

**New England Water Works Association, Inc.
Board of Directors Annual Meeting
September 15, 2013**

The New England Water Works Association, Inc., held an annual business meeting on September 15, 2013, at the Equinox Resort in Manchester, VT. President David Harris called the meeting to order at 11:16 a.m. Those present were: David Kane, Sarah Pillsbury, David Harris, Louis Schoolcraft, Matt Pearson, Mike Covellone, Carol Harris, Dave Polcari, Phil Bilodeau, Red Dufresne, Mark Wetzels, Ken Booth, Gregory Leighton, John Storer, and Ray Raposa (ex-officio and non-voting). AWWA Director Adam Yanulis, AWWA President-elect John Donahue, AWWA Section Services Representative Gary Sullivan, NEWWA Vice Presidential Candidate Craig Douglas, NEWWA Deputy Executive Director Ted Kenney, and NEWWA Director of Communications Kirsten King were also in attendance.

Item #1 Minutes of Previous NEWWA Inc. Board Meeting – September 23, 2012.

David Polcari motioned and Louis Schoolcraft seconded to accept the minutes of September 23, 2012. The motion passed unanimously.

Item #2 Treasurer's Report & Auditor's Report – David Kane and Gregory Leighton.

The full annual audit and financial statement was distributed to the board.

David Kane reported that the annual audit has been completed and the association was issued an "unqualified opinion," which is the best opinion they can render and indicates that the financial statements comply with accounting standards and are materially correct.

The net income for the year is \$225,879 with an operating income of \$59,625 and investment-related income of \$166,254. Net income is the highest since 2010. Over the past 4 years, net income is \$753,644.

The association has two major assets – cash/investments and the main office. The cash balance grew to \$2.3 million due to positive operating results and strong investment returns. Of the \$2.3 million balance, \$1.2 million is designated for specific purposes. The recently completed home office renovation will be paid from this balance.

For reserve balances, the designated and temporarily restricted balance total is \$1,205,685. Additionally, an unrestricted "rainy day" fund has a balance of \$699,973, which is 26 percent of budgeted expenses. The board's goal is 25 percent.

The building balance will be reduced to pay for the recent home office renovations. Project costs are estimated to be \$340,000. The project will be paid from current year operating income with the remaining amount from the building reserve.

David also reminded the board of directors to review the IRS form 1-90 and disclose any conflicts of interests. Any questions, comments, or conflicts should be reported to Ray by September 20.

David Harris commended David Kane and Greg Leighton on their excellent work on the budget and financials over the years.

David Polcari made a motion to approve the treasurer's report. Matt Pearson seconded. The motion passed unanimously.

Item #3 Executive Director and Staff's Annual Reports – Ray Raposa, Ted Kenney, and Kirsten King.

Staff provided verbal summaries of the following report:

**New England Water Works Association
Annual Executive Director and Staff Report
Year Ending June 30, 2013**

Summary: The New England Water Works Association had a very successful year of providing services to the members and water works professionals in the region. Educational efforts delivered 282 programs to 4,735 individuals. At the 2013 Spring Joint Operations Conference & Exhibition we had a record breaking 2,839 registered attendees, continuing as the largest regional water conference in the United States. Membership numbers dropped in the year as utilities have not filled positions and fewer students joined. The membership stands at 2,610 members. The volunteers continued to coordinate activities of fifty plus committees that result in conferences, symposia, training courses and more delivering important public water information for the water profession.

Two very successful conferences had a combined attendance of 3,233 individuals. The 2013 Spring Joint Conference & Exhibit sold a total of 227 booths with 182 registered exhibiting companies. The final attendance was 2,839, an increase of 22 from 2012.

Also, the association remains in an active role in supporting the Water and Wastewater Agency Response Networks (WARN), including hosting the Massachusetts WARN Web site and managing the MA program. In addition, two trainings were held for current and potential MAWARN members.

A new NEWWA web site was completed, which provides all with current information on activities and an on-line access to registration in the new association software. The web site received 83,995 hits in the past year. NEWWA remains strong on social networking sites, specifically Facebook and Twitter, which has helped broaden communication tools for the members. There are now 557 Facebook NEWWA fans and 350 Twitter followers. A significant software upgrade and building renovation will be in the summer of 2013.

As you review this report and the work produced by the many volunteers, staff, partners and faculty, you will see how well the association accomplished member activities and services in the 132th year of service.

1. **Membership:** The association held a consistent total NEWWA Inc. membership but underwent a decline in joint AWWA members, with a total membership decrease of 140 in FY13. The student membership category withstood the largest drop (45% lower than FY12). This category had been rising dramatically in recent years due to scholarship incentives and a 3-for-1 student member offer (offer is still available).

The membership breakdown by category follows:

**MEMBERSHIP SUMMARY
June 30, 2013**

I. NEWWA, a section of AWWA	6/30/12	6/30/13
A. Active	1060	995
Operations/Administrative	255	247
Retired	42	44
Life	82	77
Honorary	10	10
Student	75	45
Sub-Total (Ind. Members)	1,524	1,416
B. Utility	197	192
C. Service Providers	52	48

D. Named Representative	216	199
E. Multi-Section	<u>112</u>	<u>109</u>
Section Total	2,101	1,966
II. NEWWA, Inc.	6/30/12	6/30/13
Individual	382	380
Retired	14	17
Life	18	28
Honorary	1	5
Student	45	21
Utility	149	154
Associate/Consultant	<u>40</u>	<u>39</u>
NEWWA Inc. Total	649	644
GRAND TOTAL	2,750	2,610

2. **Education and Training Report:** Fiscal year 2013 saw the association's Education and Training Program conduct a total of 282 sessions with a total attendance of 4,735 participants.

Training Partnerships:

State Revolving Loan Fund (SRF) and Operator Expense Reimbursement Grant (ERG) support of training initiatives continued across four states in FY'13. A range of coalition centered outreach efforts in Massachusetts, New Hampshire, Maine, and Rhode Island carried forward from the previous fiscal year. Each represented continued commitment by State Drinking Water Programs in direct response to meeting identified operator training needs ranging from small through large systems.

The Massachusetts Coalition for Small Systems Assistance (MCSSA) comprised of New England Water Works Association (NEWWA), Massachusetts Water Works Association (MWWA), RCAP (Rural Community Assistance Program) Solutions, Inc., and Rural Water Association implemented the thirteenth year of the Massachusetts program under the direction of Massachusetts DEP. The program's services were reduced significantly in the first half of the fiscal year and were suspended in the second half of the fiscal year due to overall program budget cuts.

Maine Water Utilities Association (MWUA) continued in the lead role in the fifteenth year of a collaborative training effort with NEWWA under the direction of the Maine Drinking Water Program.

Rhode Island Department of Health, Office of Drinking Water Quality continued to work with NEWWA on an ongoing series of small water system operator training sessions targeted both towards development of specific technical skill sets in small water system operations as well as certification examination preparation.

The New Hampshire Department of Environmental Services (NHDES) continued to direct a coalition of service providers to deliver a wide range of services to operators and water systems, incorporating NEWWA in an ongoing direct training role conducting an annual calendar of offerings at the Franklin Waste Water Training Center in Franklin, NH.

Green Mountain Water Environment Association (GMWEA) and NEWWA continued joint training efforts in fiscal year 2013 with the co-sponsored presentation of several operator training courses. The Drinking Water Center at Champlain Water District (CWD) in Burlington, VT continues to serve as a permanent satellite training facility. Various other temporary satellite locations are designated as warranted to optimize geographic outreach.

The collective FY'13 SRF/ERG training partnerships continued to yield significant, easily accessible training opportunities for water system operators throughout the New England states and underscored a continued outreach commitment to this important constituency of drinking water and public health.

Partnerships in training also remained an important component of the General Education Program. CT Section, AWWA and NEWWA continued to work closely in a collaborative relationship, which has spanned twenty four years. This unique joint effort, continued in FY'13 in response to operator re-certification requirements, has allowed the two AWWA sections to complement each other's training efforts and to increase training opportunities available to drinking water operators, other water utility staff, and the entire water supply community. A total of 22 course offerings were presented in FY'13 through this partnership.

Maine Water Utilities Association and NEWWA's long collaboration also continued with the co-sponsorship of programs presented at the Jeff P. Nixon Center at the Portland Water District, at other utilities, and at the Maine Water Utilities Conference and Exhibition. A total of 11 course offerings were presented in FY'13 through this partnership.

New Offerings:

A total of 18 new offerings were developed and presented across the General Education, Small Water Systems (SRF/ERG), and Security and Emergency Preparedness Training Programs during the fiscal year.

Through the dedicated efforts of five NEWWA committees, the association saw the presentation of three symposia. The eleventh Water Resources Symposium (*Integrated Water Resources Management: Expanding Objectives*) was developed and presented (October 2012) through the joint efforts of the Water Resources, Groundwater, and Conservation Committees. The fifteenth annual Laboratory Operations Symposium (*Current Issues Impacting Drinking Water Laboratories: Making Sense of Your Water Quality Data in the 21st Century*) was developed and presented (April 2013) under the aegis of the Laboratory Operations Committee. Additionally, *Control of Microbials from Source to Tap*, the fifteenth annual Water Quality Symposium, was developed and presented (May 2013) through the efforts of the Filtration Committee. 245 participants attended the three NEWWA symposia presented during FY'13. Each program was very well received, reflected in highly positive participant evaluations.

Other new courses launched in the General Education and Training Program in FY'13 and developed in response to identified training needs included: *Fundamentals of Asset Management: a Hands-On Approach*, *the Fundamentals of Cross Connection Control*, *Cross Connection Basics for Small Systems*, *Process Control and Energy Efficiency: Monitoring and Maintaining Instrumentation*, *Team Communications Toolbox*, *Communications and Relationships*, *Spill Prevention and Response*, *Understanding How Water Treatment Works: The Science of Public Health*, *Dealing with Severe Weather and Unexpected Water Quality Changes*, *Communications Chemistry: Productive Conversations for Boards and Operators*, *Biofilm in Your Drinking Water Distribution System: Concerns and Controls*, *Mini Excavator Operator Basic Training*, *Principles of Public Health for Water and Waste Water Operators*, *CTWARN Workshop*, and *MAWARN Annual Training*.

Contract Training:

During FY'13, the association conducted on site, specialized training programs for Providence Water, Champlain Water District, New Jersey Irrigation Association, Springfield Water and Sewer Commission, R.H. White Construction, Boston Water and Sewer Commission, Regional Water Authority, University of Massachusetts- Amherst, Town of Essex, MA, Princeton University, and Massachusetts Interlocal Insurance Agency.

Cross Connection Control Training Program:

The Cross Connection Control Program remained active with 72 offerings of courses around New England and out of region in Pennsylvania, New York, and New Jersey.

Section Education Award:

NEWWA received its twenty third Section Education Award for “*The Development of NEWWA’s Drinking Water Operator Certification Examination Qualification Courses*”. Each of the courses developed incorporated specific, required content identified in the Association of Boards of Certification (ABC) need to know criteria and stipulated by the Massachusetts Board of Certification of Operators of Drinking Water Supply Facilities. The development of each course featured an innovative instructional design which included multiple hands-on laboratories and performance-based learning outcomes. Each course’s building block instructional units were threaded with drill and practice opportunities and incremental knowledge checks. The AWWA Section Education Award program was created in 1989.

Summary:

The association remains committed to the goal of identifying and meeting the training and development needs of the membership in a timely fashion, fully recognizing that safe drinking water remains at the very core of public health. FY’13 continued to present new challenges in the face of rapid, broad-based change impacting the entire drinking water profession. The association cannot pursue nor achieve its educational goals without the remarkable effort and sustained support provided by the many talented volunteers in water utilities, regulatory agencies, and organizations. The committed efforts of NEWWA Adjunct Faculty and Staff are interwoven with those of NEWWA volunteers in pursuit of this common goal. Future challenges will most certainly create dynamic, new educational opportunities. The human resources of NEWWA---volunteers, faculty, and staff are energized by these challenges and the opportunity to meet them.

FY 2013 Training Report Summary

<u>Topic Area</u>	<u>Number of Courses</u>	<u>Attendance</u>
Operator Training	75	1,454
Safety	57	857
Management Development	13	196
Specialized Topics	22	609
SRF/ERG Related Courses	43	542
Cross Connection & Related Courses	<u>72</u>	<u>1,077</u>
Total	282	4,735

- 3. Conferences and Membership Meetings:** The 131st Annual Conference took place in Brewster, MA at the Ocean Edge Resort with a total of 394 attendees (a decrease of 27 from Newport). The conference hosted the 3rd Annual “New England’s Best” Drinking Water Taste Test, won by the Brewster, MA Water Department.

Despite the warm weather and proximity to the beach, technical sessions were well attended. Technical training contact hours were provided in a diverse area of water works topics, including groundwater, management, distribution, disinfection, water resources/sustainability and water quality.

There were 25 exhibitors, tying the 2011 record. The roundtable session had 10 scheduled topics. Our 6th Annual Aging Infrastructure Simulation contest was held with ten teams. It generated high energy and enthusiasm much like the preceding years. Members and guests took advantage of the regional attractions including a seal watch cruise and trip to Provincetown.

The Membership Gala provided recognition for many members. David Paris, Director of Manchester Water Works, received the George Warren Fuller Award and both Chuck Larson and Bert Tigue received Lifetime Achievement Awards. The Jerome Healey Award was established to recognize drinking water professional who works to enhance the relationship between the regulated community with state and federal personnel and to protect water supply and public health. The first award was presented to J. Kevin Reilly.

The November monthly meeting was held in Providence, Rhode Island at the Westin. There were 72 attendees (an increase of 6 attendees from 2011) and 6 exhibiting companies at this event. These numbers are much lighter than the attendance in Swansea in 2010, which we hope to reach again in 2013 upon our return to the desalination plant and the Venus de Milo.

The December monthly meeting was held at Lantana in Randolph, Massachusetts. The holiday meeting had a strong attendance of 327, an increase of 11 attendees from the previous year. The event recognized committee chairs for service and recognition for 25 years or more of continuous membership in the association. The Water For People raffle raised \$2,725 for WFP projects.

The January monthly meeting was held in Concord, New Hampshire as a joint meeting with New Hampshire Water Works and Green Mountain Water Environment Association. The meeting was attended by 80 participants (same as 2012) and featured 15 exhibiting companies, 4 more than 2012.

The February meeting was held in Portland, Maine. It was held as part of the 86th Annual Meeting of the Maine Water Utilities Association. NEWWA organized and conducted five training sessions with 197 attendees (46 more than the previous year).

The Spring Operations Conference and Exhibition was held at the DCU Center in Worcester, Massachusetts on April 3rd and 4th, our 15th year at this location. The conference had an all-time high registration with a total of 2,839 registered attendees (increase of 22 from last year). The exhibition featured 182 companies in 227 booths (same amount of booths sold in 2012). The Program Committee organized up to six concurrent sessions at a time throughout Wednesday and Thursday for a total of twenty technical sessions. Training contact hours were available at all sessions and 942 individuals were awarded credits for their professional licenses an increase of 79.

The **NEWWA Golf Classic** was held on May 13^h at Thorny Lea Golf Club in Brockton, MA. There were a total of 100 golfers who enjoyed a great day of golf and networking. The event raised \$5,090 for scholarships and Water For People.

The **AWWA Conference** was held in Denver, Colorado and the Section held a **Joint Luncheon** for the 39th time with the Connecticut Section at Marlowe's Restaurant. 55 people, many proudly donning blue "Boston Strong" polo shirts, attended the luncheon. This is a modest increase from 2012. We plan to see a significant increase in this number at the 2014 40th Annual luncheon at Legal Seafood Harborside. The NEWWA has established an ACE2014 Local Host Committee in Boston, MA.

4. **Membership Communications:** During FY 2012/2013, NEWWA's Web site received 83,995 hits (20,772 more than the previous year), which averaged to 6,999 hits each month. Forty percent of the

hits came from direct traffic, 48 percent from search engines, 10 percent from other Web sites, and the rest from other sources. The most popular pages remain the career center and training calendar.

The E-Source newsletter continued to be sent to approximately 2,400 members and non-members on a biweekly basis. To date 604 persons have requested (unsolicited) to be added to the distribution list via NEWWA's home page on the Web site. The open rate is 30 percent, which is well above the non-profit average of just 20 percent. This low-cost method of membership communications has proven to be highly successful. The E-Source software has also been used for special membership communications, specifically conference follow-up surveys, cross connection control and backflow prevention notifications, state-specific notifications, and vendor communications.

NEWWA continued its work on Facebook and now has 557 fans, an increase of 102 over the previous year. The page continues to be successful and is updated once to twice each week. There is a link to the Facebook page on NEWWA's home page of its Web site. The new Web site also has a page dedicated to social media. The Facebook page is updated weekly with news articles, notes, and fun facts about the drinking water profession and NEWWA. The page is at: <http://www.facebook.com/newaterworks>.

NEWWA maintains a strong presence on Twitter, and currently has 350 followers (increase of 120 from last year). The Twitter page is linked to the Facebook page so that every time a status update is done via Facebook, it automatically updates Twitter. The page is at: <http://www.twitter.com/newaterworks>.

The traditional form of print communication continues to serve the members in the form of seven memberships and training mailings each year; four issues of the *Journal* and *The Source*; and seven issues of *Currents*.

The 2013/2014 Membership Roster was mailed to the members in August in time for the Annual Conference. Also, for the first time a digital version of the Membership Roster was made available.

The *Source* newsletter remains at 12 pages.

The advertising brochure was updated for all publications with zero cost increase for the fiscal year.

The sponsorship brochure was updated and helped to increase the revenue by soliciting more gold sponsors.

NEWWA was also integral in the planning of the Massachusetts Drinking Water Day awards program held this year in at the Springfield Technical Community College in Springfield, MA on May 7.

NEWWA remains heavily involved in the MA Water and Wastewater Agency Response Network (WARN). There are currently 71 utilities in Massachusetts signed on to the agreement. An annual meeting was held at NEWWA's headquarters on June 20.

NEWWA partnered with MWWA again for the 8th year in a row to exhibit at the 2013 Mass Municipal Association conference in January. We also participated in the Maine Municipal Association and Rhode Island League of Cities and Towns conferences, with the respective state associations. Our continued presence at these events is helping with name recognition for the association and what the association and water works professionals do.

5. **Public Outreach:** The Public Relations Committee worked extremely hard this year on a public outreach campaign to continue spreading the “Only Tap Water Delivers” message. Specifically, they:

- Placed transit ads across Rhode Island (partnering with the RIWWA), Manchester, NH (partnering with MWW), Boston (partnering with BWSC), Vermont (partnering with Champlain Water District), Portland (partnering with the Portland Water District), and Hartford (partnering with CTAWWA). These ads (both interior and exterior) coincided with Drinking Water Week.
- Contracted with the Dunkin Donuts Center in Providence, RI; XL Center in Hartford, CT; and Mass Mutual Center in Springfield, MA for signage, Web ads, and social media ads throughout the spring and into and past Drinking Water Week. In addition, the advertisements we placed in the TD Garden in Boston in 2012 remained up at the facility well into 2013.
- Issued news releases during Drinking Water Week to highlight the importance of tap water and drinking water infrastructure.
- Spoke to a Girl Scout Daisy troop during Drinking Water Week about water as a vital resource.
- Advertised again in the Drinking Water Week insert that MWUA issues each year.
- Maintained a presence on Facebook and Twitter, and remained an administrator on the AWWA-managed “Only Tap Water Delivers” Facebook page.
- Updated NEWWA’s Web site with Only Tap Water Delivers information.

The committee continues to plan activities for 2014, with feedback from the PR Committee, Council Meeting, and Planning Session all being taken into consideration.

In addition, several news releases and letters to the editor were sent to media outlets on water conservation topics, frozen pipes and about members who were recognized for being elected to various positions or presented with an award.

NEWWA also assisted the Plymouth County and Barnstable County Water Works Associations with the 2013 Southeastern Mass. Drinking Water Fair, which was held on June 20 at the Massachusetts Maritime Academy.

Ray appeared on the Channel 5 news on May 15 to discuss the security breach at the Quabbin Reservoir by college students. The video can be viewed here: <http://www.wcvb.com/news/local/central-massachusetts/FBI-Mass-State-Police-investigate-case-of-trespassing-at-Quabbin-Reservoir/-/11983998/20163688/-/14mof4qz/-/index.html>

Staff is also heavily involved in the planning for ACE14, including recruiting volunteers and publicizing the event.

NEWWA also met with NEWEA and New England APWA representatives at the NEWEA conference to discuss collaboration and potential partnerships with the “Water’s Worth It” campaign recent launched by WEF. Maintaining a consistent “water” message region- (and nation-) wide will help enhance our overall goal of educating the public about the true value of water. We plan to continue talks with these two organizations (and state associations) into the future.

6. **Governmental Affairs:** The governmental affair committees continued monitoring legislative and regulatory activities. A number of major issues have moved forward. The association did comments on the revised Total Coliform Rule which was finalized and a series of training programs were planned for the summer and fall of 2013. We supported the move by the USEPA to allow electronic distribution of Consumer Confidence Reports. The third issue was the passage of Lead Reduction Act for all new Water Plumbing Fittings. The association raised concern on the impact to water utilities that pull meters in summer coastal communities and reinstall them the following season.

Water Infrastructure Financing and Innovation Act (WITIA) proposed bill received comments as the future of financing future improvements is discussed. The association did coordinate five members to participate in the AWWA Fly-in to meet with congress elected officials.

The Legislative/Regulatory Affairs Committee will continue recruiting new members for the coming year. Plans include additional cooperative projects with all New England state water associations.

7. **Association Development:** The Planning Committee chaired by Vice-president Carol Harris coordinated and led our planning effort this year and further developed on the Long Range Strategic Plan 2013 – 2018. The report being sent to the board of directors is Strategic Plan 2013 – 2018. The workgroups identified these three target areas and initiatives that came to light and are identified to be included in this plan: ***Outreach/Public Relations, Networking and Expanding NEWWA Resources (financial, volunteer, membership). The discussions were to build on the successful efforts of previous plans and fine resources to make membership services more effective.***

Outreach to the various publics is important and additional resources will continue to be dedicated to this area.

Networking, the third area, is always an association benefit that is identified by members as a reason for why they participate in NEWWA meetings, training, conferences and events and numerous initiatives will be explored to enhance networking.

President Dave Harris continued the outreach effort begun in 2010 to better involve younger committee members in the planning process. It asked questions to provide direction as to where the association should go in the future. Dave Polcari plans to continue with a focus on implementation of the many ideas brought forward in recent years.

The association held one council meetings and a summer planning session bringing together, Board of Directors members, committee chair/representatives and staff to discuss future association plans. The time was utilized to share information and build the agenda of the summer planning session.

8. **Special Projects and Grants:**

MCSSA: The 2010-2012 contract was completed on June 30, 2012; the extension for the grant has been signed and is in place as of July 1, 2012, and will cover July 2012 –June 2014.The state has provided a limited extension for the finances though September 2013 to fund the four NEWWA personnel working at MADEP and for projects for NEASDWA. They are still researching other funding options. It does not look good until the federal budget is worked out. Pam and Ray are the interface for work on the budget.

Kirsten is coordinating the work for NEASDWA that is funded under the MCSSA contract (\$63,843 from contract start). As part of the NEASDWA, an asset management webinar took place on April 30, 2013. The state chiefs are regrouping since the webinar to determine next steps for the program.

NEWWA staff has finalized curriculum and associated materials for a new Web-based training targeting drinking water commissioners. Development of the training is guided by responses to a survey assessing needs/priorities was distributed and analyzed, current guidance on the subject and other input. The final product is with EPA headquarters.

NEWWA, under the EPA SDWA grant, will conduct various trainings region-wide on the RTCR this summer and fall. Planning is just starting.

Under NEWWA's Business Security grant with EPA, a conversion of the RI WARN Web site to mirror the MAWARN site took place, in addition to a WARN training and tabletop exercise in Connecticut on September 13, 2012. This grant ended on December 31, 2012.

New England Water Foundation idea was announced discussions were held to build support for the concept. Volunteer and staff changing priorities delayed any substantial effort in implementation. NEWWA is proud to support forming a foundation to provide public outreach and education that will enhance understanding and support for water sector initiatives in New England. A change in volunteer positions has left the concept in need of a new chair. The idea is still being researched with an exploration steering committee hopes to begin work in the coming year.

9. **Administrative/Facilities:** The facilities committee continued implementation of the capital plan and preventive maintenance plan now that has culminated in the 2010 – 2015 capital plan budget. The plan prioritizes items and was approved. The year included a completion of window replacements and completion of resealing the exterior and painting. After an inspection and refinish the EIFS exterior of the whole building the project included caulking expansion joints, windows and doors

The next phase was a renovation of the first floor of the NEWWA facility. The Library was expanded, all carpeting was replaced, all wall painted, and the kitchen was moved. All administrative staff received new office furniture and was relocated closer to the windows creating a significant common work space.

Additionally new computer projectors with sound systems were installed in the three classrooms and the Board/Committee room of the second floor.

A new contributor area was created in the main foyer that recognizes those that supported the original fund raising effort for a home in 1986 and those that contributed to the 2000 effort to purchase the present NEWWA Holliston home and partially finance these changes.

The Library now doubled will next have new software to organize the material and provide information on the catalog online at our web site were postponed until 2014.

The association expanded the use of the new distribution and safety hands-on classroom. The cross connection and backflow prevention courses were very successful overall and in our facility.

- 10a. **Computer/Software:** The association implemented the decision to upgrade the Association Management System (AMS) to a new version that manages all member records. The software has improved the delivery of training programs and meeting opportunities for members. The association

management system software upgrade allows for additional electronic data support for members and participation in activities. A new NEWWA website that is tied to the association software provides members and the public to utilize our services. Members can register on-line and the information is both tied to the activity and their record.

Also the website was upgraded with new member pages to provide more information to members and other visitors. The membership communication section has additional details.

AWWA implementation of a new Learning Management system is delayed for sections. We continue to monitor AWWA's progress and will consider our participation as the program is made available for sections. We are exploring options for our own web based learning as other software is implemented in the coming year. A non-credit water commissioner's course done with EPA has been delayed and should be available shortly. An on-line Backflow Prevention tester recertification is being researched and will be targeted for 2014.

10b. Staff: The staff was mainly stable over the past year with one change in the association staff that provides direct services. The staff members for association work are: Ray Raposa, Executive Director; Ted Kenney, Deputy Executive Director/Education Manager; Pam Amalfi, Accounting Manager; Linda Smith, Office Manager; Kirsten King, Director of Communications; Paul Riendeau, Instructor/Coordinator; Nelson Cabral, Cross Connections Coordinator/Instructor; Jeanne Gilpin, Registrar; Iseult Morgan, Marketing and Membership Manager; Jacqui Campana, Executive Secretary; Melissa Boyd, Material Preparation, and Claire O'Dell, Accounting Clerk. The staff does include four additional people that work for a grant supporting administrative functions in the Massachusetts Department of Environmental Protection, as part of the MCSSA agreement.

Conclusions: The association continued to have success in providing services to the water works profession. The staff and volunteers worked diligently as a team to assure that the programs scheduled were the ones that would meet the member needs to continue to improve public water supply. The association membership dropped 140 members and stands at 2,640, conference attendance and training attendance were very good and the second half of the year closed strong. We closed the year with a positive \$200,000 for the association, which is planned to be used on the building renovations.

The educational accomplishment was successfully including 4,735 participants in 282 programs. Utilities on-site training requests continue to be strong in the year. The "hand-on" distribution and safety classroom continue to add an important aspect that enriches many operator classes. Three teams of cross-connection instructors were organized to meet the needs in the northeast states. The committees and instructors have developed numerous new course offerings this year.

The communications effort over the past year that produced numerous events were the association brought the "Tap Water Only Delivers" message. The details area of this report lists the many events we were represented at. The participation with AWWA on implementing the "Tap Water Delivers" campaign is a project that was very successful. The NEWWA Board continued funding for this effort in the coming year and we will continue to reach more people.

The new web site completion has provided a strong fresh present for New England Water Works Association. The enhanced association management system upgraded in July will provide the association with modern member and user data recoding. The importance of new communication tools being integrated is an important element to reach the members and public and be more effective in record collection.

The association programs have continued to grow and the quality continues to be very high. Also, states and utilities have continued to recognize our quality programs.

I want to thank everyone involved in the development and delivery of all our programs for water works professionals and the public. The Program Committee, Laboratory Operations Committee, Filtration Committee, Conservation Committee, Groundwater Committee, Water Resources Committee, numerous other administrative and content committees and all that continued to complete outstanding activities during the conferences, training, monthly meetings and symposiums. These efforts improve the delivery of safe drinking water and enhance public health protection. The staff is a professional team dedicated to working with the dedicated volunteers to deliver excellent service to the membership. The association management software, new website implemented and renovated NEWWA home will enhance our capabilities to serve the water works members and others.

I am excitingly looking forward to the coming year's challenges, new opportunities and new services. The work with everyone to continues to meet the needs of the membership. Our experience and young members are evidence of the professions deep commitment and resources. The association is positioned well to continue our vision to "Inspire excellence in the drinking water profession, public confidence in tap water, and water resource stewardship."

Respectfully submitted,
Raymond J. Raposa, CAE, Executive Director

With support from:
Francis Kenney, Education Manager
Pam Amalfi, Accounting Manager
Kirsten King, Director of Communications
Iseult Morgan, Member and Meetings Manager

David Polcari made a motion to accept the Executive Director and Staff annual reports. Greg Leighton seconded. The motion was passed unanimously.

Item #4 Editor's Reports – Peter Karalekas & George Allan.

Matt Pearson reported that *Currents* was on time all year. George and Peter were not in attendance. Matt reported that we digitized the *Journal* from 1886 to 2008.

David Polcari made a motion to accept the editor's report. Louis Schoolcraft seconded the motion. The motion was passed unanimously.

Item #5 Council Director's Reports – Directors Annual Council Report Confirm Reports Presented in Board Meeting.

Ray reminded the board that they must send the written form of their reports to Jacqui so they can be printed in a future issue of the *Journal*.

John Storer reported on his committees: PR, Publications, Social Networking, Customer Service, and Legislative and Regulatory affairs (which focused on Lead and Copper and WIFIA). The Security Committee met 5 times and did presentations in April.

Red reported on the Disinfection Committee and stated that they are holding a meeting at the conference and are looking for new members.

Matt Pearson made a motion to accept the council director's reports. John Storer seconded. The motion was passed unanimously.

Item #6 - Old Business.

None.

Item #7 - New Business.

Item #7A - Publication Awards: The committee recommends Ali Parand and Leonard MacKoul receive the Past-Presidents Award for their article titled: "Challenges in Optimizing Performance Conditions of a Greensand Filtration Plant Under Deteriorating Raw Water Quality Conditions," and Paul Thomas Hunt receive the Dexter Brackett Award for his paper: "Making Water Quality Everyone's Business" this year.

Dave Polcari made a motion that Ali Parand and Leonard MacKoul receive the Past-Presidents Award for their article titled: "Challenges in Optimizing Performance Conditions of a Greensand Filtration Plant Under Deteriorating Raw Water Quality Conditions," and Paul Thomas Hunt receive the Dexter Brackett Award for his paper: "Making Water Quality Everyone's Business" this year. Matt Pearson seconded. The motion was passed unanimously.

Item #7B - Publications Special Recognition Award be presented for the Journal article "Dead Sea Diversions Provide Relief to Jordanian Metropolitan Area" by Stephen Bishop, Dominique Bocard, Allen Gaulart, and Paul Moulton.

Matt Pearson made a motion that the Publications Special Recognition Award be presented for the Journal article "Dead Sea Diversions Provide Relief to Jordanian Metropolitan Area" by Stephen Bishop, Dominique Bocard, Allen Gaulart, and Paul Moulton. Dave Polcari seconded. The motion was passed unanimously.

Item #7C - Appointment of Journal Editor Peter Karalekas and Corp. Clerk Raymond J. Raposa.

David Polcari made a motion to approve the appointment of Journal Editor Peter Karalekas and Corporate Clerk Raymond J. Raposa. Louis Schoolcraft seconded. The motion was passed unanimously.

Item #7D - Other By Members.

David Harris thanked the board for their support during his presidential year.

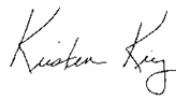
Item #8 - Adjourn.

Ken Booth motioned and Louis Schoolcraft seconded to adjourn the meeting at 11:57a.m. The motion passed unanimously.

Respectfully submitted,



Raymond J. Raposa
Executive Director



Kirsten King
Director of Communications