

TM

**LEED
AP**

BD+C

CANDIDATE HANDBOOK

LEED AP[®] Building Design + Construction

Updated July 2018

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REGISTERING FOR YOUR EXAM

Registration

1. Log in to your [Credentials](#) account using your existing USGBC® site user account or [creating a new account](#) if you do not have one.
2. Verify that the name you enter in matches the name on the ID you will present at the test center. If it does not match, please update your name in your [site user account](#) “settings.” This may be of special concern to candidates who use more than one name (e.g., individuals who use a nickname or those who use different names in different regions). Please update your name with GBCI® at least 5 days prior to your exam. [Contact GBCI](#) if you experience issues updating your name.*
3. Select the LEED AP® BD+C exam under the credentials section and follow the instructions on the screen to complete the application.
4. You will be redirected to prometric.com/gbci to schedule your exam date and location.
5. When the exam appointment is scheduled, you will receive a confirmation number onscreen and from Prometric through an email.
6. Record your confirmation number. You will need this confirmation number to confirm, cancel or reschedule your appointment through the Prometric website, prometric.com/gbci.
7. Once you have scheduled an exam, please print your confirmation notice from Prometric. Keep your confirmation notice for any communication with Prometric about your exam.

Once you register and pay for your exam, you have one year to schedule your exam session. Upon taking your exam, if your attempt was unsuccessful you may register again in the same way as initial registration. After three unsuccessful attempts, however, you must wait 90 days before submitting a new registration to GBCI. Candidates must pay the registration fee for each exam attempt.

Learn about [GBCI's exam refund/rescheduling policy](#).

To schedule five or more candidates at one time, [contact customer service](#).

*If your native language utilizes non-Roman characters, be sure to enter your name in Roman characters when you register for the exam. Make sure to bring identification, such as a passport that includes your name in Roman characters, to [the test center](#).

Eligibility Requirements

For the LEED AP with specialty exam, prior LEED project experience is strongly recommended. Candidates must be 18 years of age or older and must hold a current LEED® Green Associate™ credential.

Practitioner experience is critical to earning the LEED AP BD+C credential and, as such, project proficiency will be tested objectively within the exam.

All candidates must also agree to the [Disciplinary and Exam Appeals Policy](#) and credentialing maintenance requirements, and, if audited, must be willing to provide requested information.

Audits

GBCI reserves the right to conduct an audit at any time (including prior to application submission and after credential has been granted) of all current and past exam applications. Any information contained in your [Credentials](#) account may be audited and a request for further documentation of any information or claims submitted by the LEED professional may be made at any time. GBCI further reserves the right to take disciplinary or legal action—including but not limited to revocation of credential(s)—in the event that any conduct discovered during such an audit violates the LEED professional [Disciplinary and Exam Appeals Policy](#), GBCI policy and/or law.

Testing Accommodations

If you have a documented disability that would prevent you from taking a LEED professional exam under normal testing conditions, you may request accommodations. GBCI complies with the provisions of the Americans with Disabilities Act (ADA). Under the ADA, entities that administer standardized examinations must offer the examinations in a place and manner that is accessible to candidates with disabilities. This may require reasonable modifications to the manner in which the exam is administered. Prometric, GBCI's exam delivery company, will provide candidates reasonable auxiliary aids and services, except where it may fundamentally alter the validity of the exam results. Available accommodations include, but are not limited to, a reader, a scribe and extended testing time.

If you require testing accommodations, you must indicate this during your registration process by checking the box that says “Yes, I need testing accommodations.” To request accommodations, you and your health care provider will each need to complete one form, the [Candidate Form](#) and the [Provider Form](#), to document the disability and the need for accommodation. There is no additional charge for testing accommodations. Each request will be evaluated individually.

GBCI will review this documentation and, if approved, will alert Prometric of the necessary accommodations. If proper documentation is submitted, please allow up to two weeks to receive a reply from GBCI. Once you have requested testing accommodations, you will not be able to schedule an appointment with Prometric until your request is approved. You will be contacted by email regarding the approval status of your testing accommodations request.

Exam Fees

See the [exam](#) page on the USGBC website for pricing. Your paid exam fee is good for only one exam attempt.

For USGBC members to receive member pricing for your exam, please [link your member status](#) to your USGBC account prior to registration.

GI Bill Benefits

The LEED professional exams have been approved by the U.S. Department of Veterans Affairs for reimbursement. The VA, in accordance with the GI Bill, has agreed to reimburse veterans, active service members, eligible dependents, spouses and reservists for the cost, up to \$2,000, of any of the LEED professional exams administered by GBCI since December 3, 2009. [Learn more.](#)

THE EXAM

Exam Development

A LEED AP with specialty credential holder is an individual who possesses the knowledge and skills necessary to support the LEED certification process. The development of a valid exam begins with a clear and concise definition of the knowledge, skills and abilities needed in order to successfully perform the job of a LEED AP with specialty. All LEED exams are developed by a global network of Subject Matter Experts and meet the specifications of a job analysis. The exam specifications are subject to rigorous validation by these experts, which ensures that the exam is valid, measuring what it is intended to measure. Once the exams are launched the exam questions are regularly monitored to ensure continued reliability.

The exams assess candidates' abilities at three cognitive levels: Recall, Application and Analysis.

- **Recall Questions:** These questions assess a candidate's ability to recall factual material that is presented in a similar context to the exam references.
- **Application Questions:** These questions provide the candidate with a novel problem or scenario that the candidate can solve using familiar principles or procedures described in the exam references.
- **Analysis Questions:** These questions assess a candidate's ability to break the problem down into its components to create a solution. The candidate must not only recognize the different elements of the problem, but must also evaluate the relationship or interactions of these elements.

Exam Format

The LEED AP with specialty exam contains 100 randomly delivered multiple choice questions and must be completed in 2 hours.

Candidates who have a current LEED Green Associate credential can register for the specialty-only portion of the exam and do not need to sit for the entire combined exam. Please be aware that the option to take the combined exam in one sitting is not available in all languages and at all test centers. If you cannot find the option to register for a combined LEED AP exam, please register for the two core parts separately.

The exam has both scored and unscored questions. All questions are delivered randomly throughout the exam and candidates are not informed of a question's status, so candidates should respond to all the questions on the exam. Unscored questions are used to gather performance data to inform whether the question should be scored on future exams.

The exam is computer-based. Exam questions and answer options are displayed on screen. The computer records your responses and times your exam. You are able to change your answers, skip questions and flag questions for later review.

During the exam, candidates may submit comments on any question(s) they believe to contain technical errors in content by using the comment button located in the navigation bar. In order to challenge an exam question, the candidate must have commented on the question and provided

an explanation of their concerns. After the exam, [inform GBCI](#) that you have left comments on your exam; in your correspondence, be sure to note the email address used to sign up for the exam, as well as the date on which you took it. You must notify GBCI within 10 days of your exam date that you have left comments within your exam.

Be prepared to commit 2 hours 20 minutes for a specialty-only exam and 4 hours 20 minutes for a combined exam. Total exam time is broken out as follows:

- For a specialty-only exam, an optional 10 minute tutorial, the 2 hour exam and an optional 10 minute exit survey.
- For a combined exam, an optional 10 minute tutorial, the 2 hour LEED Green Associate exam, the 2 hour specialty exam and an optional 10 minute exit survey. Be aware that if a candidate exits the exam session before completing the exam, the exam cannot be restarted and the exam session and fee are forfeited.

Exam Language

The primary language for the exam is English. In the case of any discrepancies between the original English content and the translated content or challenges made to the exams, the English content will be used as the basis of consideration. Translation is offered solely as an aid to non-native English speakers and is provided in Arabic, Brazilian Portuguese, Chinese, French, German, Japanese, Korean and Spanish for the LEED Green Associate, and in Arabic, Brazilian Portuguese, Chinese, French and Spanish for the LEED AP BD+C exam. The use of translators or foreign-language dictionaries during the examination will not be permitted. Additional time to complete the exam will not be provided. The translated exam will be presented with the English text on top and the translated text below.

Please note the exam tutorial, non-disclosure agreement, and end of exam survey are in English.

Exam Maintenance

Each year, LEED professional exams are updated on July 1. Exams go through a maintenance process where the questions are evaluated based on performance; poorly performing questions are removed and replaced with new questions. Additionally, questions are reviewed against LEED addenda published through January of the same year to ensure that all questions remain current and valid. Please check the [References](#) section of the handbook for the most current list of exam references.

Exams are not offered from June 23 - June 30 of each year in order to accommodate deployment of updated exams at test centers globally.

PRE-EXAM CHECKLIST

Are You Ready?

One Month Before Your Exam

Ensure that your given name (first name) and surname (last name) in your usgbc.org account matches the given name and surname on the identification you will present at the test center. (See next page.) **If the names do not match, you will not be allowed to test and you will forfeit the exam fee.**

One Week Before Your Exam

Confirm that the date, time and location of your exam is correct. If it is not, please visit usgbc.org for information about rescheduling or canceling your exam.

Exam Security

To ensure the integrity of the LEED professional exams, you will be required to review and accept a nondisclosure agreement that prohibits any disclosure of exam content:

- Exam questions and answers are the exclusive property of GBCI.
- The exam, questions and answers are protected by copyright law. The exam may not be copied or reproduced in part or in whole, by any means whatsoever, including memorization.
- Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited.
- Theft or attempted theft of exam questions is punishable to the fullest extent of the law.
- Failure to comply with the agreement will prevent you from testing.

What to Expect at the Test Center

It is recommended that you arrive at the test center at least 30 minutes prior to your scheduled exam appointment. Candidates who arrive at the test site after their scheduled exam time will lose their seat.

You will be escorted to a workstation by test center staff. You must remain in your seat during the exam except when authorized to leave by test center staff. Raise your hand to notify test center staff if:

- You experience problems with your computer
- An error message appears on the computer screen (do not clear the message)
- You need to take a break (testing time will NOT be suspended)
- You need the test center staff for any other reason

Identification Requirements

Candidates must provide a valid, unexpired ID with a signature, a photograph that looks like the candidate and an expiration date. Acceptable examples include:

- Current government-issued photo ID with signature
- Current credit card photo ID with signature
- Current photo ID without signature plus 1 credit card with signature—first and last names must match on both

Examples of acceptable forms of unexpired photo ID include, but are not limited to:

- Driver's license
- Passport
- Military ID
- Green card, permanent residence card, or H-1B visa*

**If the ID has a picture but no signature, it must be provided with a form of signature ID (e.g., a credit card) in the same name.*

See [Prometric's website](#) for more information.

Unacceptable forms of ID include, but are not limited to, an expired ID, an ID without an expiration date and a Social Security Card.

Test Center Regulations

You must abide by Prometric's security rules while at the test center. See [Prometric's FAQs](#) for more information.

Grounds for Dismissal from the Test Center

Any candidate who engages in misconduct or does not comply with the test proctor's warning to discontinue inappropriate behavior may be dismissed from the test site, have exam results invalidated or be subject to other sanctions. Fraud, deceit, dishonesty or other irregular behavior in connection with taking the exam is strictly prohibited.

GBCI will make a ruling based on the consideration of both the candidate's report and Prometric's report of the incident. To appeal GBCI's ruling, [send an email](#) of your formal appeal to GBCI. At this stage, the Credentialing Steering Committee will review and make a final ruling on the case.

AFTER YOUR EXAM

Exam Results

All LEED professional exams are scored between 125 and 200. **A score of 170 or higher is required to pass.** Your exam score will be displayed on screen at the end of the exam and a score report will be emailed to you following your exam session. **For the LEED AP combined exams, you must earn a 170 or higher on both parts within the same application period to earn the credential.**

Within 72 hours of your appointment, your exam results will be processed, your [Credentials](#) account will be updated and, if applicable, your badge will be updated in the [usgbc.org People directory](#).

Passing the Exam

Designating Your Credential

As soon as you have passed the specialty exam, you must use the title “LEED AP®” followed by your specialty and/or the corresponding logo(s). For example: LEED AP® BD+C, LEED AP® O+M, LEED AP® ID+C. The term “LEED Accredited Professional” is never to be used.

You should no longer use LEED Green Associate as the LEED AP with specialty credential supersedes the LEED Green Associate credential.

Please review the LEED professional credentials section of the [USGBC Trademark Policy and Branding Guidelines](#) for additional guidance.

Certificates

Once your exam results have been processed, you can download a copy of your certificate through your [usgbc.org account](#).

Credential Maintenance Program

For information on credential maintenance, see the [CMP Guide](#).

Earning the LEED AP with specialty after the LEED Green Associate

Your LEED Green Associate credential expires and is replaced by the LEED AP with specialty.

Exam Content Appeals

Because of the need for exam security, GBCI will not release exam questions or answers to candidates. GBCI does not respond to complaints or challenges received more than 10 days after the exam date and does not respond to complaints sent to organizations other than GBCI. GBCI will review the questions and you will be notified of the findings.

GBCI does not modify exam scores under any conditions. In the event of a successful exam content appeal, you will be given the opportunity to retest; your score will not be changed. The only way to earn a LEED professional credential is to earn a 170 on the required exam(s).

Candidate Confidentiality

GBCI recognizes your rights to control personal information. GBCI policy is designed to safeguard this information from unauthorized disclosure. You can change your preference to be contacted by updating your personal preferences in your [usgbc.org](https://www.usgbc.org) account.

To protect your rights to control score distribution, exam scores are released only to you, the exam taker, and authorized GBCI staff. GBCI does not release exam scores except for use in research studies that preserve your anonymity. Candidates' scores will always remain confidential unless released with written consent of a candidate.

Official statistics regarding the LEED professional exams, including all question performance data, individual data and demographic data, will be considered confidential; however, GBCI may publish aggregate, non-identifying information based on such data.

EXAM SPECIFICATIONS

Specifications

The following outline provides a general description of exam content areas for the LEED AP BD+C exam.

Knowledge Domains reflect the rating systems' credit categories and what one needs to know. These include concepts such as LEED Process, Integrative Strategies, LEED credit categories and Project Surroundings and Public Outreach.

LEED AP BD+C Exam

The LEED AP BD+C specialty exam tests the knowledge and skills necessary to participate in the design process, to support and encourage integrated design and to streamline the application and certification process.

► Knowledge Domains

1. LEED Process (8 Questions)

- A. Different avenues to achieve LEED goals (e.g., developing credit interpretation rulings/requests; Regional Priority Credits; innovative credit submittals; use of pilot credits, etc.)
- B. LEED system synergies (e.g., energy and IEQ; waste management)
- C. Project boundary; LEED boundary; property boundary
- D. Prerequisites and/or minimum program requirements for LEED certification
- E. Knowing the evolutionary characteristics of LEED (e.g., development cycles of the rating systems; continuous improvement)

2. Integrative Strategies (9 Questions)

- A. Integrative process (e.g., energy and water discovery items)
- B. Integrative project team, as applicable per project type and phase (e.g., architect; engineer; landscape artist; civil engineer; contractor; facility manager, etc.)
- C. Value of collaboration (e.g., meeting on integrative green strategies)

3. Location and Transportation (9 Questions)

- A. Site selection
 - i. Development constraints and opportunities (e.g., prime farmland; floodplains; species and habitat; water bodies; wetlands; historic districts; priority designations; brownfields)
 - ii. Community connectivity terms/definitions (e.g., walkability; street design)
- B. Access to quality transit: knowledge of access and quality concepts/calculations (e.g., accessibility to multimodal transportation choices; quality transit; bicycle network)
- C. Alternative transportation: infrastructure and design (e.g., parking capacity; bicycle storage and shower rooms; alternative-fuel fueling stations)
- D. Green vehicles (e.g., fleet management; knowledge of regionalization of energy sources for electric power generation)

4. Sustainable Sites (9 Questions)

- A. Site assessment (e.g., topography; hydrology; climate; vegetation; soils; human use; human health impacts)
- B. Site assessment: site as a resource (e.g., energy flows)
- C. Construction activity pollution prevention (e.g., soil erosion, waterway sedimentation/contamination, airborne dust)
- D. Site design and development
 - i. Habitat conservation and restoration (e.g., on-site restoration or preservation; off-site habitat restoration; off-site habitat conservation; native or adaptive vegetation; disturbed or compacted soils)
 - ii. Exterior open space (e.g., amount of space and quality of services; vegetated outdoor space; biophilia)
 - iii. Exterior lighting (e.g., exterior light trespass and uplight; consequences to the development of wildlife and people)
 - iv. Rainwater management (e.g., historical rainfall conditions; natural hydrology; low-impact development)
 - v. Heat island reduction (e.g., heat island effect; green roofs; solar reflectance; roof and non-roof strategies)
 - vi. Joint use (e.g., joint parking, etc.)

5. Water Efficiency (9 Questions)

- A. Outdoor water use reduction: irrigation demand (e.g., landscape water requirement; irrigation system efficiency; native and adaptive species)
- B. Indoor water use reduction
 - i. Fixture and fittings (e.g., water use reduction through fixtures such as toilets; urinals; faucets [kitchen, lavatory]; showerhead)
 - ii. Appliance and process water (e.g., equipment types [i.e., cooling towers, washing machines])
- C. Water performance management
 - i. Water use measurement (e.g., water meter(s); submeters; types of water sources to measure; data management and analysis)
 - ii. Types and quality of water (e.g., potable; nonpotable; alternative water sources)

6. Energy and Atmosphere (14 Questions)

- A. Building loads
 - i. Design (e.g., building orientation; glazing selection; clarify regional considerations)
 - ii. Space usage (e.g., space types [private office, individual space, shared multi-occupant spaces]; equipment and systems)
 - iii. Opportunities for passive design
- B. Energy efficiency
 - i. Assemblies/components (e.g., building envelope; HVAC; windows; insulation)
 - ii. Operational energy efficiency (e.g., schedules; set points; interactions between systems)
 - iii. Commissioning (e.g., commissioning authority (CxA); owner's project requirements (OPR); basis of design (BOD); monitoring-based commissioning; envelope commissioning)
- C. Demand response (e.g., grid efficiency and reliability; demand response programs; load shifting)
- D. Alternative and renewable energy (e.g., on-site and off-site renewable energy; photovoltaic; solar thermal; wind; low-impact hydroelectricity; wave and tidal energy; green power, carbon offsets)
- E. Energy performance management
 - i. Advanced energy metering (e.g., energy use measurement; building automation controls)

- ii. Operations and management (e.g., training of staff; operations and maintenance plan)
- iii. Benchmarking (e.g., metrics used; proposed building performance rating/ baseline building performance rating; comparing building energy performance against similar buildings or historical data; tools and standards [ASHRAE, CBECS, Portfolio Manager])
- F. Environmental concerns: resource and ozone depletion (e.g., sources and energy resources [oil, coal and natural gas]; renewable and nonrenewable resources; chlorofluorocarbons [CFCs] and other refrigerants; stratospheric ozone layer)
- G. Energy model as a tool
- H. Process loads (e.g., elevator; refrigeration, etc.)
- I. Iterative optimization

7. Materials and Resources (12 Questions)

- A. Reuse
 - i. Building reuse (e.g., historic building reuse; renovation of abandoned or blighted building)
 - ii. Material reuse (e.g., structural elements [floors, roof decking]; enclosure materials [skin, framing]; permanently installed interior elements [walls, doors, floor coverings, ceiling systems])
- B. Life cycle impacts
 - i. Life cycle assessment (e.g., quantify impacts; whole-building life cycle assessment; environmental attributes used in Environmental Product Declaration [EPD]; Product Category Rules [PCR]; design for flexibility)
 - ii. Material attributes (e.g., bio-based; wood products; recycled content; local; Extended Producer Responsibility [EPR]; durability)
 - iii. Human and ecological health impacts (e.g., raw material source and extraction practices; material ingredient reporting)
- C. Waste
 - i. Construction and demolition waste management (e.g., waste reduction; waste diversion goals; recycle and/or salvage nonhazardous construction and demolition materials; waste management plan)
 - ii. Operations and ongoing (e.g., waste reduction; storage and collection of recyclable materials [mixed paper, corrugated cardboard, glass, plastics, metals]; safe storage areas for batteries and mercury-containing lamps)
- D. Environmental concerns of materials (e.g., where materials came from; how they are used/exposures; where they might go/impacts)

8. Indoor Environmental Quality (11 Questions)

- A. Indoor environmental quality:
 - i. Ventilation levels (e.g., natural vs. mechanical; outdoor air; regional climate conditions)
 - ii. Tobacco smoke control (e.g., prohibiting smoking; environmental tobacco smoke transfer)
 - iii. Management of and improvements to indoor air quality (e.g., source control; filtration and dilution; construction indoor air quality; air testing; ongoing monitoring)
 - iv. Low-emitting materials (e.g., product categories [paints and coatings, adhesives and sealants, flooring, etc.]; volatile organic compound (VOC) emissions and content; evaluating environmental claims)
- B. Lighting: electric lighting quality (e.g., tradeoffs [color, efficiency]; surface reflectance; types of fixtures)
- C. Daylight (e.g., building massing and orientation; glare; human health impacts; illuminance)
- D. Acoustic performance (e.g., exterior and interior noise; background noise; dead vs. live spaces)
- E. Occupant comfort, health and satisfaction: controllability of systems (e.g., thermal; lighting)
- F. Thermal comfort design (e.g., strategies to promote occupants' productivity and comfort; values of occupant satisfaction)
- G. Quality of views (e.g., connection to outdoor environment; direct line of sight to outdoors)

9. Project Surroundings and Public Outreach (4 Questions)

- A. Regional design (e.g., regional green design and construction measures as appropriate)
- B. Cultural awareness; impacts and challenges; historic or heritage awareness
- C. Educational outreach; public relations for the building

The exam contains 15 unscored questions.

References

The primary sources for the development of the LEED professional exams are the LEED rating systems. The following list of references is not meant to be comprehensive. When combined with the exam specifications, the candidate has the material from which the exam is based.

LEED AP BD+C Exam

This exam is designed to test the knowledge and skills necessary to participate in the design process, to support and encourage integrated design and to streamline the application and certification process. You should also be familiar with the content of the U.S. Green Building Council®'s website, usgbc.org, and GBCI's website, gbc.org, including, but not limited to, LEED Project Registration, LEED Certification content and the purpose of LEED Online. [USGBC's website](http://usgbc.org) also has free access to all LEED rating systems, LEED Reference Guide introductions and checklists beyond those listed below.

References

- U.S. Green Building Council. *LEED Building Design and Construction Reference Guide. v4 e-Document (PDF) Edition*. U.S. Green Building Council, 2017.
- "Green building incentive strategies." U. S. Green Building Council, 2014.
- U.S. Green Building Council. *Guide to LEED Certification: Commercial*. U.S. Green Building Council, 2014.
- U.S. Green Building Council. *Foundations of LEED*. U.S. Green Building Council, 2009.
- U.S. Green Building Council. *LEED v4 for Building Design and Construction Checklist*. U.S. Green Building Council, 2016.
- "LEED Addenda (Corrections + Interpretations)." U. S. Green Building Council.
- "LEED Online: Register a project." U.S. Green Building Council, 2014.
- "LEED Certification Fees." U.S. Green Building Council, 2014.
- "Rating System Selection Guidance." U.S. Green Building Council, 2014.
- "Addenda Database." U.S. Green Building Council.

Sample Questions

Disclaimer: The exam questions listed here were discarded in the process of creating questions for new exams.

The questions are provided for your convenience to allow you to better familiarize yourself with the format and general content of questions on exams.

The content of these questions, while representative of the type of questions you can expect, does not necessarily mirror the content that will appear on the actual exams.

Furthermore, your ability to correctly answer these sample questions does not in any way predict or guarantee your ability to successfully answer questions on the actual exams.

LEED AP BD+C Sample Questions

1. The city is building a new botanical garden and is attempting LEED certification. What could the educational program include to earn an Innovation in Design Credit?

- (A) Present the building's sustainable features at the grand opening
- (B) Present the building's sustainable features at a town hall meeting
- (C) Provide on-going weekly tours highlighting the building's sustainable features**
- (D) Publish a press release to the local newspaper outlining the building's sustainable features

This question represents Knowledge Domain 1B: LEED Process; LEED system synergies (e.g., energy and EQ; waste management).

2. How should athletic fields be treated in the calculations for WE Credit, Outdoor Water Use Reduction?

- (A) Must be calculated using 100% potable water
- (B) May be included or excluded from the calculations**
- (C) May be calculated using a standard 20% reduction from baseline
- (D) Must be calculated using at least 20% from an alternative water source

This question represents Knowledge Domain 5A: Water Efficiency; Outdoor water use reduction: irrigation demand (e.g., landscape water requirement; irrigation system efficiency; native and adaptive species).

CONTACT

Prometric

1501 South Clinton Street, Canton Crossing Tower, 14th Floor, Baltimore, MD 21224

prometric.com/gbci

Prometric's website is available for scheduling, rescheduling, cancelling and confirming exam appointments 24 hours per day. To schedule an exam, you will need to have first applied and registered with GBCI. To reschedule, cancel or confirm an exam appointment, you will need your Prometric-issued 16 digit confirmation number.

Prometric Call Centers

North America	
Customer service: To schedule, reschedule, cancel and confirm appointments or for general testing information (Monday to Friday, 8:00 to 20:00 PM ET [GMT -5])	888 215 4154
Candidate care: For any problems encountered during your experience with Prometric (Monday to Friday, 8:00 to 21:00 ET; Saturday, 9:00 to 17:00 PM ET [GMT -5])	800 853 6769
Bulk Registration (five or more candidates)	800 774 1292
Special Conditions (Candidates with disabilities)	800 967 1139
Fax	800 853 6781
Latin America	
To schedule, reschedule, cancel and confirm appointments or for general testing information	+1 443 751 4995
Asia/Pacific	
China (Monday - Friday, 8:30 to 19:00 GMT +10:00)	+86 10 62799911
India (Monday - Friday, 9:00 to 17:30 GMT +05:30)	91 124 4147700
Japan (Monday - Friday, 8:30 to 19:00 GMT +10:00)	0120 347737
Korea (Monday - Friday, 8:30 to 19:00 GMT +10:00)	1566 0990
Australia, Hong Kong, Indonesia, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand and all other Asia/Pacific countries (Monday - Friday, 8:00 to 20:00 GMT +08:00)	603 7628 3333
Europe, Middle East, Africa:	
Europe	31 320 239 540
Middle East (Sunday to Thursday)	31 320 239 530
North Africa (Sunday to Thursday)	31 320 239 530
Sub-Sahara Africa	31 320 239 593

Green Business Certification Inc.

2101 L Street NW, Suite 500, Washington, DC 20037 | gbc.org

USGBC's [website](http://www.usgbc.org) is available 24 hours per day for exam application and registration, information regarding the LEED professional exams and access to your account.

Call Center: 1-800-795-1746 (within the US) or +1-202-742-3792 (outside the US)

GBCI's call center is available Monday through Friday from 9:00 to 17:30 ET for questions regarding exam registration, USGBC or CaGBC member pricing, your [Credentials](#) account, the LEED Professional Directory and the LEED professional exams.

Exam Department: <http://www.usgbc.org/help-topic/leed-ap-with-specialty>

GBCI staff are available for questions, comments and concerns regarding certificates, LEED professional exam records, USGBC or CaGBC member pricing refunds, exam content appeals, exam development, exam scoring, exam format and all other LEED professional exam policies and procedures.