January 26-29, 2010 • Jacksonville, Florida
Certifying the Future™
Association of Boards of Certification

Annual Conference Program
Dear Conference Attendees,

On behalf of the Conference Committee, welcome to ABC’s 23rd Annual Conference! It is an honor to be serving as your 2010 President and I am anticipating an exciting and event-filled conference.

The theme of this year’s conference is Certifying the Future. I can’t think of a timelier theme, as we all are facing unique challenges that demand forward thinking. Professional certification encompasses many roles, and our conference objective is to sharpen and challenge each of you with innovative ideas and industry-recognized best practices.

This year’s technical program offers a broad spectrum of exceptional presentations and interactive breakout sessions. Our presenters encompass diverse expertise, all of whom look forward to networking with you during the conference. Whether your profession is that of certifier, trainer or other support function, I am confident that you will find the technical program relevant and timely.

I encourage both first time attendees and conference veterans to take advantage of the many networking opportunities offered throughout the conference. Our conference attendance includes representatives from the United States, Canada, Pacific Islands, Caribbean Islands and Far East. The cornerstone of ABC’s strength is found in the diversity of its membership, and serves as an ideal platform for collaboration and sharing of ideas and experiences.

ABC’s 2010 Board of Directors and committee chairs represent an outstanding group of certification professionals. They are eager to hear your thoughts on how ABC can continue to effectively meet your changing certification needs.

Enjoy your stay in the Sunshine State, and welcome to Certifying the Future!

Sincerely,

John Solvie
2010 ABC President

Conference Committee
Chair - John Solvie  Jenny Chambers  Robert “Bob” Hoyt  Jodi Jurgemeyer
Paul Bishop  Margaret Doss  Brian Gildner
Special Thanks to our Conference Sponsors

Please join ABC in recognizing our 2010 Annual Conference sponsors:

Applied Measurement Professionals, Inc. (AMP) provides certification organizations, governmental agencies, professional associations and private industry with innovative testing and management solutions that focus on quality customer service and the appropriate application of technology. With more than 25 years of experience and more than 100 clients, AMP is dedicated to providing “Technology That Works and People Who Care.”

CEU Plan is a nationwide organization involved in the training and public education of water quality and wastewater treatment related to continuing education programs across the country. CEU Plan deals with state regulatory agencies in their operator training and license renewal tasks. Work includes working with both drinking water and wastewater divisions, operator training for small and rural communities, custom training modules for individual cities and agencies, and leading universities in their environmental health and sciences division. CEU Plan is known locally and nationally for its quality program and unique training concepts within the water and wastewater treatment industry. The US Patent & Trademark Office has issued patent pending to CEU Plan for its Learning Management System and assessment techniques. For further details about CEU Plan’s training program, visit: www.ceuplan.com.

American Water Works Association (AWWA) is the authoritative resource for knowledge, information, and advocacy for the provision of safe water. With more than 55,000 members, AWWA is the largest organization of water professionals in the world. The organization serves its members with education and information to improve utility operations, water treatment technologies, and the quality and supply of water in North America and beyond. AWWA advances public health, safety and welfare by uniting the efforts of the full spectrum of the entire water and wastewater community. Through our collective strength we become better stewards of water for the greatest good of the people and the environment. www.awwa.org

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Want more Annual Conference information?

Going Green
This year’s conference presentations are provided in electronic format on your complimentary USB drive, sponsored by CEU Plan.

2010 Conference Site
Crowne Plaza
Jacksonville Riverfront
1201 Riverplace Boulevard
Jacksonville, Florida 32207
Phone (904) 398-8800
www.cpjacksonville.com
## Conference At-a-Glance

**Pre-Conference**  
**Tuesday, January 26, 2010**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>5:00 – 8:00</td>
<td>Conference Registration</td>
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<td>6:00 – 8:00</td>
<td>Conference Welcome Dinner Buffet Reception</td>
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**Day 1  
Wednesday, January 27, 2010**

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<th>Time</th>
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<tbody>
<tr>
<td>7:00 – 8:15</td>
<td>Breakfast</td>
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<tr>
<td>7:00 – 8:30</td>
<td>Conference Registration</td>
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**Session 1: Conference Introduction & Keynote Address**

- Conference Welcome
- Florida Welcome
- Passing of the Gavel
- President's Message
- Conference Overview

**Session Keynote** - Lessons from Recent Waterborne Disease Outbreaks: Implications for Operator Certification & Training

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<tr>
<td>8:30 – 9:15</td>
<td>Conference Welcome</td>
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<td>9:15 – 10:15</td>
<td>Conference Keynote</td>
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<td>10:15 – 10:30</td>
<td>Morning Networking Break</td>
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**Session 2: Legal Issues**

- U.S. Department of Justice Enforcement of Municipal Sewage Overflows
- Sustainability & the Role of the Certified Operator

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<tr>
<td>10:30 – 11:30</td>
<td>U.S. Department of Justice Enforcement of Municipal Sewage Overflows</td>
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<td>11:30 – 12:00</td>
<td>Sustainability &amp; the Role of the Certified Operator</td>
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**Session 3: Innovative Approaches**

- ABC’s Distance Education Evaluation Service
- Development & Implementation of Jordan’s Operator Certification Program

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<td>Development &amp; Implementation of Jordan’s Operator Certification Program</td>
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<td>2:45 – 3:00</td>
<td>Afternoon Networking Break</td>
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**Session 4: Evaluating Certification Program Performance**

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<td>3:00 – 5:00</td>
<td>Breakout Session: Performance Measures in the Certification World</td>
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<td>5:30 – 7:00</td>
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**Day 2  
Thursday, January 28, 2010**

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<td>7:15 – 8:15</td>
<td>Breakfast</td>
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**Session 5: Validating Competency**

- Innovative Approaches to Training & Compliance Assistance
- Consistency with Contact Hours & Work Experience
- Water/Wastewater Technician Training Institute: A Model for Adoption & Replication
- Verifying High School Diplomas

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**Session 6: Avenues to Accreditation**

- Overview of Third Party Accreditation through ANSI & NCCA
- Luncheon & Annual Business Meeting

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**Session 7: Emerging Certifications**

- Road Map to Implementing a Successful Training & Certification Program for Plant Maintenance Technologists
- Multi-Utility Certification – The Process for Implementing a New Certification for Operators
- Water Conservation Certification Program

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<td>2:45 – 3:00</td>
<td>Afternoon Networking Break</td>
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*Program subject to change*
Session 8A: Progressive Ideas

3:00 – 3:30  Scenario-based Training
3:30 – 4:00  Customizing Operator Training Materials & Examinations
4:00 – 4:30  Bridging the Gap Between Experienced & Non-Experienced Operators
4:30 – 5:00  Pandemic Flu Preparedness for Operators - A Certifier’s Perspective

Session 8B: Exam Development

3:00 – 5:00  Breakout Session: Creating an ABC Examination - The Other Side of the Exam Process

Day 3 Friday, January 29, 2010

7:15 – 8:15  Breakfast

Session 9: Equipping for Changing Times

8:30 – 9:00  Online Resources & Support for Water Operators
9:00 – 9:30  Development of an Online Certificate to Help Advance Operators
9:30 – 10:00 Utilizing the Internet for Operator Certification

10:00 – 10:15  Morning Networking Break

Session 10: Enhancing Program Performance

10:15 – 11:00  Advancing Certification Standards: Development of Canadian Best Practices & ABC’s Best Practices

Session 11: Conference Wrap-Up

11:00 – 11:30  Planning for your 2011 Conference; Highlighting your 2010 Conference

Pre-Conference Activities

Tuesday, January 26; 5:00-8:00  Conference Registration
Tuesday, January 26; 6:00-8:00  Conference Welcome Dinner Buffet Reception

Networking Events

Wednesday, January 27; 12:00-1:30  Luncheon and Awards Ceremony
Wednesday, January 27; 5:30-7:00  Evening Networking Reception at River City Brewing Company
Thursday, January 28; 11:45-1:15  Luncheon & Annual Business Meeting
Session 1
Conference Introduction & Keynote Address

8:30-9:15
Conference Welcome

Florida Welcome
Ron McCulley, Florida DEP Water/Wastewater Operator Certification Program

Passing of the Gavel
Robert “Bob” Hoyt, 2010 ABC Immediate Past-President; John Solvie, 2010 ABC President

President’s Message
John Solvie

Conference Overview
Jenny Chambers, 2010 ABC President-Elect

9:15-10:15
Conference Keynote

Lessons from Recent Waterborne Disease Outbreaks: Implications for Operator Certification & Training

Dr. Steve Hrudey, Professor Emeritus: University of Alberta

This presentation will discuss recent waterborne disease outbreaks and the implications of these outbreaks on operator certification and training.

Speaker Biography: Dr. Steve Hrudey has areas of expertise in drinking water safety, environmental contaminant exposure assessment, approaches for health risk assessment, risk management and risk communication. He has authored or co-authored over 150 refereed journal articles, 5 books, 12 book chapters, 13 expert panel reports, and over 100 other publications in the environmental sciences. His 2004 book, Safe Drinking Water, co-authored with Elizabeth J. Hrudey, is a best seller with International Water Association Publishing of London.

From 2000-2002, Dr. Hrudey served as a member of the Research Advisory Panel to the Walkerton Inquiry, then as Leader of the Protecting Public Health Program for the Canadian Water Network until July 2005 when he was appointed to the Science Advisory Council for the National Collaborating Centres of the Public Health Agency of Canada. In 2006, he served on an expert panel to conduct public hearings and advise the Federal Minister of Indian and Northern Affairs on regulatory options to assure safe drinking water for First Nations communities in Canada.

In 2007-2009 he served on the Council of Canadian Academies expert panel on Groundwater in Canada and in 2008 he chaired the Technical Advisory Committee to the B.C. Minister of Health on turbidity and microbial risk in drinking water. Dr. Hrudey served as cabinet-appointed Chair of the Alberta Environmental Appeals Board, a quasi-judicial tribunal reporting to the Minister of Environment, from 2005-2009.

Dr. Hrudey was elected a Fellow of the Society for Risk Analysis in 2007 and a Fellow of the Academy of Sciences, Royal Society of Canada in 2006.

10:15-10:30
Morning Networking Break
(Sponsored by AMP)

Session 2
Legal Issues

Session Moderator: Derek Chambers, CNMI-DEQ; Saipan, Northern Mariana Islands

10:30-11:30
U.S. Department of Justice Enforcement of Municipal Sewage Overflows

William D. Brighton, Assistant Chief, Environmental Enforcement Section, Environment and Natural Resources Division, U.S. Department of Justice

Bill Brighton will describe the United States federal government’s current efforts to require municipalities that experience overflows from their sewer systems during wet weather to upgrade their sewers, construct additional wastewater storage or treatment capacity, and make other improvements to eliminate or greatly reduce the overflows of untreated sewage. The issue of Collection System Operator certification
is a hot topic nationwide, and the presentation will provide an effective link between enforcement and compliance.

**Speaker Biography:** William D. Brighton earned his J.D. from the University of Michigan Law School in 1978; clerked for the Hon. Myron H. Bright, U.S. Court of Appeals for the Eighth Circuit; and worked at Wilmer, Cutler & Pickering (now Wilmer Hale) in Washington, D.C. before joining DOJ in 1986.

Bill’s primary job is to manage a 25-lawyer group that handles civil environmental enforcement cases (including Clean Air Act, Clean Water Act, CEERCLA, RCRA, and the Oil Pollution Act) in the six-state area covered by EPA’s Region 5 office in Chicago. In addition, Bill works on natural resource damages cases and policy issues nationwide.

**11:30-12:00**
**Sustainability & the Role of the Certified Operator**

Meghan Klasic, U.S. EPA: Office of Ground Water and Drinking Water

Certified operators continue to play a critical role in the long-term sustainability of systems. During her presentation, Meghan Klasic will focus on the over-arching theme of sustainability and discuss challenges and successes in encouraging sustainable systems.

**Speaker Biography:** Meghan Klasic is National Coordinator of EPA’s Operator Certification Program and National Coordinator of EPA’s Expense Reimbursement Grant Program, which offers monies to states for the training of drinking water operators. She serves as the Grants Coordinator for EPA Headquarters while personally serving as the Project Officer for four University-based Technical Assistance Centers. She also provides support on the workforce initiative and capacity development programs.

**Luncheon Keynote**

**ABC: The Early Years**

Harris Seidel, ABC Co-Founder

**Luncheon Keynote Introduction:** Peggy Barton, Washington Water Works Operator Certification Program

After recognizing the need for an organization to foster operator certification, Harris Seidel, along with other water and wastewater industry leaders, established the Association of Boards of Certification in 1972. Today, ABC includes international membership from almost 100 certifying authorities, while remaining focused on its mission to advance water quality and integrity through certification. Harris will offer attendees a historical perspective of ABC during his informal luncheon presentation.

**Speaker Biography:** Harris Seidel is retired from his position of 40 years as Director of the Water and Pollution Control Department for the City of Ames, Iowa, and currently serves on the Iowa Joint Operator Certification Committee. He received his B.S. in Civil Engineering from Iowa State University and his M.S. in Sanitary Engineering from the University of Minnesota. Harris was ABC’s first President and Executive Secretary, and is still a member of AWWA, WEF, American Society of Civil Engineers and National Society of Professional Engineers. He authored the book *ABC: The First 10 Years, 1972-1982*, documenting the early years of the Association.

**Session 3**

**Innovative Approaches**

**Session Moderator:** Chuck Van Der Kolk, Zeeland Board of Public Works: Zeeland, MI

**1:30-2:15**

**ABC’s Distance Education Evaluation Service**

Chris Wisniewski, Oklahoma DEQ; Margaret Doss, Columbia County Waterworks, GA; Paul Bishop, ABC

Learn more about ABC’s newest member benefit designed to save your program time and resources. This panel discussion will seek input from programs as the resource continues development. A draft implementation schedule will be presented, along with an update on the project’s status.
Speaker Biography: Chris Wisniewski has more than 32 years of experience in the water and wastewater field, with more than 30 years working for the Oklahoma DEQ. For the last 12 years Chris has been the Oklahoma certification officer, administering licenses in water treatment, wastewater treatment, distribution and collection, water lab and wastewater lab. Concurrently he has been DEQ liaison to the Oklahoma Water and Wastewater Advisory Council. He has a B.S. in Environmental Science from the University of Oklahoma, and has been a Registered Professional Environmental Specialist for 30 years (Oklahoma Licensing Service - State of Oklahoma). Chris has served as a board member for the Oklahoma Water and Pollution Control Association for 12 years. Chris previously served on the Membership Committee, and the International Outreach Task Force, and served as chair of the Editorial Committee. He has served as Collection Division Director since 2003 and is currently the chair of the Distance Education Task Force.

Speaker Biography: As CEO, Paul Bishop oversees the daily operations of ABC and its professional team. Paul is a seasoned business leader with a proven track record of 20 years of experience in the private, government, and not-for-profit sectors. He brings a strong background in strategic planning, team development and public relations to his position at ABC. Prior to working for ABC, Paul was Director of Development at Iowa State University and the Executive Director of the Iowa Chapter of the Juvenile Diabetes Research Foundation where he oversaw the organization’s largest fundraising walk in the country raising over $2M annually. He has also managed a small association consulting firm assisting organizations with their internal management structures and board development.

In 2006, Paul was recognized by The Business Record and The Des Moines Register as one of “Des Moines’ Top 40 Under 40 Business Leaders” of the year. Paul holds a degree in Political Science from Nebraska Wesleyan University in Lincoln and attended the Washington Semester Program through American University in Washington, D.C.

Operator certification is mandated by legislation in Jordan, but has never been implemented. This presentation will describe the procedures being followed to develop and implement Jordan’s operator certification program.

Speaker Biography: Ken Kerri has been active in water and wastewater operator training and certification since the Office of Water Programs at CSUS began offering operator training programs in 1972 under his directorship. That same year, Ken was appointed to the newly-formed California State Water Resources Control Board’s Advisory Committee on Operator and Superintendent Training and Certification, on which he still serves.

In 1998, Ken was appointed to the California DPH’s newly-formed Stakeholders Committee on Operator Certification of Water Treatment and Water Distribution Systems and continues to serve on the committee. His B.S. in Civil Engineering is from Oregon State College, his M.S. is in Sanitary Engineering from the University of California, Berkeley, and his Ph.D. is in sanitary engineering from Oregon State University. Ken is a Registered Professional Engineer in California. His professional memberships include AWWA, WEF, International Water Quality Association, NESTA, and Association of Environmental Engineering and Science Professors. Ken is a former President of ABC.

Speaker Biography: Howard Sokoloff has served as Director, Middle East since October 2009. As a Director, he is responsible for oversight of all aspects of the Operations and Maintenance Training (OMT) Project funded by USAID and being implemented in Jordan for broader regional application. In addition, he has new business marketing responsibilities and promoting Chemonics as the premier US international development firm.

Howard has over 30 years of experience in international development consulting with emphasis on capacity building, institutional strengthening and management and training development across sectors but focused on the water sector over the past 10 years. He has worked in Afghanistan, Iran, Saudi Arabia, Egypt, Kuwait, the Palestinian Territories, and Jordan. Howard received his Masters of Education from Temple University. His professional involvement includes the International Society for Performance Improvement (ISPI) and the American Society for Training and Development (ASTD).

2:15-2:45
Development & Implementation of Jordan’s Operator Certification Program

2:45-3:00
Afternoon Networking Break
(Sponsored by AMP)

Session 4
Evaluating Certification Program Performance

Session Moderator: Robert “Bob” Hoyt, Worcester Water Treatment Plant: Holden, MA

3:00-5:00
Breakout Session: Performance Measures in the Certification World
Jenny Chambers, Montana DEQ
Shelley Nolan, Montana DEQ

This interactive breakout session will explore continual improvement, program performance measure success stories and present ideas on certification program evaluation.

Speaker Biography: Jenny is currently the Water Protection Bureau Chief for the Montana Department of Environmental Quality. The Water Protection Bureau (WPB) implements Montana’s water quality laws through delegation authority under the federal Clean Water Act, the National Pollutant Discharge Elimination System (NPDES) program in compliance with 40 CFR 123 and the State/EPA delegation agreement. This delegation includes authority to administer the federal stormwater, federal facilities and general permit programs as well as individual permits for public and private facilities. In addition to these federal programs, the WPB administers a number of state issued permit programs, including ground water discharge permit program, nondegradation policy, 401 certification, 308 and 318 programs.

Other positions with the Department that Jenny has held include Enforcement Division Acting Administrator and Technical Services Section Supervisor for the Public Water and Subdivisions Bureau of the Montana Department of Environmental Quality. This section implements the Water and Wastewater Operator Certification Program, program and operator training, provides all program and administrative support including fiscal and budgeting support and data and information management support.

She has previously worked for an environmental consultant firm at Fort Riley, Kansas and was the Spill and Stormwater Program Coordinator and also a Team Leader for other areas including Drinking Water and Wastewater Compliance. She has a B.S. in Physical Science with a minor in Chemistry from Black Hills State University (Spearfish, SD). Jenny has served on ABC’s Awards Committee and Standards Committee and participated in the 2005 National Relevancy Workshop, and served as ABC’s Water Treatment Division Director and chair of the Standards Committee. Jenny is currently ABC’s 2010 President-Elect.

Shelley’s responsibilities as PWS Program Manager for Montana DEQ include program oversight and management of 5 sections handling everything from data input, administration, rule management, field inspections, technical assistance, and Operator Certification. Her previous employment includes: managing the Surface Water Treatment Rule for the Public Water Supply Bureau; Technical Training Specialist for Montana Rural Water Systems; operator and manager of the Havre Water Treatment Plant; MSU Northern College adjunct faculty in the microbiology program and the Water Quality Program; working under a compliance contract through the State of Montana and as a metals analyst working with water and wastewater samples.

Shelley holds an Associate of Science in Environmental Health Field Practices and a B.S. in Interdisciplinary Studies with an Emphasis in Water Quality from Northern Montana College and MSU Northern. She is a certified Water Operator and Wastewater Operator-in-Training in Montana. She is an American Waterworks member (Montana Section); served on the MSAWWA Board and as Montana AWWA Director. She is a past member of NRWA; served on and chaired many committees for MSAWWA; served on the CERC (Continuing Education Requirement Committee), and chairs the Montana Environmental Training Center Steering Committee.

She was the Governor’s appointment to an advisory group to establish source water assessment and delineation program; DEQ Director appointment to the North Central Montana Regional Water Authority; served on the EPA Lead and Copper Public Education work group; and served as a technical advisor for the DEQ to establish Surface Water Treatment Exams for the State of Montana. She is a recipient of the Montana Environmental Training Award and George Warren Fuller Award for the Montana Section.

5:30-7:00
Evening Networking Reception
(Sponsored by AMP)
Session 5
Validating Competency

Session Moderator: Peggy Barton, Washington Water Works Operator Certification Program

8:30-9:00
Innovative Approaches to Training & Compliance Assistance
Betsy Beaver & Sharon Williams, Colorado Department of Public Health and Environment

Through a creative use of federal and state funds, the Water Quality Control Division has developed and funded several innovative programs designed to assist the operators of water and wastewater systems achieve and maintain compliance with environmental regulations. This presentation will provide an overview of these programs, their impact, and the strategy of which they are a part.

Speaker Biography: Betsy Beaver has been with the Water Quality Control Division since late 2000. She is responsible for ensuring that each public water system and permitted domestic and industrial wastewater system in Colorado is under the supervision of appropriately certified operators; to act as policy liaison to the Water and Wastewater Facility Operators’ Certification Board and their contractors; and to investigate and make recommendations regarding disciplinary action against operators when necessary.

Betsy obtained her B.S. degree in Mathematics from Mount Saint Mary’s College (Los Angeles); her M.S. in Physics from UCLA; and her J.D. in Natural Resources Law from the University of Colorado. Her previous employment includes 20 years of research in atmospheric physics, specifically with respect to the ozone layer, and 10 years as a teacher of science and math at the high school and college levels. Betsy is a member of the Colorado and American Bar Associations, the Colorado Rural Water Association, the American Geophysical Union, and the American Association of Foresters.

From 1968-1999, he worked at the Dover Ohio Wastewater Treatment Plant and retired as Assistant Superintendent. His work with the city was interrupted for a three year stint with the U.S. Army. He served with the 111th Engineers, a USAECAV Division in I Corp of Vietnam from 68 to 69 and from 69 to 71 at Leghorn (Camp Darby) Italy with a STRATCOM Division. Upon retirement, Pat went to work with W.E. Quicksall & Associates for whom he wrote operation and maintenance manuals, sludge management plans, and did technical supervision for villages contracted with the engineering firm. He attended Ohio State University and is a member of ABC, AWWA, WEF and OWEA.

9:00-9:30
Consistency with Contact Hours & Work Experience
Pat L. Antonelli, Operator Training Committee of Ohio (OTCO)

Pat will present findings on his research of consistency among institutions and organizations crediting contact hours and work experience and work experience for water and wastewater operators.

Speaker Biography: Pat Antonelli began teaching with OTCO in 1992 while still employed with the City of Dover Wastewater Treatment Plant. Over the years following his retirement in 1999 from Dover, he was asked to get more involved and was named Assistant Director in 2004. In his role, he is involved with supporting the Executive Director with his daily duties, course scheduling, updating and development, assisting OTCO trustees with the scheduling of speakers for workshops and short schools and public speaking. He was the driving force behind the publication of the “Basic Science Concepts and Applications for Wastewater” math book published by AWWA in 2003.

From 1968-1999, he worked at the Dover Ohio Wastewater Treatment Plant and retired as Assistant Superintendent. His work with the city was interrupted for a three year stint with the U.S. Army. He served with the 111th Engineers, a USAECAV Division in I Corp of Vietnam from 68 to 69 and from 69 to 71 at Leghorn (Camp Darby) Italy with a STRATCOM Division. Upon retirement, Pat went to work with W.E. Quicksall & Associates for whom he wrote operation and maintenance manuals, sludge management plans, and did technical supervision for villages contracted with the engineering firm. He attended Ohio State University and is a member of ABC, AWWA, WEF and OWEA.

9:30-10:00
Water/Wastewater Technician Training Institute: A Model for Adoption & Replication
Andrew N.S. Ernest, Ph.D., P.E., BCEE, D.WRE; Director, Center for Water Resource Studies, Western Kentucky University (WKU)

Dr. Ernest will discuss the evolution and growth of the Water/Wastewater Technician Training Institute since it’s inception in 2006.

Speaker Biography: Dr. Ernest earned a B.S. and M.S. in Civil Engineering from the University of Southwestern Louisiana in 1985 and in 1986 respectively, and a Ph.D. in Civil Engineering from Texas A&M University in 1991. He has over 18 years of professional experience in Environmental and Water Resource engineering, having managed a variety of organizational units with varying missions, encompassing consulting, academic, revenue-driven, research and service activities. He currently serves as the Director of the Center for Water Resource Studies and the Associate Dean of the Ogden College of Science and Engineering at WKU, is the founding...
partner of the technology startup Open Environment, a consultant with Ernest and Sons Civil and Environmental Engineering consultants and a proponent of the principles of Open Engineering. He serves on Kentucky’s Environmental Quality Commission, the Kentucky Board of Certification for Wastewater System Operators and a variety of other local, state and regional committees. He is a licensed engineer in Kentucky and Texas, and is a Board Certified Environmental Engineer through the American Academy of Environmental Engineers, with specialty certification in Water and Wastewater.

**10:00-10:30**

**Verifying High School Diplomas**

Ron McCulley, Program Administrator, Florida DEP Water/Wastewater Operator Certification Program

Licensed operators, or those who seek city or county employment, are required to have a valid high school diploma. During his presentation, Ron McCulley will explain how his program is seeing non-high school graduates turning to online diploma mills for this credential; where, for a significant fee, false high school diplomas can be purchased in as little as 10-15 minutes.

**Speaker Biography:** Ron McCulley has been with the Florida DEP and the Operator Certification Program since 2004. Currently, Ron is directly responsible for all aspects of examination and licensing of Florida’s Drinking Water and Wastewater treatment plant operators as well as Florida’s Water Distribution system operators.

From 1993-2004 he has held various senior management positions with the Florida Department of Business and Professional Regulation (DBPR). He managed a “Central Intake Application Processing Unit” which consisted of over 80 employees that received and processed over 10,000 applications for licensure and examination per month for 18 professional boards. Within DBPR’s “Bureau of Education & Testing”, he managed over 100 full time and temporary staff members responsible for the exam scheduling, exam administration, grade notification and post examination review processes for both state and national professional license examinations.

He also directed the agency’s license renewal program ensuring that each of the department’s 1,000,000+ licensees received timely, accurate and informative renewal notifications. This unit coordinat-ed the renewals of 22 different licensing professions that contained over 200 individual occupations. He is currently a member of the Air Force Special Operations Command in U.S. Air Force Reserve and has over 19 years of military service and has obtained the rank of Senior Master Sergeant.

**10:30-10:45**

**Morning Networking Break**
(Sponsored by AMP)

**Session 6**

**Avenues to Accreditation**

**Session Moderator:** Darlene Helmig, Missouri Department of Natural Resources

**10:45-11:45**

**Overview of Third Party Accreditation through ANSI & NCCA**

Fae Mellichamp, Professional Testing

What is “third party accreditation”? Why does it matter? What are testing standards? How can I tell if a certification program is complying with the testing standards? This presentation will answer these questions and present an overview of the third party accreditation model for certification programs.

**Speaker Biography:** Fae Mellichamp’s career began with the Florida Department of Business and Professional Regulation where she was responsible for development of a variety of state licensure examinations. She has experience with all phases of examination development. She was instrumental in developing the Department’s ADA accommodation application process during the early 1990’s.

After 12 years with the State of Florida, she joined Professional Testing, Inc. in 2001 where she serves as Senior Psychometrician, managing examination programs for a variety of groups including Behavior Analysts, FL Construction Industry, Certified Dental Technologists, and Cardiovascular Credentialing International. In 2004, Fae served as the lead editor for the Revised Edition of CLEAR’s “The Americans with Disabilities Act: Information for Credentialing Examinations.”
Session 7
Emerging Certifications

Session Moderator: Ray Olson, Utilities Operations Manager, Town of Castle Rock: Castle Rock, CO

1:15-1:45
Road Map to Implementing a Successful Training & Certification Program for Plant Maintenance Technologists

Mark Wessel, North Carolina AWWA-WEA

Through hard work and dedication of many volunteers, NC AWWA-WEA created a voluntary Plant Maintenance Certification Program. This presentation reviews the process and results of the first training school and examination.

Speaker Biography: Mark Wessel has spent 33 years in the environmental field performing and managing water and wastewater projects, and 23 years with CDM where he is the O&M Services Manager. Mark manages 34 Operations and Maintenance Specialists worldwide in the implementation of training programs, facilities commissioning, written documents development and delivery of O&M consulting services.

Previously, Mark spent 10 years as the Operations Manager at a regional wastewater treatment facility in Virginia. He is the Chairman for the Plant Operations Committee of the North Carolina section of AWWA-WEA. Mark is a Certified Environmental Trainer through the National Environmental Safety and Health Training Association. He holds a degree in Environmental Engineering from Northeastern University; Boston, Massachusetts.

1:45-2:15
Multi-Utility Certification - The Process for Implementing a New Certification for Operators

Pat Miller, WT, WWT, WD - Level I, Environmental Operators Certification Program of BC (EOCP)

After much consultation with stakeholders, the EOCP Board approved a new classification called Multi-Utility Certification for water and wastewater treatment, distribution and collection. This presentation will discuss the process EOCP followed in implementing the new certification.

Speaker Biography: Pat Miller has 30 years of experience covering most areas of utility infrastructure and regulations, from telecommunications, water treatment and distribution, and wastewater collection and treatment to gas distribution. Pat joined Sun Peaks Resort in 1996 as the Manager of Utility Services and is recognized by the industry as an innovator skilled in regulatory matters. Since 2004, Pat has served on the Board of Directors for EOCP (the certifying body for all utility operators in BC) and currently is EOCP Treasurer.

She serves on Small Water Systems Advisory Committee of BC Water and Wastewater Association and sits as the past president of the Interior Science Innovation Council, an organization that provides financial grants to enable economic development and innovative initiatives in western Canada. Pat also holds EOCP Certification as a Level II operator in Wastewater Treatment, Water Treatment and Distribution and is currently working towards her Level III in Water and Wastewater Treatment.

2:15-2:45
Water Conservation Certification Program

Phillip W. Holderness, CA-NV AWWA

In 2008, the California-Nevada Section of AWWA launched an agressive effort to validate three professional certifications for Water Conservation. Phillip will provide an overview of this newly-created Water Conservation certification program.
Speaker Biography: Phillip has been Superintendent at the Henry C. Garnett Water Purification Plant for nine years where his responsibilities include: supervise and coordinate the operation of the plant and treated water transmission system, establish operational procedures relating to treatment standards for a 38 MGD conventional water purification plant, chemical handling and technical reporting and prepare annual operating budget and monthly operating report. Previously, Phillip worked as a Water Purification Plant Operator (1982-1990), General Manager of McFarland Mutual Water Company (1990-1994), and General Manager of East Niles Community Services District (1994-2001). Phillip holds a degree in Forestry and Forest Soils from Humboldt State University.

His volunteer activities and memberships include: CA-NV Section AWWA: Chair of Water Distribution Certification Committee, Certification Director, Section Treasurer and Vice-Chair and is currently serving as Section Chair-Elect; California Department of Public Health: Operator Certification Stakeholders Committee; Association of California Water Agencies, Member of Safe Drinking Water Subcommittee and Water Quality Committee; Valley Counties Water Association: Secretary, Treasurer and President and Taft College, member of the Water Program Advisory Group.

2:45-3:00
Afternoon Networking Break
(Sponsored by AMP)

Session 8A
Progressive Ideas

Session Moderator: Elizabeth Kang, Executive Director, CA-NV AWWA

3:00-3:30
Scenario-Based Training
Kevin Kundert, eTRAIN Online, Inc.

Scenario-Based Training will review ways to develop activities that will enhance water system capacity by involving operators and managers in the development of training materials.

Speaker Biography: Kevin Kundert is President of eTRAIN ONLINE, a company that produces state-specific training and certification programs for the public drinking water industry. Kevin is an experienced water treatment plant operator and trainer with a bachelor’s degree in Hydrogeology from Montana State University.

He served as Training Director for MSU’s Water Center (an EPA Technical Assistance Center), for 9 years and has produced numerous training tools distributed nationally that you may be familiar with. Kevin is active in the eLearning Guild, a community of practice for instructional designers, developers, and managers of e-Learning. He’s been an AWWA member/volunteer for 24 years serving in state and national committee roles, presently as Chair of the National Small Systems Continuing Education Committee.

3:30-4:00
Customizing Operator Training Materials & Examinations


This presentation will highlight challenges of the CBWMP Secretariat and its member water utilities to use the study guides for the preparation of Caribbean operators to sit for the annual standardized ABC examinations primarily developed for operators who work in a North American setting.

Speaker Biography: Mr. Poyotte holds a Masters Degree in Public Administration from the University of Columbia, Missouri in the USA, a Bachelors Degree in Public Administration from the University of the West Indies Cave Hill Campus in Barbados. He also holds a Diploma in Project Evaluation, a Qualified Teachers Certificate, a Certificate in Strategic Business Planning and a Certificate in Training Systems Management.

He is a former Secretary to the Cabinet and Permanent Secretary, Prime Ministers Office in the St. Lucia Public Service. Among his many private sector postings include Field Project Manager for the UK Department of International Department (DFID) funded Caribbean Overseas Territories Government Accounting Reform Project (COTGAR), Regional Director to Phase 2 of the Eastern Caribbean Management Programme (ECEMP-2) and Executive Director of the Caribbean Electric Utility Services Cooperation (CARILEC).

Mr Poyotte is currently the Executive Director of the Caribbean Basin Water Management Programme Inc., an association of Water Utilities, based in St Lucia.

**Speaker Biography:** Bernard Ettinoffe holds a Degree of Master of Business Administration from the University of the West Indies, A Diploma in Agriculture Management from the Eltham Training Centre of Jamaica. He holds Post Graduate Certificates in several fields among them being:- Personnel Management from Crane Field School of Management of the Crane field University of Bedfordshire England, Certificate in Agricultural Management from MANANGA Agricultural Management Centre, MANANGA, Swaziland, operated by the Commonwealth Development Corporation (CDC) and a Certificate in Advanced Management Development – UWI- Mona, Jamaica.

Mr. Ettinoffe has held many senior positions both in the Private and Public Sectors namely, Agriculture Extension Officer with the Banana Development Programme of the Government of Dominica, Rural Development Officer with the Division of Agriculture of Dominica, Senior Farm Improvement Assistant with the International Fund for Agricultural Development Project of the Government of Dominica and Executive Director of the National Development Foundation of Dominica interalia. Currently Mr. Ettinoffe serves as the General Manager of the Dominica Water and Sewerage Company Limited and President of the Caribbean Basin Water Management Programme. He is also an Executive member of the Caribbean Water and Waste Water Association. He is also a part-time tutor for the University of the West Indies for students pursuing studies off campus in Dominica.

**4:00-4:30**

**Bridging the Gap Between Experienced & Non-Experienced Operators**

**William W. Edgar, CEU Plan**

This presentation will offer an overview of 1970’s to today’s operational aspects to recruiting, training, mentoring, and knowledge base improvements within the operator community.

**Speaker Biography:** William W. Edgar has over thirty (30) years of experience in water, wastewater, and environmental projects throughout the State of Florida. Edgar’s experience includes numerous applications and installations of water and wastewater treatment plants, ranging in size from 0.10 to 125.0 million gallons per day. During his career, he created a construction and service based operation in Florida in the emergency repair of treatment plants, operated and maintained treatment plants, along with West Coast, and contract operations and maintenance to many utility organizations. Bill designed and built the largest biosolids facility in Florida during the mid-90’s capable of treating 1,550 wet tons of sludge per day. Several facilities have received local and/or national awards and recognition.

Edgar is involved with Professional Testing of Tallahassee in the development of certification exams for the Florida Construction Licensing Board for the Certified General Contractor and Certified Mechanical Contractor exams. In addition, Edgar is involved with State of Florida Department of Environmental Protection Operator Certification Program in the review and development certification exams for all licensed wastewater treatment plant operators. Edgar graduated from Arkansas State University in 1975 with a degree in Business Administration, minors in Business Psychology and Marketing. He has been involved with WEF, since 1986, serving as Vice Chair and Chair to the Disinfection Committee, volunteered to the Program and Specialty Conference Committees, along with becoming the Chair for the Professional Development Committee at the WEFTEC 2009 conference.
Thursday, January 28, 2010

Day 2

4:30-5:00
Pandemic Flu Preparedness for Operators - A Certifier’s Perspective
Kim Dyches, Utah DEQ

With the rising concern over pandemic flu, Kim Dyches provides a look at challenges, communication and prevention of an outbreak from a certifier’s perspective.

Speaker Biography: As the Field Services Section Manager for the Utah Division of Drinking Water, Kim Dyches oversees the Cross Connection Control and Sanitary Survey programs. Kim is directly responsible for the Operator Certification and Emergency Response programs. He is certified for Water Distribution IV and Water Treatment IV. Kim is an adjunct faculty member at Utah Valley University, where he has taught courses in water treatment, water hydrology and plant maintenance.

His previous work in water treatment includes 13 years with the Jordan Valley Water Conservancy District, where he was a water system operator, system coordinator, general maintenance worker, and mechanical maintenance supervisor for three water treatment plants. Kim also serves on the Opflow Editorial Advisory Board for AWWA and is the Deputy Chair for the ASDWA Security Committee. Kim has been with the Utah Division of Drinking Water for 12 years. Kim is currently serving as ABC’s Water Treatment Division Director, and is a former President of ABC. He is a member of the Communications Committee and is the chair for the Strategic Planning Committee and the Reciprocity Task Force. He has also participated on the Plant Maintenance V&E Committee.

3:00-5:00
Breakout Session: Creating an ABC Examination - The Other Side of the Exam Process
Margaret Doss, Columbia County Waterworks, GA & Scott Harter, Association of Boards of Certification

Ever want to go behind the scenes of ABC exam development? This comprehensive and interactive breakout session features detailed information and expanded examples from those closely involved in the process.

Speaker Biography: Margaret Doss works as Water Quality Manager for the Columbia County (Georgia) Water Utility and serves as Chair of the Georgia State Board of Examiners for Certification of Water and Wastewater Treatment Plant Operators and Laboratory Analysts. Her B.S. in Microbiology is from Clemson University, and her Master of Education in Adult Education is from the University of Georgia. She holds certification as a wastewater lab analyst, water lab analyst, and wastewater treatment plant operator.

Margaret is a member of AWWA, WEF, the Georgia Association of Water Professionals, and the Standard Methods Committee (Standard Methods for the Examination of Water and Wastewater, APHA/AWWA/WEF). She is a member of ABC’s Laboratory Analyst V&E Committee, has served as Wastewater Treatment Division Director, and is a former President of ABC. She currently chairs the Plant Maintenance V&E Committee, is a member of the Communications Committee and is serving as a V&E Council Director.

Speaker Biography: Scott Harter recently rejoined ABC as Director of Member Services. In his role, he oversees all testing and certification services and operations and is the team leader giving direction for day-to-day operations. Additionally, Scott works directly with members and testing clients to oversee the V&E process and improvement initiatives. Previously, Scott was ABC’s Technical Assistance Coordinator where he provided technical assistance in certification exam development, maintained the question item bank, and served as a point of contact for technical assistance for examinees and testing clients.

He has a strong background in water treatment, and holds Iowa Wastewater Treatment Grade IV; Water Treatment Grade II; and Water Distribution Grade III certifications. In addition, he holds a Class A (highest level) Wastewater certification in Colorado. Scott was most recently employed with the City of Ames Water and Pollution Control Department as an operator.
Session 9

Equipping for Changing Times

Session Moderator: Robert Dunlevy, Environmental Engineer, USEPA - Region 7

8:30-9:00
Online Resources & Support for Water Operators

Steve Wilson, Midwest Technology Assistance Center (MTAC)/SmallWaterSupply.org

Searching the internet for useful information can be frustrating and time consuming. This presentation will showcase various online resources and support available for drinking water and wastewater operators.

Speaker Biography: Steve Wilson is a Groundwater Hydrologist at the Illinois State Water Survey, where he has worked since 1983. Most of his responsibilities revolve around research projects involving assessment of groundwater quantity and quality issues in Illinois. Many of these projects have been focused on the Mahomet Aquifer and arsenic problems in small community and non-community water supplies.

Steve also serves as an Assistant Director of Research for the MTAC, one of eight USEPA funded centers across the US whose mission is to provide technical, managerial, and financial expertise to public water supplies under 10,000 in population where his current responsibilities revolve around SmallWaterSupply.org, a new website being developed to provide free online resources and support for small water supply operators nationwide.

He holds a BS in Agricultural Science and Agricultural Engineering and MS in Civil Engineering from the University of Illinois at Urbana-Champaign. Steve is a member of the National Ground Water Association, the Illinois Rural Water Association, Illinois Section of the AWWA, the Groundwater Foundation, and the Mahomet Aquifer Consortium. He serves as a scientific advisor to the Central Region Groundwater Protection Committee and will serve on the editorial advisory board for On Tap magazine in 2010.

9:00-9:30
Development of an Online Certificate to Help Advance Operators

Elizabeth Williams, Central Carolina Technical College (CCTC)

This presentation will provide an overview of a credit online program designed for water and wastewater operators developed by CCTC in partnership with state agencies, municipalities, utilities, businesses and industries.

Speaker Biography: Elizabeth Williams is the Director of the South Carolina Environmental Training Center at CCTC. The Training Center is a division of the Workforce Development and Continuing Education Department at the college and is dedicated to providing training programs for water and wastewater operators in South Carolina and throughout the southeast.

Prior to working at CCTC, Elizabeth was a Research Assistant at the Water Resources Center at Tennessee Technological University. Previously, Elizabeth spent two years as a Graduate Research Assistant at the University of Tennessee in Knoxville where her primary responsibilities included work on a USDA funded grant to determine the concentrations of estrogen present in dairy and swine waste storage systems. Elizabeth earned her Master in Biosystems Engineering Technology from the University of Tennessee and completed her Bachelor of Science Degree in Environmental Agriculture from Tennessee Technological University. She is currently completing a PhD Certificate program from the University of South Carolina in Higher Education.

9:30-10:00
Utilizing the Internet for Operator Certification

Margaret Doss, Columbia County Waterworks, GA

Learn how Georgia is utilizing the internet for operator certification during this presentation. Margaret Doss will discuss how her program uses the internet for website certification renewals, license verification, license applications, status, and board meeting documents.

10:00-10:15
Morning Networking Break
(Sponsored by AMP)
Session 10
Enhancing Program Performance

Session Moderator: Christine Radke, WEF
Technical & Education Services: Alexandria, VA

10:15-11:00
Advancing Certification Standards:
Development of Canadian Best Practices &
ABC’s Best Practices

Brian Gildner, Ontario Water and Wastewater
Licensing Program & Laurie Sharp, Iowa Operator
Certification Program

For 20 years, most Canadian provinces and territo-
ries have been members of an operator certification
reciprocity agreement. In 2008, provincial certifica-
tion officers agreed to update the agreement and
create a “best practices” approach to certification.
This presentation will explore how with ABC’s as-
sistance provinces have undertaken an inventory of
certification standards and practices.

Speaker Biography: Brian Gildner has 18 years
of experience developing and implementing opera-
tor certification and training programs in Ontario,
and has worked for the Ontario Ministry of the En-
vIRONMENT as Manager of Operator Certification
and Training (2001-present), Certification Officer
(1994-2001), and Operator Training Coordinator
(1991-1994). Brian has Bachelor and Master of Sci-
ence degrees from the University of Guelph, and a
Bachelor of Education degree from the University of
Toronto. He is a member of AWWA, WEF, Ontario
Water Works Association and the Water Environ-
ment Association of Ontario. Brian is currently ABC’s
At-Large Division Director and chair of the Commu-
nications Committee.

Laurie Sharp has worked for the Iowa Department of Natural Resources for seven
years and is head of the Operator Certification Pro-
gram for Water, Distribution, Wastewater, and Well
Contractor Certification. She previously worked for the Iowa Public Health Department with the Lead
Poisoning Prevention and Lead Abatement Certifica-
tion Program. Laurie has a B.A. from Truman Univer-
sity. Laurie served on the Board Composition Task
She has served on the Certification Committee since
2007 and as chair since 2008, served as a mem-
ber of the Bylaws, Policies & Procedures Commit-
tee, Distance Education Task Force and the Editorial
Committee. She is currently the 2010 Certification
Council Director.

Session 11
Conference Wrap-Up

11:00-11:30
Conference Wrap-Up & Planning for Your
2011 Conference

Jenny Chambers, 2010 President-Elect

Highlighting your 2011 Conference

Margaret Doss, 2010 Conference Photographer

Alternate Presentation

Specific Steps You Can Do to Ensure an
Adequate Number of Future Operators

Chip Mackey, NH-DES Drinking Water Program

To address the looming work force issue, the New
England Water Works Operator Certification Com-
mittee is developing a list of tasks for various stake-
holders. Chip Mackey provides a look at the specific
steps that can be taken to help alleviate the operator
shortage.

Biography: Chip Mackey has worked for New
Hampshire Department of Environmental Services
since 1995. He is the New Hampshire Drinking Wa-
ter Operator Certification and Training Coordinator,
Water Well Contractor and Pump Installer Licensing
Coordinator. He received a B.A. in Zoology from
University of New Hampshire; an Environmental
Technician Certificate from New Hampshire Com-
munity Technical College, and a Nuclear Qualified
Marine Pipefitter from US Navy.

He is a certified public manager, certified water and
wastewater maintenance mechanic, and certified
water treatment and distribution operator. Chip is a
member of New England Water Works Association
and chair of the NEWWA Certification Committee; as
well as member of AWWA and the New Hampshire
Water Works Association. Chip has served as ABC’s
Treasurer, chair of ABC’s Finance & Standards Com-
mittees, and served on the Membership and Awards
Committees. Chip is ABC’s 2010 Vice-President.
Described by her peers as a “consummate professional dedicated to improving her profession,” Margaret Doss has shown outstanding service and commitment to the certification industry throughout her career. She is being recognized with the 2010 Harris F. Seidel Lifetime Achievement award at the 23rd Annual Conference.

The Water Quality Manager for the Columbia County Water Utility in Georgia and Chair of the Georgia State Board of Examiners for Certification of Water and Wastewater Treatment Plant Operators and Laboratory Analysts first became involved with ABC after Georgia’s governor appointed her to the state’s Certification Board. Since then, she’s given of her time and effort to help promote the Association’s mission. Doss has served as an ABC President (2006), Lab Analyst V&E committee member (2002-2009), Plant Maintenance V&E committee chair (2009) and Wastewater Treatment Division Director (2003).

“During her presidency, Margaret organized a strategic planning initiative that resulted in ABC’s current strategic plan, focused targeted efforts to expand ABC internationally, and made many visits to promote ABC’s services to potential members,” explains John Solvie, 2010 ABC President, who nominated Doss for the award.

“Margaret continues to serve as a resource for ABC staff and leadership, and gives her opinion and expertise when asked, but always with the humility demonstrated by the award’s namesake, Harris Seidel,” he shared.

Harris F. Seidel, co-founder of ABC, had a vision for an Association that would allow certification programs to collaborate ideas, share information and work together to better the industry. His innovative thinking, visionary spirit and hard work helped to establish an Association that today includes almost 100 member programs around the globe. The Lifetime Achievement award honors those such as Doss who contribute to advancing certification programs.

While always hoping she’d eventually achieve this award, Doss wasn’t expecting it in 2010. “I was shocked,” she said. “It’s always exciting, yet humbling at the same time to be recognized by your peers.”

The 2010 Validation & Examination Council Director shares she strongly values the opportunity to network and learn from others through ABC and is looking ahead to numerous opportunities in both her career and Association involvement.

“I’m really looking forward to continuing to improve ABC’s exams and programs, and looking at developing certifications,” she said.

“Always exciting, yet humbling at the same time to be recognized by your peers ... I look up to Harris, and have since I’ve met him.”

- Margaret Doss, 2010 Harris F. Seidel Lifetime Achievement Award Winner
After being selected as Montana Water and Wastewater Operator Certification Program Manager in 2002, Jenny Chambers began focusing on the state’s outdated, internally-developed water and wastewater examinations. Her enthusiasm and tireless work ethic throughout the project brought significant improvements and efficiencies to the program, which are being recognized with ABC’s 2010 Robert C. McAnespie Certification Officer award.

“Her efforts have contributed greatly to attracting more highly qualified water and wastewater personnel, thereby improving public health protection,” said Joni Emrick, chairperson of the Montana DEQ Water and Wastewater Advisory Council who nominated Chambers for the award.

Under her leadership, examinations were successfully converted to the ABC format used by most states and as a result, faster and more uniform evaluations are now completed to determine out-of-state qualifications, creating a larger pool of available qualified operators. In addition, since each ABC test is varied, a potential operator must learn the information, instead of just learning the test, resulting in more highly qualified individuals.

Emrick says Chambers’ innovative approaches and dedication of personal time were essential to the program’s success.

“I put my whole heart in working to better the program,” shared Chambers who was surprised and overwhelmed by the award. “Being recognized for that chapter in my professional career is an honor.”

ABC established the certification officer award to remember the contributions of Robert C. McAnespie whose desire to serve the Association and industry was evident through his active ABC involvement and professional achievements. The 1988 ABC president is described by members as a well-respected colleague and good friend, and this award recognizes certification officers following in his footsteps.

Recently named Water Protection Bureau Chief, Chambers continues to support test development and promote changes to Montana statues to include wastewater collection system certification. Serving ABC also remains a top priority for the 2010 President-Elect who encourages other certification officers to take advantage of the resources and networking the Association has to offer.

“Our program wants to ensure we’re staying current on trends in the operator and certification world, and ABC helps us keep up with important industry changes.”
Facing a unique challenge, the New Brunswick Department of Environment (DENV) set out to find a solution for the language barrier that was causing water and wastewater certification examinees to experience difficulties while testing.

Exams exclusive to one language were not accurately measuring the knowledge and capabilities of bilingual operators, who often refer to technical terminology in both English and French.

With the help of ABC, the DENV, who manages the water and wastewater operator certification program, adopted an English or bilingual exam policy in 2008 and have since seen improved scores. Their innovative and successful approach in developing the policy also led to the program being recognized with this year’s Certification Program award.

“Prior to providing bilingual exams, our French and bilingual operators had to choose a language preference,” Scott Lloy of the DENV explained. “Most French-speaking operators preferred to speak and work in French, but they often used English technical terms.”

Lloy says the lack of a bilingual exam ultimately caused confusion among examinees. French-speaking operators choosing an English exam would understand the technical terms, but were confused on vocabulary and grammar, and some choosing French understood the question, but not necessarily the technical language.

Developing bilingual exams was not a small feat for the program which certifies about 500 water and wastewater operators annually. With the help of ABC, nearly 1,000 questions were reviewed, then translated by a professional translation service. Several bilingual water and wastewater engineers also provided their expertise.

Honored to be recognized for their contributions to the industry, Lloy says the DENV values ABC’s support in continuing to improve their program.

“‘When any program works to implement something for the first time, there are a lot of unforeseen issues that come up along the way,’” he said.

“We’re very pleased to receive this award, but for us, it’s recognizing not just what our program is doing, but also our partnership with ABC.”

- Scott Lloy, on behalf of the New Brunswick Department of Environment.

We’re very pleased to receive this award, but for us, it’s recognizing not just what our program is doing, but also our partnership with ABC.

- Scott Lloy, on behalf of the New Brunswick Department of Environment.
Past Award Recipients

Certification Program Award
1993 State of Louisiana Committee of Certification for Water and Wastewater Operators
1995 Utah Wastewater Operator Certification Program
1998 Montana Water and Wastewater Operator Certification Program
2000 North Carolina Division of Water Quality Technical Assistance and Certification Unit
2001 Georgia State Board of Examiners for Certification of Water and Wastewater Treatment Plant Operators and Laboratory Analysts
2005 Connecticut Department of Public Health Drinking Water Division Operator Certification Program
2006 Colorado Water and Wastewater Facility Operators Certification Board
2007 New York State Department of Health Bureau of Water Supply Protection Operator Certification Program
2008 New Mexico Utility Operator Certification Program

Robert C. McAnespie Certification Officer Award
1993 Gerald Samuel, Alberta
1995 Cynthia Finan, North Carolina
1996 Larry Fox, Louisiana
1997 Joseph Nestico, Connecticut
1998 Robert W. Rivard, Connecticut
1999 Cheryl L. Bergener, Washington
2000 Kathleen M. Cook, Ohio
2001 Shirley J. Quick, Montana
2003 Louise Cordova, Wyoming

Harris F. Seidel Award
1977 George Burke and Walter Weers
1978 Julian Fleming, Allen Jones, and Don Pierce
1979 Ralph Soule
1980 William Hasfurther
1981 Robert Leaver
1982 Roy Dodson
1983 Grant Borg
1984 A.H. Paessler
1985 Robert Wubbenen
1986 Joseph Hanlon
1987 Kenneth Kerri
1988 Terry Regan
1989 Daniel Campbell
1990 Clarence Sherer
1991 Robert Briggs
1992 J. Andre Provencial
1993 Donald Razy
1994 Robert McAnespie
1997 Alva Storey
1998 James L. Current
1999 David Rossiter
2000 John Scheltens
2001 Bob Hegg
2002 Gerald Samuel
2004 Ernest U. Earn
2005 Peggy Barton
2006 Peg O’Donnell
2008 Howard Hendrickson
2009 Kim Dyches

Founder’s Award
2002 Terry M. Regan

Lifetime Service Award
2002 Harris F. Seidel

Certified Environmental Operator of the Year Award
1996 Glenn R. Greve, Saskatchewan

Excellence in Service Award
2008 Jess Jones
2008 ABC Cross-Connection Control Validation and Examination Committee
2009 Chuck Van Der Kolk

Certified Environmental Analyst of the Year Award
1995 Jane Winkler, Ohio
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Conference Committee
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Membership Committee
Bill Hyslop, Environmental Operators Certification Program: Burnaby, BC, Canada

Strategic Planning Committee
Kim Dyches, Utah DEQ, Division of Drinking Water: Salt Lake City, UT

Certification Council Committee Chairs

Certification Committee
Laurie Sharp, Iowa Department of Natural Resources: Des Moines, IA

Distance Education Committee
Chris Wisniewski, Oklahoma DEQ: Oklahoma City, OK

Reciprocity Committee
Derek Chambers, CNMI-DEQ; Saipan, Northern Mariana Islands

Trainers Committee
Gerald Samuel, Opertech Consulting: St. Albert, AB, Canada
Validation & Examination Council Committee Chairs

**Biosolids**
Bill Toffey, Effluential Synergies LLC; Philadelphia, PA

**Collection**
Lonn Rasmussen, Cottonwood Improvement District: Sandy, UT

**Industrial Waste Treatment**
Gayle Lammers, URS Washington Division: Commerce City, CO

**Plant Maintenance Technologist**
Margaret Doss, Columbia County Waterworks: Augusta, GA

**Water Treatment**
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**Distribution**
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### Industry Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>ABC</td>
<td>Association of Boards of Certification</td>
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<tr>
<td>AMSA</td>
<td>Association of Metropolitan Sewerage Agencies</td>
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<tr>
<td>ASDWA</td>
<td>Association of State Drinking Water Administrators</td>
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<tr>
<td>ASIWPAC</td>
<td>Association of State and Interstate Water Pollution Control Administrators</td>
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<tr>
<td>AWWA</td>
<td>American Water Works Association</td>
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<tr>
<td>BAT</td>
<td>Best Available Technology</td>
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<tr>
<td>BBP</td>
<td>Blood-borne Pathogen</td>
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<tr>
<td>BMP</td>
<td>Best Management Practices</td>
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<tr>
<td>BOD</td>
<td>Biochemical Oxygen Demand</td>
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<tr>
<td>BPAT</td>
<td>Backflow Prevention Assembly Tester</td>
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<tr>
<td>BPT</td>
<td>Best Practicable Technology</td>
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<tr>
<td>CCR</td>
<td>Consumer Confidence Report</td>
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<tr>
<td>CEPA</td>
<td>Canadian Environmental Protection Act</td>
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<tr>
<td>CERCLA</td>
<td>Comprehensive Environmental Response, Compensation, and Liability Act</td>
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<tr>
<td>CEU</td>
<td>Continuing Education Unit</td>
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<tr>
<td>CFR</td>
<td>Code of Federal Regulations</td>
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<tr>
<td>CIP</td>
<td>Capital Improvement Project</td>
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<tr>
<td>CLEVER</td>
<td>Clinical Laboratory of Evaluation and Validation of Epidemiologic Research</td>
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<tr>
<td>COD</td>
<td>Chemical Oxygen Demand</td>
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<tr>
<td>CSO</td>
<td>Combined Sewer Overflow</td>
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<tr>
<td>CWA</td>
<td>Clean Water Act</td>
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<tr>
<td>DBP</td>
<td>Disinfection Byproduct</td>
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<tr>
<td>DEQ</td>
<td>Department of Environmental Quality</td>
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<tr>
<td>DMR</td>
<td>Discharge Monitoring Report</td>
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<tr>
<td>DRC</td>
<td>Direct Responsible Charge</td>
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<tr>
<td>DWSRF</td>
<td>Drinking Water State Revolving Fund</td>
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<tr>
<td>EOP</td>
<td>Emergency Operations Plan</td>
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<tr>
<td>ERG</td>
<td>Expense Reimbursement Grant</td>
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<tr>
<td>ERP</td>
<td>Emergency Response Plan</td>
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<tr>
<td>FOIA</td>
<td>Freedom of Information Act</td>
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<tr>
<td>FONSI</td>
<td>Finding of No Significant Impact</td>
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<tr>
<td>FTE</td>
<td>Full-time Equivalent</td>
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<tr>
<td>GIS</td>
<td>Geographic Information Systems</td>
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<tr>
<td>GRAMA</td>
<td>Government Records Access and Management Act</td>
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<tr>
<td>GW</td>
<td>Ground Water</td>
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<tr>
<td>GWUDISW</td>
<td>Ground Water Under the Direct Influence of Surface Water</td>
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<tr>
<td>HAA</td>
<td>Halo-Acetic Acid</td>
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<tr>
<td>HR</td>
<td>Human Resources</td>
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<tr>
<td>IACET</td>
<td>International Association for Continuing Education and Training</td>
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<tr>
<td>ICS</td>
<td>Incident Command System</td>
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<tr>
<td>IESWTR</td>
<td>Interim Enhanced Surface Water Treatment Rule</td>
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