



NewsLeak

April 2013

Volume 110

WMI Quality Statement

WMI is committed to maintaining high customer satisfaction with its innovative water efficiency programs.

We will propose products and services that are "fit for use" and that will set the standard for quality and value in water efficiency.

We strive to be world class in every aspect of water efficiency by fostering a culture of honesty, openness, mutual respect and teamwork.

WMI understands the necessity of continual improvement (both as a company and as individuals) to keep us at the forefront of water conservation and to exceed customer expectations.



Operation Rain Barrel 2013

Water Management is proud to sponsor Operation Rain Barrel for a second year. The event is a fun, creative project with George Mason University's Arlington Campus and Arlington Public Schools to engage students in learning about environmental sustainability as part of Mason's Community Earth Week Fair. Additionally, Water Management will be providing the schools with educational information about rain barrels for teachers to incorporate into lessons as part of this project.

The Office of Community & Local Government Relations at the Arlington campus provided 25 rain barrels to participating Arlington Public Schools to be painted artistically by the students. Additionally, Water Management has provided the schools with educational information about rain barrels for teachers to incorporate into lessons as part of this project. The artistic rain barrels were showcased at Mason's Arlington Campus Founders Hall Gallery starting Monday, April 15 through the Community Earth Week Fair on Sunday, April 21, 2013. The barrels were judged, and the top three winning entries garnered the sponsorship money we provided: \$250 (1st place), \$150 (2nd place), and \$150 (3rd place) donation each for their schools.

Additionally, the artistic rain barrels were auctioned off at the fair through a silent auction. Proceeds from the auction will benefit the Arlington County Council of PTA's scholarship fund and George Mason University's Early Identification Program: a college prep program for middle and high school students who would be the first in their family to attend college. This year's silent auction netted nearly \$3,000!

Check out the video created by George Mason students, featuring Water Management's own Tom Horner, which promotes Operation Rain Barrel at <http://bcove.me/c9sv6oif>.

Where In The World Is WMI?



Bill Harrison and **Douglas Martinez** are assisting a hired WMI approved subcontractor on the Columbia Housing Authority project in Columbia, SC. This project entails installing around 500 gravity toilets, rebuilding over 250 existing toilets, while installing showerheads and aerators in each unit.

The Cuyahoga Housing Authority project retrofitting Flushmate vessels in the Cleveland, OH area is progressing, with over 45% of the units entered thus far. **Dan Sirakis, Jeff Bell, JC Reffitt** and **Butch Deibler** continue to keep an amazing pace of 85+ units entered per day.

Chris Anderson continues to take appointments for the Windsor PAYS program where the goal of the City of Windsor, CA is to reduce water and energy consumption by installing more up to date energy efficient appliances. Kudos to **Chris** for handling this project on his own!

Jacob Rios was reassigned to the domestic portion of the Marin County Housing in CA project and is being assisted by **Pete Zarcone**. Toilets, angle stops, and thermostats are being installed in 7 public housing sites throughout the area – they are currently about 35% complete. There is also an irrigation portion to this project that is being overseen by **Don Welsh** with assistance from **Cable Jones**.

Bob Smith and **James Palmer** started working on the **Huntington Housing Authority** project in West Virginia on April 2 to replace 939 toilets, 856 showerheads and 1,720 flow controllers. The project is 31% complete.

The domestic portion of the city of **Wilkes-Barre, Pennsylvania** project was completed this month by **Bob Smith, James Palmer** and **Tony Cimini**. The irrigation, rainwater harvesting, and irrigation sub-metering portion of the project will begin in June.

Dave Woods, Pete Zarcone and **George Carroll** completed the irrigation project at the **NASA Jet Propulsion Laboratory** in Pasadena, California on April 12.

The **Harford County, Maryland** project was completed on April 26. **Eddie Gonzalez** and **Dennis Porter** replaced 431 urinal valves and 2,018 faucets aerators. We also installed 19 foot pedal valves on some of the faucets.

A domestic project for the **University of Maryland – Athletics** began this month and was completed on April 26. **Brian Vroom, Kay Karoma, James Benjamin, Giovany Gonzalez,** and **Douglas Martinez** replaced toilets, retrofit piston valves and urinals, replaced flow controllers, and installed showerheads.

The **Regency Pointe Apartments** project in Forestville, Maryland began on April 8 and is 85% complete. 599 toilet rebuilds are being done by **Nery Martinez, Reggie Williams, Douglas Martinez,** and **James Benjamin**.

Control Your Stress in the Workplace

From Dale Carnegie's "The Coach's Corner" Training

Pressure situations are present during both good and bad economic times. However, when times are tough the situations can be magnified. Problems at home can directly influence issues in the workplace. In a workplace environment that reduces stress and promotes engagement, employees will be more apt to reach their full potential and drive results. Here are 8 tips to help you and your team control stress and worry in tough situations:

1. Live in a compartment of the present.

The professional with a commitment to service seals off **each** interaction with a customer so that negative experiences don't poison future interactions. Don't allow past successes or failures or future anticipated success or difficulties influence your current performance. When it comes to customer service, live in the moment.

2. Don't fuss about trifles.

A "trifle" is something that is insignificant in comparison to other things in your life. When you focus on trifles, you lose perspective. Keep the big picture in mind. Doing so will help you objectively sort out the small stuff from the important issues.

3. Cooperate with the inevitable.

Realize when your situation is inevitable. If you can learn to recognize situations where you have no control, you can gain some control over the emotional aspects of the situation. By cooperating with the outcome, you are making a conscious choice about how to respond to an inevitable situation.

4. Decide just how much anxiety a situation is worth and refuse to give it any more of your energy.

Once you make this decision, it is easier to find ways you can improve on the situation or let it go and move on.

5. Create happiness for others.

This principle appeals to your nobler motives. It is difficult to sustain a negative attitude when you are doing something good or helpful for someone else. Simply put: Doing good for others makes you feel better.

6. Expect ingratitude.

In your job, you provide many diverse services. When you do so, you probably expect in return some signal of gratitude for your assistance. This expectation is rarely met. If you do receive heartfelt thanks from someone, you should count yourself lucky; you are dealing with a grateful person. Most people are simply not accustomed to being grateful, even when you provide them with excellent service. You shouldn't let ingratitude deter you from providing top-quality service.

7. Put enthusiasm into your work.

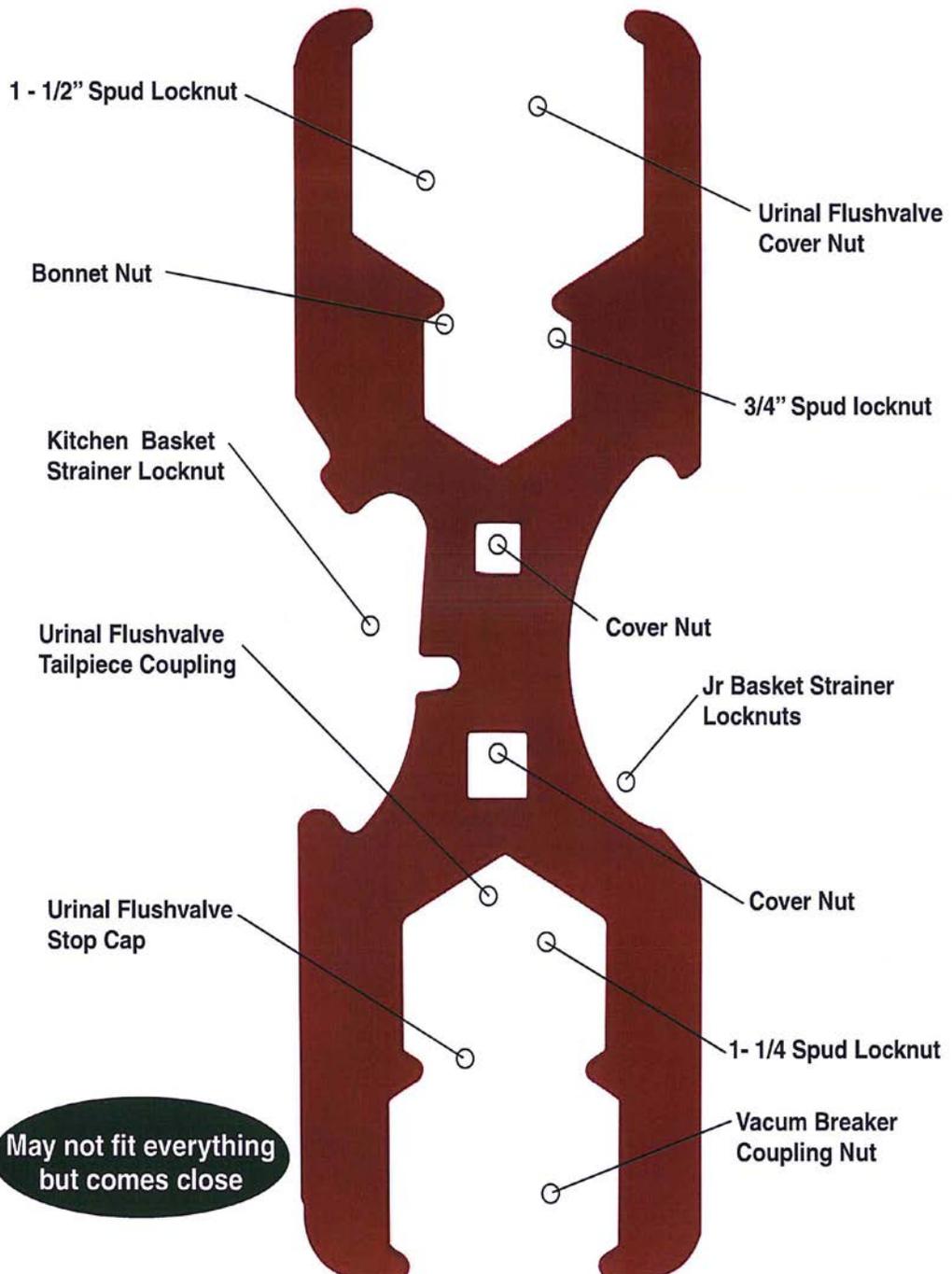
Enthusiasm is the positive energy and sustained effort that keeps you driving toward your goals. Making a decision to have a positive outlook can be critical in enjoying your job and working with your internal and external customers.

8. Do the very best you can.

It can be difficult to deal with criticism, especially if you feel it is undeserved or if it hurts your self-esteem. One way to put criticism in perspective is to ask yourself if you are doing the very best you can with what you know and are able to do. If you are, then you can avoid taking the criticism personally. If there is room for improvement in your performance, you can look at the criticism objectively and take responsibility for improving your performance.

Tech Talk

Look at everything the PASCO Spud-Locknut Flushvalve Wrench can do!





Way to go James Benjamin!



James just completed his 1st year of the Apprenticeship program with flying colors! Not only did he pass with flying colors, he did it in record time! Talk about determination! Great job James!

WMI Highlights

Some of the most recent projects the WMI crew has been working on have produced some really good results! Before going out to Regency Point, the ADC in their two buildings was 280 and 270 respectively. After WMI's work, their ADC dropped to 230 and 220! At Marlow Gardens, the ADC was 300 before WMI arrived, and dropped to 198 after our work was done! Marlow Towers' ADC was 214 before WMI's work. Afterwards, it dropped to 139. And finally at Glen Willow, the ADC before we arrived was 184, and has since dropped to 125 once our work was complete! Let's give a big round of applause for WMI's recent water conservation efforts!

Quick Tip for Reducing Email

Email is now part of most people's work routine. Yet the skill for managing this onslaught of information is still largely un-mastered.



We are now receiving anywhere from 50 to 200 emails a day, and we are running out of time to process them. So how can we begin to tame this beast? Consider adopting the following good habits:

- Refrain from hitting "Reply All" and instead only reply to those who need the message.
- Use your Subject Line. Be specific so the reader knows what the message is about.
- Don't use email for leisurely chat. You may have the time, but it's likely your receiver doesn't.
- If it's going to take more than one email, pick up the phone.

Let's do everybody a favor and think before we send. Life's too short to spend it cleaning out our inboxes!

Employee Updates

Ken Jacquay has decided to pursue other opportunities, and this Friday will be his last day with us. As the Director of Multi-family Services, **Ken's** responsibilities were significant, so he will be leaving behind large shoes to fill. Moving forward **Rick, Charlie** and **George** will split up the larger Multi-Family clients to maintain those relationships. **Spencer** will manage the service department, and will continue to head up the meter reading and installation services.



Thank you **Ken** for all that you have done to help the success of our company. We will miss you!



Ecclesiastes 3:1:

There is a time for everything, and a season for every activity under the heavens.

With this in mind our, long-time friend and co-worker **JC Reffitt** has decided to retire and begin collecting social security before it is all gone! We wish you well JC!

Rave Reviews for Water Saving in Windsor

An innovative water conservation program in Windsor is off to a promising start, drawing attention for saving millions of gallons while creating an immediate drop in residents' utility bills.



More than 300 residential customers have enrolled in the fledgling program, which is being touted as a model that could take off in other communities. It allows residents to install devices such as low flow toilets and showerheads, or to replace their water-guzzling lawns with drought-resistant plants, with no upfront costs or taking on debt.

Financed by the town, homeowners and renters pay for the upgrades over five to 15 years with a small surcharge on their utility bill. The town guarantees the savings on the water bill will exceed monthly surcharges. "The results are good. People are actually reducing usage and seeing savings," said Paul Piazza, Windsor's water conservation program coordinator.

Participating residents who are beginning to see a drop in their bills "get so excited," said Town Councilwoman Debora Fudge. "I would use the word 'ecstatic.'" Fudge was in the majority of the 3-2 council vote that narrowly authorized the program last year. It's coming up again on Wednesday for a Town Council review of the pilot program.

Although individual household savings vary widely based on usage and the measures installed, officials say participants in the Windsor Efficiency PAYS, or Pay As You Save program, are saving an average of about \$30 on their bi-monthly utility bills — after factoring in the surcharge.

So far it's amounted to approximately 10,000 gallons in water savings per household per year, or about three million gallons a year among all current participants. But about half those currently participating are apartment dwellers. Households of three or more that install landscape measures stand to benefit the most. The turf replacement part of the program is just beginning to gain momentum, as the weather turns drier and people sign up to avoid summer irrigation. If a family decides to rip out their lawn, the water savings can amount to an additional 30,000 gallons per house per year.

Windsor plans to expand the PAYS program to as many as 2,000 households, or one quarter of the town's households, saving more than 30 million gallons annually as outdoor and indoor water uses are curtailed.

The Windsor program was part of an initiative overseen by the Sonoma County Regional Climate Protection Campaign and financed with a three-year, \$650,000 federal grant to get Sonoma County cities to participate. But so far, Windsor is the only one to commit.

Click [here](#) to read more about the Windsor PAYS Program on [The Press Democrat's website](#).

Noteworthy News



Earth Day



Each year, Earth Day is celebrated on April 22nd to demonstrate support for environmental protection. It was first celebrated in 1970, and is now coordinated globally by the Earth Day Network to be celebrated in more than 192 countries each year. We here at WMI take part in various events and festivals throughout the DC area to show our support.

Remembering Barry

A ceremony was held earlier this month in honor of Barry Lipov and the unveiling of his headstone. There were many friends and family gathered in memory of Barry, including **Russ and Yvonne Horner**, as well as **Ken Jacquay**.



Bike to Work Day

Friday, May 17th is Bike to Work Day here in the DC area. It will be a celebration of bicycling as a clean, fun, and healthy way to get to work. To learn more about the day's festivities, [click here](#).

HR Corner



Interested in saving money?

Any full-time WMI employee that currently has a personal Verizon wireless plan for themselves and/or their families, or is thinking of getting one or switching from their current wireless service provider to Verizon, can take advantage of this opportunity to save money!

Verizon is offering an 8% discount on their personal plans to all full-time WMI employees who sign up through WMI, even if you already have a personal Verizon account now!

What's more, WMI and its full-time employees could receive even more savings! Currently WMI has 89 devices (including some personal plan devices). If we can get 11 more devices to reach the 100 mark on the plan, not only will WMI receive a 10% company discount, but everyone that has a personal plan signed up through WMI will receive a 10% discount as well! It's a "win-win" for everyone! Not bad huh? See Dave Taylor for more details!

Paylocity

A change is coming! In an effort to obtain a more advanced, user friendly system, the HR department has decided to switch from our current payroll company to Paylocity. Implementation will take a couple of weeks, but we hope the new system will be up and running by the end of June. Stay tuned for more info!



MILESTONES



May Birthdays



May Anniversaries

Pete Valentin – 5/3
Bob Smith – 5/19
Dave Woods – 5/20
Charlie Gildehaus – 5/24
Jamie Kluse – 4/16

Yvonne Horner – 23 years
Richard Horner – 17 years
Brian Vroom – 17 years
James Benjamin – 15 years
James Palmer – 9 years
Giovany Gonzalez – 6 years
Dave Woods – 5 years
Jessica Matthews – 4 years
Christina Bickelmann – 1 year