

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.



Developing an Attitude of Gratitude Can Help You Live a Longer, Happier Life

By Dr. Mercola

Besides sharing time with family and friends over food, the primary ingredient of the holiday season is gratitude. While it's certainly good to have an annual holiday to remind us to express gratitude, there's much to be said for the benefits of cultivating the spirit of thankfulness year-round.

People who are thankful for what they have are better able to cope with stress, have more positive emotions, and are better able to reach their goals. Scientists have even noted that gratitude is associated with improved health. As noted in the Harvard Mental Health Letter, "expressing thanks may be one of the simplest ways to feel better:"

Ways to Cultivate Gratitude

Cultivating a sense of gratitude will help you refocus your attention toward what's good and right in your life, rather than dwelling on the negatives and all the things you may feel are lacking. And, like a muscle, this mental state can be strengthened with practice. Ways to cultivate a sense of gratitude include:

- + **Write thank you notes:** Whether in response to a gift or kind act, or simply as a show of gratitude for someone being in your life, getting into the habit of writing thank-you notes is a great start.
- + **Count your blessings:** Reflect on events for which you are grateful, and write them down.

- + **Pray:** Expressing thanks during your prayers is another way to cultivate gratitude.
- + **Mindfulness:** Practicing "mindfulness" means that you're actively paying attention to the moment you're in right now. You can focus on something that you're grateful for, such as a pleasant smell, a cool breeze, or a lovely memory.

Cultivating an Attitude of Gratitude as Part of a Healthy Lifestyle

Starting each day by thinking of all the things you have to be thankful for is one way to put your mind on the right track. Also, remember that your future depends largely on the thoughts you think today. So each moment is an opportunity to turn your thinking around. Anyone can have a bad day, and still find pleasure in the small things in life.

Face your past without regret; prepare for the future without fear; focus on what's good, and practice gratitude. Remember to say "thank you"—to yourself and to others. It will make you day, and someone else's!

Something Extra to be Thankful for at Water Management

We have decided that our offices will be closed on Friday, December 26th, in addition to December 25th and January 1st. All Full-time employees will receive Paid Holiday Leave. Enjoy the extra day with your family and friends!

Hospitality at Work

Work on the hotels throughout the United States continue with 11 sites being entirely completed in Arizona, Tennessee, Georgia, and Pennsylvania during the month of November! This work included well over 1053 rebuilds, work on Flushmate vessels, approximately 1193 kitchen and bath aerators installed, the installation of 1116 handheld and regular showerheads, and around 136 in line flow control devices inserted in existing showerheads. Those are amazing numbers especially when you consider that all of this was achieved in a mere 3 weeks or 15 days of work!

The following crew members that assisted at one time or another on hotel projects this month are: **Charlie Gildehaus, Jeff Bell, Butch Deibler, Tony Cimini, Dan Sirakis, Douglas Martinez, Giovanni Gonzalez, Mike Maurer, Chris Anderson, and James Palmer!**

So you can see, the construction phase of the hotel projects are in "full speed ahead" mode! As you can imagine, the coordination of these projects to include assigning personnel, arranging hotel reservations, scheduling the appropriate number of work days based on the specific work to be completed, and having to provide Blackstone a schedule for approval every 6 weeks becomes extremely hectic and demands concentrated attention to details. For example, this past month a crew was dispatched to Phoenix to work in 7 hotels during roughly a 28 day period. With only a certain number of days allotted to each hotel and factoring in the travel between hotels, it is a challenge to organize and stay on schedule.

Also, there is a mountain of electronic paperwork generated each day as it pertains to the data entry of electronic work sheets and the subsequent follow-up for invoicing purposes. The unsung heroes behind the scenes who dedicate hours and hours a day, night and weekends to make this happen, are **Tari Maurer, Matthew Ridout, and Jessica Rauhala.**

It would be remiss not to mention the hard work of **Marion Sewell, Mickey Julien,** and **Joel Matthews** when you talk about the success of the hotel sector! These guys are responsible for making sure the right product arrives on time for each of these projects!

Thank you all for your efforts and continued support for the hotel projects. It's a job well done!

Re-connecting with WMI Friends

In early November, Mike Maurer conducted a hotel survey in the Columbus, OH area. While there, he was able to look up some former, but not forgotten, WMI employees – **JC Reffitt, Jim Wilson** and **Dexter Shepherd!**

They enjoyed reminiscing about their days at WMI and took a “selfie” to remember the day!



Productivity

From Transform's Newsletter

Productivity results from focus. To be focused you need to be clear about what is important. To know what is important, you need to check in with yourself daily to ensure you are working on the things that are the highest priority. Try this practice at the start of each day and watch how your productivity soars!

1. Check in with your head: What's on your mind? What do I have to do? What happened yesterday that I have to fix? What are the tasks that I want/need to do today?
2. Check in with your heart: What feelings or emotions are activated when you think about what you need/want to get done today? What needs to be expressed today? What relationships need attention?
3. Check in with your body: Is your body tense, achy, energized, tired, etc.? See if you can tune into what's going on physically. Check in with your gut.

Now ask the question: For this to be a productive day, what do I need to accomplish by the end of the day? The first couple times you do this, it may feel like it is taking a while to do but as you build your internal muscle for aligning your three centers, it will get easier and faster.

Remember energy follows attention and by checking in with your head, heart and body -- your three centers of intelligence -- you are building a muscle that ensures you stay aware, aligned, focused and productive!

ARL or JPL

This month we are installing water harvesting tanks in California and in Maryland. Tanks are being installed at the Army Research Lab in Adelphi, MD and at NASA Jet Propulsion Laboratory in Pasadena, CA.



Installing water harvesting tanks in California pose specific challenges. The water harvesting tanks need to be secure in case an earthquake hits. Based on the pictures above see if you can determine which picture is for ARL and which one is for JPL.

Water Management Training

Russ Horner and **Abdul Dodoo** conducted a training class for Horning Brother's at Brittany Commons in Fredericksburg, VA earlier this month.

There were over 40 maintenance and other property staff in attendance.

Even though most of the Horning Brothers properties are located in Washington DC., the Fredericksburg site was chosen because it had the largest conference room.



Why Pipe Freezing is a Problem



Water has a unique property in that it expands as it freezes. This expansion puts tremendous pressure on whatever is containing it, including metal or plastic pipes. No matter the "strength" of a container, expanding water can cause pipes to break. Pipes that freeze most frequently are those that are exposed to severe cold, like outdoor hose bibs, swimming pool supply lines, water sprinkler lines, and water supply pipes in unheated interior areas like basements and crawl spaces, attics, garages, or kitchen cabinets. Pipes that run against exterior walls that have little or no insulation are also subject to freezing. Click [here](#) to hear the different sounds of water leaks, some that may occur from pipe freezing.

HR Corner



Safety Reminder

Please make sure you are wearing your PPE while out on the job site. We have recently heard about very unsanitary environments at some of the locations our crews have been working on. In addition, broken porcelain is always a concern. Please make sure you and your crewmembers are protected and practice safe measures at all times. Remember, safety first!

The Great American Smokeout

To protect and enhance our company image, and to contribute to the health and well-being of all employees, Water Management has a smoke-free workplace policy.

Kudos to those who have quit smoking!

If you are still a smoker..... when was the last time you said, “I need to quit”?

As with any change, it helps to think about why you want to quit smoking. Whatever the reason, let your friends and family know about your goal. There really is something to having your own cheering section to help you stay motivated.

When you decide to stop smoking, make a clean sweep of it: wash the drapes, wipe down or paint the walls, get rid of ashtrays and clean out the car so that the cigarette smell is gone.

What are some of the physical benefits of stopping smoking? After:

- 20 minutes: heart rate and blood pressure drop.
- 12 hours: carbon monoxide in the blood drops to a normal level.
- 2 weeks to 3 months: circulation improves and lung function increases.
- 1 to 9 months: there's reduced coughing, shortness of breath & risk of infection.
- 1 year: excess risk of coronary heart disease is half that of a smoker's.
- 5 years: stroke risk is reduced
- 10 years: risk of cancer (throat, esophagus, bladder, cervix & pancreas) decrease.

Milestones



December Birthdays

Tari Maurer – 12/06
Giovany Gonzalez – 12/08
Buster Vroom – 12/10
Joy Saul – 12/18
Rick Ferguson – 12/29



December Anniversaries

Ward Corbin – 19 years
Bob Smith – 18 years