

## 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.

## 20 Years of Service!

Congratulations to **Brian Vroom** and **Richard Horner** for reaching the 20-year mark here at Water Management! At a recent Safety meeting, both were presented with Certificates, expressing our gratitude for their many years of service. We’re looking forward to Brian’s next 20 years! Richard is still weighing his options for the next 20; he’s hoping to find a senior living center with a garage so he can continue to work on cars for us! Much love and gratitude to Richard and Brian!



### Brian Vroom

*This certificate is presented in acknowledgment of your 20 years of dedicated service and tireless effort in preserving hundreds of millions of gallons of water during your career.*

*Water Management thanks you for your hard work and persistence in the field, and for the countless projects you have successfully supervised and completed. Your calm demeanor in dealing with challenges, your proficient technical skills, and your respect for others is a great asset to our team.*

*Thank you!*

### Richard Horner

*This certificate is presented in acknowledgment of your 20 years of diligent effort; drawing on your logistical, risk-management, and mechanical expertise to support our Operations.*

*All of us at Water Management thank you for your persistence in keeping us safe, providing logistical planning and feedback to Operations, handling all of our fleet maintenance and administration, and being on our Safety Committee. It seems you are always available whenever we have a mechanical problem, damage claim, false alarm, or other mishap. Thank you for all you do in dealing with issues day in and day out!*



Water Management recently signed two new contracts with Legum & Norman. The projects are Midtown Bethesda North, a 230 unit boutique-like condominium building located in Rockville, MD and Park Square Condominium, a 260 unit condominium and townhome development located in Woodbridge, VA. Both properties are less than 10 years old – proving once again no matter how new or fancy the plumbing equipment is – it still needs to be serviced regularly to maintain its peak efficiency.

We are excited to have this opportunity to work with Legum & Norman because they are one of the biggest and best management companies in the Washington, D.C. area.

Legum & Norman (L&N) was founded in Washington, D.C., and has provided comprehensive Real Estate Services since 1945. In 2005, L&N was acquired by Associa, a global leader in association management. Associa brings over 30 years of experience and the highest levels of service to their clients' communities. Founded in Dallas, TX, in 1979 by John Carona, Associa serves associations of all types – single-family, condo, mixed-use and master-planned communities, luxury high-rise, active adult, resorts, golf, and commercial.

L&N and is now headquartered in Falls Church, Virginia, with regional offices in Silver Spring, MD, Bethany Beach and Ocean City, MD, and Rehobeth Beach, DE. Their primary businesses are community association management, multi-family rental management, and facility services. Their clients include condominiums, cooperatives, homeowner associations, active adult communities, housing authorities, planned unit developments, mixed use communities, multi-family rental communities, builders and developers, government entities, resorts, and senior rental housing communities. These clients represent more than 50,000 units of all types of real estate, including high-rise, mid-rise, low-rise, and garden style buildings, in addition to townhouse and single-family homes.

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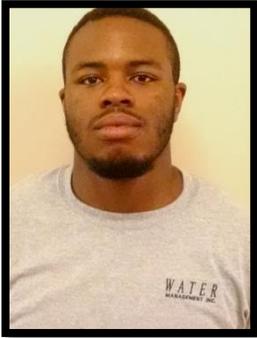
## Service Department Kudos



One of our customers at the **Belvedere Condominium** in Arlington, Virginia took the time to call us after his recent service appointment.

He called to say **Ward (Corbin)** provided good service, had a good attitude, and he was pleased with the work Ward did for him. Thanks, Ward, for keeping our valuable customers happy!

## Summer Interns



We have a new intern this summer, and in case you didn't know, he's **Reggie's** son! **Johnathan Williams** is a graduate of Freedom High School, in Woodbridge, VA, where he majored in Marketing and also graduated from their JROTC program. Johnathan started on June 20 and hit the ground running, traveling to Duke University in Durham, NC. He's now helping out at The George Washington University.



**John Rangel** is back this summer to work on company projects – one of our goals will be to generate a report for each of our long-term clients, complete with a summary of their financial savings. John will also get some training out in the field to assist crews as needed. John finished another year at Elon University in Elon, NC and will be a junior in the fall. John started on July 5.

We're glad to have our summer interns and hope they enjoy working for Water Management and learning new skills!

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## Saying Goodbye to Jessica

After seven years with Water Management, we said "Goodbye" to **Jessica Rauhala** at the end of May with an office luncheon.

She will be starting a new job in Fairfax, Virginia with **Ed Brady** at **Healthy Buildings** in June. The company's disciplines include Indoor Air Quality, LEED, Energy, and Water.

When we hired Jessica in 2009, she began working as an HR Assistant. She then moved to Sales and Marketing, where she was developing marketing materials, arranging conference attendance, producing case studies, and working on website improvements. Most recently, she was the lead point of contact for our major Hospitality clients. She handled the scheduling of assessments, completion of reporting, and also followed up on billing and collection.



Jessica, thank you for all you've done for Water Management over the years! We wish you the best in your new job!

## Summer Milestones



### June Anniversaries

Joy Saul – 15 Years

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### July Anniversaries

Nery Martinez – 7 Years  
Joel Matthews – 7 Years  
Reggie Williams – 16 Years  
Buster Vroom – 19 Years  
Mike Maurer – 23 Years  
Dave Taylor – 25 Years

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### August Anniversaries

Jeanna Osborne – 6 years  
Chris Anderson – 7 years  
Pastor Mackall – 15 years  
Jeff Bell – 19 years

***Congratulations!***