

## 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.



Memorial Day is a federal holiday in the United States for remembering the men and women who died while serving in the country's armed forces. The holiday, which is celebrated every year on the last Monday of May, was formerly known as Decoration Day and originated after the American Civil War to commemorate the Union and Confederate soldiers who died in the war. By the 20th century, Memorial Day had been extended to honor all Americans who died while in the military service. It typically marks the start of the summer vacation season, while Labor Day marks its end.

On Memorial Day, the flag of the United States is raised briskly to the top of the staff and then solemnly lowered to the half-staff position, where it remains only until noon. It is then raised to full-staff for the remainder of the day. The half-staff position remembers the more than one million men and women who gave their lives in service of their country. At noon, their memory is raised by the living, who resolve not to let their sacrifice be in vain, but to rise up in their stead and continue the fight for liberty and justice for all.

**To our men and women in uniform - past, present and future - God bless you and thank you!**

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## Six Keys to Achieving Big Goals

*By Michael Hyatt*

For the last few days, I have been thinking about how to achieve really big goals. How do you do really hard things? How do you push through the inertia that threatens to keep you in your current state? How do you increase your probability of accomplishing what you set out to do?



This past Saturday I went running with my half marathon training group. We had to sign-in at 6:45 a.m. and start running at 7:00. We only had to go five miles, but it was cold. I dreaded going. When the alarm went off, I got into a debate with my body. “The spirit was willing but the flesh was weak.”

Fortunately, the spirit prevailed. Gail and I rolled out of bed, got dressed, and drove a few miles to hook up with our teammates.

As it turned out, I had several great conversations with the other runners in my group. Even though we ran for an hour, the time flew by. When we were finished, we all went to breakfast. It was a great social experience. I was very happy that I had decided to follow through on my commitment.

Later that day, I realized that working with a group is one of the keys to achieving big goals. But then I began to think, “What else helps people accomplish big goals?” I came up with a list of six. Whether you are trying to write a book, lose a bunch of weight, overcome an addiction, or land a new job, I believe these will help you get there:

1. Get clear on your goal. The more clarity you have the better. Visualize it as if it were already a reality. Now write it down with as much specificity as you can. For example, this year my half marathon goal is this: “Run the Country Music Half Marathon in two hours and fifteen minutes.” That is fifteen minutes faster than my best time and will require a pace of 10:18 per mile.
2. Determine what is at stake. Why, exactly, do you want to accomplish this goal? What is at risk if you don’t? I always list these as bullet points under my goal. What is at stake in me running the half marathon in 2:15?
  - My ability to lead myself.
  - My desire for continuous improvement.
  - My ability to set a big goal and achieve it.
3. Develop a detailed action plan. When I signed my first book contract, I almost hyperventilated. I was like the proverbial dog that caught the fire truck. Now what? I thought. The thought of writing 75,000 words terrified me (this was in the days before I began blogging, so I had no idea what I was up against). I determined that I would get up extra early and write for four hours. I timed myself and discovered I could write about 250 words an hour. At 1,000 words a day, I could finish in 75 days. If I could do this five days a week, I could finish in 15 weeks.
4. Go public with your commitment. This is a huge key. When I decided to run my first half marathon, I decided to announce it on my blog. For me, this was like Cortez burning his ships off the Veracruz coast. Once I did it, there was no turning back. I was committed, and I was going to follow-through. It’s probably just pride, but “going public” has proven to be a great lever in moving me toward my goals.
5. Join (or form) a group committed to the same goal. This is also really important. It is why groups like AA help so many people get sober. It is why Weight Watchers help so many people lose weight. It is also why running groups help so many people run or walk their first marathon. But you can join or start a group for just about anything today. The camaraderie and accountability will help you more than you can imagine.
6. Review your goal and rationale regularly. When I was writing my first book, I literally read my goal out loud at the beginning of each day. I also reviewed what was at stake. I prayed that God would help me. I tried to exercise faith by visualizing the goal as if it were completed. Reconnecting to the dream and why it is important took the tedium out of daily writing. It gave me purpose and meaning. It kept me going when I wanted to quit.

## Where In The World Is WMI?



**Nery Martinez, Dennis Porter, and Brian Vroom** continue work at Cider Mill Apartments in Gaithersburg, MD. We are complete with the first inspection phase, and will start the toilet install phase on the week of June 6<sup>th</sup>.

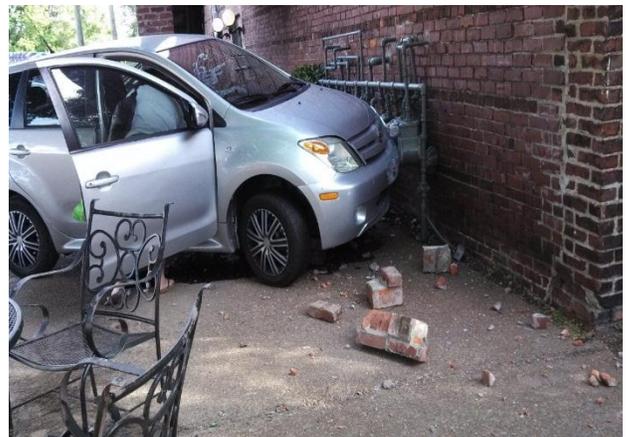
**Brian Vroom, Dennis Porter, and George Carroll** have been working on the City of Fairfax project. This project consist of commercial toilets, residential toilets and faucet installation. The project will be completed by Friday May 2<sup>nd</sup>.

**Abdul Dodoo, Giovany Gonzalez, James Palmer and Chris Anderson** have been working the **Philadelphia Sheraton**. There are over 760 toilet rebuilds, shower head replacements, and aerators.

**Bob Smith** joined **Jeff Bell, Butch Deibler and Douglas Martinez** at the Lancaster County Jail and Courthouse project. They are about 65% complete and should end in June.

The TN crew of **Bill Harrison, Chris Anderson, and Dan Sirakis** have been working at Rex Courts, a TN shared savings property where they have been installing toilets and fixing faucet and tub diverter leaks. At the end of May, **Chris Anderson** will be heading to the east coast to assist the crew assigned to the Philadelphia Sheraton project.

CRASH...BANG...BOOM!!!! Those are the sounds that were heard the morning of Wednesday, May 7<sup>th</sup> outside the WMI-TN office at around 7:45 AM. As **Mike Maurer** exclaimed to the person he was speaking to on the phone, "I will have to call you back...I think someone just ran into the outside of our office!" And that is exactly what happened! An employee at one of the Marathon Village locations ran into a flower planter and then hit the row of gas meters that line the outside wall of the TN office. The police and firemen were immediately notified since we could hear and smell gas escaping from the gas meters. Luckily, the driver was only shaken up, and not seriously injured. However the gas meters and the flower planter were not so lucky!



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## Service Department Update

Our mission as a company is to be the leader in water efficiency. Back in the early days, we realized that it was our Shared Savings and Service Contract properties that gave us the ability to track consumption and results over time. These jobs have been invaluable tool for helping us to become experts on various products, on product adjustments, and on best practices for water efficiency.

In addition, these Shared Savings and Service Contracts have helped cover our overhead during times when our straight cost jobs have not come in steadily. As you know, over the years we have endeavored to keep everyone working a 40 hour week, even when there is not new work to keep busy with. Having the Shared Savings and Service Contracts properties there for us to inspect and improve as time allows is critical to maintaining consistent work schedules for our Ops employees.

Giving this sector of our business the respect it is due for being our teacher, field tester, financial bridge, and work generator, we want to ensure that we are doing our best to support this sector through quality service and effective programs.

Recently there has been discussions around the office about the future of the Service Department. Don't worry, we're not getting rid of it! We are actually working to improve team effort within the department, while providing a more proactive service approach to our customers.

**Pete Valentin** will be taking over the day-to-day management of the Service Department, while working with **Charlie Gildehaus** to analyze and strategize about the consumption and savings potential of our properties. In addition, **Jeanna Osborne** will be pitching in more on the phone lines so that **Brenda Pack** can be available for Service Department meetings and planning efforts. **Spencer Horner** will be available for training or when assistance is needed for specialty projects such as sub-metering, but with this change, **Spencer** will now be more fully available for our Sustainability Projects, including the development and construction of these projects.

Stay tuned for more news about our Service Department in the coming months!

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## HR Corner



### **Men, what you don't know CAN hurt you!**

*From Inova's May Fit for the Future Newsletter*

National Men's Health Week is next month, June 9 through the 15, so it's a great time to check on health issues you or the men in your life may be experiencing – or avoiding!

### **Fast Facts About Men's Health**

- The risk of high blood pressure in men begins to increase around age 45.
- Between 2009 and 2012, 31.6% of men over age 20 had hypertension.

- Recent figures for 2014 estimate prostate cancer will account for more than 233,000 of the 855,000 cancer diagnoses in men.

### **The Myth Of A Man's Perfect Health**

Men can sometimes think or act like they are invincible. Heart disease? No way. Prostate cancer? Not a chance. Depression? Not possible. When there's an assumption guys are to be rough and tough, these health issues can definitely be out of sight, out of mind. Unfortunately at some point those years of sidestepping health problems finally catches up. For example, something as small as using lots of salt over a long period of time can cause high cholesterol levels.

If high cholesterol isn't a convincing reason to put down the salt shaker, maybe it would help to know one of the leading causes of death for American men is heart disease. Heart diseases can largely be prevented by adopting a few essential healthy habits (like limiting salt) and knowing where you stand with your heart health. Healthy habits can take a while to sink in but you can get instant gratification learning about your heart health – [take an online heart risk assessment](#) ➔

These facts are great but actually getting healthy or staying healthy is where things get tricky. Doctor appointments, the possibility of medical tests and the suggestion of a change in lifestyle sounds unappealing and time consuming. [Use this simple chart for health care guidelines and timelines specific to men](#) ➔

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## **Milestones**



*June Birthdays*

Mickey Julien – 6/02  
Spencer Horner – 6/04  
Cable Jones – 6/05  
Joyce Howe – 6/10  
Brian Vroom – 6/13



*June Anniversaries*

Joy Saul – 13 years