



March 27, 2007

### Letter of Recommendation

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To Whom It May Concern:

**Delaware Technical & Community College;**

**Mr. Jerry Williams, Mrs. Carla Stone,** worked on behalf of the Delaware Technical & Community College in the position of a Team Leader and a Deputy Team Leader in the project entitled Establishing of a Bulgarian National Water Operators Training Center

Ref. No.: Cooperative Agreement # 183-A-00-03-00104-00

Leading organization: Delaware Technical & Community College, USA

Project duration: Sept 2003 – Sept 2005

Region of implementation: Bulgaria.

Client/Funding Agency: USAID

Dear Mr. Williams,

I am very pleased to recommend the work of Delaware Technical & Community College to others who want to develop international environmental training programs. For several years, I worked with the College to develop and implement the Bulgarian Water and Wastewater Operators Training Center. This Project, funded by the United States Agency for International Development was very successful. It significantly changed the way that government, our universities, and the water and wastewater companies thought about the training and qualification of all people who worked in the industry. As a result of this project, the Bulgarian government now has regulation on the training requirements of operators and a very good training program for operators.

The project demonstrated the value of training to operators, their supervisors and managers throughout Bulgaria. It developed an office for the program. It conducted a country-side survey and needs analysis and used this information and the experience of Delaware Tech to develop and implement a much needed wastewater operators training course. The course included training trainers from the Bulgarian water and wastewater industry and academia to be the instructors of the course. The Environmental Training Center assisted the trainers to adopt Delaware Tech materials to make an appropriate curriculum to meet Bulgarian needs, write a textbook, and then to test the course. The course was offered to operators, their supervisors and the plant managers from wastewater plants from 16 companies all over Bulgaria.

In addition to the training program, this project also brought the attention of the Bulgarian government and the public to the importance and need for trained and certified operators. Delaware Tech sponsored numerous public information programs, meetings for high level government officials such as Cabinet Ministers and Members of Parliament, and the Bulgaria's Association of Water Quality. The team also presented technical papers at professional meetings and international events. This project even made a documentary about the water and wastewater quality situation in Bulgaria with the Bulgarian Association of Water Quality.

During the three years we developed and implemented the project, many people from Delaware Tech worked with us in Bulgaria and the United States. I would like to specially recommend two individuals who were responsible for the success of the project. This project was the vision of Mr. Jerry Williams, the head of Delaware Tech's Environmental Training Center. He identified the need for this project and developed the project to best meet Bulgaria's need for clean water. Mr. Williams showed us the way to achieve a cleaner environment through training the plant operators. His leadership was crucial to this project. The second person I would like to commend is Ms. Carla Stone, project manager for Delaware Tech who worked tirelessly for months on end in Bulgaria to achieve the project goals. She worked with the Bulgarian Association of Water



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Quality officers, the Bulgarian government, Members of Parliament, the wastewater companies, and my University to develop and implement the pilot training program, and to gain acceptance for government action to require certification and training of operators. It also was her idea for us to make a documentary about water quality in Bulgaria and she gained additional funding and developed the produced the documentary. Both Mr. Williams and Ms. Stone are well qualified to lead and implement projects of this type in other countries and I recommend both of them to other companies and to USAID. All of us in Bulgaria enjoyed working with them.

03/27/2007

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