

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.



Tracking Down Hot Water Issues at Westin Dulles

Some of you may remember the work we did last year at Westin Dulles, a 315 room hotel, where we installed Heavenly Showerheads. It was brought to our attention that there has been a chronic hot water (or lack of hot water) problem in the hotel rooms. Hot water problems were evident from the time the hotel opened its doors. After we installed the lower flow Heavenly showerheads, the complaints about lack of hot water increased. Spencer and Russ worked with the Chief Building Engineer to diagnose the problem. After their investigation, they found that the hotel had not been plumbed according to engineering standards. The recirculating pump was undersized and the recirculation line was not plumbed correctly. A new recirculating pump was installed in January, and we were able to re-pipe the system so that hot water can quickly reach all rooms at a suitable temperature.



Based on guest reports, there also was a problem with shower units where the water starts out hot and then switched to cold, or it never gets hot, no matter how long the water was run. We were able to determine that the Pressure Balancing Units (PBU's) for the

tub/shower failed. Working with Kohler, we received replacement units that will be installed in the near future.

If you hear of hot water issues on a property you are working on, keep in mind that we may be able to help them diagnose and solve the problem. Our clients at the Westin Dulles are very pleased with our investigative and problem-solving service, and it has made a huge difference in guest satisfaction!

Where in the World



Hospitality Update

Our Hospitality sector has been steadily completing hotel retrofits for our venerable hospitality client. So far this fiscal year, we have completed the construction phase for 67 hotels. As of the last week in February, we currently have six hotels that are in progress, three of which are in Texas. Coming up in March and April, we have 26 different hotel sites spread across nine states: TN, OH, CA, CO, MD, DE, TX, NV, and NJ. Thanks to everyone who is keeping this machine going!

Here's what we've been up to this past month:

WMI PERSONNEL ASSIGNED	WORKSITE
Dan Sirakis James Palmer	Town Hill Suites Dallas
Charlie Gildehaus Dennis Porter Douglas Martinez	Hyatt House Bridgewater
Jeff Bell Butch Deibler	Letterkenny Army Depot
Chris Boldon Giovany Gonzalez Eddie Gonzalez	Texas Wesleyan University
James Benjamin Eddie Gonzalez Kay Koroma Giovany Gonzalez	RI Bethesda
Buster Vroom Brian Vroom	FT. Myers

New Hires

We are in the process of hiring a couple more employees to help us complete our field work. Stay tuned for more information!

Our Condolences

Our sympathy goes out to **Brenda Pack**, whose younger sister, Tricia Corless, lost her battle with cancer this month.

Family and friends are pulling together to host a benefit in Tricia's honor on Wednesday, April 9th.

Brenda, we are so sorry for your loss. Our thoughts and prayers are with you and your family.

**Pack the Place for
Patricia!!**



Silent Auction **Benefit for Patricia Corless**
Wednesday April 9th
5P-9P

Grizzly Jack's Enchanted Forest (Grand Bear Lodge) Utica, IL **Pizza Buffet**

Adults \$15 Children \$10

Price includes: Pizza Buffet with soda, Silent Auction, Door Prizes, Activities in the Enchanted Forest such as Laser Tag, Euro Bungee Trampoline, Rock Climbing Wall, Ropes course and more!!

Patricia Corless an area resident had been diagnosed with Stage 4 Cancer. She is the wife of Gordy Corless and mother of James Hanson. She is an 8 year employee of Grand Bear Lodge and also works for Best Impressions. Please come show your support for this wonderful woman and have a great evening with friends and family.

“Don’t buy this!” “You can’t do this!” “That won’t work!”

CAN'T

Has anyone ever said any of these things to you? What type of reactions do these statements create in you? If you are like me, I bristle when I hear these. I typically say "Oh yeah, just watch me!"

My reaction made me think a little more about these three very powerful words -- "don't", "can't", and "won't."

When you see a TV ad that says "don't buy this ... buy that", where does your attention go? To what to buy or what not to buy? When your manager or spouse says "you can't do that", where does your attention go? To what you can do or to what you can't do? When trying to resolve a difficult issue and you hear a little voice inside of you say "that won't work", what do you do? Work to prove that it will or give up trying to solve it?

I'm thinking that being told "don't", "can't", or "won't" actually is okay because it gets our energy and attention on the opposite -- "do," "can," and "will." Used at the right time, in the right situation, with the right people, this approach can be effective. What if, when working with a prospective buyer who seems to be losing interest, you say, "Maybe it's not the right time for you to buy this product/service?" the buyer might work hard to convince you he really wants or needs it. What if, when working with an employee who may not be delivering on a commitment promised, you say, "This may be too much for you, should I give this part to another team members?" the employee might fight to keep it and prove to you that it isn't too much to handle. What if, when struggling to figure out how to solve a difficult situation, you ask yourself, "Maybe I don't need to fix this right now?" you may find your compelling reason to take action

sooner rather than later. In all of these scenarios, of course, the opposite response is possible but that hasn't been my experience. I've experienced these scenarios over and over again just as I described and I've coached people to do the same and they have gotten the same results -- it work!

Okay then ... "don't" try them because you "can't" use them and they "won't work!"

What is the Metering Initiative?

We are currently upgrading property sub meters with the latest technology. Spencer and Tom have been working on this initiative, and we are sure you will be hearing more about it as we successfully retrofit properties.

The Innov8 register is a smart water meter register that adds features and functionality to existing water meters without the cost or labor to change a water meter. It provides advanced data collection, consumption analysis, and Automatic Meter Reading (AMR) functionality. The Innov8 register also restores new meter accuracy on most brands of water meters already installed.

The Innov8 can be installed without any service interruption, and is pre-programmed at the factory. It utilizes an advanced magnetic sensor that eliminates drag, thus it has improved low-flow accuracy. The Innov8's high-resolution data-logging feature provides time intervals down to the minute, and will record consumption as low as .02 gallons. This will provide us and our customers with unmatched leak detection analysis!



HR Corner



Who do you turn to when a minor illness or injury strikes your family?

Have you ever gotten ill in the middle of the night, or had a child wake up with flu-like symptoms and weren't sure if going to the doctor or urgent care clinic was necessary?

For those times when you or a family member are feeling ill or have an injury, CareFirst provides a free in-home medical service to members. The FirstHelp Nurse line is available anytime day or night, seven days a week. This free service connects you to a registered nurse who will listen to your health problem. The nurse can help you decide if you or your child need to see the doctor, what to do if your symptoms get worse, and what you can do to feel better. Whether you have a cold or the flu, or you are trying to figure out the difference between a sprain and a strain, a nurse is there to

guide you. The Horner's have used it a number of times, and the nurses have always been very helpful in assessing the situation, and advising me on what to do. Recently, after a course of antibiotics was prescribed for an infection, there were still lingering symptoms. We called the FirstHelp Nurse Line, and after a thorough review and discussion of the illness, symptoms and treatment, were assured that lingering symptoms were not uncommon and would take a few more days to resolve. We were also given advice on what we could do at home to relieve the symptoms.

FirstHelp

Next time you have a minor illness or injury, get immediate help and advice by calling the FirstHelp Nurse Line!

**The CareFirst Nurse Line is available
24 hours a day at (800) 535-9700**

Milestones



March Birthdays

Butch Deibler – 03/03
Marion Sewell – 03/14
Bruce Jacobeen – 03/14
Russ Horner – 03/15
Yvonne Horner – 03/23



March Anniversaries

Abdul Dadoo – 18 years