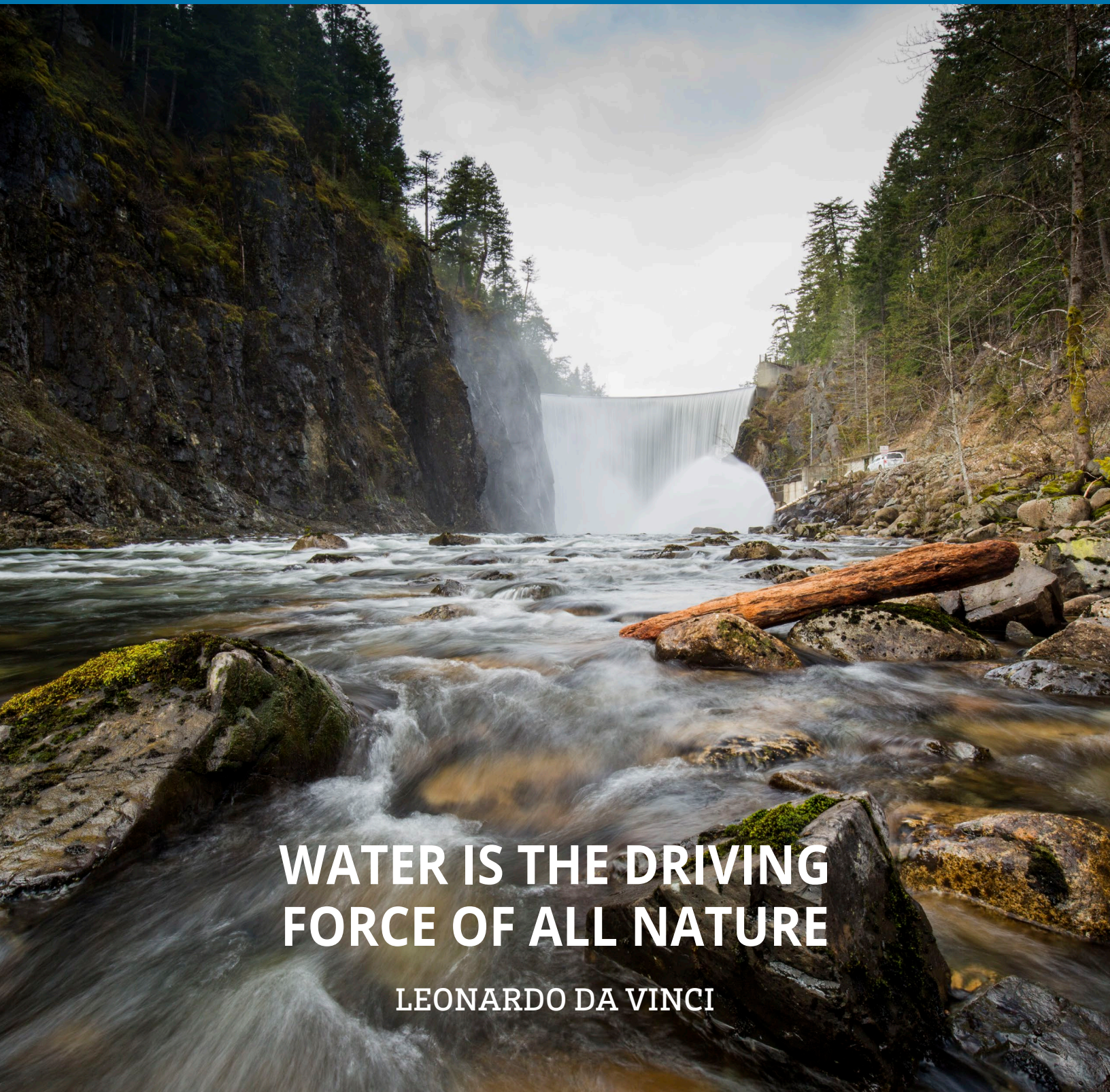




# EOCP

Environmental Operators  
Certification Program

# ANNUAL REPORT 2017



## WATER IS THE DRIVING FORCE OF ALL NATURE

LEONARDO DA VINCI



## MESSAGE FROM THE DIRECTORS AND STAFF

Dear Stakeholders of the EOCP

As we recap on a whirlwind year, we can reflect on our quote last year from the British politician and writer Benjamin Disraeli and recognize how prescient that was: “Change is inevitable. Change is constant.”

Spanning 2016-2017, the largest project ever undertaken by the EOCP in its 51-year history included the upgrading and amalgamation of its databases. We did not however expect that the task would be so gargantuan! With the full-fledged support of the Board Directors and staff, we have achieved the near impossible – we are only slightly over budget and time, and we have an incredible Customer Relationship Management system that has a high level of functionality, including the ability to:

1. Store data electronically;
2. Track, manage and report on EOCP Operators throughout the full lifecycle of their interaction with the EOCP;
3. Collect and process Continuing Education Units;
4. Improve the interaction with Operators through an up-to-date design and web interaction;
5. Provide workflow and status tracking;
6. Manage facilities, employers, and owners;
7. Collect Operator dues and facility fees;
8. Provide roll-up reporting and exception reporting to various levels;
9. Provide enhanced data security and data access – in the event of fire/flood/earthquake;
10. Provide support to integrate with the EOCP's accounting system.

The added bonus of the CRM system is that it allows for the planning for additional functionality when needed, and also allows for government stakeholders to access the system for compliance related records. Log in here to explore the CRM capabilities: <https://crm.eocp.ca/>

Keeping in consideration that the goals of the EOCP and our government stakeholders are the same – that of protecting public health and the environment – we have been working closely to ensure there is increased compliance related to facility classification and operator certification.

Along with the new CRM, the online ‘face’ of the EOCP needed a new look and provide an easy interface with the CRM. The EOCP's new website has been designed for easy navigation, and quick access to necessary information. Check it out at <https://eocp.ca/>

With our goal of providing Operators the ability to write exams when and where they need, in 2017 we organized 188 exam sessions for 990 Operators – this is more exam sessions than any other province or territory in Canada. Furthermore, with more than 70% of these exams being online, Operators received results within two minutes!

The roll-out of our new Facility Classification models - developed in collaboration with experts from the Ministry of Health, and the Ministry of Environment and Climate Change Strategy – was initiated and has been running smoothly. The plan is to classify/reclassify all the facilities in our CRM by mid-2020.

The EOCP continued working with its stakeholders to attract more entrants to the water and wastewater sector through its involvement with the Water Workforce Commission in an effort to ensure our utilities have a competent and sustainable workforce, and this work will continue through 2018.

Related to this, and to support students who are studying full-time Operator related programs at Yukon College, Okanagan College, and Thompson Rivers University, the EOCP has increased the number of financial awards available.

Last but definitely by no means least, a great deal of effort was expended to start organizing the conference for our Operators. Designed by Operators, for Operators, and with the theme ‘ENQUIRE-LEARN-APPLY’, the program is jam packed with one and a half days of tradeshow, overlapping with two full days of training, culminating with an optional third day to catch up on exams. Find out more about the conference and register here: <https://tinyurl.com/EOCPConference>

As we begin our 52nd year, we look forward to continue working with you, as we strive to ensure the prudent management of water and wastewater to ensure public health and the environment are protected for all who live in British Columbia and Yukon.

Rob Fleming, Board Chair  
Kalpna Solanki, Chief Executive Officer





# EOCP

Environmental Operators  
Certification Program

## STRATEGIC PLAN 2017-2020

### Vision

A Canada where all people have access to safe drinking water and good sanitation. We firmly believe that this is possible.

### Mission

To protect human health, the environment, and the investment in facilities through increased knowledge, skill, and proficiency of the members of the Program in all matters relating to water treatment and distribution, and wastewater collection, treatment, reuse, and disposal.

## STRATEGIC PRIORITIES

# 1

Deepen existing relationships, and develop new ones, with stakeholders in British Columbia and Yukon

- a. Develop relationships with key government agencies, employers, and First Nation communities, and support their knowledge of the water and wastewater sector
- b. Expand on compliance frameworks with government agencies to increase adherence to pertinent regulations
- c. Collaborate with agencies in the water and wastewater domain to further the cause of providing safe drinking water and effective wastewater management

# 2

Develop and deliver best of class classification and Operator certification programs

- a. Expand on new and improved facility classification processes for all systems
- b. Increase outreach to enable Operators to upgrade their skills
- c. Facilitate the ability for Operators to write exams when and where they choose

# 3

Measure and communicate our impact to our membership

- a. Ensure regular marketing and communications processes occur
- b. Increase outreach to employers and Operators on the value of training and certification
- c. Report on issues relevant to the sector through newsletters and social media channels

# 4

Build our internal capacity and sustainability

- a. Communicate customer relationship management processes to facilitate increased use of services
- b. Increase outreach to attract more Operators to the sector
- c. Develop strategic plans every five years that include strategies for the EOCP's sustainability

# RESPECTING OUR PAST AND EMBRACING OUR FUTURE

WITH THE 50TH ANNIVERSARY OF THE ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM (EOCP) IN 2016, AND THE NUMEROUS CHANGES THE ORGANIZATION HAS UNDERGONE OVER THE PAST TWO YEARS, IT SEEMS TO BE AN APPROPRIATE TIME TO PAUSE AND REFLECT ON THE HISTORY OF THE EOCP, AND WHAT LIES AHEAD.

A program for the voluntary classification of water and wastewater treatment systems and certification of Operators began in BC in 1966 and was run by a small ad-hoc group of individuals who recognized that some standards for the industry were needed – this was the first such organization in Canada.

Initially, the organization was registered as the British Columbia Water and Wastewater Operators Voluntary Certification Program (BCWVOVCP). The organization has been instrumental in advocating for facility classification and operator certification leading to the recognition of ‘Environmental Operator’ as a profession, the compensation commensurate with the responsibilities of the position, and ultimately improved protection of public health and the environment.

In 1981, the organization’s first constitution was approved by its membership. This constitution was then updated in 1991, and then again in 2009.

In 1973, the certification bodies from several jurisdictions came together to create an organization to harmonize their activities and provide mutual benefits to their members. The EOCP was one of the Charter Members of this organization, the Association of Boards of Certification (ABC), and remains an active contributing participant of the ABC. Currently, ABC provides most of the

examinations that are used in BC and Yukon, and ABC has become the international standard for classification and certification throughout North America, the Caribbean, and parts of Europe.

In 1993, 27 years after the formation of the EOCP, the BC Ministry of Environment, Lands, and Parks (MELP) made the classification of municipal wastewater treatment Facilities and the certification of their Operators a requirement of the permits under which they operate.

In 1995, the Society’s name was legally changed to the Environmental Operators Certification Program Society (EOCP). This name change helped delineate the role of the Society as an entity distinct from others in the province, and to facilitate the expansion of new services in the future.

The promulgation of the BC Municipal Sewage Regulation by the Ministry of Water, Land, and Air Protection in 1999 further increased the responsibilities of the EOCP. Subsequently, in 2001, there was the enactment of the BC Drinking Water Protection Act and Regulation requiring the classification of water treatment Facilities and the related certification of the Operators working in the Facilities. An additional development was the promulgation of the Public Health and Safety Act in 2007 by the government of Yukon which also mandated the classification



of water and wastewater Facilities, and the related certification of Operators who maintain the Facilities. In 2015, the BC Municipal Sewer Regulations was replaced with the BC Municipal Wastewater Regulations and required wastewater collection Operators to become certified.





These strides by the EOCP, over the past 52 years, established its role for facility classification and Operator certification, and helped close the loop between 'watershed to tap' and 'drain to watershed' to enable the prudent management of water and wastewater in BC and Yukon.

Over the past two years the EOCP has undergone significant change, to enable the organization to better meet the needs of its membership and keep up with technological changes in the industry. The changes have been significant, and each change has had a purpose behind it:

1. The new Constitution and Bylaws for the Society were ratified by its membership;
2. Development of new classification models for Water Treatment, Water Distribution, Wastewater Collection, and Wastewater Treatment were developed, and implemented;
3. A new Customer Relationship Management System was implemented. This has been the largest project ever undertaken by the EOCP;
4. Stricter measures on what constitutes 'Certification';
5. Expiring certificates of classification are being issued, with ALL facilities having five-year expiration dates;
6. Working with the Ministry of Health and the Ministry of Environment and Climate Change to develop a compliance model that enables better monitoring and compliance with the applicable regulations;
7. Ongoing public relations and communications efforts to increase the awareness of the profession;
8. Development of processes to ensure consistency in policies and procedures;
9. Increase in the number of training and examination opportunities for Operators; and
10. Regular strategic planning sessions involving EOCP directors, staff, and government agencies to map out a path for the future of the EOCP.

Fifty-two years later, the EOCP continues to grow, work with its stakeholders, and has been evolving to ensure that the needs of Operators and employers are met, while continuing to work in the public interest.



**STRIDES BY THE EOCP...  
HELPED CLOSE THE LOOP  
BETWEEN 'WATERSHED  
TO TAP' AND 'DRAIN TO  
WATERSHED' TO ENABLE  
THE PRUDENT MANAGEMENT  
OF WATER AND WASTEWATER  
IN BC AND YUKON.**

# GOVERNANCE

AT ITS ANNUAL GENERAL MEETING IN JUNE 2016, THE MEMBERSHIP OF THE EOCP RATIFIED THE NEW CONSTITUTION AND BYLAWS WHICH STATE:

1. The Society will be governed by a Board comprised of nine Directors, each of whom must be:
  - a. elected by the members; and,
  - b. each of whom shall be entitled to vote at a meeting of the Board.
2. In addition, the following persons shall serve as Directors of the Society without a vote and who will not count toward a quorum of the Directors:
  - a. a Director appointed by the Ministry of Environment of the Province of British Columbia;
  - b. a Director appointed by the Ministry of Health of the Province of British Columbia; and,
  - c. the immediate Past Chair of the Society, subject to the approval of the Directors.

## EOCP BOARD OF DIRECTORS



### ROB FLEMING

Rob worked as Environmental Health Officer for 20 years with a focus on the water and wastewater industry, and applicable legislation. He has built many successful relationships with a collaborative approach when working with municipal, regional and senior government staff, as well as with other internal and external stakeholders. Rob brings energy and passion for water and wastewater management to the Board along with his perspective as a regulator on system operations, and the challenges experienced regarding Certification and Classification. Rob was elected to the EOCP Board of Directors in May 2015.



### BRIAN DEAN

Brian runs a small operations and training company (Dean Environmental Inc.) which operates out of Summerland B.C. After graduating from Okanagan University College in Water Quality Technology in 1994 Brian has been training First Nations both in resources based surveillance techniques and infrastructure operation. Currently, Brian is active as a water and wastewater operations and repair contractor. Brian was elected to the EOCP Board of Directors in May 2016.



### MIKE FIRLOTTE

Mike Firlotte started his career in water quality in 1998 at the Okanagan College Water Quality Program. Since graduating, he has worked in many different capacities in the water and wastewater industry. 11 years ago, Mike was hired as an operator for the City of Kamloops, and worked his way into a management position overseeing the utility services division. In 2016, Mike moved to his current role at the City of Abbotsford as the Drainage Manager. Mike also contracts his services to different instruction providers to teach water treatment and small water system courses. Mike was elected to the EOCP Board of Directors in May 2017.



### MAURICE VALCOURT

Maurice has been with Big White Ski Resort for 36 years, and has 26 years of experience in the utilities arena. Maurice has been certified in the following areas: Level III Water Distribution, Level II Water Treatment, Level II Wastewater Collection, and Level II Wastewater Treatment, and is currently preparing for a Level III Wastewater Treatment certification. Maurice was appointed Vice-President of Utilities in 1997 and has overseen the expansion and development of the Water, Sewer and Gas companies at the Resort. Maurice was elected to the EOCP Board in May 2016, and he looks forward to continue working with, and providing feedback to both the Board and its members.



## EOCP BOARD OF DIRECTORS, CONTINUED



### PAT MILLER

Pat joined Sun Peaks in 1996 to manage water, wastewater, and gas utility services for the resort community. In 2002, Pat became a Certified Operator, and holds a Level III in Water Treatment, Level II Certificates in Water Distribution, Wastewater Treatment, and Wastewater Collection, and a Level I Compost Operator Certificate. Pat cares passionately about Operators and passes forward her knowledge through teaching water and wastewater courses. Pat became the first female Operator to sit on the Board of EOCP, and was instrumental in bringing in the Multi-Utility Certification that benefits smaller utilities. Pat was first elected to the EOCP Board of Directors in 2004.



### PETER COXON

Peter has more than 30 years of experience consulting on all aspects of water system planning, supply, treatment, design, and construction management. He has worked for a wide variety of municipal, First Nations, and private clients in South Africa, Ontario, USA, British Columbia, and Alberta. Peter has been with Urban Systems in Kamloops since 1993, and is currently a senior project leader and principal. Peter also assists with the leadership of the various education and development programs undertaken by the Urban Systems Foundation in Uganda. Peter was elected to the EOCP Board of Directors in May 2016.



### JEFF CULHANE

Jeff has worked for the Township of Langley for 15 years. Jeff has worked as Utilities maintenance worker, relief foreman, Junior water system operator, and currently he is the Intermediate Water Systems Operator. Jeff has been a Certified Operator since 2008, and currently holds WD Level IV and WT Level II Certifications, and recently received his diploma from the Thompson Rivers University's Water Treatment Program. Jeff was elected to the EOCP Board of Directors in May 2017.



### KRISTA DERRICKSON

Krista is a member and Manager of Utilities at Westbank First Nation, one of BC's largest First Nation purveyors of water. She previously held the Operator/Environmental Officer position at WFN before moving to take a position with Indigenous and Northern Affairs Canada (INAC). In this role she helped create and approve new training courses and ideas by working closely with trainers and Operators. Krista also managed the Circuit Rider Training program that consists of hands-on training and mentoring for the Operators who work for the 203 First Nation communities throughout British Columbia. She also organized and hosted the annual First Nation Operators conference, which brings together First Nation Operators from across BC and Yukon. Krista was appointed as a Director on the EOCP Board in 2017.



### JIM MCQUARRIE

Jim has worked with Metro Vancouver in the Wastewater Treatment Division for the past 34 years. He has held a Level IV Municipal Wastewater Treatment Operator Certificate since 1998. During his career as an Operator he has seen the EOCP grow, and has directly benefited from the professional respect and increased career advancement opportunities the Program has provided. Jim has volunteered with the Training Registry as a Subject Matter Expert (SME), and most recently has volunteered his time during the development and pilot-testing of EOCP's new Facility Classification models. Jim was re-elected to the EOCP Board of Directors in May 2017.

## EOCP STAFF



### **KIM EAMES** Office Manager and Board Secretariat

Kim Eames is the Office Manager and Board Secretariat at the EOCP and has been with the organization for 15 years. Her primary roles at the EOCP include reviewing applications for certification and providing Board related support. Kim is also a member of the Canadian Water and Wastewater Operator Certification Committee (CWWOCC) which works with other jurisdictions to review Canadian Operator certification best practices. She is married and has a 9-year-old son.



### **STEPHANIE HALL** Exam Co-Ordinator

Stephanie has been with the EOCP since August 2008 on a temporary basis as a maternity leave replacement and accepted a full-time position in August 2009. Her main tasks involve co-ordinating web-based exams throughout BC and Yukon and issuing official letters and certificates for operator exam results. Stephanie finds that web-based exams enable operators to write their exams closer to home and reduce travel. Results then also appear on screen within minutes, instead of weeks!



### **JENNI GREEN** Technical Expert

Jenni joined the EOCP in 2017 and holds a Bachelor of Engineering from Dalhousie University. She worked in municipal infrastructure with the District of Squamish for four years before starting a land development consulting company. Jenni is passionate about the water industry and loves working in a hands-on environment, and enjoys working to find ways to make operations easier and more efficient. Jenni brings a positive and collaborative approach to the new facility classification roll out. She looks forward to working with operators across the province on a number of initiatives. Jenni is an outdoor recreation enthusiast and spends much of her free time adventuring in the mountains with her husband and new baby.



### **HEATHER REYNOLDS** Program Assistant

Heather Reynolds started part-time with the EOCP in June 2007, and full-time as of September 2010. Her main responsibilities pertain to CEU Entries, Facility Classifications, and Operator Renewals. When you call the Office, you will probably hear her cheerful voice greet you. Beyond EOCP, Heather is a Square Dance Caller/Cuer in the Vancouver Region.



### **KALPNA SOLANKI** Chief Executive Officer

Kalpna holds an MBA and BSc from Simon Fraser University, and a Diploma in Environmental Health from the British Columbia Institute of Technology. Kalpna is the Chair of the Canadian Water and Wastewater Operator Certification Committee and enjoys volunteering in her local community - previously she was president of the Canadian Red Cross Lower Mainland Region, president of the Simon Fraser University Alumni Association, and director with Big Brothers of the Lower Mainland. When not at work, Kalpna enjoys spending time outdoors hiking with her two Belgian shepherds, and outrigger paddling in Burrard Inlet.



## ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY

### Statement of Revenues and Expenditures

Year Ended December 31, 2017

	2017	2016
<b>REVENUES</b>		
Member dues	\$ 234,353	\$ 532,565
Services	240,858	281,985
Grants	225,000	150,000
Investment income	2,705	9,877
Amortization of deferred capital contribution	70,646	-
	<b>773,562</b>	<b>974,427</b>
<b>DIRECT COSTS</b>	<b>53,162</b>	<b>27,116</b>
<b>GROSS PROFIT (93.13%; 2016 - 97.22%)</b>	<b>720,400</b>	<b>947,311</b>
<b>EXPENDITURES</b>		
Advertising and promotion	21,692	23,990
Amortization	76,555	13,010
Bad debts (recovery)	(7,492)	5,247
Exams, taxes, licenses and memberships	61,516	102,297
Conference expenses	13,012	2,596
Delivery, freight and express	13,299	12,074
Personnel costs	301,751	275,432
Equipment rentals	4,628	4,044
Insurance	3,919	2,728
Interest and bank charges	9,281	10,138
Meals and entertainment	6,133	2,299
Meetings and travel	39,787	42,522
Miscellaneous	880	979
Office and computer supplies	26,335	44,318
Professional services	33,146	26,627
Occupancy costs	37,757	61,302
Repairs and maintenance	3,163	3,879
Utilities	2,612	4,099
Sub-contracts	31,064	55,196
Supplies	2,266	4,724
Professional growth	1,486	1,207
	<b>682,790</b>	<b>698,708</b>
<b>EXCESS OF REVENUES OVER EXPENDITURES</b>	<b>\$ 37,610</b>	<b>\$ 248,603</b>

## Statement of Financial Position

December 31, 2017

	2017	2016
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 209,039	\$ 454,417
Marketable securities (Note 3)	59,210	256,761
Accounts receivable (Note 4)	224,059	19,685
Goods and services tax recoverable	-	2,042
Prepaid expenses	22,830	3,973
	<u>515,138</u>	<u>736,878</u>
TANGIBLE CAPITAL ASSETS (Note 5)	<u>522,290</u>	<u>151,254</u>
	<u>\$ 1,037,428</u>	<u>\$ 888,132</u>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable	\$ 53,439	\$ 65,418
Goods and services tax payable	5,862	-
Deferred income	281,866	93,417
	<u>341,167</u>	<u>158,835</u>
DEFERRED CAPITAL CONTRIBUTION (Note 6)	<u>68,788</u>	<u>139,434</u>
	<u>409,955</u>	<u>298,269</u>
NET ASSETS	<u>627,473</u>	<u>589,863</u>
	<u>\$ 1,037,428</u>	<u>\$ 888,132</u>

## Statement of Changes in Net Assets

Year Ended December 31, 2017

	2017	2016
<b>NET ASSETS - BEGINNING OF YEAR</b>	<b>\$ 589,863</b>	<b>\$ 341,260</b>
EXCESS OF REVENUES OVER EXPENDITURES	<u>37,610</u>	<u>248,603</u>
<b>NET ASSETS - END OF YEAR</b>	<b>\$ 627,473</b>	<b>\$ 589,863</b>

## Statement of Cash Flow

Year Ended December 31, 2017

	2017	2016
<b>OPERATING ACTIVITIES</b>		
Cash receipts from contributions and members	\$ 694,484	\$ 749,485
Cash paid to suppliers and employees	(697,726)	(661,372)
Goods and services tax	7,904	(9,848)
Cash flow from operating activities	<u>4,662</u>	<u>78,265</u>
<b>INVESTING ACTIVITY</b>		
Purchase of tangible capital assets	(447,591)	(143,630)
	<u>-</u>	<u>-</u>
Cash flow used by investing activity	<u>(447,591)</u>	<u>(143,630)</u>
<b>DECREASE IN CASH FLOW</b>	<b>(442,929)</b>	<b>(65,365)</b>
Cash - beginning of year	<u>711,178</u>	<u>776,543</u>
<b>CASH - END OF YEAR</b>	<b>\$ 268,249</b>	<b>\$ 711,178</b>
<b>CASH CONSISTS OF:</b>		
Cash	\$ 209,039	\$ 454,417
Marketable securities	59,210	256,761
	<u>\$ 268,249</u>	<u>\$ 711,178</u>



## Notes to Financial Statements

December 31, 2017

## 1. PURPOSE OF THE SOCIETY

Environmental Operators Certification Program Society (the "society") is a not-for-profit organization incorporated provincially under the Society Act of British Columbia. Management has determined that they are exempt from payment of income tax under Section 149(1) of the Income Tax Act.

The society's mandate is to protect human health, the environment and the investment in facilities through increased knowledge, skill and proficiencies of the members of the program in all matters relating to water treatment and distribution and wastewater collection, treatment and disposal.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNFO) and, in management's opinion, with consideration of materiality and within the framework of the following accounting policies:

Revenue recognition

Environmental Operators Certification Program Society follows the deferral method of accounting for contributions, which include government grants. Grants are recorded as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Unrestricted contributions are recognized as revenue when initially recorded in the accounts.

Membership fees are accrued in the year to which they are applicable.

Externally restricted contributions are deferred when initially recorded in the accounts and recognized as revenue in the year in which the related expenses are recognized.

Restricted investment income is recognized as revenue in the year in which the related expenses are incurred. Unrestricted investment income is recognized as revenue when earned.

Cash and cash equivalents

Cash includes cash and cash equivalents. Cash equivalents are investments in treasury bills and are valued at cost plus accrued interest. The carrying amounts approximate fair value because they have maturities at the date of purchase of less than ninety days.

Financial instruments policy

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs on the acquisition, sale, or issue of financial instruments are expensed when incurred.

Financial assets measured at amortized cost include cash and accounts receivable.

Financial assets measured at fair value include marketable securities.

Financial liabilities measured at amortized cost include accounts payable.

Measurement uncertainty

When preparing financial statements according to ASNPO, management makes estimates and assumptions relating to:

- reported amounts of revenues and expenses
- reported amounts of assets and liabilities
- disclosure of contingent assets and liabilities.

Estimates are based on a number of factors including historical experience, current events and actions that the society may undertake in the future, and other assumptions that management believes are reasonable under the circumstances. By their nature, these estimates are subject to measurement uncertainty and actual results could differ. In particular, estimates are used in accounting for certain items such as allowance for doubtful accounts.

Foreign currency translation

Accounts in foreign currencies have been translated into Canadian dollars using the temporal method. Under this method, monetary assets and liabilities have been translated at the year end exchange rate. Non-monetary assets have been translated at the rate of exchange prevailing at the date of transaction. Revenues and expenses have been translated at the average rates of exchange during the year, except for amortization, which has been translated at the same rate as the related assets.

Foreign exchange gains and losses on monetary assets and liabilities are included in the determination of earnings.

Tangible capital assets

Tangible capital assets are stated at cost or deemed cost less accumulated amortization. Tangible capital assets are amortized over their estimated useful lives on a straight-line basis at the following rates and methods:

Computer equipment	30%	straight-line method
Computer software	20%	straight-line method
Furniture and fixtures	20%	straight-line method

The society regularly reviews its tangible capital assets to eliminate obsolete items. As at December 31, 2017, no capital assets had been identified which required a write-down.

Tangible capital assets acquired during the year but not placed into use are not amortized until they are placed into use.

Comparative figures

Certain comparative amounts have been reclassified to conform to the current year's presentation. The cash flow has been presented to more closely match current year requirements.

Contributed services

The operations of the society depend on both the contribution of time by volunteers. The fair value of donated services cannot be reasonably determined and are therefore not reflected in these financial statements.

## 3. MARKETABLE SECURITIES

	2017	2016
Home Trust GIC	\$ -	\$ 100,808
Investors Income Plus Portfolio B	\$ 59,210	\$ 155,953
	<b>\$ 59,210</b>	<b>\$ 256,761</b>
Cost	<b>\$ 57,239</b>	<b>\$ 251,122</b>

## 4. ACCOUNTS RECEIVABLE

	2017	2016
Membership dues receivable	\$ 244,314	\$ 47,432
Allowance for doubtful accounts	(20,255)	(27,747)
	<b>\$ 224,059</b>	<b>\$ 19,685</b>

## 5. TANGIBLE CAPITAL ASSETS

	Cost	Accumulated amortization	2017 Net book value	2016 Net book value
Computer equipment	\$ 24,194	\$ 4,888	\$ 19,306	\$ 3,566
Computer software	567,027	70,646	496,381	139,434
Furniture and fixtures	20,635	14,032	6,603	8,254
	<b>\$ 611,856</b>	<b>\$ 89,566</b>	<b>\$ 522,290</b>	<b>\$ 151,254</b>

## 6. DEFERRED CAPITAL CONTRIBUTION

Deferred capital contribution represents funding received from the Ministry in 2016 to acquire a new member software system. The deferred contribution is amortized to operations on the same basis as the related software amortization.

	2017	2016
Deferred capital contribution - addition and closing balance	\$ 68,788	\$ 139,434

## 7. CONTRACTUAL OBLIGATIONS

The Society entered into a lease agreement for premises with the Salvation Army expiring June 30, 2019 with a five year option for renewal on terms to be negotiated. Rent is calculated at 6% of gross receipts with a minimum monthly rental of \$1,400 or \$16,800 per annum. In addition, the lease requires payment for strata fees and property taxes of approximately \$879 per month.

Contractual obligation repayment schedule:

2018	\$ 16,800
2019	8,400
	<b>\$ 25,200</b>

## 8. FINANCIAL INSTRUMENTS

The society is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the society's risk exposure and concentration as of December 31, 2017.

**(a) Credit risk**

Credit risk arises from the potential that a counter party will fail to perform its obligations. The society is exposed to credit risk from members. In order to reduce its credit risk, the society reviews a member's credit history before extending credit and conducts regular reviews of its existing member's credit performance. An allowance for doubtful accounts is established based upon factors surrounding the credit risk of specific accounts, historical trends and other information. The society has a significant number of members which minimizes concentration of credit risk.

**(b) Liquidity risk**

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The society is exposed to this risk mainly in respect of its receipt of funds from its members and funders and other related sources.

Unless otherwise noted, it is management's opinion that the society is not exposed to significant risks arising from these financial instruments.

## 9. GOING CONCERN

The accompanying financial statements have been prepared on the going concern assumption that the society will be able to realize its assets and discharge its liabilities in the normal course of operations.

## STATISTICS

**156**  
LEVEL I-IV  
FACILITIES  
CLASSIFIED OR  
RECLASSIFIED

**41**  
SMALL  
SYSTEMS  
WERE  
CLASSIFIED

**188**  
EXAM  
SESSIONS  
WERE HELD

**990**  
OPERATORS  
SCHEDULED  
FOR EXAMS

### Exams

- **990** Operators wrote certification exams in 188 sessions in 2017.

### Facilities

- **156** facilities were classified/reclassified in 2017.

### Continuing Education Units (CEUs)

- In 2017, 6,790 CEUs were entered for Operators, with a total of 14441.7 CEUs earned.
- This means that Operators notified the EOCP of 144,417 hours of training!

### FACILITY CLASSIFICATION for the year 2017

Classification	IV	III	II	I	Other	Total
WT	18	44	135	52		<b>249</b>
WD	35	55	177	171		<b>438</b>
WWC	12	23	82	105		<b>222</b>
MWWT	27	35	120	110		<b>292</b>
IWWT	2	1	5	1		<b>9</b>
SWS					906	<b>906</b>
SWWS					262	<b>262</b>
Total						<b>2,378</b>

### OPERATOR CERTIFICATION for the year 2017

Classification	IV	III	II	MUII	I	MUI	OIT	Total
WT	49	84	236	8	398	14	64	<b>853</b>
WD	90	201	891	16	1,003	23	76	<b>2,300</b>
WWC	14	72	536	10	784	24	54	<b>1,494</b>
MWWT	111	123	243	10	326	25	64	<b>902</b>
IWWT		5	18		26			<b>49</b>
BWD								<b>49</b>
SWS								<b>1,184</b>
SWWS								<b>394</b>
Total	264	485	1,924	44	2,537	86	258	<b>7,225</b>

### Definitions

WT	Water Treatment
WD	Water Distribution
WWC	Wastewater Collection
MWWT	Municipal Wastewater Treatment
IWWT	Industrial Wastewater Treatment
BWD	Bulk Water Delivery
SWS	Small Water System
SWWS	Small Wastewater System

