

Quality Statement



Water Management 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.

Water Management 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.

Celebrating the Season!



Johnathan, Dennis and Pastor enjoying the Christmas Luncheon in Alexandria office



Chris A, James P, Mike, Mickey and Bill H.celebrating in Tennessee office

Celebrating the Christmas Season

The VA office held its annual Christmas luncheon on December 15th. A large spread of food and drink was set up by Brenda and her helpers. Everyone enjoyed the festivities, and we even got the chance to meet Spencer's new baby! We collected cleaning supplies and toiletries for Koinonia, a local charity, and they were very appreciative of everyone's contribution!

The TN office got in the holiday spirit recently with a Christmas / New Year's luncheon. There was a safety meeting, (safety first!), funny work related stories shared, great food consumed, and small gifts distributed. The Santa cowboy hat even made its yearly appearance! Everyone enjoyed the food, laughter, and comradery of the afternoon! Merry Christmas from everyone in TN...we wish you peace and good health in the New Year.



Richard and new grandson, Braden

Take the last train to Clarksville and I'll meet you...



Mickey shows Tony and Bruce around our Franklin TN office

During December, Tony and Bruce stopped by the Nashville Office for a short visit. It was their first visit to Nashville since the office had relocated to its current Franklin location. After the office tour and lunch, Mike, Tony, and Bruce then drove over to Clarksville, TN for a pre-construction meeting. Water Management recently was awarded a contract from Siemens to perform water conservation measures in 7 Montgomery County TN government facilities. Bruce developed the project, which will consist of installing approximately 400 ICON units in the Montgomery County Jail. Construction will start late December or early January.

A Friendly Competition



Butch, acting as Service Tech, and Aaron, as crew leader, explain our program to Brian, as Resident Manager.

The competition for Water Management's Role Playing / Ambassador training program last month was intense. Operations and Service employees were assigned to teams of three, and gathered together over pizza to strategize on their training skit. The premise of this was to present a skit that demonstrates effective ways to promote our service and products to our customers, and ensure that property representatives fully understand our program.

There were 5 teams vying for the prestige of their co-workers and the coveted 1st place cash prize of \$180. Each of the Teams outdid themselves – the voting was close. Joy, Russ and each of the participants were able to cast one vote each. Teams were not allowed to vote for themselves. Each team was given the following scenario:

We are replacing old high volume American Standard 4049 toilets with new Niagara Stealth toilets at a new Shared Savings property in Hyattsville, MD.

- *The property has 200 units*
- *Fifty of the units are 3 bedroom, 2 bath units*
- *Ten (10) of the units are ADA units*
- *This is with a company that we have not worked with before but they have done work previously with a water saving company that installed dump tray toilets on one of their properties.*
- *Our contract is a 5 year Shared savings program*

- *Cast of Characters:*
 - *Resident Manager*
 - *Engineer or Water Management Service tech*
 - *Water Management Supervisor*

The teams were told to try and include the below items in the presentation:

- Team Name (be creative!)
- Proper Water Management Identification
- Explanation of services to RM & Engineer
- Questioning by RM & Engineer about the difference in the toilets
- Ability to answer questions from RM & Engineer
- Creativity
- How they will handle service / warranty work
- Participation by all team members

After the voting process was completed it was determined that The Managing Water Team edged out The Rag Team for the coveted honor. A quick summary of the skits is listed below:

The Managing Water Team featured **Pastor** as the Resident Manager with **Nery and Danny** as the Water Management employees. Pastor insisted to Danny that he had been sold the new voice activated toilets, you know, the ones that will flush on command. Pastor also directly questioned both Nery and Danny about any potential problems he might have with us because, as Pastor explained, his property has a number of single-women.

The RAG Team featured a costume change by **Reggie** who served as both the properties engineer and as Water Management's service tech. **Abdul** was the Resident Manager and **Giovany** was Water Management's crew leader. This skit featured a scenario where the Resident Manager did not know anything about the project because he had been on vacation. Fortunately the notifications for the work had been taken care of by the property's engineer.

The Stealth Team featured **Brian** serving as the Resident Manager, who had lots of questions about the product we were installing. Water Management's crew leader **Aaron** produced a Stealth brochure to try and explain the type of toilet we were installing. One of the highlights of this skit was when **Butch** (Water Management's Service Tech) explained to the RM (Brian) that we would handle service requests "anytime you call me".

The Water Works Team featured **Mark** as the Resident Manager who had clearly gotten up out of the wrong side of the bed. He gave our young Water Management Crew Leader, **Johnathan**, a pretty hard time. Johnathan represented Water Management well and with the help of Water Management's service tech **Jeff** explained to Mark (RM) that we would complete 30 installs per day.

The CORE Team featured **Eddie** as the Resident Manager, **Douglas** as the Water Management Crew Leader and **James B.** as Water Management's Service Tech. Eddie made them wait as he completed sending a few e-mails and then gave Douglas a hard time stating that he did not know anything about the program and that "no notices had been distributed to the residents!". Douglas placed a call back to Water Management's headquarters so that they could talk with the RM and make arrangements to pass out the notices and do sample installations in vacant units.

Thank you to everyone who participated. Sounds like it was a fun afternoon, and maybe everyone learned a few new customer service skills in the process!

The Importance of Staying Home When You Are Sick

The average adult gets a cold about two or three times a year, with each one lasting up to a week, or sometimes longer. If you are ending up sick more often than that, a thorough annual physical may help determine why.

Even though it can be tempting to go to work while you're sick, here are the Top Three Reasons why you are better off staying home:



1. You'll get other people sick

Germs can spread from direct contact with a sick person or his or her secretions (such as from handshakes or touching shared objects like doorknobs, plumbing fixtures, coffee pots, counters, microwaves). Some viruses can live on the skin or other surfaces for at least a few hours and continue to infect others. In addition, viruses can spray a few feet following a cough or sneeze. Especially in the earliest part of illness, when you are most contagious, stay home.

2. You'll be less productive

It is hard to know the exact financial and physical toll that an illness takes on an individual or employer. Sure, you'll be more productive than if you stayed home and didn't do any work at all, but you may not be as sharp or efficient when suffering from a cold. Just commuting to work can zap energy when you are not feeling well.

3. It will take longer to recover

Pushing yourself and working too much in the early stages of illness may actually prolong your recovery time. Studies have shown that lack of sleep can weaken your immune system and make you more susceptible to colds. Conversely, getting enough sleep can boost infection-fighting cells and antibodies so you can get well faster. Do yourself a favor and stay home and rest.

If you must go to work, try to keep your distance from others, wash or sanitize your hands often, and cover coughs and sneezes with a sleeve or elbow. Disinfect touched objects such as doorknobs, bathroom fixtures, coffee pots, and microwaves, and avoid sharing items such as pens.

I took this advice and stayed home today. I hope that by resting up, staying hydrated, eating soup, gargling with salt water, and taking Vitamin C, I will be better tomorrow! Yvonne

Where in the World for December 2016

Here's where Water Management people were this month:

- Jefferson Square Condos, Adelphi, MD – Nery, Dennis, Danny, Douglas
- Brookside Park Condos, Oxon Hill, MD – Giovany, Eddie, James B, Jeff
- Heritage Park Apts, Adelphi, MD – Nery, Dennis
- Crescent Park Village Apts, D.C. – Butch, Jeff, Reggie, Douglas
- Ashley Apts, Laurel, MD – Eddie, Giovany, James B, Johnathan, Danny, Reggie
- Priest Lake Park Condos, Nashville, TN – Bill, Chris A., James P.
- W.C. Smith – Reggie, Butch, Dennis
- Douglas Knoll Apts, D.C. – Eddie, Dennis
- George Washington University, D.C. –Buster, Brian, Eddie, Dennis, Butch, Giovany
- The Westin Georgetown, D.C. – Nery, Jeff, Butch, Danny, Johnathan, James B, Giovany

Milestones



January Birthdays

Aaron
Eddie
James B
Ward

Happy Birthday!



January Anniversaries

Douglas – 2 years (plus)
Chris Boldon – 2 years (plus)
Spencer - 6 years
Cable – 11 years
Mark Hemphill – 19 years
Rick – 27 years

Congratulations!