

## 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.

## A Little Humor

Some of you may have been surprised by the e-mail Russ sent on April 1<sup>st</sup> regarding a Huge Opportunity in Texas. As you probably guessed, the part about all of us moving to Texas, and being paid with Bitcoin or Foolcoin was part of Russ' annual April 1<sup>st</sup> antics. However, some of what he said was true:

- The pump or perish is true: Pumping water out of the ground faster than it is replenished results in dry wells, reduced rivers and lakes, deterioration of water quality, increased pumping costs and land subsidence. Unique to Texas is a law known unofficially as "pump or perish," by which landowners are allowed to pump as much groundwater as they like, even if it drains adjacent properties. The law, which dates to the early twentieth century, has been controversial and environmentally destructive, but numerous attempts to undo it have failed.
- Pickens does have that land on top of the Ogallala Aquifer. His company Mesa Water is pumping water from it and selling it to others, and he wants to increase that production. The Ogallala Aquifer stretches beneath parts of eight states (South Dakota, Wyoming, Nebraska, Colorado, Kansas, Oklahoma, New Mexico and Texas). It is the most heavily used aquifer in the country. The water from this aquifer supplies the water for 20% of the total US agricultural output and 40% of the grain fed beef. In addition, it supplies 82% of the drinking water for the 2 million people that live in the High Plains area of the country.
- We are getting a big contract soon with Texas Wesleyan...stay tuned for more details!

So as the business tycoon Andrew Carnegie once said, "There is little success where there is little laughter." Hope you had a good laugh this week!

## Communication Tips

Recently, **Joyce Howe** went to a seminar on Management skills. She put together the following information on communication tips to share with the rest of us.

 Communicate.

When mistakes are made at work, how often is it due to communication problems?  
What can we do to improve our communication at work?

Good Communication skills are based on your habits, so put some thought into your communication. Review these tips, and put them into practice!

### **Emails:**

1. Identify the purpose of the message, and state that upfront.
2. Write a clear, detailed subject line, and include any action you are requesting the reader take.
3. Identify the right readers.
4. Identify and specify the desired reader response (Do you want them to do something, or just read the information? Do you want them to make a decision?).
5. Review and edit. Writing mistakes are annoying to read but easy to fix before you hit send.
6. Practice good email etiquette. Don't respond with angry or annoyed overtones.

### **Meetings:**

1. Circulate an agenda ahead of time.
2. Assign specific roles (Note taker, To-do tracker, etc.).
3. Distribute handouts before the meeting starts.
4. State the meeting's purpose at the beginning.
5. Cover problems first, planning second, and misc. items third.
6. Stick to your agenda.
7. Give everyone an opportunity to contribute.
8. Summarize and review decisions and actions to be taken.

### **Presentations:**

1. Essential message: Summarize in one sentence what you want to get across.
2. Be likable: It's easier to accept information from people we like.
3. The first thing you say in presentation, and the last, are most remembered. Plan your presentation accordingly.

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## **Where In The World Is WMI?**



**Bob Smith** and **James Benjamin** are not enjoying spring like weather quite yet as they continue work on the Lansing Housing Commission project! Bob, James, and the subcontractor have completed 4 of the 8 sites, with only the scattered sites remaining to be done. That includes approximately 472 installs in 19 work days while battling the Michigan weather! Great job, Lansing crew!

The Augusta crew composed of **Dan Sirakis**, **James Palmer**, **Chris Anderson** and **Douglas Martinez** are working on the final site for this public housing project. Installs are on schedule to be completed the 1<sup>st</sup> week of April. This crew has continually averaged around 27 installs per day— toilets, showerheads, and aerators – during the month of March! Kudos to the Augusta crew, also!

**Bill Harrison** worked with the local “leak detector” guru to locate underground leaks at 2 TN shared savings properties recently – Harding Place and Caldwell Courts. This winter has been especially cold in TN, so there have been more underground leaks than normal! Luckily, we have been able to locate most of them and the properties have been prompt in getting them repaired.



Recently, **Mickey Julien** accompanied **Marion Sewell** on a factory tour of the Hansgrohe plant outside of Atlanta, GA. They toured the facility while the showerheads were being assembled, and they were able to observe the different flow rates of their products. Mickey commented that the warehouse was not only well organized, but also very clean! Something we will try to aspire to in TN!

The Phoenix Water Services Department (WSD) has retained several consulting teams to help develop a more detailed understanding of the ways in which water use is changing within the City. The ultimate purpose of these investigations is to allow Phoenix WSD to make more accurate forecasts of water use for future planning. The specific focus for Water Management is water usage and the projected change within the hospitality sector.

As part of this, **Chris DeChantal** and **Matt Ridout** audited about 19 motels, hotels, and resorts throughout the Phoenix, Arizona metro area. The vast majority were Blackstone owned and are serving as a kind of test run for some of BX's portfolios on a national scale.

**Bob Smith** and **James Benjamin** started work on the **Lansing Michigan** project on February 24<sup>th</sup>. This is a PHA project that consist of 771 toilet installs and will last until the end of April.

**Nery Martinez**, **Brian Vroom**, and **Buster Vroom** went back to the **Kensington, NJ** project to complete the last 200 installs. They were able to complete the work within 7 days. Thank you for a job well done!

**Eddie Gonzalez** and **Giovany Gonzalez** started and completed the **US Coast Guard Elizabeth City** project on March 3<sup>rd</sup>. This project consisted of 77 toilets, 61 urinal retrofits, faucet ends and shower heads. Work will be completed in April.

**Jeff Bell** and **Butch Deibler** started work on the **Lancaster County Jail & Courthouse** on 2/2/2014. This work consist of 725 toilets and a number of different plumbing measures, and this work will go on through the month of May.

## What Helps Sustain Your Confidence?

"Confidence is a choice, not a symptom.

The batter has already hit two home runs. When he gets up to bat for the third time, his confidence is running high...

It's easy to feel confident when we're on a roll, when the cards are going our way, or we're closing sales right and left. This symptomatic



confidence, one built on a recent series of successes, isn't particularly difficult to accomplish or useful.

Effective confidence comes from within, it's not the result of external events. The confident salesperson is likely to close more sales. The confident violinist expresses more of the music. The confident leader points us to the places we want (and need) to go.

You succeed because you've chosen to be confident. It's not really useful to require yourself to be successful before you're able to become confident." [Excerpt from Seth Godin's Blog.]

Confidence is not a constant state for many of us. It comes and goes yet we wonder if, like self-awareness, it isn't a "muscle" that needs to be built over time so that you can call upon it when you need it most. Who hasn't heard the advice "act confident even when you don't feel it." We believe that being able to tap into our confidence (which resides in each of us), not just acting it, is the real practice. "Being" confident is different than "acting" confident. Don't you think?

**Where does confidence reside in you?  
When you need it, how do you tap into it?**

Find the place of confidence within and nurture and build the muscle in good times so you'll "be" it when you need it most!

## The U.S. Coast Guard Experience

The U.S. Coast Guard at Elizabeth City, North Carolina project recently presented a challenging and unique scope of work for **Abdul Dodoo, Eddie Gonzalez, Giovanni Gonzalez, and Jason Thompson.**

For the first time Water Management was asked to convert existing tank toilets to top spud commercial valve toilets in a public restroom at the base facility. Occasionally we do convert top spud toilets to tank toilets, but not in the reverse.

The base facilities and the Siemens Project Manager were very impressed with the results of the project.

Nice job **Abdul** coordinating and working on the project with **Eddie**



and **Giovanni**. And a special thanks to **Jason Thompson** for coming up from Burgaw, NC to assist with his special plumbing skills.

*(Plus there's a rumor that Abdul is trying to buy the red pickup truck from Jason, or at least the chrome wheels!)*

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## HR Corner



### Carsharing

Are you thinking about how to cut your transportation expenses? Are you wondering if you should buy a second or third car for your family? Before you look any further for a new car, or for ways to cut your car insurance, maintenance and fuel bills, take a few minutes to learn about *Carsharing*.

#### What is Carsharing?

In most cases, people do not want a car but the service one provides. Carsharing allows people to use a car when needed, without the costs and inconveniences of car ownership. Simply defined, carsharing is sharing the use of a private vehicle with one's community. Carsharing is similar to car rental with the main differences being that an individual can use the carsharing vehicle for as little as one hour and the cars are located in the communities rather than at a central car rental location.

Carsharing began in Switzerland in the 1980's and expanded throughout Europe to include 450 cities. The concept has taken hold in the United States in every major city, and even in some smaller towns. Zipcar has cars located throughout the country. Hertz on Demand is also available in all 50 states, as well as in Europe. Consider using them next time you need a vehicle in town, or when you are traveling out of town!

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

<http://www.hertz247.com/NewYork/en-US/About/Index>



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## Milestones



*April Birthdays*

Mark Harewood – 4/02  
Jamie Powers – 4/16  
Tony Cimini – 4/25  
Brenda Pack – 4/27



*April Anniversaries*

Eddie Gonzalez – 10 years