

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 the Pause

*Excerpt from
Transform Inc.'s Newsletter*

***To give pause. To take a break. To emphasize a meaning.
To hesitate. To dwell or linger. To rest.***

There is so much value in each of these meanings. Yet, many see pausing as a sign of weakness, while we see it as a sign of wisdom, strategy, and strength.

Pausing is a skill that everyone needs to develop for not just being successful at work but for living a satisfying, fulfilling life. We've all experienced the consequences of not taking a pause - unintended impact on someone, errors, and sickness, just to name a few. Research shows that we are on auto pilot much of our day so not taking a short breath and not taking time to consider the impact of our words, or actions, and internal experience is far more impactful than most consider it to be.

As you go about your day see where you can incorporate a pause and you too will discover its value.

Where in the World



In January, Water Management crews completed 21 hotel sites in 7 different states!

| WMI PERSONNEL ASSIGNED | HOTEL SITES COMPLETED |
|---|--|
| Charlie Gildehaus, Jeff Bell, Butch Deibler | Hampton Inn Smithfield in Smithfield, RI Courtyard Hartford Farmington in Farmington, CT Hampton Inn & Suites East Hartford in East Hartford, CT SpringHill Suites Erie International Airport in Erie, PA Residence Inn Carlisle in Carlisle, PA |
| Bill Harrison, James Benjamin | Hilton Garden Inn in Folsom, CA Hilton Garden Inn in Roseville, CA Hilton Garden Inn San Jose Milpitas in Milpitas, CA Residence Inn San Ramon in San Ramon, CA Homewood Suites San Francisco Airport North in San Francisco, CA Hilton Garden Inn San Francisco Airport North in San Francisco, CA |
| Dan Sirakis, James Palmer | Residence Inn Atlanta Airport North in Atlanta GA Residence Inn Columbus in Columbus, GA Courtyard Albany in Albany GA |
| Chris Anderson, Giovanni Gonzalez | Hilton Garden Inn Orlando & Sea World in Orlando, FL Residence Inn Lakeland in Lakeland, FL Residence Inn St. Petersburg Clearwater in Clearwater, FL SpringHill Suites St. Petersburg Clearwater in Clearwater, FL Homewood Suites in Clearwater, FL Embassy Suites Tampa Airport Westshore in Tampa, FL |
| Mark Harewood, Nery Martinez, Brian Vroom, Eddie Gonzalez, Bob Smith, Dennis Porter | Ritz Carlton Pentagon City in Arlington, VA |

Job well done!

Personnel Update



Chris De Chantal has accepted a new opportunity with one of Water Management's partners, Burton Energy Group. We are looking forward to continue working with Chris, and we are very excited for his new opportunity. Thank you for all of your years of hard work! We wish you all the best!

Welcome back **Chris Boldon**! Chris is partnering with Matt Ridout to work on various projects and to conduct hotel audits. He has also recently moved to San Angelo, Texas with his family which has grown since he last worked with us. Welcome back Chris! We are happy to have you!



Company Cell Phone Benefit

Business Trend of Providing Phones is Dropping

Water Management has offered cell phones for use to our employees for over 15 years, and has been diligently working on reducing cell phone expenses over the past few years. According to nationwide surveys, in 2008, 65% of companies provided cell phones to employees. That has decreased to 55% currently, and is expected to drop below 50% in the next few years.

We've evaluated the options of having employees provide their own phone vs. providing company phones, and have decided to continue providing cell phones to employees, and also offer the option of reimbursing employees if they choose to have their own cell phone plan.

Why We Decided to Keep Phones and Carry On

Why are we not following the business trend? We believe that by providing cell phones, we all benefit from the following:

- By providing Smartphones, we provide convenient access to company e-mail messages, GPS and map services, the Paylocity payroll information app, and other benefit apps such as CareFirst. Smartphones also provide camera features which are essential in sending pictures in situations such as plumbing issues, incidents, audits, and assessments. The camera feature also acts a scanner for required paperwork that needs to be transmitted from the field.
- Water Management's pool of cell phones on the plan result in lower monthly costs than could be obtained by single phone plans, thereby lowering the cost for Water Management and each one of us as individuals.
- By not having to pay a personal cell phone bill out of our after-tax income, each of us gain a benefit worth about 40 cents per hour of pay.

•Water Management furnishes employees with a company cell phone to facilitate communication efforts when employees are out of the office. By providing a phone, we expect that you will be available by phone for work-related matters. In addition, you are responsible for monitoring your voice mail status, and responding to and deleting voice mail messages.

•By providing cell phones, we make it more convenient for employees to get cell phone problems resolved. Employee can contact Dave Taylor directly, and he can quickly supply a temporary phone or replacement, or talk them through a resolution to the phone problem.

Your Benefit

We hope that you will enjoy the convenience, the value, and the technological capabilities of the phones that Water Management provides.

For employees opting to have their own personal cell phone and plan, Water Management can reimburse up to \$50 in monthly expenses. Personal cell phone bills can be submitted to HR for reimbursement on a monthly basis.

10 Basic Customer Service Reminders

By Nancy Friedman, The Telephone Doctor

Be a DOUBLE CHECKER

Learn to use those words when talking with a client. Everyone loves it when you double check something for them. Even if you're pretty sure the item is out of stock or the appointment is filled or there's no room available, it sounds so good to hear, "Let me double check that for you."



PRETEND IT'S YOU

If you're working with a customer, either on the phone or in person, and they need something, pretend it's you. What would you want to have happen? What would make you happy? Remember the golden rule: "Do unto others as you would have them do unto you."

GET INVOLVED

Let your customer know you're on their team. If you're ringing up a purchase for someone, mention how nice their choice is. When customers feel as though you're part of the package they love it.

STAY FOCUSED

Eye contact is critical in delivering excellent customer service. Heads that turn on a spindle and look everywhere but at the customer get very few good marks in customer service. Eye contact shows you are listening. If you're on the phone, eye contact is definitely difficult. We can, however, learn to stay focused on the phone. Don't type unless it pertains to what you are doing.

DO SOMETHING EXTRA

There's usually always 'something' you can do for the customer that's extra. In most of the cases it won't even cost very much. The thought of getting something FREE is very special to the customer.

SHOW YOUR TEETH

(In Telephone Doctor language that means to smile.) There are many people who think they're smiling, but aren't. So Telephone Doctor's motto is: **SHOW YOUR TEETH**. Smiling is one of the best customer service techniques there is. And, yes, you can hear a smile through the phone!

ASK QUESTIONS

A super way to offer superior customer service is to **ASK QUESTIONS**. Build on what the customer is talking about. Listen for one or two words that you can ask something about.

USE COMPLETE SENTENCES

One word answers are semi-useless in customer service. And one word answers are definitely perceived as **RUDE**. "Yes," "no," and the like, tell the customer "I'm not really interested in you or what you need."

CARE

Most people have what Telephone Doctor calls the **CARE GENE**. Some of us use it more than others. We just forget we have it. Learn to **CARE** what your customer's needs are. **CARE** about your customers and they will take **CARE** of you.

LAUGHTER

Laughter will lighten the load. Everyone likes to laugh. Some even in the darkest moments. Take the time to laugh and enjoy your customers.

Put any one of these Telephone Doctor customer service skills and techniques tips into action and watch what happens!

Just for Laughs

We definitely see our fair share of interesting things out in the field, but check out some of these crazy scenarios! It's amazing what some people do! Let's just call it "toilet humor"!



HR Corner



CareFirst Mobile Access App

Mobile access

View the most-visited information in *My Account* on your smartphone or tablet.

Our mobile site is available from any browser-equipped mobile device. To try out the app, visit your favorite app store, search for “CareFirst” and install the CareFirst app on your device.



Enjoy access to:

- Find A Provider
- Search for nearby urgent care and ER facilities, based on your current location (as determined by your device’s GPS).
- Searchable claims information
- Who’s eligible and covered under your policy
- View your ID cards (App users can also print and email ID cards)
- Register for *My Account* and maintain your security and notification preferences.

For more information on our mobile site and app, visit www.carefirst.com/mobileaccess.

Check out the easy access CareFirst mobile app for your smartphone. Finding providers now at your fingertips, where ever you are!

Milestones



February Birthdays

Mike Maurer – 02/11
Matt Ridout – 02/17



February Anniversaries

Charlie Gildehaus – 23 years
Dennis Porter – 16 years
Bill Harrison – 12 years
Kay Koroma – 5 years