



# the source

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## CEO Message

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Stephane Bouvier  
CEO Inframark

Dear Reader,

Another change of season is upon us as summer is in full swing. One thing that should never change is treating each other with respect and professionalism.

As children, we were taught by our teachers and parents to be respectful of others and to never forget those magic words: “please” and “thank you.” Unfortunately, as we grow older, these words sometimes escape us as the pressures at work and home become more and more prevalent in our daily lives.

This is evident when we become frustrated at work, where it is easier to point out faults and criticisms more often than we would probably like. Now, this doesn’t make us bad people; it makes us human. Of course, this doesn’t mean there aren’t ways we can change this.

It is human nature for all of us to want to feel significant and appreciated for the hard work we do, whether it is in the workplace or in our personal lives. Even as the CEO, I still seek the approval of others. I appreciate the kind gesture of an employee when they thank me or tell me that they are grateful for my leadership. It means a lot.

At least once a week, tell a fellow colleague or one of your direct reports that you appreciate what they do, either in person or via email. When you make a request, say “please” and then thank that person upon completion. When you do have a criticism, make it constructive and assist them in seeking ways to make it better.



This takes very little time and effort. It also will boost morale and give each other a feeling of confidence and self-worth. Trust me, the rewards will be immeasurable!

I know that our lives are very busy and our time seems at a premium these days. But kindness and consideration shouldn't be. By doing so, you are letting others know that they are valued and appreciated.

Enjoy your reading!

*Stéphane*



# IT'S TIME TO CELEBRATE

We love celebrating anniversaries in The Source and this is a big one. Did you know it has already been one year since we separated from our former parent company? It's true! Now, it wasn't exactly the American Revolution, but it was mighty close! This declaration of our independence started the wheels rolling toward officially becoming Inframark this past December. Speaking of which we will be sure to mark that anniversary later this year, so stay tuned!





# Let us count the ways: 1,000-plus reasons to love North Texas- Forney's focus on safety

CONTRIBUTED BY CATHY SEIFRIED, HSE  
WESTERN REGIONAL ADVISER



Let's give a big hand to our North Texas-Forney office, which just celebrated 1,000-plus days with no incidents!

This project continually focuses on safety. In fact, it hosts a tailgate meeting every morning as well as an “exit meeting” at the end of the day. These tailgates are a wonderful opportunity to discuss the wins and losses of the day and how they can improve upon them to be an even better partner to each other and our clients.

Our Texas team celebrated this amazing achievement with a catered lunch and each employee was awarded a certificate for being 1,000 days incident-free.

Keep up the great work!

# follow the leader: lone star supervisor training kicks off to a good start

CONTRIBUTED BY ROBERT PENA, SR. HR BUSINESS PARTNER



Congrats to all the graduates of the Lone Star College's Front Line Supervision Program!

Inframark decided to pilot this 10 week-long program with 20 of our very own supervisors in the Texas area.

The practical and interactive program was designed to equip new leaders with the tools to manage and develop direct reports. All of the participants learned strategies for creating an open environment for communication and developing greater self-reliance in those they manage.



# three's company: town hall a success with Stephane, Rick, and Emily!

CONTRIBUTED BY EMILY STEINBERG, DIRECTOR OF  
STRATEGIC DEVELOPMENT

On Tuesday, May 1, Inframark's quarterly Town Hall was held live at our Winona Lake, Indiana, location!

Our employees asked for more visibility and they got it. Our CEO [Stephane Bouvier](#) was joined by our Vice President of Operations [Rick Lavoie](#) and our Director of Strategic Development [Emily Steinberg](#) as they discussed our year-end financial results, new programs, our corporate social responsibility partnership with One Tree Planted and last, but not least, our health and safety recap.



# nothing WIMSical here: check out this new and improved SharePoint project site

CONTRIBUTED BY MATT HOYLE, OPERATIONS DATA ANALYST

New to WIMS™ (Hach's Water Information Management Solution™)? Or just curious? Check out the WIMS Project Site on SharePoint by clicking [here](#).

This site was built to:

- Keep you updated on project news.
- Link to WIMS application.
- Access to training videos.
- View how-to guides.
- Get user guidance.
- Read about state-specific regulatory requirements documentation as it relates to WIMS.
- View the project calendar.
- Access the contact list.
- Have visibility of reports and the entire project document library.

If you have any further questions, don't hesitate to reach out to [Matt Hoyle](#) at [Matthew.Hoyle@inframark.com](mailto:Matthew.Hoyle@inframark.com).



## earth to Hernando: Desoto County Regional Utility Authority educates residents at annual earth day event

CONTRIBUTED BY GREG RYLAND, REGIONAL TECHNICAL  
MANAGER & EDDY RUSSELL, PROJECT MANAGER

DCRUA Project Manager [Eddy Russell](#) and Lead Operator [Kelly Bowles](#) collaborated with DeSoto County Regional Utility Authority at the City of Hernando's Earth Day 2018 event.

The goal of the event was to educate the public about the importance of wastewater treatment and explain how the County's investment in infrastructure is protecting the environment.

Eddy and Kelly explained the treatment process to visitors and how they benefited from Inframark providing clean, treated wastewater back into the local rivers. They also used pictures of the plants and some force main construction projects so citizens would understand how great an undertaking it is for DCRUA and Inframark to provide clean, safe and treated wastewater back into the environment.

A majority of the treated wastewater from the DeSoto County project is discharged into the Cold Water Creek, which feeds into the Arkabutla Lake. The Arkabutla Lake is a major recreational area that DeSoto County citizens utilize for camping, fishing, or swimming and the majority had no idea that treated wastewater was being sent to the lake.

Everyone involved had a good time and the Earth Day event was a fun way to educate citizens on exactly what Inframark does and how we have a positive impact on the communities we serve.

Follow the link, <http://www.desotocountymms.gov/gallery.aspx?AID=34> to see the day's activities.



# saturday in the park: Inframark sponsors and participates in annual safety festival

CONTRIBUTED BY ELIZABETH REEVES, ASSISTANT DIRECTOR OF CLIENT SERVICES



Several of our Texas colleagues offered up their Saturday to help hold down the Katy Area Economic Development Council booth at the 3rd Annual Safety Fest on Saturday, April 14.

Barring the unfortunate bad weather, about 5,000 people attended the event.

“Inframark is a good friend of the EDC and of our District’s Council and we appreciate their support,” said Rick Ellis, vice president of the Katy Area Economic Development Council.

A big thanks to all that helped make this community event a true success!



# covering their bases: west region works together on and off the field

CONTRIBUTED BY KELLI KANTOR, OFFICE  
SERVICES SUPERVISOR



Just like in sports, successful teams have these three things in common:

1. Everyone is working toward a common goal.
2. Everyone is focused on achieving that goal.
3. Everyone works together as one.

Our West Region knows all about goals, which is why they recently came together to have their team meeting in Horsham, Penn. They also decided to keep the teamwork mentality going as they took in a good ole' ball game at Citizens Bank Park, where the hometown Phillies took on a western team, the San Francisco Giants.



# pinch, peel, eat, repeat: annual Plaquemines crawfish boil a success

CONTRIBUTED BY CATHY HUFF, ADMINISTRATIVE ASSISTANT III



Approximately 115 people attended the Plaquemines Parish Annual Crawfish Boil on April 20. The event included our Inframark employees, their families and our client. Some of the guests included: Amos Cormier, parish president, Rev. Michael Jiles, director of public service; Councilmember, District 3, Kirk Lepine; Councilmember, District 4, Irvin Juneau; and Councilmember, District 5, Benny Rousselle. Service and appreciation awards were distributed and the food and entertainment were enjoyed by all!

# patients, please: safety starts with us

CONTRIBUTED BY CHRIS BRUTSCHE, MANAGER OF BENEFITS AND COMPENSATION

What do you know about Patient Safety? Test your knowledge.

1. What is the estimated number of lives lost annually in the U.S. associated with errors, injuries, accidents and infections in a hospital?

- a. 5,000
- b. 98,000
- c. 200,000
- d. 440,000

2. Every year, how many patients develop an infection while in the hospital?

- a. 1 out of every 25 patients
- b. 1 out of every 50 patients
- c. 1 out of every 75 patients
- d. 1 out of every 100 patients

3. Which is the third-leading cause of death in the U.S. annually?

- a. Cancer
- b. Heart disease
- c. Accidents
- d. Medical error
- e. Respiratory disease

Every day, we make choices about where we shop, who we bank with, what cars we drive, and so on. Yet despite our consumer culture, some people aren't aware they can choose what hospital they go to. Your choice of hospital could be a life-or-death decision. Hospitals vary greatly on things like infection rates, surgical errors, and patient injuries as well as ER wait times, patient satisfaction, and other things now being measured.

Choosing the best hospital for you doesn't have to be a daunting task as long as you have the right tools. The first step in finding the best care for you and your family is finding a safe hospital. Use the Leapfrog Hospital Safety Grade search tool to find the safest hospital in your area, preferably one with an "A" grade. Now, think about what type of care you might need. Are you getting ready to have a baby? Do you or a family member need surgery?



In addition to reviewing the Leapfrog Hospital Safety Grade, you can access information on hospital quality and resource use from the Leapfrog Hospital Survey, which focuses on issues that matter to patients, from maternity care and surgical outcomes to medication errors and adequate training. So if you or a family member needs surgery, you can see how your hospital compares on mortality rates of certain high-risk procedures. If you are pregnant, you can find out how your hospital performs on maternity care metrics such as C-sections and managing high-risk deliveries. If you're concerned about a seriously ill parent or family member, you can look at ICU staffing protocols and how the hospital uses computerized prescribing and bar-code technology to keep patients safe from medication errors. You can learn more about choosing the best hospital on the [Leapfrog website](#).



# goat for it! OKC staff safely reigns in little pygmy

CONTRIBUTED BY NICOLE CHURCH, OFFICE SERVICES SUPERVISOR

A goat on the loose had the Oklahoma City staff on the chase.

Nicole Church, Johnny O'Connor and Carrie Franke were finally able to lasso the little pygmy goat after a 15-minute pursuit.

Luckily the goat was not injured and the team was working to track down an owner and/or a local farm that can care for the animal.





# field operations: Inframark sponsors and coaches Guymon, Oklahoma little league team

CONTRIBUTED BY DAMON BERRYMAN, PROJECT  
MANAGER



Guymon Project Manager [Damon Berryman](#), along with Senior Operator [Gerri Smith's](#) husband, sponsored and coached the Inframark Little League Team.

Damon had nothing but good things to say about his coaching role.

"It was a joyful and hilarious venture," he said. "I was raised with all girls, so these boys have been an eye-opener! Thank you Inframark for allowing our Guymon project to sponsor these little guys and develop memories to last a lifetime."



# *It's About Time!*



KRONOS®



INFRAMARK

## Kronos coming to Inframark

CONTRIBUTED BY MARNIE VAUGHAN, VP OF HUMAN RESOURCES

Your HR, Payroll and IT teams are hard at work building the future. Kronos is an industry-leading timekeeping solution, and Inframark is partnering with them to streamline and simplify many of our people and pay-related processes.

Here's what you can expect out of the new system:

**Timekeeping** — The most important and impactful enhancement for our business occurs here. All employee timekeeping will be completed via the Kronos system. Ultimately this will eliminate a huge manual processing burden and improve pay accuracy and timeliness. This is also important for successfully managing our labor costs where they are billable to our clients. This new timekeeping system will include options for web-based timesheets, a mobile app or punch-clocks in some locations. We are working to make the new processes as easy as we can and will provide as much training and communication as possible, but we recognize that this is the biggest area of change for everyone. We thank you in advance for your patience and commitment to helping us make this work.

**Human Resources** — Kronos will replace our current Workday and iCIMS systems. This is used to house basic employee data; perform transactions such as promotions and pay/job changes; and facilitate major processes like recruiting, onboarding, compensation, and performance management.

**Payroll** — Kronos will also perform the calculations involved in processing payroll, however, your paychecks will still be delivered by ADP. Therefore, you should see little or no change here.



## When Will I See a Change?

The Oct. 5, 2018, pay date (Oct. 4 for Bridgeport, Conn.) will be the first one fully processed using the new Kronos time and payroll system. This will require time to be tracked in Kronos starting with the pay period Sept. 15-28 (Sept. 22-28 for Bridgeport, Conn.). Just before that, for final testing prior to the conversion, we will select samples of employee groups to do a "dual punch" for the Aug. 18-31 pay period (Aug. 25-31 for Bridgeport, Conn.) — tracking time in both the old way and in the new system to compare the output. We will officially begin using the new system for all HR transactions on or around Oct. 1 as well.

Texas MUDs — Your HR and Payroll will be housed/processed in Kronos starting in October, however, your timekeeping practices will not change to Kronos until the first quarter of 2019. A bridge will be built between Hansen and Kronos to integrate the existing process, whereby you capture billable time from your work orders. Until that integration is completed, you will continue to report your time for pay purposes the way you do now.

## Meet Our Team

Our core project team is led by [Sue Page](#), with support from [Sandy Plajer](#) (Payroll Manager),

[Ryan Renzy](#) (IT Applications Director) and [Jenine Stuessel](#) (HRIS Advisor). We are partnering with a network of regional "Champions" that will serve as liaisons to their respective regions during the project, assisting with communication, training and rollout. They are:

- West Region: [Kelli Kantor](#) and [Nicole Church](#).
- South Region: [Dawn Harrell](#) and [Andre Lee-Fook](#).
- East Region: [Stephanie Mosko](#), [Rena Ball](#) and [Mary Zakrzewski](#).
- Texas MUDs: [ElizaBeth Reeves](#).
- Infrastructure Management Services: [Paula Davis](#).

There are many others that have been working hard to provide important support to our project, including our Steering Committee, our Procurement and Legal teams, and many timekeepers and managers around the country that have shared their time and efforts so far. And, of course, every single one of you will have a part to play in making this a success. A big "thank you" to all!

We will share further updates over coming weeks as more relevant details of the project emerge.

Questions? Suggestions? Concerns? Please contact your Regional Champion, your HR Business Partner, or you can reach the Kronos project team at [kronos@inframark.com](mailto:kronos@inframark.com).



# public works for all of us: Huntington Park, City join forces to celebrate

CONTRIBUTED BY IRIS RAMOS, AREA MANAGER



The City of Huntington Park recently celebrated the nationally recognized Public Works Week in May. Our client invited our team to join in the festivities and be a part of the memorable event. [Joanna Rodarte](#) and [Iris Ramos](#) were assigned to the committee to assist with the development and organization of the event.

The theme this year focused on all the vital contributions public works professionals make every day to communities across America. From providing clean water to building roads and bridges or devising emergency management strategies to meet natural or manmade disasters, public works services work day in and day out to ensure our cities and towns are a great place to live.

We appreciate these silent superheroes and all that they do to improve our quality of life!



A big thank you to everyone for supporting the Lunches of Love program. The Lunches of Love volunteer staff were very grateful for the support.

(see a few photos below of the Lunches of Love facility)

The GWW Office Collected:  
 246 Juice Boxes  
 900 Sandwich Bags  
 740 Snack Bags  
 71 Decorated Brown Lunch Bags

Storage and Assembly Area

Volunteers Prepare to Assemble Sandwiches for the Day's Deliveries

# out to lunch: Grandway West has good time as it supports local nonprofit

CONTRIBUTED BY STEPHANIE MARTIN, SR. PROPOSAL SPECIALIST

The Social Events Team in our Grandway West office located in Katy, Texas, pitched in to support Lunches of Love, which is a 501(c)(3) non-profit organization. They are committed to helping end childhood hunger in Fort Bend County by providing a free nutritious sack lunch during extended school holidays and weekends.

Our Grandway West team collected 246 juice boxes, 900 sandwich bags, 740 snack bags and 71 decorated brown lunch bags. They also had a handful of volunteers use their time to prepare and assemble sandwiches for the day's deliveries.

# eMaint kidding: new maintenance management system coming soon

CONTRIBUTED BY PAMELA CURRY, MANAGER OF SPECIAL PROJECTS AND CHANGE PROGRAMS

Just as we upgraded our ERP to current technology with NetSuite® and are doing the same with Hach WIMST™ for our operational data, Inframark is preparing to move to a common computerized maintenance management system (CMMS): eMaint™.

Maintenance is a vital part of the O&M services that we provide to our clients. How we manage maintenance varies by project. It's currently a mix of maintenance management software packages implemented and utilized to varying degrees to more manual processes relying on spreadsheets or white boards. The move to eMaint™, a cloud-based solution, will provide a standard CMMS platform and, because everyone is using the same tool, we will be able to build and benefit from knowledge of a single system across the organization. The system will be implemented at the project level; however, the common platform will give us visibility across the Inframark organization so best practices can be identified and shared. (Note that the Texas MUD Region will not be part of this initial effort)

An implementation team, under the leadership of Rick Lavoie, has begun the process of working with eMaint™ to configure the system to meet the needs of our business. The team has representation from Maintenance Best Practice Team, Operations Solutions Group (OSG) and Regional Technical Management team to assist the project. Work done by the Maintenance Best Practice Team is helping provide a valuable foundation for what will be Inframark's version of eMaint™.

The first go-live is expected in September with a pilot of three projects: Danville followed by Desoto County and Claremore. Subsequent phases will bring the technology to groups of 10 projects at a time, prioritized by contractual requirement for a CMMS, the presence (or lack) of an existing system and geographic proximity.

Team members will work with project staff onsite and remotely to create that site's CMMS. In fact, two OSG positions have been added to specifically focus on CMMS. Each implementation will involve:

Training and working in the sandbox, a copy of the Inframark system where users can try out the various processes without impacting the production environment.

- Gathering (or exporting) and then reviewing existing data to prepare it for upload to create the project CMMS.
- Validating the data in the eMaint™ environment.
- Final training on creating reports, site-specific modifications and key performance indicators.
- Go live!



This is the first of what will be regular releases on the eMaint™ rollout. Keep an eye out for updates, information about upcoming rollouts and lessons learned. If you have specific questions or topics you'd like addressed, please submit them to [eMaint@Inframark.com](mailto:eMaint@Inframark.com).





# playing the field: Bridgeland's Kevin Brown takes part in client event

CONTRIBUTED BY MELISSA HARGROVE, COMMUNITY PROPERTY MANAGER



Our Bridgeland Landscape Coordinator [Kevin Brown](#) participated with the client in the Cy-Fair Chamber of Commerce's Third Annual Corporate Challenge Field Day Event in Cy-Fair, Texas.

The Corporate Challenge showcased the friendly interaction between area colleagues and Cy-Fair businesses.

The Chamber partnered with several local fitness studios to establish the fun corporate-themed activities such as,

Beat the Deadline, Life's Balance, Goals, a Volleyball Challenge and finally the Chamber Challenge, which was a fun, chamber-themed relay race that included special elements such as the three-legged dash to the finish.

We are happy to note that Kevin and the Bridgeland crew won first place! Way to go!!



# links and drinks: Inframark sponsors golf competition in Guymon

CONTRIBUTED BY DAMON BERRYMAN, PROJECT MANAGER



Damon Berryman thought that just sponsoring the 16th Annual Guymon, Okla., Chamber of Commerce Golf Tournament wasn't good enough, so he and his wife set up a canopy tent with chairs and coolers filled with drinks. They handed them out while the golfers prepared to meet what proved to be the 165 yards' impossible hole in one! All of the golf participants were very grateful!

Thank you to all the sponsors for making the community event a success!



# lend a hand...or two: our Coral Springs team gives back to community

CONTRIBUTED BY ALISON BRUCE, RECORDING SECRETARY



It does the heart good when you are able to think beyond yourself and give back.

That's why the Coral Springs office will be collecting school supplies to donate to the Women in Distress of Broward County, Inc. This agency offers crisis shelter and support to victims of domestic violence and their children.

If you are interested in donating any new school supplies to a child in need, please contact the Coral Springs Social Committee by emailing [Stephanie Rehe](mailto:Stephanie.Rehe@inframark.com) at [stephanie.rehe@inframark.com](mailto:stephanie.rehe@inframark.com).



# tour of duty: Bridgeland, Texas MUD staff provide plant walkthrough to community

CONTRIBUTED BY MELISSA HARGROVE, COMMUNITY  
PROPERTY MANAGER

On Friday, June 29, members of the Infrastructure Management Services team at Bridgeland (Melissa Hargrove, Rachel Johnson, and Valerie Bir) joined members of the Texas MUDs (Jason Demel, Jeremy Weber and Dennis Reddin) to give members of the community a tour of the water and wastewater facilities that we manage in Bridgeland. The tour was one of three that was held for the public to learn more about how the wastewater plant and facilities in Bridgeland operate. Jason led the onsite/field portion of the tour, which district and HOA board members also attended. The team did a fantastic job of showcasing their expertise and answering questions.





# business highlights

Inframark started the operation of the 2.0 million gallons-per-day reverse osmosis surface water treatment plant for the **City of Richmond, Texas**. Richmond, like many cities in Texas, is moving away from groundwater to surface water sources. In addition to the operation and maintenance of the facility, Inframark also assisted in the startup and commissioning of the plant.



As of July 1, 2018, we will continue to operate and maintain the **Safford, Arizona** wastewater treatment plant for three years with the option to renew for another five years.



Our Fleming Island team led by **Marcia Weeks, Janice Davis** and **James Jeffers**, successfully won a competitive rebid for onsite amenity and maintenance services at the **Fleming Island Plantation Community Development District**. This contract will start June 1, 2018, and will be renewed for another 3 years, at the minimum.

The **City of Orange, Texas**, has awarded a five-year contract to Inframark to operate, manage, and maintain its 7 million gallons-per-day Jackson Street Wastewater Treatment Plant. The addition of Orange builds on our significant presence in the state, where we now operate 202 projects, with more than 600 employees managing 193 water and wastewater facilities.

The Town Council of **Chatham, Virginia**, has selected Inframark to manage, operate, and maintain its water treatment plant. Inframark has been operating the Town's wastewater plant since 2017. This contract expansion, which is effective July 1, 2018, extends the terms of the initial two-year wastewater contract to five years.

The **Town of Carmel, New York**, has renewed the Inframark's contract to manage, operate and maintain three of its water treatment systems (combined 1.7 million gallons-per-day) and five wastewater treatment plants (combined 1.9 million gallons-per-day) for an additional five years. Inframark has operated these facilities since 1995.



# LEROY MENSIK

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end of the rainbow: North Houston’s Leroy Mensik bids farewell after 30 years of service

If we had a time machine and could go back to 1988, what would we see? Ronald Reagan was President, George Michael’s “Faith” dominated the airwaves and [Leroy Mensik](#) started his career as an inspector for Am-Tex Corporation in Copperfield, Texas.

Fast forward to the present day, with Leroy ending an impressive career with Inframark, where he recently served as branch manager of the North Houston office. In between, he held various roles, including field coordinator at Kingwood and district coordinator with the then-called ST Environmental.

To celebrate Leroy, a retirement party/luncheon was held April 12 at the North Houston office. Attendees included his staff, fellow colleagues, vendors, board members and his family.

“Leroy has been a fixture in our industry for years,” said [Todd Burrer](#), vice president, Texas MUDs. “His tireless devotion to our company and our clients set the bar high for us all. We will miss his big smile and wish him the best in his retirement.”

# kudos korner



## recognizing our outstanding team

### Service Milestones

#### 40 Years

Larry Daszynski - Bill Printing, FL

#### 25 Years

Manuel Chacon - Bridgeport, CT  
Carlton McDevitt - North Operations, TX  
William Wilson - Red Bluff, CA

#### 20 Years

Marcelin Ancar - Plaquemines Parish, LA  
Deborah Dumas - Katy, TX  
Andres Medina - Central Basin, CA  
Cherelyn Hingle - Plaquemines Parish, LA  
Clinton Houseworth - Southbend, IN  
Sheila Kazmerski - Katy, TX  
Elenilson Santos - Katy, TX  
Caroline Smith - Katy, TX

#### 15 Years

Julie Clayton - Brookshire, TX  
Robert Crisdell - Glen Cove, NY  
Joaquim DaCruz - Bridgeport, CT  
Carlos Diaz - Bridgeport, CT  
Michael Domogala - Bridgeport, CT  
Anthony Garofalo - Bridgeport, CT  
Gary Gutierrez - Elkton, MD  
Kucine Johnson - Bridgeport, CT  
Mark Kron - Bridgeport, CT  
David Monteiro - Bridgeport, CT  
John Ryan - Bridgeport, CT  
Wendell Turner - Plaquemines Parish, LA  
Charles Winthal - Bridgeport, CT

#### 10 Years

Richard Acker - North Maintenance, TX  
Keithlon Bryant - North Maintenance, TX  
Robert Davis Jr. - Bridgeport, CT  
James Pettway - Bridgeport, CT  
Daniel Serna - Winona Lake, IN

#### 5 Years

David Bowman - Katy, TX  
Mettauer Curl - Prairie View A&M, TX  
Terren Denet - Plaquemines Parish, LA  
Sammy Giles - Cleveland, MS  
Colleen Harteis - Ebensburg, PA  
Matthew Hoban - Horsham, PA  
Larry Kirchgessner - Lititz, PA  
Thomas Krall - Horsham, PA  
Julia Mercer - Katy, TX  
Dennis Merrill - Mustang, OK  
Carl Montanaro - Bridgeport, CT  
Eli Rosas Anaya - Westmoor, TX



# kudos korner



## recognizing our outstanding team

On Friday, March 30, a water main break in West Monroe, La., wreaked havoc on Summerville Lane. **Larry Malcom** and his all-star team did a great job repairing the break and restoring the water pressure to the subdivision.

In fact, their hard work into the late evening was so appreciated that a homeowner wrote a handwritten letter of appreciation. To read the letter from the gracious homeowner, click [<here>](#).

**Damon Berryman** provided a very “Happy Friday” to his crew at our Guymon, Okla., project by personally working the grill and preparing a full spread of ribeye steaks, pork chops and the accompaniments. He wanted to show his appreciation for welcoming him to the team so graciously as well as thank them for all their hard work day in and day out. Hey, Damon: Let us know when the next barbeque is!

Thanks to our Guymon, Okla., team for generously contributed to the local YMCA. With their contribution, the YMCA will continue to enable young and old community members to not only achieve their full potential but also empower them to lead healthier lives.

We have two new members that joined the West Region. Please give a warm welcome to [Eric Sabolsice](#) and [Linda Ives](#).

Eric, who has been in the industry for more than 29 years, was hired to be the regional manager of California. Eric is a veteran of the U.S. Army and is a proud father of five children.

Linda has been with Inframark since July 2013; however, she was promoted to be the regional administrator for the West. Linda has two children and six sweet stepchildren. In her spare time, she enjoys landscape photography and restoring old furniture.

Congrats to you both on your new roles!





# industry awards & recognition

Congratulations to Our Colleagues for Exemplifying Pure Partnership!

Water Operator **Andy Johnson** was awarded the **Operator of the Year Award** for the Northeast Region of the Louisiana Rural Water Association. Andy worked at our Greater Ouachita Water Company facility and was selected based on a recommendation from his peers in the region. The key to his selection was the operations performed in the North Monroe Water System.



The **Neely Water Reclamation Facility** in Gilbert, Ariz., won a **Safety Award** at the Arizona Water Conference in May.





# industry papers & presentations

Our success is your success. We believe that every relationship depends on a positive and productive interplay of the people, processes, resources and responsibilities of all involved. That's why as industry leaders we feel it's important to share our knowledge with others.

Fred Edgecomb hosted a [Water Environment Federation \(WEF\)](#) webcast this month on Emergency Planning. Fred also wrote a column titled, "What Every Operator Should Know about Workforce Planning and Development" in the Operator's Essentials section of the WEF's May WE&T magazine. To read the whole article, click [here](#).



[Mark Halleman](#), vice president of business development, led a panel discussion about the role of the operations and maintenance partner in a variety of public-private partnerships, specifically the design-build-operate model at the April 2018 [P3 Water Summit](#) in San Diego, Calif.

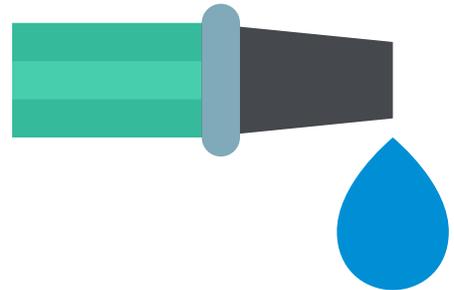


# summer water conservation tips

F J E K D D K O N F F L H L C W S H  
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 O S H A D E J G N I M I T P P P I Q  
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 U H S E S N E S R E T A W H O B R K  
 R I P U G U L O W T S W M O I D P I  
 Q M R S F U B V I K P R O S T M O D  
 D C I H N K C E N E M E X E A A O T  
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 O P E A X E T T J U N M Q H A A W W  
 U L R C R L A E F E I M O O V B A D  
 G A S S I E G R D O S E J T E P T N  
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 T T Z N Z K R N I R R X U S S A R G  
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 D C U L N Z I I G T O F D I O M F Z

## WORD BANK

- SUMMER
- HOT
- RIISING TEMPS
- WATER
- LANDSCAPE
- EVAPORATION
- WIND
- RUNOFF
- OVERWATERING
- SPRINKLERS
- TIMING
- WATERSENSE
- LAWN
- IRRIGATION
- SHADE
- PLANTS
- LAWNMOWER
- GRASS
- HOSE
- LEAKS
- DROUGHT
- POOLS



Summer is here and so is an unfortunate increase in water consumption!

Thankfully, there are ways to reduce your household water usage and save some money as an added bonus! To read more visit: [www.epa.gov/watersense/when-its-hot](http://www.epa.gov/watersense/when-its-hot)



# TIME IS RUNNING OUT.

**DON'T MISS YOUR  
HEALTHY REWARDS!**

Complete the Wellness Program  
By **August 31, 2018** to earn your  
*Healthy Rewards.*

## START MOVING

We're roughly at the halfway point of our wellness program. If you haven't started completing your wellness activities, you should start now! Remember, you must complete your activities by August 31, 2018.

### Your Hard Work Will Pay Off!

The Healthy Reward is worth \$450.

Employees and eligible spouses can each separately earn their own reward, or double the reward if both participate. You choose how you want to receive your rewards — redeem credits for a variety of rewards via the Health Advocate website or roll your reward into a discount on your 2019 health care premiums.

For details on the program, visit [HealthAdvocate.com/Inframark](http://HealthAdvocate.com/Inframark) or contact Health Advocate at 855-424-6400.

**Do You Have a Story to Share? Of Course You Do.**

Email Jennifer Flipping at [jennifer.flipping@inframark.com](mailto:jennifer.flipping@inframark.com) to submit yours today.