



NewsLeak

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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.

Lesson 101: Always Read the Fine Print!



Recently WMI began an apartment retrofit project with a new client. Being the first job with this new client, we were asked to perform tasks beyond standard plumbing upgrades so the contract was a rather large document to review, analyze, and approve. Inserted into the description of the construction meeting was the following –

“At this meeting the contractor is expected to furnish a bowl or dish containing precisely 17 blue M&M brand confections.

i. Failure to comply with the preceding provision will be taken as an indication of a failure to read the specifications in full, and the preconstruction meeting may be postponed until the contractor demonstrates that they have read and understand all provisions of the specification

ii. Expenses resulting from the need to reschedule a meeting as a result of failure to read the specifications, including travel and hourly expenses, may be charged to the contractor”

About 2/3rds of the way into the meeting, one of the site staff that was reviewing the scope documents asked “hey, where are the M&Ms?” WMI had the M&Ms ready and waiting, so a quick uncovering revealed 17 blue M&Ms nested in a glass and silver dish.

Our new client’s PM stated “no contractor has ever done this before”, to which **Charlie Gildehaus** responded “you’ve been hiring the wrong contractors!”

The moral of the story - always prepare to succeed and be challenged. Remember to read any bid or contract document in its entirety to ensure we pick up all of the details of the job, blue M&Ms and all!

We Are Customers To Each Other

By Nancy Friedman, The Telephone Doctor



Everyone's busy, stressed out and short of time. It can be easy to forget to thank folks. It shouldn't be. However, sadly, it is. We can usually remember to thank our customers. And we probably don't have any trouble thanking family. However there is a group of folks that are often left out of the "thank you" pile.

And that would be our co-workers. The folks we spend most of the day with side-by-side. We at Telephone Doctor, dedicate this column to our inside customers. The folks that are thought of as our 'home away from home' family. Sure, we argue and disagree with co-workers just like our family. And that's OK, because most of us have a family environment in our office. We understand that. It's our office family. With this in mind, our column goes to our co-workers, our internal customers, this month.

Our word of the day is WACTEO. No need to look it up... we made it up. Here are the ground rules for WACTEO (We Are Customers To Each Other).

1. Understand Your Role - Each employee should know the mission of their organization and the role they play. Those of us who are in a small department of a large company can often times miss the big picture. If you don't know the mission of your company, ask for it. Keep it at your desk. It will help you with the big picture. You may start to understand the 'why' of the things you're asked to do sometimes and 'why' internal customer service is everyone's responsibility from president to maintenance. If management isn't doing their part, often times the entire customer service program will go out the window. We don't want double standards. Remember it starts at the top!

2. Respect Employee Differences - Cub fan? Cardinal fan? Republican? Democrat? Rock music, classical, whatever. Just because we don't agree with someone doesn't make us right. Differences are crucial for an organization. Differences are key to understanding people. If everyone thought the same way, most of us wouldn't be needed. It's not healthy to argue just because a co-worker isn't doing it the way you would or thinking the way you do. Learn to respect the differences. That's why we have chocolate and vanilla ice cream.

3. Recognize the Personal Space of Others - Simply put, this boils down to the golden rule. Those who can work with a radio playing music may disturb others around them who aren't able to concentrate. Loud voices around someone who's on the phone with an external customer can be annoying also. If you're working in a cubical or sharing an office or area, we need to recognize there are others around you. Be sensitive to their wishes, as you would hope they would be to yours.

4. Work to Resolve Conflicts - Who hasn't had unkind words with another employee? Or perhaps you and a co-worker strongly disagree on a project or idea. Not trying to make it work can only lead to more stress and frustration. Learn to work it out (notice I didn't say 'try' and work it out) even if you need to call in a professional in the area.

Normally someone from HR or another trusted employee can usually be of help on conflict resolutions.

5. Show Appreciation - We saved this for last because being appreciated, showing you care with a genuine 'thank you,' is critical to WACTEO. It can be a note, a phone call or just stopping by an office and letting someone know they did a great job. This makes a huge difference in our internal relationships. There are surveys upon surveys that show how much a genuine pat on the back of appreciation is thought of as a way of special compensation.

Where In The World Is WMI?



A new project for the **Akron Housing Authority** in Akron, Ohio began on January 7 to retrofit 800 Flushmate vessels and is now 75% complete. Working on the project is **Dan Sirakis, JC Reffitt, Jeff Bell, and Butch Deibler.**

Work began on January 28 to install toilets, pressure vessels and flow controllers for **Hillhaven Healthcare Management** in Adelphi, Maryland. Working on this project is **Brian Vroom, James Benjamin, Kay Karoma, and Dennis Porter.**

A total of 489 toilets were rebuilt this month at several different Washington, D.C. area apartment properties, including **Franklin Street apartments, Garden Marlow Heights apartments, Cascade Park apartments, Laurel Manor apartments, Ft. Totten apartments, and 3101 Pennsylvania Avenue apartments.** Working on these projects was **Bob Smith, Reggie Williams, Nery Martinez, Brian Vroom, Dennis Porter, James Benjamin, Kay Koroma, Pete Zarcone, and Douglas Martinez.**

The **Hollybrooke Condominiums** project in Falls Church, Virginia that began last November is now 65% complete. Work began on this project in January to rebuild 186 toilets, install new showerheads, flow controllers, and perform leak repairs by **Pete Valentin, Bob Smith, Nery Martinez, Eddie Gonzalez, Reggie Williams, Douglas Martinez, and Dennis Porter.**

The **City of Philadelphia** project is 60% complete and is being managed by **Chris Boldon** with assistance from **James Palmer.** A total of 903 toilets of different types are being installed, along with 155 Urinal china and valves. Additionally, 133 diaphragm valves will be rebuilt and 1,024 Flow controllers will be installed. On the non-domestic side, the cooling tower meter installation project is 75% complete and is being managed by **John Peck.**

The **Catholic Health System (CHS)** domestic project in Buffalo, New York to install faucet ends, showerheads and pre-rinse sprayers in three hospitals is 100% complete. The non-domestic portion of this contract to install Dole restrictors is 98% complete and is being managed by **John Peck.**

WMI began a large domestic project for the Coast Guard in **Yorktown, Virginia** last month to install 400 toilets, 106 urinals, 412 showerheads, and 724 lavatory faucet flow regulators. **Eddie Gonzalez, Nery Martinez, Reggie Williams, Pete Zarcone, Douglas Martinez, and Giovany Gonzalez** finished the domestic portion of this project on January 25. A start date has not yet been set to begin installing a system to recycle the water used during fire training, which will be managed by **Dave Woods**.

The domestic project that began last month at **Colby-Sawyer College** in New London, New Hampshire was completed on January 19. Work included toilet installs, urinal retrofits, faucet replacements, low flow faucet restrictors, and showerhead replacements.

Sub-Metering Projects

The Alexandria office has been working on various sub-metering projects to include:

Tuxedo Business Park

Tuxedo Business Park is a 42 unit warehouse condominium in Hyattsville, MD that receives water service by one large WSSC compound fire meter. WC Smith has been managing the property for many years. When the property was originally built, the developer had individual meters installed in order to bill each unit owner. The meters were an older pulse type with remotes along the back of the buildings. H2 Options has been manually reading these meters and generating invoices for the property owners, but the problems have been numerous: failed meters, failed remote readers, broken wires that have been dry walled over, and a very limited access to the actual meters.



WC Smith contracted with Water Management to replace these outdated meters with new Metron Farnier jet meters that include built in transceiver registers. These meters will be read quarterly with Water Management's drive-by meter reading system, eliminating the need to access any of the units, and the reading can be done in minutes! This drive by system, with its data logging capability, will also allow us to closely mirror the water authorities' actual reads for clearer reconciliation. This meter install and first drive-by read was completed on 1/30/13 by **Spencer Horner**.

Water Management is going to provide an ongoing service to read these meters and generate these quarterly invoices for WC Smith. To accommodate this more efficiently, Spencer has developed a mail merge program that takes the previous and current readings from the drive-by system's data base, and generates an invoice for each unit owner.

The Heights Shopping Center

Water Management is also installing a sub-meter for a Horning Brothers' shopping center in DC. This meter install will also include a Metron Farnier transceiver register that through our ongoing service, will be read monthly for the property. This project will be completed as soon as the ordered product arrives.

Tivoli Square

Water Management will be providing an ongoing service to read the eight tenant's sub-meters at another Horning Brothers' retail property. This property is the Historic Tivoli Theater at 14th and Park St. NW in DC. Water Management will install Metron Farnier transceivers on existing sub-meters, and these meters will be read monthly with Water Management's drive-by system. This project will also be completed as soon as the ordered product arrives.

Cooling Tower Deduct Meters

Water Management also will be installing a number of DC Water deduction cooling tower meters in the very near future for various good, and long term customers. This includes Penn View Apartments for W C Smith, The Tivoli Theater for Horning Brothers, and most of the DC properties for The Lenkin Company.

Tech Talk

How to select an aerator

1. Determine faucet aerator housing size



Need to repair the entire aerator or just the insert?

- If your metal aerator housing is in good condition, you can decide to replace the insert only.
- A damaged metal housing requires replacement of the entire unit.

2. Determine if you need male of female housing (if you need housing)



3. Choose stream type & flow rate



Pop Quiz: How Do We Select the Best Products?

When it comes to toilets, we all know that we want to offer a low-flush toilet that can reduce water costs for our clients. However, as we have seen lower and lower gpf toilets introduced into the marketplace, combined with low flow showerheads and faucets, we have also seen that in some cases, lower flush volume just equates to more problems down the line (literally!)

The first resource we have when it comes to evaluating toilets is the lab environment. Of course, we have our in-house lab that we use to test different models at various pressures. In addition, an organization called Maximum Performance (MaP) has been testing toilets since 2003, and has tested over 3000 different toilet models from over 80 different toilet manufacturers. Looking at their website (<http://www.map-testing.com/>) you can see the results were for a particular model. The Map scores are based on the amount of bulk that a toilet can flush out. However, as we know from experience, what happens in the lab is not always a good measure of what happens in the real world!

A couple things that can affect a toilets performance in the real world are Drain Line Carry and Manufacturing Inconsistency. Let's look at these closer:

Drain Line carry: Understanding proper drain line carry from a toilet that is installed is important in determining the probability of future drain line problems (and client complaints!) Just because a certain number of grams of waste can be flushed and cleared from the toilet, does not mean that it can successfully get out into the main sewer line with the amount of water allocated per flush. The amount of water that flushes out prior to the waste, versus the amount of water that flushes out behind the waste is a determining factor in the success of keeping drain lines clear. The more water that follows the waste, the easier it is to get the waste all the way out to the main sewer line. Also, the design and slope of the drain line varies from building to building, so being aware of the plumbing design for a building is important in understanding the probability of future drain line problems.

Manufacturing Inconsistency: Every year, toilet manufacturers voluntarily send sample toilets to Maximum Performance (MaP) for testing. Just as a school would endeavor to send their smartest kid to the state spelling bee, manufacturers are probably looking to send their best possible "sample" toilet for MaP testing. They wouldn't want to send one that came of the line with a defect, or with rough finishes or clogged holes, or miss-calibrated valves. In the real world, however, mistakes happen and sometimes toilets are sent out that are not perfectly made. This means that our results from installing 100 new toilets may not equate to the results we planned on getting after testing one toilet.

So, how do we as a company overcome these real world problems? First, we need to understand that problems and issues are going to come up, no matter what product we choose. Be wary of settling into complacency and thinking that just because we have a certain product, we can now blow through the installation process and be on our way.

In order to be pro-active, weed out problems early on, and reduce our back-end costs, we need to follow the guidelines below on every installation:

- Every person in the field has to have awareness at each jobsite as to how a particular toilet they are installing at that particular site is performing.
- Take the time to evaluate how well the toilets you have from a particular manufacturing batch are working in each building.
- Inspect all products beforehand, and as they are being installed, looking out for manufacturing defects.
- Report any problems to your Project Manager as soon as possible, so that problems can be addressed, and feedback can flow back to Development, Sales, and Purchasing.

Consistent feedback from Operations about any and all product issues is so important to us. Without it, we are left in the dark to make decisions based on lab testing. As you have been reading, lab testing can't tell us all we need to know in order to make the best decisions. Those of you familiar with our recent Philadelphia and Coast Guard projects have a clear example of this!

Constant feedback from Operations can be used to make more informed decisions for future purchasing and job proposals. It can also help us remedy issues as soon as they are discovered, which makes us more efficient, more effective, and more successful!

Remembering Grace Lee Palmer



Grace Lee Palmer, age 82 passed away peacefully on Thursday, January 24, 2013. Grace Lee was the mother of **James Palmer**, Willie Jones Jr., Deneen Palmer, and Cassandra Palmer; sister of Annie Williams, Maude Williams, Nathaniel Ford, and Mary Ford. She is also survived by four grandchildren, a host of nieces, nephews, and other relatives and friends. Our thoughts and prayers go out to the Palmer family in this time of need.



Noteworthy News

Clear Credentials

Congratulations are in order for **Steve Williams** on receiving his USGBC LEED AP O&M credentials! The LEED AP O&M credential provides a standard for professionals participating in the operation and maintenance of existing buildings that implement sustainable practices and reduce the environmental impact of a building over its functional life cycle.

Celebrate American Heart Month in February

American Heart Month is a time to battle cardiovascular disease and educate Americans on what we can do to live heart-healthy lives. Heart disease, including stroke, is the leading cause of death for men and women in the United States. These diseases claim more than 865,000 American lives a year!



In addition, February 1st is National Wear Red Day to raise awareness about heart disease in women. Wear red to show your support in the fight against the No.1 killer of women!

Let's get ready to rumble!

Sunday is the big day for Raven and 49er fans alike. Down in the Big Easy, the biggest football game of the year is about to take place.

The game was created as part of a merger agreement between the National Football League (NFL) and its then rival league, the American Football League (AFL). Lamar Hunt, owner of the AFL's Kansas City Chiefs, first used the term "Super Bowl" to refer to this game in the merger meetings. He later stated he thinks he got the idea for this name from one of his children's toys, the "Super Ball".

The day on which the Super Bowl is played is the second largest day for U.S. food consumption, after Thanksgiving Day. In addition, the Super Bowl is frequently the most watched American television broadcast of the year, and is among the most watched sporting events of the world!

From the action packed game, to the half-time entertainment and zany commercials, Super Bowl XLVII is sure to keep fans on the edge of their seats! *Let's get ready to rumble!*



HR Corner



401k Benefit Meeting



Nick Hammelmann, our Northwestern Mutual representative, will be conducting a 401k benefit explanation meeting on Thursday, February 6th in the Alexandria, VA office from 3:00pm-4:00pm. Please stop by to hear more about our 401k plan!

**If you are not able to physically attend the meeting but would like to participate remotely, please contact Crystal Whitney for webinar access information.*



Attention CareFirst Members!

Don't forget to check out [CareFirst's Member Services website](#) for instant access to your personal medical plan. The site is complete with claim status information, your HRA account balance, a provider look-up directory, and health and wellness tools. The site is very user-friendly, and can be easily accessed from anywhere, even your smartphone!

IRS Free File



It's that time of year again! Let the IRS Free File do the hard work for you with brand-name software or online Fillable Forms. You can prepare and e-file your federal return for free! Participating software companies make their products available through the IRS. Some also support state tax returns!

The IRS offers an electronic Free File program for filers with an income of \$58,000 or less. Traditional paper filers may consider the Free File Fillable Forms program available to all filers. Free filing options are only available on the IRS website at www.irs.gov.

If you're in this category, you've got it easy. Simply go to the [IRS Free File homepage](#) and sign up with one of their qualifying vendors (click the "help me find a company" button) to have your [taxes](#) e-filed for free. Complete the tax preparation questionnaire and e-file the forms.

How to Get Free e-File with >\$58k Income

Historically, anyone in this category had to pay an extra fee for e-file, which was usually about \$8. While this isn't unreasonable by any means, it's still annoying! Now, the IRS has removed this "tax on the rich", so with the free fill-able forms, these folks can e-file for free. Here's how:

1. Go to the [IRS homepage](#) and sign up with one of the tax preparation companies by clicking on the Free File logo.
2. Use the free tax preparation company to help you complete your tax return.
3. Request to have your forms printed instead of e-filed.

4. Take your printed forms and go back to the IRS website and re-enter the exact numbers on the [Free File fill-able forms](#).

You get the benefit of using the free tax preparation companies and still get to e-file for free. Nice!

Quit Smoking for Less

CHANTIX is a prescription medication that, along with support, helps adults 18 and over stop smoking. CHANTIX has recently come out with a savings program that will make it more affordable to finally quit smoking. Check out their website and savings program below and finally kick the habit...for less!

<http://www.chantix.com/>

Speak with your doctor about quitting. **If your doctor prescribes CHANTIX® (varenicline) tablets**, you could be eligible to save.

Pay **\$40** or less*

Savings up to \$75 per monthly prescription

- If your out-of-pocket costs are \$115 or less, you pay \$40.
- If they're more than \$115, you save \$75 off your costs.

Offer can be used up to 3 times.

*Terms and Conditions apply. See below.

CHANTIX®
(varenicline) TABLETS

If you have questions about CHANTIX,
please call 1-877-CHANTIX (1-877-242-6849).

MILESTONES



February Birthdays



February Anniversaries

George Carroll – 2/3
Mike Maurer – 2/11
Jason Thompson – 2/12
Matt Ridout – 2/17

Mark Mattingly – 1 year
Keith Carlsen – 2 years
Kay Koroma – 3 years
Jacob Rios – 4 years
JC Reffitt – 8 years
Bill Harrison – 10 years
Dennis Porter – 14 years
Charlie Gildehaus – 21 years