

**New England Water Works Association, Inc.
Board of Directors Annual Meeting
September 23, 2012**

The New England Water Works Association, Inc. held an annual business meeting on September 23, 2012, at Ocean Edge Resort in Brewster, MA. President Michael Covellone called the meeting to order at 11:36a.m. Those present were: David Paris, David Kane, Sarah Pillsbury, David Harris, Louis Schoolcraft, Matt Pearson, Mike Covellone, Carol Harris, Red Dufresne, David Russell, Dave Polcari, Phil Bilodeau, Red Dufrense, Mark Wetzel, Ken Booth, and Ray Raposa (ex-officio and non-voting). AWWA Director Pat Connelly, Peter Pezanko of CT, NEWWA Deputy Executive Director Ted Kenney, NEWWA Director of Communications Kirsten King, and AWWA Vice President Mark Cline, were also in attendance.

Item #1 Minutes of Previous NEWWA Inc. Board Meeting – September 25, 2011.

Louis Schoolcraft motioned and David Polcari seconded to accept the minutes of September 25, 2011. The motion passed unanimously.

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

David Kane presented the auditor's report. They gave us an unqualified opinion, the best opinion they can give.

Financial highlights include: in the "Statement of Financial Position," on our assets side, the association has about \$2 million in cash and investments, about \$32,000 higher than last year.

The association's other significant asset is \$1.8 million, which includes the building and some equipment. \$130,000 from last year has been added onto the books (computer equipment and building improvements).

Our liability is \$20,636 (what we owe in this fiscal year). The other balance is for beyond the current upcoming year. Our current obligation is down to \$20,000. We made a special \$100,000 payment off of our mortgage in the last year.

Also, we refinanced to a 2 percent interest rate. There are about 20 more years left on the building loan before it is paid off.

On page 3 of the treasurer's report, in the 2012 column, at the bottom, the association had an increase in net assets of \$30,602 for the year (about \$28,000 better than budget). We are \$14,000 higher in revenues and \$14,000 better in expenses relative to budget.

Under programs/services, the association has \$2.3 million worth of expenses relative to last year, due to additional training we did last year and higher expenses related to that.

There was also \$48,000 in additional monies to the Public Relations line.

Overall, the association made money for the year. However, the investments did lose about \$18,000. The average return over last 5 years is little more than 3 percent.

The auditor did issue a management letter, which included suggestions for and weaknesses in the internal controls. For a second year in a row the auditor found no material weakness in internal controls. He did find some suggestions for improvements, but only 6 this year as opposed to 9 last year. Six comments were sent to all of the board. They relate to assuring the segregation of duties, preparing a detailed financial report – and that staff get stronger and improve their ability to produce the report,

reconciling the AMS to the general ledger (especially dues accounts receivable record), suggestions on how to record the PayPal account, how to record realized and unrealized losses during the year, and accounting staff should prepare a manual for continuity sake (COOP plan).

Staff will review comments and report back at the next meeting with how they will respond.

Louis Schoolcraft made a motion to approve the treasurer's report. David Harris 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:

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 274 programs to 4,813 individuals. At the 2012 Spring Joint Operations Conference & Exhibition we had a record breaking 2,817 registered attendees, again becoming the largest regional water conference in the United States. Membership numbers remained stable overall with a total of 2,750 members. The volunteers continued to coordinate activities of fifty plus committees that result in conferences, symposium, training courses and more delivering important public water information for the water profession.

Two very successful conferences had a combined attendance of 3,232 individuals. The 2012 Spring Joint Conference & Exhibit sold a total of 227 booths, the as 2011 with 178 registered exhibiting companies. The final attendance was 2,817, an increase of 85 from 2011.

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, three trainings were held for current and potential MAWARN members and one for the CTWARN in 2011-12. Major computer software was implemented and the new system is working well. Work was completed on a new Web site, which provides all with current information on activities and an on-line access to registration in the new association software. NEWWA remains strong on social networking sites, specifically Facebook and Twitter, which has helped broaden communication tools for the members. There are now 455 Facebook NEWWA fans and 230 Twitter followers (100 more than this time last year).

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 130th year of service.

1.) Membership - The association held a relatively consistent total membership with a decline of 4 members in FY12. The recent change in AWWA's life member policy greatly affected the overall number, with a 57% drop (109 life members). Some of these were rebounded (34 became retired members) and NEWWA, Inc.'s overall membership growth made up for the majority of the rest. Growth in NEWWA, Inc. life memberships has begun since June 2012 after efforts were made to encourage the lost members to renew locally. NEWWA's life members currently do not have to pay dues fees. The NEWWA Membership Committee has developed newly certified operator mailing lists which they plan to target for a continued growth plan in the AWWA operator member category.

The membership breakdown by category follows:

MEMBERSHIP SUMMARY			
June 30, 2012			
I. NEWWA, a section of AWWA		6/30/11	6/30/12
A.	Active	1071	1060
	Operations/Administrative	244	255
	Retired	8	42
	Life	191	82
	Honorary	10	10
	Student	44	75
	Sub-Total (Ind. Members)	1,568	1,524
B:	Utility	202	197
C:	Service Providers & Tech. Services	48	52
D.	Named Representative	203	216
E.	Multi-Section	109	112
	Section Total	2,130	2,101
II. NEWWA, Inc.		6/30/11	6/30/12
	Individual	372	382
	Retired	12	14
	Life	15	18
	Honorary	1	1
	Student	34	45
	Utility	152	149
	Associate/Consultant	36	40
	NEWWA Inc. Total	622	649
GRAND TOTAL		2,754	2,750

2.) Education and Training Report

Fiscal year 2012 saw the Association's Education and Training Program conduct a total of 296 sessions with a total attendance of 5,454 participants.

Training Partnerships:

State Revolving Loan Fund (SRF) and Operator Expense Reimbursement Grant (ERG) support of training initiatives continued across four states in FY'12. 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 twelfth year of the Massachusetts program under the direction of Massachusetts DEP.

Maine Water Utilities Association (MWUA) continued in the lead role in the fourteenth 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 2011 with the co-sponsored presentation of a wide range of operator training topics. Courses were conducted both at the Drinking Water Center at Champlain Water District (CWD) in Burlington, VT and at various other locations. A total of 12 course offerings were presented in FY'12 through this partnership.

The collective FY'12 SRF/ERG training partnerships yielded 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 three years. This unique joint effort, continued in FY'12 in response to operator recertification 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 21 course offerings were presented in FY'12 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 12 course offerings were presented in FY'12 through this partnership.

New Offerings:

A total of 25 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 annual 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 fourteenth annual Laboratory Operations Symposium (*Current Issues Impacting Drinking Water Laboratories: Protecting Public Health, Past, Present and Future*) was developed and presented (March 2012) under the aegis of the Laboratory Operations Committee. Additionally, *Maintaining Water Quality in Your Distribution System*, the fourteenth annual Water Quality Symposium, was developed and presented (May 2012) through the efforts of the Filtration Committee. 283 participants attended the three NEWWA symposia presented during FY'12. Each program was very well received, reflected in highly positive participant evaluations across all three sessions.

Other new courses launched in the General Education and Training Program in FY'12 and developed in response to identified training needs included: *Energy Management for Water Utilities, Asset Management for Stable and Sustainable Operations, Where it All Begins, Knowing and Protecting Your Source, Preparing for and Responding to Water Quality Complaints, Principles of Public Health for Drinking Water Operators, Communication in the Modern Workplace, Advanced Workplace Communication Skills, MSDS HAZ COM/Hand and Power Tool Safety, Concepts and Practices of*

Drinking Water Distribution, Concepts and Practices of Basic Drinking Water Treatment, Concepts and Practices of Advanced Drinking Water Treatment, ROWPU Quality Assurance Training, How to Organize Information for Solve Drinking Water Word Problems, Putting the Control Back into Process Control: Treatment and Distribution, Challenges, E. coli Happens: Drinking Water Operator Conduct and Public Health, Very Small System Operators, What to Do After the Samples Are Taken?, How to Utilize the CT WARN, Community Emergency Planning for Water Security, What's in Your Future?: Extreme Weather Event Workshop, Advanced Sanitary Survey Training for Regulators, and MAWARN Annual Membership Meeting and Workshop.

Contract Training:

During FY'12, 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, Town of Westford, MA. Millis, MA, FEMA, New Jersey Association of Fire Equipment Distributors, Bechtel Marine Propulsion Corporation/Department of Energy, New Jersey Approved Fire Protection, and Naval Station Newport.

Cross Connection Control Training Program:

The Cross Connection Control Program remained active with 67 offerings of courses around New England and out of region in Pennsylvania, New York, and New Jersey.

International Association for Continuing Education and Training (IACET) Reauthorization:

Following nearly fourteen months of internal review and preparation, NEWWA submitted a written application for reauthorization as an IACET Authorized CEU Provider. Following comprehensive written application review by the IACET Commission Review Team, approval for a Site Visit was granted. The NEWWA Education and Training Program then received a comprehensive on-site program review by the IACET Commission. Following this review, NEWWA received formal approval (reauthorization) as an IACET Authorized CEU Provider from the IACET Commission. This approval extends through April of 2016.

Section Education Award:

NEWWA received its 22nd Section Education Award for the development of a guidance document entitled "The Drinking Water Workforce Crisis on the Horizon: What Can Be Done to Recruit and Develop Future Operators and Who Can Do It?" The document focuses on identifying key stakeholders and essential tasks each can undertake to impact this critical issue. It has been made available, without charge, to the entire drinking water profession and the public as a service in direct support of safe drinking water and public health protection. The AWWA Section Education Award program was instituted 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'12 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 2012 Training Report Summary

<u>Topic Area</u>	<u>Number of Courses</u>	<u>Attendance</u>
Operator Training	77	1,499
Safety	60	996
Management Development	10	253
Specialized Topics	24	724
SRF/ERG Related Courses	58	1,001
Cross Connection and Related Courses	67	981
Total	296	5,454

FY 2011 Training Report Summary

<u>Topic Area</u>	<u>Number of Courses</u>	<u>Attendance</u>
Total	274	4,813

3). Conferences and Membership Meetings – The 130th Annual Conference took place in Newport, RI at the Newport Marriott with a total of 421 attendees (an increase of 72 from the previous year). The conference hosted the 2nd Annual “New England’s Best” Drinking Water Taste Test, won by the MWRA.

Despite the warm weather and attractions of downtown Newport, 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. The exhibit room was sold and overflowed into the hallway with 25 exhibitors, a new record. The roundtable session had 9 scheduled topics. Our 5th 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 an “Old Town” Ghost Walk, a schooner cruise around Narragansett Bay, Newport mansion tour, cliff walk tour and a visit to the National Museum of American Illustration.

The Membership Gala provided recognition for many members. James Fay, General Manager at Champlain Water District received the George Warren Fuller Award and Leonard White won the first-ever Lifetime Achievement Award.

The November monthly meeting was held in Springfield, Massachusetts at the Basketball Hall of Fame. There were 66 attendees and 6 exhibiting companies at this event. Although the crowd was light, the amount was typical for a western Massachusetts meeting and all attendees seemed pleased by the technical content, catering and location.

The December monthly meeting was held at Lantana in Randolph, Massachusetts. The holiday meeting had a strong attendance of 316, the exact same amount as 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 \$2,526 which was \$377 more than 2010.

The January monthly meeting was held in Nashua, New Hampshire as a joint meeting with the New Hampshire Water Works Association. The meeting was attended by 80 participants and featured 11 exhibiting companies, two more than 2011. The attendance was similar to 2011 which had 81 registrants.

The February meeting of the association was held in Portland, Maine. It was held as part of the 85th Annual Meeting of the Maine Water Utilities Association. NEWWA organized and conducted four training

sessions with 151 attendees (50 more than last year). The attendees had opportunities on Tuesday evening and Wednesday throughout the day to visit the MWUA Annual Exhibition Show.

The Spring Operations Conference and Exhibition was held at the DCU Center in Worcester, Massachusetts on April 4th and 5th, our 14th year at this location. The conference had an all-time high registration with a total of 2,817 registered attendees (increase of 85 from last year). The exhibition featured 178 companies in 227 booths (same amount of booths sold in 2011). 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 863 individuals were awarded credits for their professional licenses, similar to 2011 (7 less).

The **NEWWA Golf Classic** was held on May 10th at Thorny Lea Golf Club in Brockton, MA. There were a total of 103 golfers who enjoyed a great day of golf and networking. The event originally raised \$6,700 (\$100 less than last year) for scholarships, Water For People, and other association sponsored programs. However, an invoice was submitted late which accounting confirmed would be adjusted with next year's event (approximate \$2,400).

The **AWWA Conference** was held in Dallas, Texas and the Section held a **Joint Luncheon** for the 38th time with the Connecticut Section at Y.O. Steakhouse. 52 people attended the luncheon which successfully provided an opportunity to gather at the beginning of the AWWA ACE Conference. This number is down from last year but is consistent with overall conference attendance numbers, as Dallas was less popular than D.C.

4.) Membership Communications – The new Web site went live on April 19, 2012. The launch was successful and with only minor issues. A few modifications were made on the Q side to help streamline the user experience. Staff was trained on how to update the site and it will remain a constant work in progress. The most popular pages are the career center and training calendar. During FY 2011/2012, the site received 63,223 hits (8,907 more than the previous year), which averaged to 5,268 hits each month. Fifty two percent of the hits came from direct traffic, 38 percent from search engines, 9 percent from other Web sites, and the rest from other sources.

The E-Source newsletter continued to be sent to approximately 2,400 members and non-members on a biweekly basis. It was also redesigned to match the new Web site. In the past year, 60 people have requested to be added to the distribution list off of the link on NEWWA's Web site. To date 594 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 455 fans, an increase of 80 over the previous year. The page continues to be successful and is updated once to twice each week. On average the page is visited between 500 and 1,000 times 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 230 followers (increase of 97 from last year). This page also received a facelift, and now matches the Web site. The Twitter page has been 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>.

NEWWA also activated a YouTube page at <http://www.youtube.com/newaterworks>. The page has links to pertinent water videos (including Only Tap Water Delivers). In addition, the video contest entries are also posted on the page. The YouTube page design matches the new Web site as well.

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 2012/2013 membership roster was mailed to the members in August in time for the Annual Conference.

The *Source* newsletter received a facelift and now has four-color pages (front and back covers). It still 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 Waterworks Museum in Boston on May 8. In addition, NEWWA secured the “Mr. and Mrs. Fish” performance troupe for the Monday and Tuesday of Drinking Water Week, who performed in Boston and Leominster, MA. The troupes were a success.

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.

NEWWA partnered with MWWA again for the 7th year in a row to exhibit at the 2012 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 we do.

5.) Public Outreach

The Public Relations Committee worked extremely hard this year on a public outreach campaign. Specifically, they:

- Launched a YouTube video contest in mid-January utilizing the “Only Tap Water Delivers” campaign. The campaign was marketed on NEWWA’s and AWWA’s social media channels (Facebook, Twitter, and YouTube), on NEWWA’s home page, in NEWWA’s E-Source, to NEWWA’s Young Professional, Education, and Student Activities Committees, via social media friends, and on the TD Garden’s Web site. Eleven entries were received and winners selected and announced during Drinking Water Week.
- Placed transit ads across Rhode Island (partnering with the RIWWA), Manchester, NH (partnering with MWW), Boston (partnering with BWSC), and Hartford (partnering with CTAWWA). These ads (both interior and exterior) coincided with Drinking Water Week.
- Contracted with the TD Garden in Boston for Web advertising (YouTube contest ad was on their home page from early March and ran through March 31), bathroom signage (which ran throughout the Celtics and Bruins seasons), and signage in North Station during Drinking Water Week. Web ads also ran on their home page during Drinking Water Week.
- Exhibited at the Earth Fest in Boston on May 19, 2012 and distributed information on proper water filtration and AWWA materials on the safety of drinking water in addition to collapsible water bottles and temporary tattoos for the kids.
- Coordinated with a road race that took place in Winthrop, Mass., on June 8 where we distributed Only Tap Water Delivers materials as well as collapsible water bottles. We also worked with the MWRA and obtained their portable water bubbler for runners to fill their water bottles from.
- Issued two news releases during Drinking Water Week – one on the week itself and another on current weather conditions and drought.

- Spoke to a Girl Scout Brownie troop on May 8, 2012 (during Drinking Water Week) about water systems and conducted an activity with them demonstrating how water travels from a water tank into their homes.

The committee continues to plan activities for 2013, 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 2012 Southeastern Mass. Drinking Water Fair, which was held on June 21 at the Massachusetts Maritime Academy.

6.) Governmental Affairs - The governmental affair committees continued monitoring legislative activities. The planning session lead to the following effort regarding sustainability. A Sustainability Committee was continued the given Sustainability mission, description and charge. It was determined to continue a paradigm shift was needed in the relationship between water suppliers and various related groups such as watershed groups, regulators, and others within the so-called environmental community, relative to the many ongoing issues of sustainability of water resources. The goal continues to be to support and move water suppliers into a more positive, proactive leadership role in future discussions on this topic.

A third Water Sustainability Congress held on May 31st in Boxborough, MA attended by sixty-seven members and watershed representatives. Maureen hart started a strong group of presenters with a paper on “Creating Systems For Sustainable Water Resources”. The afternoon included a series of case studies.

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 Dave Polcari coordinated and led our planning effort this year. He builds on the Long Range Strategic Plan 2012 – 2017. The report being sent to the board of directors is Strategic Plan 2013 – 2018. The workgroups identified these four target areas and initiatives that came to light and are identified to be included in this plan: Outreach, Technology, Networking and Greening the Association.

Outreach to the various publics is important and additional resources will continue to be dedicated to this area. Better use and incorporation of technology into delivery of services is a second target and a keep to assisting volunteers continue to be involved and to deliver our programs,

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 initiative will be explored to enhance networking Our fourth area is being a “green” association including making sustainability a focus of the association, promoting conservation and demand management, construction of the garden at the headquarters. Continuing to review are practices with the results of making NEWWA more sustainable.

President Mike Covellone 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 Harris plans to continue with a focus on implementation of the many ideas brought forward in recent years.

The association held two council meetings 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.

A board orientation working handbook continues to be used with a publication titled "The Board team handbook as a resource and orientation for new board members.

8.) Special Projects and Grants - The association continued working on a number of EPA Grants, which included a curriculum for a board of commissioner's training, two workshops on climate change held in November 2011, an update to the pocket sampling guide to include TNC guidance, a WARN workshop held in November 2011 in Connecticut, and an overhaul of the RIWARN Web site.

Funds in the amount of \$63,843 were approved by state regulator agencies and put into the Mass. small systems grant for NEWWA to assist each New England state drinking water programs with SDWA compliance. Projects include two sanitary survey trainings for state primacy agency employees, which were both held in October 2011, in addition to a follow-up roundtable held on March 20, 2012. Further projects include research on asset management and capacity building.

The 2010-2012 MCSSA contracts completed the phase of activity on June 30, 2012. Deliverables were scheduled and begun, including 16 group trainings throughout the contract and managing its overall execution. During the first year of activity, eight group trainings and eighteen mentoring sessions were conducted on various topics; together, these activities accounted for over three hundred and eighty water industry professionals trained. Over the same time period, twenty-six interns were placed with public water systems under the MCSSA/GJPP initiative. Sub-contracted technical assistance providers completed eleven site visits to small public water systems during the first year of activity; likewise, twenty-four reimbursements were provided to small systems operators and GJPP interns.

New England Water Foundation idea was announced in 2011 and 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. 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 began implementation of the capital plan and preventive maintenance plan now that has culminated in the 2010 - 1015 capital plan budget. The plan prioritizes items and was approved. The first phase approved was a modest expansion of the natural scape garden, three garden area benches and replacement of four HAVC units for the headquarters, which are nearly twenty-five years old, was completed.

The committee has developed a maintenance matrix. The committee completed a room-by-room inventory of doors, hardware, etc. The committee prioritize what should be done based on energy factors, etc. (HVAC, window caulking, etc.). The work was accomplished in 2012 with the Front doors and windows replaced the entrance walkway repair with a new poly-drain system installed directly in front of the entrance. The association then had a repair company inspect and refinish the EIFS exterior of the whole building the project included caulking expansion joints, windows and doors.

The study and report to developed a plan for the Library, which includes new software to organize the material and provide information on the catalog online at our web site were postpone until 2012.

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

The garden is being used to enhance our home and as a teaching tool on landscape plantings that use

less water and helps protect and conserve our natural water resources. Judy Kells donated a tree and a marker notes it is in memory of past-president Ken Kells.

10a) Computer/Software – The Association implemented the decision to upgrade the Association Management System (AMS) that manages all member records a year ago. The software has improved the delivery of training programs and meeting opportunities for members. The new association management system included new accounting software which aids management of the association. The project this year was a new NEWWA website that is tied to the association software providing effective tools for members and the public to utilize our services.

The website upgrade was a strong addition for everyone. AWWA implementation of a new Learning Management system is delayed for sections. A new staff person hired late in the year will manage the project for the coming year. 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 will be available shortly.

10b) Staff – The staff was mainly stable over the past year with one change and one addition 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; Chuck Larson, Senior Special Project Coordinator; Nelson Cabral, our new hirer, Cross Connections Coordinator/Instructor; Alison Armstrong Instructor/MCSSA Coordinator; Jeanne Gilpin, Registrar; Iseult Kavanagh Marketing and Membership Manager; Jacqui Campana, Executive Secretary; Melissa Boyd, Material Preparation, and Claire O'Dell, Accounting Clerk. The staff does include six 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 remained stable at 2,750, conference attendance and training attendance were very good and the second half of the year closed strong. We closed the year with a positive \$30,000 for the association.

The educational accomplishment was successfully including 4,813 participants in 274 programs. Utilities and companies on site training request picked up in the second half of 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 Delvers" 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 and will continue to reach more people with information as the NEWWA Board approved \$39,000 for this outreach effort this year. The new web site completion has provided a strong fresh present for New England Water Works Association. The new association management system implement in the past year now is available by login in to the website. You can register for events and access your member information. The importance of new communication tools being integrated is an important element to reach the members and public.

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 and Water Resources Committee and on and on all 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 stronger team of professional dedicated to working with the dedicated volunteers to deliver excellent service to the membership. The association management software and new website implemented this year 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 Kavanagh, Member and Meetings Manager

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

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

Not in attendance.

Peter sent a note that he needs assistance with obtaining papers from presentation authors after they have presented at an event or conference.

David Paris 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.

All council directors provided written reports, which will appear in a future issue of the *Journal*. Verbal summaries are provided below:

John Storer –Communications Council.
Not in attendance.

Phil Bilodeau – Recognition Council.
Phil reported that all nominations are in. There is no Young Employer Support award this year. Louis raised a concern that we may be losing some support for young professionals. He also mentioned the hydrogeology award proposal. Ted is going to obtain more information on exactly what the award is highlighting. A major concern was naming an award after someone the association is not familiar with. More research needs to be done before agreeing on establishing the award.

Ken Booth – Environmental Stewardship Council.

Conservation – Submitted a good report – it is a thorough and active committee.

Water Resources – They continue to be active and plan the annual symposium each October.

Sustainability – Blake Martin and Ken Booth are co-chairs. They organized the second Sustainability Congress in June, which went over well. They have a meeting coming up in October. All three committees are very active and productive. He stated he is lucky to have good committee chairs.

Peter Pezanko – Management Council.

No report.

Sarah Pillsbury– External Affairs Council.

Sarah reported that all her committees submitted reports.

Louis Schoolcraft – Professional Development Council.

Louis reported that all of his reports are in.

Carol Harris – Administration Council.

All of her committees submitted reports.

AWWA Nominating Committee – Pat Connelly submitted a report that Sean Osborne is a potential candidate for AWWA vice president.

Exhibits Committee – there were 25 booths in Newport, 6 in Springfield, and 227 in Worcester.

Fundraising Committee – Temporarily sunset.

Facilities Committee – All work they recommended has been completed and they continue to look at other areas at the Holliston facility to improve.

Organizational Development Committee – None.

Program Committee – They had a very busy year as always. There are 26 members and they held 18 meetings last year. They work hard and coordinate with a lot of state associations for topics. Kristen Berger is the chair, and Mike Greeley is the vice chair.

Site Selection Committee – David Polcari gave his report at the regular board meeting.

Sponsor Services Committee – They are very active and plan an annual golf outing, gala, annual meeting, ski classic, fun run, etc. Phil Cyr is the chair and Joe Witts the vice chair.

Mark Wetzel – Standards Council.

The Tendon Tank Committee was the only committee who reported.

Matt Pearson – Operations Council.

Matt reported that most reports were sent to Jacqui.

Red Dufresne – Water Quality/Treatment Council.

Four out of 5 of his committees submitted reports.

David Polcari made a motion to accept the council director's reports. Louis Schoolcraft seconded. The motion was passed unanimously.

Item #6 New Business.

Item #6A – Publication Awards: The committee recommends James R. Carolan and Seth W. Garrison receive the Past-Presidents Award for their article titled: “The Art of Advanced Capital Planning to Control Risk” and no Dexter Brackett Award for this year.

David Polcari made a motion for James R. Carolan and Seth W. Garrison to receive the Past-Presidents Award for their article titled: “The Art of Advanced Capital Planning to Control Risk” and that there be no Dexter Brackett Award for this year. Louis Schoolcraft seconded. The motion was passed unanimously.

Item #6B – 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. David Harris seconded. The motion was passed unanimously.

Item #6C – Other By Members.

Mike thanked the board for all their hard work over the year.

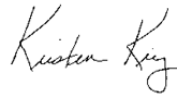
Item #7 – Adjourn.

David Paris motioned and Dave Polcari seconded to adjourn the meeting at 12:32 p.m. The motion passed unanimously.

Respectfully submitted,



Raymond J. Raposa
Executive Director



Kirsten King
Director of Communications