

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.

Lynnhill Condominium

You may have heard reports on the news recently about Lynnhill Condominiums in Temple Hills, Md. Because of financial problems that date back a number of years, the property owed over \$100,000 to WSSC for previous water bills. Earlier this month, WSSC gave notice to Lynnhill that they would be cutting off their water supply as of March 3rd. This unfortunately would mean that without a water supply, the property would be legally inhabitable, and all residents would be given 72 hours to move out!

After seeing this on the news, we felt compelled to get involved to see what could be done about the water bill at Lynnhill.

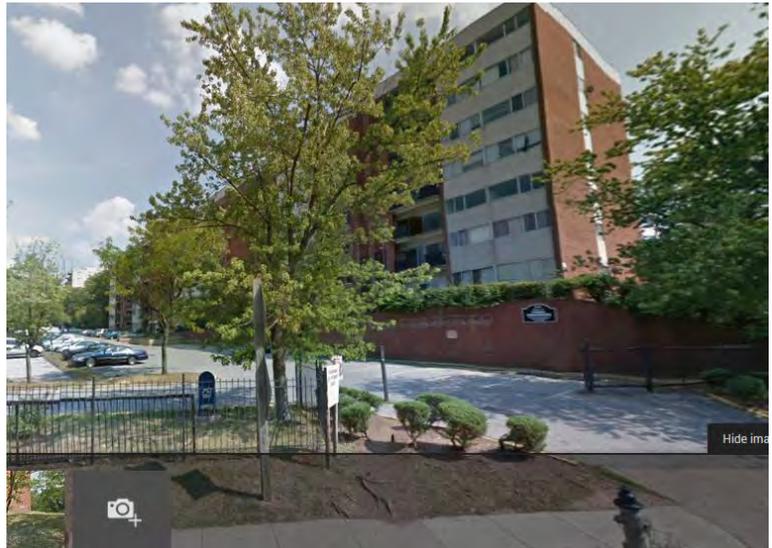
Last week, **Russ Horner** and **Charlie Gildehaus** went to the property a number of times to assess the situation, and they also analyzed their water bills. They were able to determine that significant leaks have been present for some time. They also

determined that for some months the wrong rates had been charged on the water bill. A request to WSSC to make a correction to the rate helped to reduce their water bill from \$12,500 down to \$10,500 per month.

This past week, **Dennis Porter** and **Nery Martinez** have been on the property looking for and repair leaks. **Pete Valentin**, **Ward Corbin**, and **Reggie Williams** have also spent some time on the property as well. We have found some leaks in the units but we also heard water running and saw water surfacing through the concrete slab in Building 3107. That convinced us that there must be an underground leak. **Reggie** and **Russ** attended the Condo Board meeting this week and discussed this with the owners.

On Wednesday night, **Charlie** pulled the water bill that had just posted, and saw that the water bill had doubled, meaning that the underground leak had gotten significantly worse. They now owe close to \$140,000!

On Thursday, **Russ** was called as an expert witness during the court hearing held between WSSC and Lynnhill. After explaining our analysis of their water usage, and reviewing the possible credits that may be due for the underground leak, the judge stated that the water shut-off can be averted if Lynnhill pays \$25,000 to WSSC by



March 3rd. Lynnhill is also obligated to find and repair the underground leak by March 15th.

Next week we will be using our leak detection equipment to hopefully find the underground leak or leaks, and we will work with Lynnhill management to help them get the leaks repaired. Once that is done, we will be able to request a credit from WSSC for the estimated amount of water and sewer charges that resulted from this leak.

As a company, we have so much knowledge and expertise when it comes to water usage, and also water rates and billing. It's nice to see the impact we can have when we work together to solve a problem for others! Stay tuned next month for an update!

Where In The World Is Water Management?



In between the snow and ice storms, the Augusta Housing Authority crew comprised of **Dan Sirakis, James Palmer, Chris Anderson** and **Douglas Martinez** continue to complete approximately 32 units per day. No one is more anxious for spring like weather than this crew! Check out the icy conditions in Augusta!



Bill Harrison, Mike Maurer and Mickey Julien have been working on a recently resigned TN shared savings property – Rex Courts. The ADC had jumped at this property to 174, up considerably from the 66 ADC that is projected for this site.

Bill initially did some leak repair and then he, Mike and Mickey started showerheads and aerators in an attempt to lower the ADC – toilets will be installed at a later date. Success...the last read produced an ADC of 63!

Mike Maurer and Bill Harrison are headed to Atlanta at the end of February to do some sample installations at 3 hotels in the area.

The WMI-TN office was recently treated to a couple of days of music while working in the warehouse! The music venue next door to the warehouse space was hosting various musical acts and we were able to reap the benefits from their afternoon sound checks! Motley Crue, Florida-Georgia Line, Rascal Flatts, and Tim McGraw were some of the performers on the schedule.

Brian Vroom, James Benjamin, George Carroll, Dennis Porter, and Kay Koroma continue to work on the Cloisters project. We are 98% complete and will be finished the first week of March.

Eddie Gonzalez, Nery Martinez, Giovany Gonzalez, and Dennis Porter have been working on some of our local contracts consisting of Shipley Park Apartments, Park Tanglewood Apartments, Kenyon Square Condominiums, and Stoneridge 1 Apartments. They have been busy!

Buster Vroom joined **Matthew Ridout** in Austin to conduct audits on some schools.

And who said going back to jail is a bad thing?! We just finished up our project at the VPRJ installing I-Con valves on the flush valves, installing cooling tower sewer

deduction meters, and installing a Salvajor Scrapper. We had multiple crews working in the project, reacquainting themselves with the I-Con system.

Now **Jeff Bell, Butch Deibler, and Tony Cimini** and our great partner Heim Mechanical are getting ready to go back to jail in Lancaster PA! We will be installing a communicating controls system on the flush valves, lavatory valves, and shower valves in the Lancaster County Jail.



We expect them to serve their time and complete their work by late spring. However, we hope to have them back in jail soon after they “escape” from Lancaster!

Attitude Is Everything

Did you know that one of the most contagious conditions in the workplace today is attitude? How a manager or leader walks into a room or into a meeting will often set the tone for the day for the entire team. Displaying a positive attitude starts with self-awareness. Before you walk out of your office and start interacting with others, consider the following:

- How do I want people to experience me?
- How will I show my positive attitude?
- How can I maintain a realistic and optimistic mindset even in the face of challenges?



Think about the tone you want to set that would help you work and your teammates work at your best. Remember, attitude is everything!

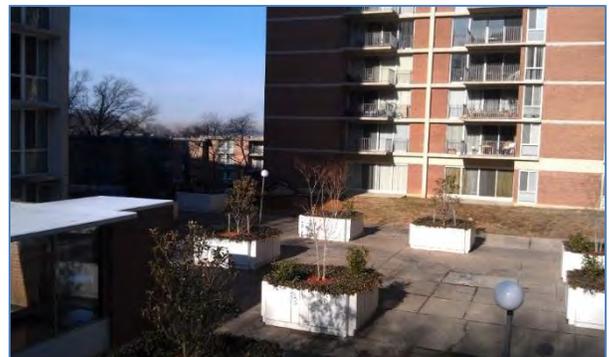
Employee Updates



Pete Zarcone has decided to leave Water Management to pursue another opportunity. We have enjoyed having **Pete** as part of our team for the past 4 years. His expertise and diligence to any project will surely be missed! Thank you for all of your hard work over the years! We wish you well in your future endeavors!

A Thorough Investigation

On Thursday February 13th **Rick Ferguson** investigated an underground leak at Marbury Plaza - 2330 Good Hope Road SE Washington, DC. The leak was in the courtyard between the two high rises.



By early the following week, **Rick** lined up a contractor to excavate the leak and make the repair. The biggest challenge faced by the excavation team was the fact that the Courtyard is elevated and not accessible for a back hoe. **Rick** had the choice of either hand digging or bringing in a Crane. Below is a picture of his decision.



The leak was found and repaired on Thursday February 20th. It was approximately eight (8) feet below the surface and was on a 6” fire service line. The size of the leak was estimated to be 30 gallons a minute. Nice work **Rick**!

Noteworthy News



E3 Awards

Steve Williams and Nancy Larson, from Sustainable Options, submitted Parkway Properties for the E3 Awards in Atlanta, GA. Parkway Properties is the management firm for the Bank of America building that we have been working on. The E3 Awards are the premier awards for environmental business and community leaders in metro Atlanta area. Parkway Properties has been named a finalist in the Liquid Assets Award Category.



On Friday, April 4th the winner will be announced. To learn more, click [here](#) to check out the 2014 E3 Awards website.

HR Corner



Education Allowance

Water Management continues to encourage and supporting everyone's continued intellectual growth and development. For job-related courses, Water Management will pay up to \$500 per calendar year for educational training. Your supervisor must approve the classes.

If you are interested in attending a class, submit the program/class application to your supervisor. Water Management will then submit payment to the school/organization. You will be required to sign an Educational Allowance form.

Tuition, books, and lab fees are covered under the policy for job-related courses. Costs for parking are not covered. Costs will not be covered for non-job related courses – but most courses that improve your mind, body or soul are often considered job related.

Everyone is encouraged to take advantage of this benefit.

Milestones



March Birthdays

Karl Deibler – 3/03
Marion Sewell – 3/14
Bruce Jacobeen – 3/14
Russ Horner – 3/15
Yvonne Horner – 3/23



March Anniversaries

Abdul Dodoo – 17 years
Steve Williams – 3 years