

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.



The Power of Lessons Learned

An excerpt from Transform, Inc. eNewsletter

It's that time of the year again. Many of us are working to hit those year-end numbers, planning for the New Year and celebrating the Holidays. I've been in the planning mode for the last two months helping our clients reflect on the successes and challenges of 2013; assess results and talent; and develop plans and budgets for 2014.

I believe one of the most important exercises that leadership teams and employees can do at the year-end is to reflect on the *Lessons Learned* throughout the year. Every day of the year we are learning and so why wouldn't you want to capture those organizational, team and individual learnings each year? Isn't that what continuous learning is all about?

So here's the question to ask: "What did we (I) (organization, leadership team, department, team or individual) learn this year?" That's it, not hard at all!

You'll find that your *Lessons Learned* fall into several categories: positive learnings that we want to repeat and reinforce; mistakes or learnings that we don't want to repeat again; disappointments that need to be let go; and "ah-ha's" that reveal our greatest potential.

Now look over the *Lessons Learned* you wrote down and ask these questions:

- What lessons do we (I) want to make sure we (I) remember and reinforce 2014?
- What lesson do we (I) need to spend time refining or creating new systems, processes, practices, behaviors, habits or attitudes to ensure that we(I) don't repeat the mistakes or have the same disappointments at the end of next year?
- What lessons do we (I) need to not dwell on, learn from and then let go?

When I do this exercise with Leadership Teams and each member of the team, it never fails that some of the best learnings come from mistakes but the most impactful learnings are those that revealed the organization's, team's or individual's greatest potential. If we (I) can break through a once-believed obstacle, unattainable goal or impossible act, anything is possible!

We wish you a very merry holiday season and a prosperous new year!

Where In The World Is WMI?



It's a bird, it's a plane, it's the Golden Gate Bridge? Yes, WMI is in San Francisco! **Buster Vroom, Brian Vroom, Reggie Williams, James Benjamin** have just completed installs at a large four star hotel in San Francisco. While there, they took some time out to take in some of the amazing views! What a great picture!

Eddie Gonzalez, Nery Martinez, Bob Smith, and Giovany Gonzalez have started work at the Cloisters Apartments. This is a 352 units with 644 toilets Shared Savings property. This project will run through January. Fortunately they are getting some help from **Dennis Porter, Kay Koroma, and Brian Vroom** because Nery, Eddie, and Giovany go back to San Francisco this week to join Mike for another project that needs to be completed by month's end in order for the client to receive rebate money from the city.



Bob Smith, Eddie Gonzalez, Giovany Gonzalez, Nery Martinez, Dennis Porter, Kay Koroma, and James Benjamin are currently working on a local Shared Savings project called Cherry Glen Condominiums. They are installing new 1.6 toilets to residents on a first come first served basis, and these will help in lowering the consumption on the property.

The Augusta Housing Authority project has begun! **Dan Sirakis, Chris Anderson and James Palmer** began work on Phase III of this project on December 9th. Local residents have been hired to assist our installers for the duration of this project. There are approximately 1716 toilets to be installed in addition to showerheads and aerators throughout the 9 sites.

Unfortunately, the Dekalb County School project was not completed before **Dan and Chris** were needed in Augusta. That left **Bill Harrison** to bring rookie **Mike Maurer** to help him finish this project to everyone's satisfaction in mid-December!

Tony Cimini, Jeff Bell, Butch Deibler, Kay Koroma, and Dennis Porter have completed the 800 toilet installs at a large four star hotel in Boston. They worked very hard on this project installing 60 – 80 toilets per day. Thanks for a job well done.

And the TN office celebrated Christmas in style this year! A Very Merry WMI Themed Christmas Tree was displayed in the WMI-TN office!



Tips to Successfully Change Habits

Did you know that experts say it takes 21 days to break an old habit and form a new healthier habit? If you've tried and failed at a New Year's resolution, you can try again using the help of the suggestions below:



1. Write down your goal. There is magic in the written word when it applies to you. Experts recommend stating your goal in positive terms, such as "I want to be lean and physically fit," instead of "I've got to get this flabby body out there huffing and puffing." So, begin with writing down, as a positive goal, the habit you will change.

2. List your reasons for changing or eliminating your habit. Writing it down will force you to think out in specific terms what this habit represents in your life and the meaning you believe your life will hold for you upon changing the habit. This will also help with your commitment toward taking positive action.

3. List possible obstacles. What are the possible obstacles that will keep you from achieving your goal? List everything that is stopping you now. What are your inadequacies? What do you need to achieve your goal that you don't already have? Why aren't you there already?

4. Write a plan to overcome each obstacle. List your action steps 1...2...3...etc. for each obstacle. Be as specific as possible. What will it take for you to overcome each obstacle that is blocking you from what you want?

5. Follow your plan for 21 days. Determine the date you are planning on changing your habit. Count ahead 21 days on the calendar and mark that date down. Now, make a commitment that you will follow your plan for 21 days.

6. Sustain your motivation. Follow these suggestions each day to sustain motivation:

- Review your list of reasons for quitting or changing.
- Create mental pictures of yourself as having already achieved your habit change.
- Make affirmations, positive self-statements about your habit change. For example, "I am filled with so much health and vitality now that I exercise four times a week."
- Remember to take it one day at a time. If you do backslide, don't label yourself as having failed. Get out your list of reasons for quitting or changing and begin again.

Your EAP is here to help:

Remember, your Employee Assistance Program (EAP) is always available to help you or your dependents with personal, family or work-related concerns. All EAP services are FREE and strictly CONFIDENTIAL. If you need some help, why not call an EAP counselor today? EAP is here to help you.

Saying Goodbye to Wayne



Wayne Shepherd said his good byes to WMI over the holidays. Wayne was hired by WMI in April 1991, the same month that we changed our name from Technology Distributors to Water Management, Inc. Wayne had just turned 18 and he joined his brother, Dexter, who had been with us for some time. We feel privileged to have had Wayne work with us for 22 years, and to have watched him and his family grow over the years. In parting, Wayne left us with these words he wrote: “During my time here, I have learned a great deal about water conservation. I have grown as a technician and my customer and communication skills have also increased. You have shown a sincere interest in both my personal and professional life...For all of these and so much more, I am eternally grateful.”

We wish Wayne, Christina, and their family the best!

To accommodate for Wayne’s departure, the service department did some reshuffling of property assignments and is welcoming **Reggie Williams** to the team. Thank you Reggie for stepping up!

HR Corner



Corporate Credit Card Reminders

If you are an authorized WMI corporate credit card user, please remember the following “dos” and “don’ts” going into the new year:

Do only purchase authorized supplies and tools from authorized vendors. In an effort to try and cut down on our overstock inventory, before purchasing a tool or supply item, check with either your manager or WMI’s inventory manager to see if we have the item on hand.

Do turn in your receipts to processor of your expense reports on a monthly basis. Our accounting department has to reconcile our credit card purchases against our corporate bank account at the end of every month. In addition, our accounting team then tracks these expenses to the corresponding projects to ensure each job stays within its budget.

Do be mindful of each credit card purchase. Remember, each project has a set budget and staying within that budget can either make or break its profitability. Every expense counts towards this, and everyone plays a part in the profitability of each job!

Don’t purchase unnecessary items out of convenience. Please ask for help if you can’t find what you need at the office, or if you need help with the logistics of a purchase!

Don’t throw away your receipts! We need every purchase made to be tracked accordingly!

Don’t purchase items that are not for work purposes. Personal expenses that are purchased on a WMI corporate credit card will be charged back to the employee via a payroll deduction. An additional processing fee may assessed as well.

Don’t be afraid to ask for help if you need further clarification of our corporate credit card policy!



Wage and Tax Statements

It's that time again! Please be on the lookout for your W-2 to arrive in the mail soon. In addition, your W-2 will be available on your Paylocity Self Service Portal at the end of January.

Milestones



January Birthdays



January Anniversaries

Crystal Whitney – 1/01
Eddie Gonzalez – 1/06
James Benjamin – 1/18
Wayne Shepherd – 1/22
Kay Koroma – 1/24
Ward Corbin – 1/30

Rick Ferguson – 23 years
Mark Hemphill – 16+ years
Cable Jones – 8 years
Spencer Horner – 3 years