher standards for operator certification. Model Standards, the Certification Commission for Environmental Professionals (C2EP), the Model Standards Conformity Assessment Service, and the Professional Operator (PO) certification & designation are just the beginning of what the Association will see. This has surely been a great time to be involved with ABC. I am sure that the next few years will bring even more innovation in certification.

For the past year, I have been promoting my favorite innovative idea, the Professional Operator designation. Last January, I had the privilege of sitting down with David LaFrance, Executive Director of the American Water Works Association (AWWA), to talk about my year as ABC's President. He told me that every president has an agenda and he thought I should have one, too. I agreed and shared my passion for the PO. I asked him if he would not just support the PO but would he promote it? He was most agreeable and has been a man of his word. He assured me that AWWA would encourage their membership to support and promote this distinguished recognition of hard working men and women globally. We had a moving PO pinning ceremony at AWWA's ACE in Anaheim and another great pinning ceremony at WEFTEC in Chicago. WEF has supported the PO with the same enthusiasm as AWWA. The two giants of the water industry are both behind this idea of innovative professional recognition.

The ABC membership and volunteers are the heart and soul of this Association. Without the support of membership and the dedication of the many volunteers that lend their time and expertise to ABC's mission, the certification world as we now know it would not exist. Ideas that come from a few are good ideas. Ideas that come from many are great ideas with some of those ideas proving to be very innovative. I want to personally thank all of the great volunteers that work so hard so ABC can be this industry's leader. Additionally, ABC's CEO and staff continue to lead the way in terms of dedication and innovation. This dedicated group work hard and seem to have great enthusiasm to continue to make improvements and keep us relevant in today's ever-changing world. It has truly been an honour and my privilege to serve as ABC's 2015 President. I can't wait to see how ABC will flourish under the guidance of great leaders and dedicated volunteers staffing the many committees that do all the heavy lifting for us.

Thank you,

Kay alon

SERVICES

Job Analysis Advisory Committee

The results of C2EP's job analysis surveys indicate what knowledge, skills, and abilities are most commonly utilized by operators and considered most critical to protecting the public health and environment. This data provides the foundation for the next round of standardized *Need-to-Know Criteria* and certification exams to be released in the year ahead.

Assessments standards that ABC was originally created to Completed foster is becoming a reality." **JAAC** Volunteers Job Tasks analyzed 730 - John Solvie, C2EP Chair Annual Conference based on tan stan iting si ******* ► 7200 Survey Responses Attendees from representing **U.S. States** & Territories Canadian **U.S. States Provinces** & Territories & Territories **Canadian** Provinces VUAL WALK

Model Standards Conformity Assessment Service

Model

ABC's

"Fostering reciprocity was one of the founding

goals of ABC when it was formed in 1972. With

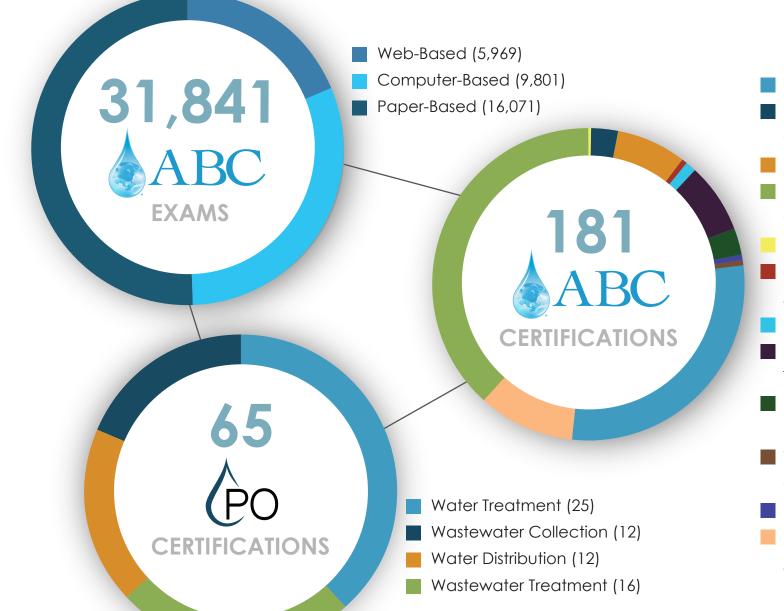
Assessment Service now in full swina, and

C2EP's program standards established as a template for other programs, the uniformity of

Standards

Conformity

CERTIFICATIONS & EXAMS



- Water Treatment Operator (52)
- Wastewater Collection
- Operator (5)
- Water Distribution Operator (13)
- Wastewater Treatment
 Operator (69)
- Biosolids Land Applier (1)
- Environmental Laboratory Analyst (1)
- Industrial Operator (2)
- Plant Maintenance Technologist (13)
- Physical/Chemical Industrial Operator (5)
- Very Small Water Systems Operator (1)
- Water Laboratory Analyst (1)
- Wastewater Laboratory Analyst (18)

OUTREACH

POWER EVENTS 2015

June 7 Anaheim, CA

> September 27 Chicago, IL



"Taking the Professional Operator program to the next level, ABC/C2EP proudly introduced the **PO**WER campaign in 2015. The **PO**WER campaign not only honors Professional Operators, but also broadens the message of the significance of operators in our communities: **PO**WER to Provide, **PO**WER to Preserve, and **PO**WER to Protect. This professional pathway was established for operators to **PO**WER their utility, **PO**WER their community, and **PO**WER their career."

- John Solvie, C2EP Chair



MEMBER & VOLUNTEER RECOGNITION

2015 Award Winners

Certification Program Award Ohio EPA

Robert C. McAnespie Outstanding Certification Officer Award Jennifer McMartin Harris F. Seidel Lifetime Achievement Award Dave Flowers

Jess Jones Excellence in Service Award Jack Vanderland Margaret Doss



SHKODËR Shkođër Lezhë DIBËR DURRËS Burris Elbasan ELBASAN FIER Fier Berat KORÇË

GJIROKASTËR

VLORË

Member Spotlight

Water Supply and Sewerage Association of Albania (SHUKALB)

The Water Supply and Sewerage Association of Albania (SHUKALB), located in Tirana, Albania, has launched a three-year initiative aimed at creating and expanding training opportunities for operators seeking certification, as well as for certified operators who wish to keep their skills at the highest level.

Project Focus Points

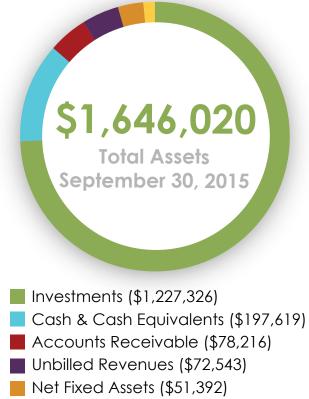
- Train the future Albanian water sector workforce to meet current and future needs
- Begin bridging the knowledge gap of the aging workforce of skilled technicians and entry-level professionals
- Develop a full range of training courses covering technical and managerial topics of water supply and wastewater management

ABC is proud to welcome SHUKALB as one of 2015's newest members!

FINANCIALS

2015 Financial Highlights

- Contributed \$35,000 to Database
 Enhancement Project
- Reduced overall spending by more than 3% from FYE 2014
- Contributed more than \$140,000 to Test
 Development Project
- Invested more than \$40,000 toward CD Portfolio earning an average of 2.23% (more than twice the average return for similar-type investments)
- Saw first revenues in the Professional Operator
 (PO) program
- ABC's financial statements received an unqualified (clean) opinion following the independent annual audit. No material weaknesses were identified during the audit.



Prepaid Expenses (\$18,924)

	BALANCE SHEET	
ASSETS		
Cash and Cash Equivalents	\$197,619	Liabiliti
Investments (market value)	\$1,227,326	Acco
Accounts Receivable	\$78,216	Defe
Unbilled Revenues	\$72,543	Accr
Prepaid Expenses	\$18,924	Total Lie
Net Fixed Assets	\$51,392	Unrestri
Total Assets	\$1,646,020	Total Lie

LIADILIIIES & NEI ASSEIS		
Liabilities		
Accounts Payable	\$92,222	
Deferred Revenues	\$32,014	
Accrued Expenses	\$126,986	
Total Liabilities	\$251,222	
Unrestricted Net Assets	\$1,394,798	
Total Liabilities and Net Assets	\$1,646,020	

LIADULTICS & NET ACCETS

REVENUE & EXPENSES

REVENUE & SUPPORT	
Member Dues	\$128,616
Services	\$1,252,275
Conference	\$65,692
Royalties	\$8,691
Investment Loss	(\$51,153)
Other Revenue	\$3,773
Total Revenue & Support	\$1,407,894
EXPENSES	
Staffing Costs & Development	\$731,413
Professional & IT Services	\$161,303
Conference	\$71,081
Meetings & Travel	\$123,728
Service/Program Improvement	\$140,158
Rent, Utilities, Repair	\$84,030
Marketing	\$43,842
Supplies, Mailing, Printing	\$55,509
Insurance	\$9,292
Depreciation	\$19,688
Other Expenses	\$13,004
Total Expenses	\$1,453,048
Net Decrease in Unrestricted Net Assets	(\$45,154)

BOARD OF DIRECTORS



PRESIDENT Ray Olson Distribution System Resources Lone Tree, Colorado



PRESIDENT- ELECT Mike Gosselin, PO Environmental Operators Certification Program Kelowna, British Columbia, Canada



Michael Bolt United South & Eastern Tribes, Inc. Cherokee, North Carolina



Brian Thorburn, PO Environmental Operators

Environmental Operators Certification Program Parksville, British Columbia, Canada

AT-LARGE DIVISION DIRECTOR Kathy Abramowski Alberta Environment & P

Kathy Abramowski Alberta Environment & Parks Edmonton, Alberta, Canada



WATER DIVISION DIRECTOR

Ken Smith Alaska Departme

Alaska Department of Environmental Conservation Juneau, Alaska

WASTEWATER DIVISION DIRECTOR

Paul Spina New England Interstate Water Pollution Control Commission Lowell, Massachusetts

AWWA REPRESENTATIVE

Laurie Dougherty Illinois Section AWWA St. Charles, Illinois

WEF REPRESENTATIVE

Chuck Weir Weir Technical Services Pleasanton, California

EX OFFICIO Paul D. Bishop, CAE ABC Chief Executive Officer Ankeny, Iowa

CERTIFICATION COMMISSION FOR ENVIRONMENTAL PROFESSIONALS



CHAIR John Solvie City of Las Vegas Las Vegas, Nevada

VICE CHAIR Mike Wentink Nebraska Operator **Certification Program** North Platte, Nebraska



DISTRIBUTION OPERATIONS COMMISSIONER **Chuck Van Der Kolk** Zeeland Board of Public Works

Zeeland, Michigan

COLLECTION OPERATIONS COMMISSIONER

Lonn Rasmussen, PO Cottonwood Improvement District Sandy, Utah



WATER TREATMENT

Andrew Houlihan Halifax Water Halifax, Nova Scotia Canada

WASTEWATER TREATMENT **OPERATIONS COMMISSIONER OPERATIONS COMMISSIONER**

LeAnna Risso Clark County Water **Reclamation District** Las Vegas, Nevada

PUBLIC COMMISSIONER Jim Kincaid J.P. Morgan Chase

Jacksonville, Florida

Rav Olson ABC President: **Distribution System Resources** Lone Tree, Colorado

EX OFFICIO

EX OFFICIO Paul D. Bishop, CAE ABC Chief Executive Officer Ankeny, Iowa

ABC BOARD OF DIRECTORS 2015 COMMITTEE CHAIRS

Awards Brian Thorburn, PO

Environmental Operators Certification Program Parksville, British Columbia, Canada

Bylaws/Policies & Procedures Michael Bolt

United South & Eastern Tribes, Inc. Cherokee, North Carolina

Canadian Certification

Kathy Abramowski Alberta Environment & Parks Edmonton, Alberta, Canada

Communications Ken Smith

Alaska Department of Environmental Conservation Juneau, Alaska

Conference Mike Gosselin, PO

Environmental Operators Certification Program Kelowna, British Columbia, Canada

Finance

Brent Herring Atlantic South Consulting Services Columbia, South Carolina

Trainers

Laurie Dougherty Illinois Section AWWA St. Charles, Illinois

Membership Michael Bolt

United South & Eastern Tribes, Inc. Cherokee, North Carolina

Nominating Brian Thorburn, PO

Environmental Operators Certification Program Parksville, British Columbia, Canada

Strategic Planning Mike Gosselin, PO

Environmental Operators Certification Program Kelowna, British Columbia, Canada

C2EP 2015 SCHEME COMMITTEE CHAIRS

Biosolids Land Application Bill Toffey

Effluential Synergies LLC Philadelphia, Pennsylvania

Collection Lonn Rasmussen, PO

Cottonwood Improvement District Sandy, Utah

Cross-Connection Control Douglas Griffin

Carroll County Water Authority Carrollton, Georgia **Distribution Chuck Van Der Kolk** Zeeland Board of Public Works Zeeland, Michigan

Industrial Waste Gayle Lammers

URS Washington Division Commerce City, Colorado

Laboratory Analyst Pam Schweitzer

American Water Enterprise O'Fallon, Missouri

Plant Maintenance Kim Dyches

Utah DÉQ, Division of Drinking Water Salt Lake City, Utah

Wastewater Treatment John "Jack" Vanderland

Virginia Board for Waterworks and Wastewater Works Operators Ruther Glen, Virginia

Water Treatment

Andrew Houlihan Halifax Water Halifax, Nova Scotia, Canada

ABC STAFF



CHIEF EXECUTIVE OFFICER Paul D. Bishop, CAE pbishop@abccert.org DIRECTOR OF OPERATIONS Megan M.L. Baker, CAE mbaker@abccert.org FINANCIAL SERVICES MANAGER Sarah M.L. Cronk, MSA, CPA, CGMA, CMA, CFM scronk@abccert.org CERTIFICATION MANAGER Gavin Moore gmoore@abccert.org



PUBLICATIONS & CONTENT MANAGER Emily Dalthorp edalthorp@abccert.org EDUCATION MANAGER Ondrea De Cook odecook@abccert.org TESTING SERVICES ADMINISTRATOR Ann Eddy aeddy@abccert.org CERTIFICATION SERVICES SPECIALIST James Hilchen jhilchen@abccert.org OFFICE COORDINATOR Kelly Joebgen kjoebgen@abccert.org

ABC MEMBERS

By Membership

113 Members

By Location

 Regulatory & Voluntary Certification Program Members (86)
 Associate Members (24)
 Special Members (2)
 Provisional Certification Program Members (1) U.S. States & Territories (97)
Canadian Provinces & Territories (12)
Albania (1)
Jordan (1)
St. Lucia (1)
Trinidad (1)

Association of Boards of Certification

2805 SW Snyder Blvd., Suite 535 Ankeny, IA 50023 Phone: 515-232-3623 • Fax: 515-965-6827 www.abccert.org • abc@abccert.org www.ProfessionalOperator.org • Info@ProfessionalOperator.org