



**American Water Works
Association**

Dedicated to the World's Most Vital Resource

About AWWA

Who We Are

The American Water Works Association is an international, nonprofit, scientific and educational society dedicated to providing total water solutions assuring the effective management of water. Founded in 1881, the Association is the largest organization of water supply professionals in the world.

Our membership includes over 4,300 utilities that supply roughly 80 percent of the nation's drinking water and treat almost half of the nation's wastewater. Our 51,000 total members represent the full spectrum of the water community: public water and wastewater systems, environmental advocates, scientists, academicians, and others who are genuinely interested in water, our most important resource.

What We Do

What we do:

- [Offer education to water professionals](#)
- [Advocate for safe and sustainable water](#)
- [Collect and share knowledge](#)
- [Create volunteering opportunities](#)

AWWA provides training opportunities to help maintain drinking water and wastewater operator licensing. To provide these training opportunities to drinking water and wastewater operators at all levels, AWWA holds many conferences and offers training opportunities, both in person and using online tools.



About AWWA's Annual Conference - ACE25

Event Website

ace.awwa.org

What is ACE?

The American Water Works Association's Annual Conference & Exposition (ACE) has been held annually for over 130 years.

The ACE25 technical program features the latest water information, science, operations insight and more from a vast array of highly qualified presenters. Over a 4-day period, in hundreds of Technical & Educational Sessions (plus workshops and special presentations), water & wastewater professionals will benefit from unparalleled learning opportunities.

Learning Objectives

Please see the attached session descriptions for unique learning objectives covered in over 100 sessions taking place at **ACE25, June 8-11, 2025, in Denver, Colorado.**

Topics Covered – Technical & Educational Tracks

Tracks at ACE25 Include:

A Focus on PFAS
Advances in Water Treatment
Capital Improvement Projects: Design, Construction, and Delivery
Distribution System Operation and Management
Infrastructure Management
Intelligent Water
Legal, Financial, and Management
Plenary Sessions
Poster Session
Public Officials Training
Regulatory & Legislative Actions

Research
Reuse
The Future of Water | Roundtable Sessions
The Latest on Lead And Copper
Utility Risk and Resilience
Water Education and Workforce
Water Quality Challenges
Water Resources Planning, Protection & Management
Water Use Efficiency Practices
Water Utility Management
Water in the West

Session Attendance Tracking – Badge Scanners at each Room

ACE25 will track attendance via badge scanners at the entrance to every session room.

Attendees who are interested in receiving Certificates of Completion must scan in and out of every session for which they will seek credit.

Attendees' badges include a unique bar code that stores their session activity data under their last name and unique badge ID number. Session room monitor volunteers and AWWA staff will be staged in the session room area to assist. Attendees are only awarded Certificates of Completion for session time that they actually spend in educational sessions.

Certificates of Completion – Attendee Disclaimer – Credit Conversions and Attendee webpage resources

ACE25 attendees will track their session attendance via badge scanners at the entrance to every session room. Following the conference, attendees will download their Certificates of Completion following the steps at ace.awwa.org/credits:

5 Steps to access your self-service Certificate(s) of Completion:

1. Visit www.awwa.org
2. Click 'My Account' in right corner to login (reset password if needed)
3. In your account, select 'My Transcripts and Certificates' from left-hand menu
4. Click 'Go to Transcripts & Certificates of Completion'
5. Click 'Download' next to each available certificate

Attendee Webpage

The following resources are provided to attendees at ace.awwa.org/credits:

Login Assistance

If you are having problems with login, please call 800.926.7337 or email service@awwa.org for login assistance. Be sure to read the disclaimer below and kindly allow 60 days for processing.

Disclaimer

All approvals are at the **discretion of your licensing agency, and every state/province is different**. Please note that a Certificate of Completion does not guarantee that your agency will award you credit. It is the individual's responsibility, before registering for any education program, to contact his/her licensing agency: 1. To confirm that the education program is acceptable for continuing education credit towards your particular license; and 2. To confirm what you need to submit for credit approval. You must contact your specific licensing agency for details.

AWWA recommends that all attendees

Contact the agency 30 days prior to attending training

Ask your agency about its relevancy criteria

Ask your agency if the training format is approved (in-person vs online or other)

Find out what credit the agency approves

Find out what you need to do in order to receive credit

Find out whether you must submit an application prior to attending or submit handouts, etc., after training

How Many Hours are available?

Scan in & out of each session room as you enter & leave. At ACE, if you sit in every possible session hour, including a paid pre-conference workshop, it's possible to achieve up to 23 hours. Most attendees earn between 1-15 hours - it just depends on you! Be sure to check in & out of each session you attend, and see the schedule at a glance for maximum hours.

Calculate or Convert Hours

States and Provinces use all sorts of abbreviations and nomenclature to address continuing education for water sector professionals. The unit will vary for each state, each profession, and every agency. Please become familiar with your own unique situation. Here are some of the most common ways to represent "1 Hour":

ONE HOUR =

1 PDH – Professional Development Hour

0.1 CEU – Continuing Education Unit

1 CEH – Continuing Education Hour

1 CEC – Continuing Education Credit

0.1 TU – Training Unit

1 TCH – Training Contact Hour

1 TC – Training Credit

1 TH – Training Hour

Learn more about continuing education at www.awwa.org/credits

Email us at EducationServices@awwa.org