

NEEC

NEEC

BUILDING OPERATOR CERTIFICATION

CANDIDATE HANDBOOK

AND

APPLICATION

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***NEEC BUILDING OPERATOR CERTIFICATION
CANDIDATE HANDBOOK AND APPLICATION***

VERSION 2.0

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Overview

About NEEC

The Northwest Energy Efficiency Council (NEEC) is the national administrator of the Building Operator Certification (BOC) program, a workforce certification program targeted to building operators and focused on the advancement of energy efficient building operation practices. NEEC is a non-profit industry association that was founded in 1996 whose mission is to advance building energy performance through market-based and workforce initiatives.

Scope of Building Operator Certification

The Certified BOC candidate is qualified in the following technical areas: buildings, building complexes, and industry – light to medium. Within the context of the requirements, the BOC Certificant will be able to:

- ▶ Maintain energy using building systems, equipment, and envelope to minimize energy use by implementing preventive maintenance, diagnostic testing and documentation maintenance.
- ▶ Operate energy using systems for high performance by optimizing control points, monitoring and sustaining energy performance.
- ▶ Perform technical and administrative duties, including records maintenance, occupant education, and proficiency in current and new technologies.
- ▶ Maintain indoor environmental quality to standards through monitoring IEQ parameters, troubleshooting IEQ issues, and implementing an IEQ plan. (From Exam Development Committee meeting)

Statement of Non-Discrimination

NEEC endorses the principles of equal opportunity. Eligibility criteria for examination and certification as a Building Operation Professional are applied equally to all individuals regardless of age, race, religion, gender, national origin, veteran status, or disability.

Application Process

Overview

The steps of the application process for NEEC Building Operator Certification are as follows:

- 1) Submit your application at least 30 days prior to your desired testing date, or as directed through BOC administrator for exams that are scheduled in association with a course.
- 2) Within 10 days of your EXAM DATE you will receive an email from the BOC Test Administration System confirming your eligibility status and testing confirmation, including exam location, date, and time.
- 3) Take the exam at your confirmed location and date/time.
- 4) Within 15 business days of the exam date, you will receive an email indicating whether you have passed the examination and achieved certification. If you did not pass, the email will contain a score report for preparation for retaking the exam if you desire.

Each of these steps is explained in greater detail in the remainder of this Handbook.

Application

All the application materials are available at the back of this Handbook in the section titled **Forms** and online at theboc.info.

Postmark Deadlines

All deadlines set by NEEC are postmark deadlines. If there is a discrepancy between a metered postmark and an official United States Postal Service postmark, the latter will be considered official. Submissions by email shall be determined to be submitted by the Sent timestamp on the email.

Written Acknowledgements

Where this document indicates submittals must be made in writing or that NEEC will communicate in writing, it is understood that writing constitutes either a physical hard copy or an electronic communication via email.

Eligibility Requirements

Applicants wishing to apply for the Building Operator Certification Examination must meet the following Eligibility Requirements and must submit documentation on the Application which includes education and training experience.

Mandatory Requirements:

- a. High School Diploma or Equivalent degree
- b. Completion of Building Operator Certification Level I training or equivalent. Candidates may take an equivalent course with equivalent content and learning objectives. NEEC provides a list of equivalent training through the Approved Provider program, available on the website and here:

[City University of New York](#)

[Lakes Region Community College Energy Services and Technology Program](#)

[Edmonds Community College](#)

Candidates who feel they have met the training requirement with another program must compare the program's syllabus to the BOC training learning objectives. If the objectives align, candidates must submit the learning objective crosswalk and detailed course description to the BOC registrar for approval prior to applying to take the examination.

Education and Experience Requirements:

In addition to meeting the Mandatory Requirements, applicants for the Building Operator Certification Examination must meet one of the following minimum education and experience requirements.

Education	Experience
High School Diploma	Two or more years of experience working in operations and maintenance of a commercial or institutional facility*
One year of technical college level education in facilities engineering related program	A minimum of one year of experience working in operations and maintenance of a commercial or institutional facility

High School Diploma	Two or more years of experience in energy management of facilities with a focus on operations and maintenance**
---------------------	---

* Experience in building operations and maintenance is defined as maintaining the building's operability, optimizing building performance, and ensuring the comfort, productivity and safety of the building occupants.

** Energy management experience is defined as participating in an energy-related project for a commercial or institutional building. Energy-related project is a project implemented to optimize energy use or cost. (Department of Energy Building Operations Professional Scheme, 2014) or completion of activities concerned with finding and maintaining the balance between building system performance, resource use, indoor environmental quality and operational or maintenance costs.

Fees

The current examination fee is \$285. Once you have registered and paid for the exam, your registration does not expire and you can sit for the exam at any time in the future.

Exam Sites

Building Operator Certification exams are administered at locations throughout the United States and Canada. For a current list of the exam center locations, administration times and availability, contact the BOC Help Desk at 1-877-850-4793 (9 a.m.–Noon PST) Email: bocinfo@theboc.info

Special Circumstances and Fees

Incomplete Applications

Incomplete applications will be returned to the applicant, along with all fees (minus a \$50 processing fee) and documentation submitted. Candidates will be notified of missing or incomplete documents.

Cancellation / Fee Refund

Students currently enrolled in a BOC Level I course may cancel their examination registration within 14 days of the last class date and receive a full refund, minus a \$50

processing fee. For individuals who register for the examination outside of the course, NEEC exams may be rescheduled at no penalty within seven business days of the original exam date. Refunds are not available after the examination has been scheduled. Please contact the BOC Help Desk at [1-877-850-4793](tel:1-877-850-4793) or bocinfo@theboc.info for assistance.

Extreme Circumstances / No Fee Penalty

If a candidate has missed the examination due to emergency or hardship such as serious illness of either the candidate or an immediate family member; death in the immediate family; disabling traffic accident; court appearance or jury duty; or military duty, he or she will be permitted to reschedule the examinations at no additional charge as long as the following requirement is met:

- Candidate submits written verification and supporting documentation of the situation to NEEC within 20 business days of the original examination date.

If such a request is not made, the candidate will forfeit the full examination fee. To apply for a future date, the candidate must complete a new application for examination, pay all applicable fees, and meet all eligibility requirements in effect at the time of reapplication.

The Examination

Examination Formats

The NEEC Building Operator Certification program consists of a 120 question computer-based multiple-choice examination in which candidates will be tested on their knowledge in the following areas:

- Maintain Energy Using Building Systems, Equipment, and Envelope to Minimize Energy Use
- Operate Energy Using Systems for High Performance
- Perform Technical and Administrative Duties
- Maintain Indoor Environmental Quality to Standards

Please note that while content outline below shows only 100 items, which are scored, 20 additional items will be on the exam that are not scored but reviewed for possible use on future exams.

Language

The examination is offered in English only.

Americans with Disabilities Act

Special arrangements shall be provided to candidates with a disability (as defined by Title III of the Americans with Disabilities Act) who submit with their certification application, a written explanation of their needs along with appropriate medical documentation. Forms for applications for accommodations are included under the **Forms** section later in this Handbook.

Preparing for the Examinations

Computer-based Examination Content Outline

The Building Operator Certification computer-based examination conforms to a content outline based on a national practice analysis of building operation professionals. Below is the content outline for the Building Operator Certification computer-based examination.

EXAM BLUEPRINT	Percent	Items
Critical Work Functions	100%	100
Section A. 31 Items	31%	31
Maintain Energy Using Building Systems, Equipment, and Envelope to Minimize Energy Use		
Section B. 41 Items	41%	41
Operate Energy Using Systems for High Performance		
Section C. 15 Items	15%	15
Perform Technical and Administrative Duties		
Section D. 13 Items	13%	13
Maintain Indoor Environmental Quality to Standards		
	Total Items =	100

Practical Examination Content Outline

Authoritative References List

This list is intended for use as a study aid only. NEEC does not intend the list to imply endorsement of these specific references, nor are the test questions necessarily taken from these sources. Exam preparation material is available on the BOC Shop: shop.theboc.info.

BOC Handbooks:

BOC 1001 – Energy Efficient Operation of Building HVAC Systems

BOC 1002 – Measuring and Benchmarking Energy Performance

BOC 1003 – Efficient Lighting Fundamentals

BOC 1004 – HVAC Controls Fundamentals

BOC 1005 – Indoor Environmental Quality

BOC 1006 – Common Opportunities for Low-Cost Operational Improvement

BOC 1007 – Facility Electrical Systems

BOC 1008 – Operation & Maintenance Practices for Sustainable Buildings

BOC 1009 – Building Scoping for Operational Improvement

BOC 1010 – Energy Efficient Ventilation Strategies and High Performance Heating and Cooling Equipment

BOC 1011 – Energy Efficient Ventilation Strategies and Energy Savings through Energy Recovery

BOC 1012 – High Performance Heating and Cooling Equipment and Energy Savings through Energy Recovery

On the Day of the Examination

Exam Admission Procedures

Candidates must report to the exam location no later than five minutes prior to the posted start time of the exam. Candidates must present their authorization to test letter and a government-issued photo ID (such as a valid driver's license) with candidate's name on it. The name on the photo ID must match the name on the authorization to test letter.

Candidates without an authorization to test letter, photo ID, or who arrive less than five minutes prior to the posted start time will NOT be permitted to enter the test location, and their examination fees will be forfeited.

Seating of candidates, distribution of test materials, and testing instructions will begin at the posted start time of the exam. The total computer-based testing time is three hours. There are no scheduled breaks.

Testing Location Rules

The following are the rules enforced at all test administrations:

- All candidates must have proper photo ID and an authorization to test letter to be admitted to the test center.
- Candidates are admitted only to their assigned test location at their assigned time.

- Giving or receiving assistance on the exam or copying the exam in any way is forbidden.
- You may not discuss the exam with anyone before, during or after the exam.
- You must remove hats and dark glasses, unless you have provided medical documentation in advance.
- You may have a pencil and one sheet of blank paper that is provided. No other materials are allowed. The exam is NOT open-book so do not bring course handbooks with you to the testing site.
- A calculator is provided in the exam system for your use throughout the exam
- Anyone looking in your property after the exams are started is considered cheating.
- Cell phones, pagers, and smart watches must be turned in before beginning the exam. You are not allowed to have these while testing.
- Individuals are allowed a restroom break but may only leave the room one at a time, after receiving proctor's permission.
- There is a timer on the exam screen to let you know how much time you have left.
- When you are completed with your exam log out and leave the room quietly.

Dismissal

Any candidate who is observed engaging in any misconduct will be subject to dismissal from the examination, may be barred from future examinations for a period ranging from one year to permanent dismissal, and may be required to forfeit his/her current examination fee and /or period of eligibility. Testing center proctors are authorized to take immediate, appropriate measures against candidates who are caught violating testing rules. The candidate is entitled to appeal the dismissal determination.

Examination Irregularities

Any problems, suspected instances of cheating, alleged inappropriate examination administration, environmental testing conditions severe enough to cause disruption of the process, or other irregularities related to test administration should be addressed to the onsite proctor or to staff. All such matters will be reported, investigated, and subject to further action based upon policies and procedures adopted by NEEC.

Handling of Tests

NEEC will take all available precautions to ensure the appropriate and secure handling of completed tests. In the rare and extreme case in which the testing system malfunctions, candidates will be required to undergo retesting, without being charged a re-

examination fee. Candidates will be responsible for their own travel-associated expenses for future testing.

After the Examination

Notification of Results

Candidates are notified in writing (via email) of the examination results within 15 business days of the test administration. A preliminary score is given at the time the candidate completes the exam.

Results -- Passing

There are 120 questions, 100 of which are scored. The other 20 questions will be used for future exam development. You must correctly answer 67 of the 100 scored exam items to receive a passing score.

Candidates who successfully complete the examination and whose credentials and application entitle them to certification will be notified by letter and granted a NEEC Building Operator Certification, a sample of which is displayed below.

The certification remains the property of NEEC which may withdraw, cancel, revoke, change the scope of, or otherwise annul the certification for cause.



Example of NEEC BOC Certification document

Results – Failing

Candidates who did not successfully complete the examination will be notified in writing (via email) and given a diagnostic report on the reason for their failing.

Each of the domains is weighted differently, as indicated in the exam Blueprint, printed earlier in this Handbook. Scores cannot be averaged on all the domains to determine your specific score. Domain analysis is provided solely for the purposes of preparing for the next exam.

Retesting: Candidate Fails

In the event that a candidate fails his or her first attempt to pass the certification test, NEEC requires a waiting period of at least 30 days between the first and second attempt to pass that same exam. Additionally, before any candidate's third attempt or any subsequent attempt to pass any certification test, the candidate is required to wait for a period of 30 days from the date of his or her last attempt to pass the test.

Candidates unsuccessful on the examination are required to pay the examination fee of \$285 each time they take the exam.

Retesting: Candidate Passes

In the event that a candidate passes NEEC's certification exam, the candidate is prohibited from retaking the same certification exam, unless NEEC has changed the test specifications for the exam.

Appeals Policy

Candidates may appeal the results of eligibility determination or the examinations within 30 business days of the date of the results by completing the Appeals Form found on page 22 of this handbook.

Request for Review of Examination Results

Any candidate may request a person score their examination answers. Requests must be made in writing to NEEC postmarked no later than 10 calendar days after the candidate receives examination results. The fee of \$50 must be included with the request. A notice of the hand-score results will be sent by certified mail to the candidate within two weeks of receipt of the request. The results of the hand-score will be final.

Code of Professional Conduct

All NEEC certified individuals must agree to comply with the Certificant Code of Professional Conduct as outlined below:

- I will conduct my business and/or professional activities with honesty and integrity.
- I will represent my certifications and qualifications honestly and provide only those services for which I am qualified to perform.
- I will strive to maintain and improve my professional knowledge and competence through regular self-assessments and continuing education or training.
- I will act in a manner free of bias and discrimination against clients or customers.
- I will maintain the privacy of individuals and confidentiality of information obtained in the course of my duties unless disclosure is required by legal authority.
- I will follow all certification policies, procedures, guidelines and requirements of NEEC.

Certificants

The following is a synopsis of information needed by individuals who become certified.

Appropriate Use of the Certification

Individuals who earn the Building Operator Certification should designate their certification by using the “Certified Building Operator (CBO)” title after their name in signatures on email, business cards, and other professional correspondence.

The BOC logo is not to be used for these purposes.

Request for Duplicate Certificate

Any certificant may request additional copies of his or her certification document. Requests must be made in writing to NEEC and may be made at any time. The fee of \$20 must be included with the request. The request for a duplicate Certificate appears later in this handbook under **Forms**.

Certification Maintenance Requirements

Certification is awarded for a period of one year. Maintenance of Certification activities must align with the competency requirements of the Building Operator Certification scheme. Certified persons wishing to maintain their Building Operator Certification must meet the following requirements and must submit documentation on the Maintenance of Certification Application which demonstrates compliance with the requirements.

Five points must be earned within the recertification cycle, with 1 point = 1 hour of activity.

Maintenance Options

QUALIFYING ACTIVITIES	POINTS EARNED	DOCUMENTATION REQUIRED WITH APPLICATION
I. Employment		
A. Continued employment in building operations	Earn 2 points for continued employment during <i>the year prior to renewal</i> .	Provide an overview of primary job responsibilities.
II. Continuing Education:		
A. Attend and complete continuing education/training in building management, operation & maintenance, or energy management topics.	1 point per hour of classroom time	List event name, school or organization, date, training summary and hours of attendance.
B. Complete and submit a quiz from the BOC newsletter.	1 point/passed quiz	Provide article name.
C. Completion of special projects to improve facility operation, maintenance, and/or energy efficiency in your company or organization; or awards received for resource efficient building operations.	Earn 1 point for each hour of project time for a maximum of 11 points.	Brief written summary of special projects completed and/or proof of receipt of relevant awards. Submit the information using the Project Description form .
D. Completion of an energy consumption benchmark for the previous 12 month period using ENERGY STAR Portfolio Manager or alternative energy accounting tool.	Earn 3 points for each benchmark.	Copy of benchmark documentation (e.g., Statement of Energy Performance from ENERGY STAR Portfolio Manager).
E. Attend an industry trade show or conference.	Earn 1 point.	Copy of the event registration form.
F. Enroll in a BOC web-based technical webinar .	Earn 1.5 points after successfully completing the	Provide webinar name and date.

	webinar and taking the quiz.	
III. Professional Involvement:		
A. Membership in facility or trades organization.	Earn 1 point for membership held during <i>the year prior to renewal</i> .	List association name, date of subscription or renewal.
B. Holding a leadership position with a facility or trades organization.	Earn 2 points for each office held <i>during the year prior to renewal</i> .	Summarize activities.
C. Awards received involving resource efficient operations.	Earn 2 points for each award earned.	Summarize award information.

To maintain current NEEC Building Operator Certification, the building operations professional must annually:

- Submit proof of completion for 5 BOC maintenance points through employment, continuing education, or other professional development
- Pay a fee of \$75, and submit evidence of the two prior requirements.
- The Northwest Energy Efficiency Council will contact you during your maintenance cycle.

Forms

Application

**Application for Certificate of Completion and Certification Eligibility
BOC LEVEL I**

Please complete the following form. It is important that the NEEC BOC Credentialing Committee have substantiating data for each criterion on the application. The application should be completed and submitted regardless of coursework completion or intention to sit for the Certification Exam. Bring the completed form to your final BOC class or mail to: **Course Manager (CM) Name, CM Title, CM Street Address, CM City, CM State CM Zip. Phone CM Phone, Fax CM Fax. Email: CM Email, Website: www.theBOC.info.**

Please allow 30 days for processing.

Check here if you are registered to take the certification examination.

GENERAL INFORMATION [please indicate Address requested for correspondence (check one):
___ Home ___ Work]

ID #: _____ **Course Location:**

___ Mr. ___ Mrs. ___ Ms. **Name:**

Employer: _____

Job Title: _____

Work Address: _____

Suite Number/Mail Stop: _____

City/State/Zip:

Phone (with Area Code): _____

Fax Number: _____

Email: _____

Home Address:

Home City/State/Zip:

Personal Phone: _____

Personal Email: _____

My employer:

- Covers the cost of my tuition for BOC training ___ Yes ___ No ___ Don' t know
- Requires me to have the BOC credential ___ Yes ___ No ___ Don' t know
- Encourages, not requires, me to have the BOC credential ___ Yes ___ No ___ Don' t know

ELIGIBILITY

I have met at least one of the following eligibility requirements

- Two or more years of experience working in operations and maintenance of a commercial or institutional facility.
- A minimum of one year of experience working in operations and maintenance of a commercial or institutional facility **AND** one year of technical college level education in commercial or industrial facilities operations and maintenance.
 - Two or more years of experience in energy management of commercial, institutional or industrial facilities with a focus on operations and maintenance.

Work Experience

Please list most current experience first:

Dates (From-To) Title	Employer (Name/Address)	Job
--------------------------	-------------------------	-----

Brief Job Description:

-- over --

If work experience listed above is less than 2 years, list additional work history to reflect eligibility category selected above:

Dates (From-To)
Job Title

Employer (Name/Address)

Brief Job Description:

Education

[NOTE: Complete this section only if substituting education for work experience.]

Table with 6 columns: School/Training Center Field (Name & Location) of Study, Years Date (From-To) Years, Date Graduated, Date Received, Degree, and an empty column.

RECOGNITION:

Individuals who complete the training program will automatically be recognized with a personalized letter to you and your supervisor. Please help us recognize your achievements by completing the following questions

Supervisor Name: _____

Supervisor Email: _____

Supervisor Address: _____

Supervisor City/State/Zip: _____

_____ Please send a news release regarding certification to the following workplace newsletter editor:

Name: _____

Email: _____

_____ I would like a (CHOOSE ONE): BOC clothing patch _____ or BOC Lapel Pin _____ or Neither _____ (granted with full certification only)

_____ I give my permission for my name to be published as a BOC credentialed operator.

APPLICANT SIGNATURE

Having completed the application to the best of my ability, I do hereby apply for NEEC's BOC Certificate of Completion and Certification Examination (if applicable). I understand I must maintain my COC and/or Certification annually starting the year following my date of completion and that 5 maintenance points are required each year for BOC Level I. The fee is \$65 and the deadline is March 31 annually.

Signature _____
Date _____

The following must be completed by an immediate Supervisor or Personnel Officer:

Does your company/organization:

- Pay the tuition for your employee’s BOC training? ___ Yes
___ No ___ Don’ t know
- Require facilities personnel to have the BOC certification? ___ Yes
___ No ___ Don’ t know
- Encourage, but not require, facilities personnel to have the BOC certification? ___ Yes
___ No ___ Don’ t know
- Require BOC-certified personnel to keep the credential current? ___ Yes
___ No ___ Don’ t know

Do you intend to support your employee’s annual maintenance of the BOC credential by encouraging them to earn maintenance points and to assist with maintenance fees?

___ Yes ___ No ___ Don’ t know

(Please see Maintenance of Certification details in applicant signature section above)

Affidavit: To the best of my knowledge, I hereby attest that the employee’s work experience noted above is true and accurate:

Name: _____

Job Title: _____

Signature: _____

Appeals Form

Candidates may appeal the results of eligibility determination or the examinations within 30 business days of the date of the results. The appeal form may be mailed to:

Certification Manager

NEEC

1200 12th Avenue South Suite 110

Seattle, WA 98144

Contact Information

Name: _____

Address: _____

Email address: _____

Phone number: _____

Stated Appeal

Reason for Appeal

Signature: _____

Date: _____

Request for Duplicate Certificate

You may request a duplicate Certificate if you have lost, destroyed, or altered the original. The request form may be mailed to:

Certification Manager
NEEC
1200 12th Avenue South Suite 110
Seattle, WA 98144

Certificant Information

Name: _____

Address: _____

Phone number: _____

Payment for Certificate

I have enclosed a \$20 check or money order, made payable to NEEC.

I have enclosed a purchase order.

I wish to pay the \$20 fee by credit card.

Indicate type of credit card you wish to use for payment:

Visa MasterCard Discover American Express

Credit Card Number: _____

Credit Card Expiration Date: _____

Zip Code of Billing Address: _____

Name (as it appears on your credit card): _____

Signature: _____

Complaint Submission Form

A complaint shall be submitted in writing using the *Complaint Submission Form* to the NEEC Certification Director within 90 days of the incident's occurrence. The submission form may be mailed to:

Certification Manager

NEEC

1200 12th Avenue South Suite 110

Seattle, WA 98144

Contact Information

Name: _____

Address: _____

Email address: _____

Phone number: _____

Please attach evidence to substantiate the claims and allow for a decision to be made and a summary of complaint here:

Dissatisfaction based on hearsay shall not be considered as a complaint.

Signature: _____

Date: _____

Contact Information Change Form

If your contact information changes during the course of your application to earn your Building Operator Certification, or after your examination or certification, submit a change of address as soon as possible to ensure our database is accurate and you receive important communications about your application or examinations. Written notifications may be mailed to:

Contact Information Update
Certification Manager
NEEC
1200 12th Avenue South Suite 110
Seattle, WA 98144

Contact Information Update notification may also be submitted via email to: Certification@theboc.info with the words: *Contact Information Update* in the subject line of the email, and the information below in the email.

Contact Information Update Notice

Name of Applicant/Certificant: _____

ID: _____

New address: _____

New Email address: _____

New Telephone number(s): _____

Effective Date: _____

Signature: _____

Accommodations Request Form

Candidates with disabilities covered by the Americans with Disabilities Act (or Canadian equivalent) must complete this form and have an appropriate licensed professional complete the Documentation of Disability-Related Needs Form in order for their accommodations request to be processed

Applicant Information

Name: _____

Applicant ID: _____

Address: _____

Address (line2 if needed): _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Alternate Phone: _____

Email Address: _____

Special Testing Accommodations

Exam Date and Location for which you are requesting accommodation:

Address: _____

City: _____ State: _____

I would like to request the following testing accommodation(s):

- Extended testing time
- Large font test. Point size: _____
- Reader
- Separate testing area
- Special seating, please describe: _____
- Wheelchair accessible testing site
- Other special accommodations (please specify):

Applicant Signature: _____

Documentation of Disability-Related Needs By Qualified Provider

This form must be completed by a licensed health care provider or an educational / testing professional. The nature of the disability, identification of the test(s) used to confirm the diagnosis, a description of past accommodations made for the disability, and the specific testing accommodations requested must be included.

Professional Documentation

I have known _____ since _____ in my capacity as a(n)
(Name of Applicant) (Date)

_____. _____
(Professional Title) (Board Certification)

The applicant discussed with me the nature of the test being administered. It is my opinion that because of this applicant’s disability described below, he/she should be accommodated by providing the special arrangements listed on the Special Testing Accommodation Request Form.

Comments on Disability: _____

Signature: _____

Title: _____

Organization: _____

License # (if applicable): _____

Phone Number: _____

Date: _____

Candidate Instructions: Return this form with a copy of the *Accommodations Request Form* to:

Certification Manager
NEEC
1200 12th Avenue South Suite 110
Seattle, WA 98144

Written accommodation requests may also be scanned and submitted via email to: Certification@theboc.info with the words: *Accommodation Request* in the subject line of the email.

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