

Quality Statement



Water Management 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.

Water Management 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.

Thirty six years...



This past month, we celebrated Water Management’s 36th Anniversary. Brenda had all of the food set up, and Dave Taylor cooked up a storm (and storm it did!) out on the grill. With the sun out while we were eating, the sky quickly turned dark and down came the rain! With everyone’s help, we moved inside to honor a few milestones this year...

Dave Taylor and **Rick Ferguson** have been with us for 25 years! **Mickey Julien** has been with us for 25 years as of November 14th. Each of them came with different work experience, but each of them caught on to the water savings zeal and found their niche here. Best wishes to Dave, Rick and Mickey, and thank you for being here!

Joy Saul and **Pastor Mackall** celebrated 15 years with the company. Joy came with previous Accounting experience, and Pastor with Maintenance experience. Over the past 15 years, they have become a part of the Water Management family, and we are grateful for their contributions!

Butch Deibler has been with our company for 10 years, and has now received his Water Management ceramic trivet! Butch has traveled up and down the East coast for us over the past 10 years. Anyone want to guess how many miles he’s traveled during that time?

Douglas Martinez and **Spencer Horner** hit the five year mark. Congrats!

Baby Horner News!

Congratulations to Spencer and Lori (and Grandpa Richard!) Horner. On October 25th, Braden Patrick Horner arrived. All is well with them, and Jameson is the proud big brother now. Congratulations!



Accounting Year-End

Accounting is underway with the year-end financial closing. It is a bit more challenging this year given the change in personnel; but confidence is high that we will prevail with flying colors!

Progress has been made on the Franklin, TN front, as indicated by **Tari** in her recent email: "It is with GREAT pleasure that **Mickey** and I are submitting our transactions for reconciling the TN inventory for FYE 2016. Inventory has been counted, discrepancies have been gone over and discussed with Marion, and adjustments and transfers have been made, checked and rechecked in Dynamics."

Good job Tennessee!



If you have any questions about our Accounting processes, please let **Joy** or **Joyce** know. They are always interested in refining our processes, and are willing to work together with all departments to ensure our success as a company!



For our Service Team, they never know what they will run across...

Recently **Aaron** was out at Highlands at Gunston, and went to install a new showerhead for the customer. He was surprised to see the Water Management logo on the old showerhead, and found out that it was probably installed 20 years ago! A good testament to the longevity of our quality products!

The Drought has Moved to the East

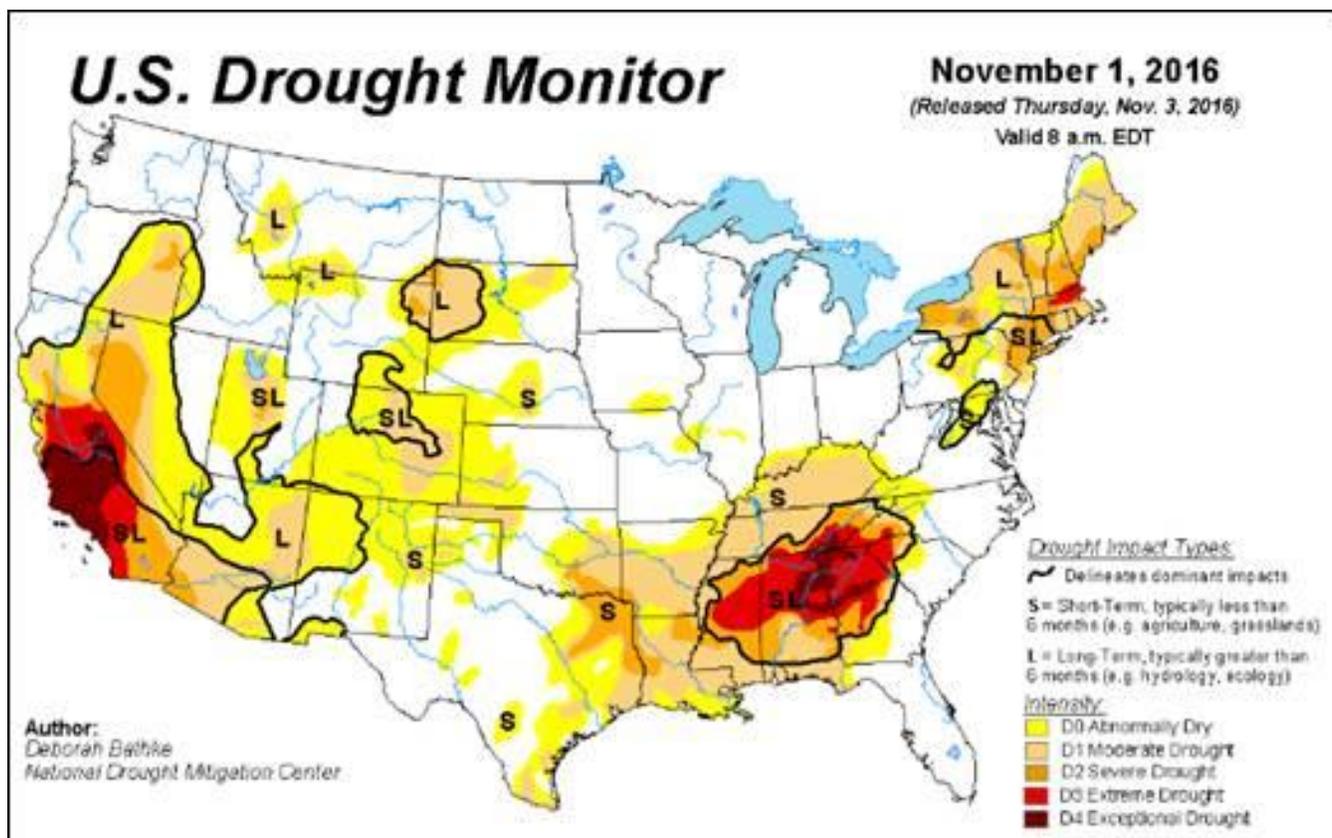
It is hard to believe, but there is a drought going on in New England. Low rivers is one of countless signs of dry weather that has settled over much of New England. The United States Drought Monitor is observing “extreme drought” conditions in much of the eastern half of Massachusetts, southeastern New Hampshire and the southern part of Maine for the first time in years.

Some private wells have dried up. Farmers face millions of dollars in lost crops, and federal agricultural officials have declared much of New Hampshire, Massachusetts and Connecticut a natural disaster area. Parts of rivers have withered into a series of ponds or wide stretches of stone, harming the ecosystems that depend on them. Bears and other wild animals are venturing into human habitats in search of food because there is little in their own. Some think this problem may extend to the Washington, D.C. area if a new administration comes here and “Drains the Swamp.”

The Drought has Moved to the East (continued)...

Sadly or fortunately, this situation has been good for our business. Over the past few weeks, Water Management has been contacted by **Aquarion Water** (a public water supply company with offices in CT, MA and NH), **The City of Waterbury**, CT and **Black & Veatch** (a company specializing in infrastructure development) to assist with identifying areas where water can be saved in the Industrial, Commercial and Institutional markets.

Matthew Ridout, Bill Harrison, Mike Maurer, Buster Vroom, Rick Ferguson, and Chris Boldon are assisting with this project. If you have an interest in learning more about what we're doing and helping out, please let Russ know.



Where in the World has Water Management Been?



Hospitality

Hotel Del Coronado, Coronado, CA: Bill, Chris A., James P., & Danny

Residence Inn, Boston, MA: Jeff & Butch

Prisons

Petersburgh Prison, PA: Jeff & Butch

Multi-Family

2 M Street: Mark, Brian Douglas

Arlington Detention Center: Nery & Dennis

Colonial Village: Reggie, Dennis & Nery

Cedar Ridge: Brian, Mark & Johnathan

Douglas Knolls: Nery, Eddie, James B., & Johnathan

Fort Totten: Mark & Brian

Friendship Crossing: Reggie, Dennis & Nery

Heritage Park: Eddie, Giovany & James B.

Highlands at Gunston: Aaron & Douglas

Jetu: Brian & Buster

Landmark Towers: Reggie & Dennis

Langston Lane: Nery, Dennis & Douglas

Lorring Park: Nery, Dennis, James B., Giovany, Danny, & Johnathan

Maple Ridge: Reggie, Dennis & Nery

Oakton Park: Eddie, Giovany, James B., & Johnathan

President: Mark, Brian & Buster

Twin Oaks: Reggie, Dennis & Nery

A Recent Visitor



Abdul took some time off in September to host the King of Ghana during his visit to the United States. While King Tackie Adama Latse II was here, Abdul and the King celebrated their birthdays together.

Abdul is the Chairman of the Ga Dangme (natives from the Greater Accra Region in Ghana) Association of Virginia, which hosted the National Homowo Festival at Fort Ward Park. The festival brought GaDangme natives from all over the country and the world together. The festival highlighted the historic culture of the GaDangme people, and included traditional songs, dance and food.

November Anniversaries



Matthew Ridout – 7 years
Marion Sewell – 18 years
Pete Valentin – 23 years
Mickey Julien – 25 years

Congratulations!