



MEMORANDUM

DATE: August 5, 2015

TO: Carol McDowell, Assistant Public Services Director

FROM: John Hodges, Wastewater Plants Manager

SUBJECT: Utility Management Certification
Recognition for Randy Smith and Michael Swan

The Water University and North Carolina Rural Water Association has announced that Randy Smith, Eastside Wastewater Operator Chief and Mike Swan, Westside Wastewater Operator Chief, have earned the Utility Management Certification (UMC) credential. The UMC is the highest professional credential in the utility industry. Less than 1 percent of all utility professionals have earned the UMC.

To be designated as a UMC, an applicant must have a minimum number of years' experience in water and wastewater management and have completed a minimum number of hours of specialized professional development (which are scored in a formula to ensure that experience and training meet a minimum requirement). Then the applicant must pass a stringent examination in water and wastewater management. To maintain the certification, individuals must undertake ongoing professional development and activities in water and wastewater system management. 700 utility professionals currently hold the UMC credentials.

The Water University is an affiliate of the National Rural Water Association (NRWA). The NRWA is a membership organization of more than 35,000 water and wastewater systems that serve millions of customers across the United States. With support of the North Carolina Rural Water Association, NRWA is the premier source of training, on-site technical assistance, and source water protection planning for the water and wastewater industry.



Mission:

"To provide recognition and certification for experience and educational achievements
in the field of water and wastewater management"

July 20, 2015

Congratulations Michael!

You have successfully completed the Utility Management Certification program by passing the UMC Certification exam. You have now earned the "UMC" designation as awarded by Water University. A plaque recognizing this accomplishment has been ordered in your name and will be shipped within 30 days to your State Rural Water Association for formal presentation. Your name will be proudly listed in the Water University's National UMC Registry and will also be distributed through several media outlets recognizing your accomplishments and professionalism in the utility management career field.

Today, the water and wastewater industry is more accomplished, better managed and more professional because of you and your career commitment. In receiving this special designation you have raised the bar of excellence for others to strive for.

Again, congratulations and thank you for all you do for our industry!



North Carolina Rural Water Association, Inc.

Post Office Box 540 • Welcome, NC 27374 • Telephone (336) 731-6963 • Fax (336) 731-8589 • www.ncrwa.com

July 6, 2015

Mr. Randy Smith

4529 Colonial Circle
Trinity, NC 27370

Dear Mr. Smith:

Congratulations! The Water University has conferred upon you the UMC credential based on your fulfillment of the necessary application requirements and your performance on the recent UMC examination.

This Letter is your official notification that you may now use the designation on letterhead, business cards, and all forms of address. As a standard rule, capitalized letters must be used and periods are never used to abbreviate the designation.

We have enclosed a sample press release for your distribution. The North Carolina Rural Water Association (NCRWA) will also recognize you at the upcoming NCRWA Annual Conference in May at the Koury Convention Center in Greensboro and will publish your name in an upcoming issue of NCRWA's magazine, *The Tarheel Pipeline*.

Included with this letter, you will find a UMC plaque commemorating your accomplishment. Your name will also appear on the online registry of graduates at www.wateruniversity.org.

Your UMC certification is effective for 3 years from the date of examination. For full details on renewal requirements, please see www.wateruniversity.org.

Again, congratulations on becoming a UMC! If you have any questions, please feel free to contact NCRWA at 336.731.6963 or email info@ncrwa.org.

Sincerely,

A handwritten signature in dark ink, appearing to read "Daniel Wilson", is written over a light blue horizontal line.

Daniel Wilson, PE, CAE, UMC
Executive Director



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June 3, 2015

Congratulations Randy!

You have successfully completed the Utility Management Certification program by passing the UMC Certification exam. You have now earned the "UMC" designation as awarded by Water University. A plaque recognizing this accomplishment has been ordered in your name and will be shipped within 30 days to your State Rural Water Association for formal presentation. Your name will be proudly listed in the Water University's National UMC Registry and will also be distributed through several media outlets recognizing your accomplishments and professionalism in the utility management career field.

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