



3rd QUARTER 2018







# Contents

03	CEO MESSAGE	13	EMAIINT THAT THE TRUTH
04	BACK2SCHOOL AND LOOKIN' COOL	14	GILBERT, AZ HITS A HOME RUN IN SAFETY
05	WALK OR RUN A MILE IN VET'S SHOES	15	TALES FROM THE SOUTHSIDE
06	MUSTANG, OKLA. FLOATING ON CLOUD 9	16	BUSINESS HIGHLIGHTS
07	YOU'RE NEVER TOO OLD TO LEARN	17	EMPLOYEE SPOTLIGHT
08	CULTURE EATS STRATEGY FOR DINNER	19	KUDOS CORNER
09	WATER WEEK WAS A HUGE SUCCESS	21	INDUSTRY AWARDS AND RECOGNITION
10	THINK PINK	22	INDUSTRY PAPERS AND PRESENTATIONS
11	ONE OF THE GREATEST GIFTS	23	RIDDLE ME THIS
12	MUDS-COVERED FUN		



## CEO Message

Stephane Bouvier  
CEO Inframark

Dear Reader,

It was a good — and busy — summer overall for Inframark as we enter our fourth and final quarter of the year. How good was it? We made a lot of progress and achieved much across the board. Let's take a look and recognize these accomplishments!

In July, we welcomed our group of 16 talented employees in the Emerging Leaders Program (ELP) to Horsham to celebrate the completion of their personal development programs. There was quite a great level of energy and investment deployed by this talented team over the past 12 months. They not only learned a lot about leadership, but also gave a lot back to Inframark through the design and implementation of a great plan to help us embed our new mission and Principles of Pure Partnership™ (three A's) throughout the organization. They also worked with our Environmental, Health and Safety (EHS) team to come up with a number of invaluable ideas to help us accelerate the implementation of our new performance standards. As a result of this, I am seeing increased instances of real collaboration and teamwork taking place across various teams and at multiple levels in the organization. This is very exciting!

The entire Senior Leadership Team (SLT) was in Katy at the end of September to discuss and align on our priorities for 2019. The output is a simple, balanced scorecard for Inframark built around four pillars: people, process and systems, customers, and business growth. As an SLT, we have identified 22 priority initiatives we want to focus on for the next 18 months across these four pillars. We will communicate the details on these very soon and each team will have an opportunity to build their own balance scorecard for 2019 with your own local initiatives across these same four pillars.

On a final note, we have been celebrating customer service in Katy this month, which has been a fantastic initiative led by IMS and Customer Care. In addition to recognizing the importance and value of delivering great service to our customers, this initiative also has encouraged everyone to remember to treat each other as we would treat our customers.

Enjoy this quarter's newsletter and thank you for being part of Inframark!



# Back2School and Lookin' Cool: Inframark Employees Participate in Houston Children's Charity Event

CONTRIBUTED BY MYLA MOON, SENIOR MANAGER BUSINESS DEVELOPMENT



On Saturday, August 18, three of our employees volunteered their time with the Community Association Institute (CAI) Greater Houston Chapter to support the Houston Children's Charity "Back2School" program.

The "Back2School" program has been assisting underprivileged children in Houston since 2005. It started with helping one school district. Since then, the program has expanded to encompass a number

of independent school districts and charter schools across five counties, helping almost 20,000 children.

Many vendors and their mascots attended this year's event and even Houston's very own Deadpool (a retired vet and active police officer) made an appearance as well! Overall, it was a fun charitable event for all!





# Walk or Run a Mile in Vet's Shoes: Supporting the Bridgeland Run for Heroes

CONTRIBUTED BY MELISSA HARGROVE,  
GENERAL MANAGER



Melissa Hargrove, general manager of Infrastructure Management Services (IMS), and Jason Demel, account manager for the Municipal Utility Districts (MUDs), made a generous donation to support the Bridgeland Community Fun Run/Walk for Heroes, which will be held October 20, 2018, at 8 a.m. at the Bridgeland Festival Park in Cypress, Texas. Proceeds for the event will support the Bridgeland Support Veterans group.

This event will include a 5k walk/run and a 9 a.m. children's 1k run around a portion of Bridgeland Lake, along with booth vendors, entertainment, and activities for the children.



# Mustang, Okla., Floating on Cloud 9 and on the Streets

CONTRIBUTED BY DENNIS MERRILL, PROJECT MANAGER



Our Mustang, Okla. project won first place for their parade float at the Annual Western Days Parade.

The float depicted a variety of symbols from the town's heritage, which included 17 Native American tribal seals, 30 flag symbols representing the various countries that the town's population consists of as well as seven flags to honor all the branches of our U.S. Military and the first responders who protect the town. The overall theme was "E Pluribus Unum" ("Out of Many... One").

The Mustang team, headed by [Kevin Cahoon](#), demonstrated unrivaled creativity and skill in this winning effort. Congrats on your prize!



# You're Never too Old to Laugh or Learn in La Vergne

CONTRIBUTED BY CHRISTOPHER BISSINGER, OPERATOR



Inframark proudly supported La Vergne's Annual Old Timers Festival on Saturday, September 8. The theme of this year's event was "Small Town, Big Future" and we were happy to participate and show the local community just how important safe drinking water is now and in the years to come.

The day started with a traditional parade, followed by a full day of fun and entertainment for all.



# For Customer Service, Culture Eats Strategy for Dinner

CONTRIBUTED BY BRANDIE MCGEE, CUSTOMER SERVICE REPRESENTATIVE



Friday June 29, our Houston customer service department exemplified strong team culture as they went on their first offsite outing to Main Event. The department had so much fun together that they even received feedback from the manager of Main Event, who said, “You guys look like you really like each other,” which couldn’t be more true! Even Customer Service Manager **Aretha Morris** was pleased to hear such amazing feedback from an outsider looking in.

The team indulged in a very exciting and competitive game of bowling while enjoying some great food! They had 97% participation, and everyone was able to take their focus off work and just get to know each other on a different level. Their team unity did not stop there as they each personally committed to working with each other in a cooperative and collaborative manner all while treating each other and the customers with courtesy, respect, and positivity.





# Water Week was a Huge Success: Thank You Lititz for Being One of Many Drops and Making Such a Positive Splash

CONTRIBUTED BY MICHAEL WOLGEMUTH,  
REGIONAL MANAGER



Our Lititz, Penn., project was just one of many local supporters for this year's Lancaster County Conservancy's Water Week. Over 4,500 people attended events ranging from rain garden workshops and tree planting to canoe races and guided hikes.

Besides being fun for all that participated, the Conservancy was able to strengthen its ties to the Conestoga River by removing 5½ tons of waste at seven different locations as well as planting 175 riparian trees. Planting trees in riparian areas benefits the environment as these plants function like a sieve, helping to filter out sediment and nutrients before they enter waterways. Their grant program also gained a ton of momentum as they scaled from \$30,000 to \$50,000 in available funds that will be used to assist residents as well as the community on projects focused on clean water resources.



# Think Pink: Bridgeland Team Members Show Their Support of Breast Cancer Awareness Month

CONTRIBUTED BY JENNIFER FLIPPING, SR. MARKETING ANALYST

PHOTO CONTRIBUTED BY MELISSA HARGROVE, GENERAL MANAGER



In case you didn't know, October is National Breast Cancer Awareness Month and along with sporting the signature color pink like our Bridgeland team in the picture above, here are some other ways you can get involved.

**Get your mammogram!** Early detection is key! Many clinics offer free mammograms this month if you cannot afford one.

**Encourage your friends and family to get screened.**

**Increase awareness in your community** by wearing the symbolic pink ribbon and if people ask you about it, inform them!

**Participate in local fundraisers/walks.**

**Share information on social media.**

**Shop!** There are so many businesses donating to the National Breast Cancer Foundation. Your support of these businesses (both big and small) will support the cause.

Whatever it is you choose to do this October concerning breast cancer, remember that you are making a difference! So many have been touched by this illness, but by increasing awareness about early detection and prevention, you'll be helping to bring hope to many families.



# One of the Greatest Gifts You Can Give Is Your Time... Just Ask our Forney Staff

CONTRIBUTED BY CLAYTON TAYLOR,  
AREA MANAGER



The Forney, Texas, staff volunteered their time to inspect, hang, sort and organize school uniforms for the Forney Community Ministries (FCM) Uniform Exchange. All the uniforms in the exchange were distributed by FCM early this fall to all the district students that needed assistance.





# MUDs-Covered Fun with Good Coworkers and Great Barbecue in Texas

CONTRIBUTED BY KATHY WEBER, MANAGER, SUPPORT SERVICES – TEXAS MUDS



The power of food is an amazing thing.

Breaking bread together is a wonderful way to not only socialize and get to know one another better but to also build stronger relationships.

Our Texas staff knows all about bringing our people together with great food. On Wednesday,

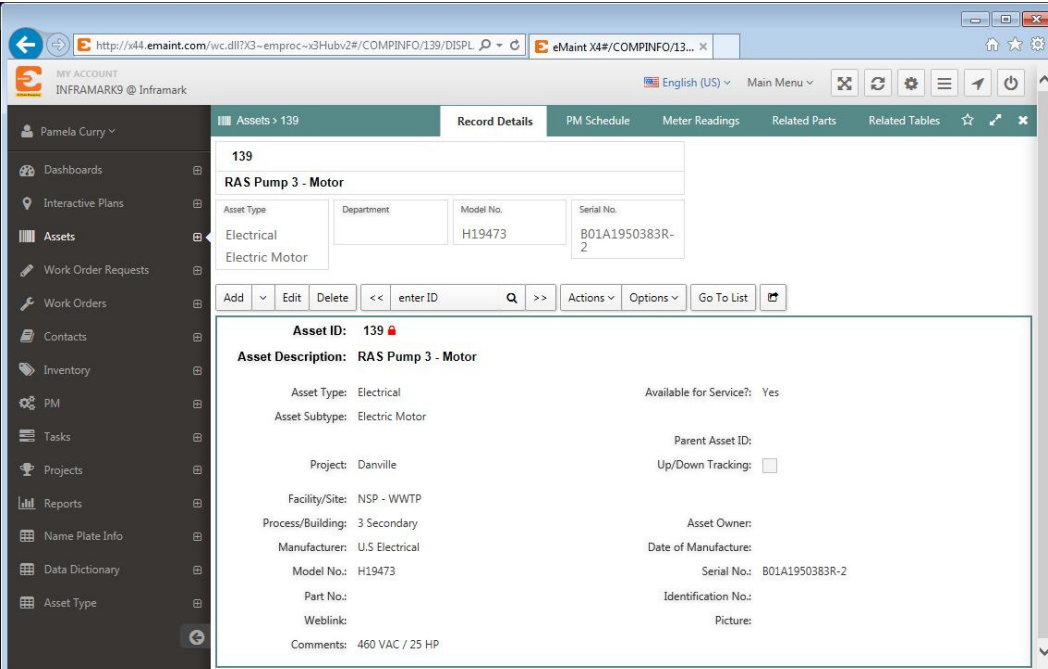
September 26, approximately 300 of our MUDs staff came together with our Senior Leadership team at Bear Creek Park to enjoy some Texas-style barbecue and to wish a key leader in our industry a very happy birthday.

# eMaint That the Truth! Here's the Latest Implementation Update

CONTRIBUTED BY PAMELA CURRY, MANAGER, SPECIAL PROJECTS & CHANGE PROGRAMS

The eMaint™ implementation project is moving along. In spite of best-laid plans, the threat of Hurricane Florence led the team to postpone the final pilot training in Raleigh, N.C., and the first pilot go-live in Danville, Va., that had been scheduled for September. All of that is behind us as the training took place last week and, in spite of tornados and flooding spawned by Hurricane Michael, Danville's eMaint officially went live!

Full attention is now turned to the other two pilot locations: Claremore, Okla., and DeSoto County, Miss. Project staff have been diligently collecting data for upload and are ready to begin building out their systems – creating PMs, assigning suppliers with inventory items and associating parts with assets. Claremore is slated to go live later this month and DeSoto County in early November.



The screenshot displays the eMaint web application interface. The browser address bar shows the URL: <http://x44.emaint.com/iwc.dll?X3-emproc-x3Hubv2#/COMPINFO/139/DISPL>. The page title is "eMaint X4#/COMPINFO/139...". The user is logged in as Pamela Curry. The left sidebar contains a navigation menu with options: Dashboards, Interactive Plans, Assets, Work Order Requests, Work Orders, Contacts, Inventory, PM, Tasks, Projects, Reports, Name Plate Info, Data Dictionary, and Asset Type. The main content area shows the "Record Details" for Asset ID 139, titled "RAS Pump 3 - Motor". The asset type is "Electrical" and the subtype is "Electric Motor". The model number is "H19473" and the serial number is "B01A1950383R-2". The project is "Danville" and the facility/site is "NSP - WWTP". The process/building is "3 Secondary" and the manufacturer is "U.S. Electrical". The asset owner is "U.S. Electrical" and the date of manufacture is "B01A1950383R-2". The comments are "460 VAC / 25 HP".

Field	Value
Asset ID	139
Asset Description	RAS Pump 3 - Motor
Asset Type	Electrical
Asset Subtype	Electric Motor
Model No.	H19473
Serial No.	B01A1950383R-2
Project	Danville
Facility/Site	NSP - WWTP
Process/Building	3 Secondary
Manufacturer	U.S. Electrical
Asset Owner	U.S. Electrical
Date of Manufacture	B01A1950383R-2
Comments	460 VAC / 25 HP

# Gilbert, Ariz., Hits a Home Run in Safety

CONTRIBUTED BY LINDA IVES-MARTIN, WEST REGION ADMINISTRATIVE ASSISTANT III



Safety is a top priority at Inframark and our Gilbert staff is a perfect example of just how serious we are about the topic.

Gilbert was recently awarded a banner to reflect hitting their three-year mark with no injuries (see photo at left, right, bottom?) and they also celebrated 10 years with no lost time incidents.

How did they celebrate you ask? They took to the ball field to enjoy a Diamondbacks' game at Chase Stadium.

Congrats, Gilbert, on both your achievements!



# Tales from the Southside: Win-Win with Clinton WWTF Repair

CONTRIBUTED BY GREG RYLAND, SOUTH REGIONAL  
TECHNICAL MANAGER



At the Southside Wastewater Treatment facility in Clinton, Miss., the secondary clarifier and the Archimedes Screw units were out of service.

Working with the City of Clinton Engineer, these process unit upgrades were bid out for repair. But when the bid prices returned, they exceeded the initial estimates. This presented a problem for the City of Clinton.

Clinton Project Manager **Ernest Williamson** approached our project team of operators and maintenance personnel and asked how we could provide a win-win scenario for the City (our client) by leveraging our regional resources. The team developed a draft strategy to perform the work, including the resources needed, and a commitment from the City to purchase the required materials.

Regional Director **Efrain Rodriguez** and Regional Technical Manager **Greg Ryland** developed a preliminary cost estimate to perform the work. The proposed price was very attractive, so the City proceeded to award the rehabilitation project to Inframark.

In March 2018, the rehabilitation project began and using Inframark operation and maintenance personnel from Clinton and DeSoto County Regional Utility Authority, the project was completed in less than 45 days.

Since the repair of the secondary clarifier and the Archimedes Screw, the Southside Wastewater Treatment Facility has been operating exceptionally well.

This is a great example where a true partnership between Inframark and the City of Clinton proved cost effective and provided the City with repaired wastewater equipment. Inframark is the City's, true subcontractor for all their water and wastewater needs.



# Business Highlights

Our Austin team led by **Kristi Hester**, Patricia Rybachek and **Lisa Adkins**, successfully negotiated a contract amendment for **Williamson Travis Counties MUD No.1**. We have been operating their system since the mid-1980's, probably one of our longest standing clients on the books. The team was able to take a traditional style MUD contract and convert it to a Hybrid Contract Operations Agreement. The scope includes; General Management, Parks Maintenance, Community Center, Customer Service and of course Water, Wastewater and Drainage Operations. We have a dedicated on-site staff to fulfill our obligations. This contract started on October 1, 2018, with a 5-year term.

In addition to Williamson Travis Counties MUD No.1 above, our MUDs group is on a roll this quarter by securing the following new contracts and renewals with expansions:

**Fort Bend County MUD #220**

Scope: Water, Wastewater and Customer Service

Term: Evergreen

**City of Sugar Land**

Scope: Water, Meter Replacement

Term: 1-year contract

**Driftwood Conservation District**

Scope: Accounting Services

Term: Evergreen

**Prairie View A&M University**

Scope: Water & Wastewater

Term: 5 - 2 Optional 5-yr Renewals



# Melissa Hargrove

## Employee Spotlight: The Management Services Maven

### DESCRIBE YOUR TYPICAL DAY AT INFRAMARK.

Each day at Inframark is different. In our industry, peoples' homes and the community that they live in are their livelihood. Working here, we are a key part of making sure their neighborhoods are kept up and functioning smoothly. With that brings many challenges. I spend most days interacting with owners and clients as well as employees who support the community. We are always looking for ways to improve and serve the community as best as we can. How my day goes often depends on the season. For example, during the summer we handle more landscape and pool-type of concerns whereas during the winter we handle more billing concerns.



### WHAT IS THE MOST SATISFYING ABOUT THE WORK YOU DO?

For me, the most satisfying part of my job is educating. Many people do not understand the dynamics of homeowners' associations and how they operate as a governing body. Therefore, I spend a good part of my job educating them on regulations, guidelines, and mandates that are in place. For me, teaching or helping someone over a hurdle is very rewarding.

### HOW DO YOU THINK YOUR COLLEAGUES WOULD DESCRIBE YOU?

My colleagues would most likely describe me as dedicated, trustworthy and thoughtful. I am dedicated because most people tell me I spend way too much time at work and take my job too





# Melissa Hargrove

## Employee Spotlight: The Management Services Maven

seriously. I am a very goal-oriented person. I try to keep things on track and stay focused to ensure we accomplish the tasks at hand. I am trustworthy as my door is always open and I will listen to any concern at any time. I take pride in the quality of work that we produce. I do hold myself and my team accountable. This sometimes gives the appearance of being tough; however, I really consider myself very well rounded. I am thoughtful because I try to put my employees first and be there when they need me. I also don't forget birthdays!

### NAME ONE THING THAT MOST PEOPLE DON'T KNOW ABOUT YOU.

I am from a small town. Most people think that I am a city girl. Truth is, I grew up in a very small town in the Texas Hill Country. I grew up in a rural area and had NO idea what an HOA was before getting into this industry. I moved to Houston when I was 19 and have been here ever since.

### WHAT IS YOUR FAVORITE THING TO DO OUTSIDE OF WORK?

More than anything, outside of work I enjoy spending time with my family and traveling. Any opportunity that I have to travel I take. I really enjoy seeing historical sites and learning new things. When we travel with our children, my husband and I always teach them something about where we are traveling to or tie in the location to an historical event.

### WHAT'S THE BEST ADVICE YOU EVER RECEIVED?

You can't please everyone and never be ashamed to be yourself.

We are a key  
part of making  
sure their  
neighborhoods  
are kept up and  
functioning  
smoothly.



# Kudos Corner

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## Recognizing Our Outstanding Team

### Service Milestones

#### 30 Years

Barbara Braentner - Katy, TX  
Jeffrey Doutrich - Lititz, PA  
Trent Tinson - Plaquemines Parish, LA

#### 25 Years

Andy Blake - Bristol, TN  
Sharon Burkett - Ebensburg, PA  
Roger Migchelbrink - Sacramento, CA

#### 20 Years

Nicholas Luders - Katy, TX  
Sonny Lopez - Huntington Park, CA  
William Parks - St. Lucie, FL  
Russell Simmons - Celebration, FL

#### 15 Years

John Buehler III - Katy, TX  
Dwayne Cornin - Plaquemines Parish, LA  
Melissa Hargrove - Cypress, TX

#### 10 Years

Kelly Bogner - Sandy Springs, GA  
Kevin Davison - Katy, TX  
Darwin LaGarce - Brookshire, TX  
David Lero - St. Lucie, FL  
Joe Rodriguez - Gilbert, AZ  
Donald Row Jr. - Hamilton, MI  
Cathy Seifried - Kingwood, TX  
Trevor Vandergriff - Red Rock, AZ  
Marnie Vaughan - Horsham, PA

#### 5 Years

Luis Acosta - Carmel, NY  
Jayne Alger - North Webster, IN  
Tammie Barron - Sandy Springs, GA  
Thomas Callahan - Horsham, PA  
Elizabeth Cavazos - Katy, TX  
Travis Gilcrease - Brookshire, TX  
Pablo Gonzales - Weslaco, TX  
Delores Hill - Sandy Springs, GA  
Jose Lopez - Richmond, TX  
Linda Ives-Martin - Gilbert, AZ  
Jorge Pena - Weslaco, TX  
Jeremy Santucci - Elkton, MD  
Lee Stewart - Sandy Springs, GA  
Mark Vega - Tampa, FL





# Kudos Corner



## Recognizing Our Outstanding Team

Happy Anniversary **Weslaco**! It has been three years since this project joined the Inframark family on October 1, 2015. To celebrate the occasion, the team (pictured above) had a luncheon and received branded caps! We offer our congratulations on this milestone. Best wishes to you all and for many years to come!

A big thanks goes to **Kathy Grumbles**, whose warm reception and friendly demeanor while answering a phone call helped win a contract.

“A gentleman with Estates of Highland Creek called yesterday and when I answered in our usual way, ‘Thank you for calling INFRAMARK, this is Kathy, how can I help you?’, he said I already had helped him just by answering in a timely manner. He stated calls going unanswered was a problem they were having with their current management company and were considering coming back to us. Glad I could assist him.”

This is a perfect example on just how important each role everyone plays at Inframark!

Way to go **Bobbie Hoodye** for exemplifying excellent customer service! A customer wrote into our website a few weeks ago to say: “It was my pleasure to speak to one of your technicians over the phone about a sinkhole in my yard. He took down my description of the issue and moved forward with a dye test which found that my sinkhole was a seal issue. He called me a day later and referred me to a precinct for repair. This young man was attentive and courteous throughout the whole process. Bobby Hoodye is gold in my eyes and is a great representation of your newly named company. Best service that I have received in the 18 years of service with your company.”



# Industry Awards & Recognition

Congratulations to Our Colleagues for Exemplifying Pure Partnership!

Our **Penn Township facility** in Pennsylvania has been selected to receive recognition from the **EPWPCOA** for the current year for a **Plant Safety Award**. The award will be given at this November's meeting.



The **Danville Wastewater Plant** in Danville, Va., was determined to be **one of the safest wastewater plants in the entire state** after an onsite inspection.

Read the full article here on this achievement [here](#).

At the **Annual Oklahoma Water and Pollution Control Conference**, Inframark won four awards. **North Canadian** won **Large Wastewater Treatment Plant of the Year**. **Deer Creek** won **Most Improved Wastewater Treatment Plant of the Year**. **Marilyn Baumen** won **Lab Tech of the Year**. And last, but definitely not least, **Eli Ruiz** won the award for **Innovation of the Year**. Congrats to all!





# 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.

QA/QC Support Analyst **Peter Strimple** co-chaired a workshop "Back to Basics – Laboratory Analysis, Chemistry and Troubleshooting" at the annual **WEFTEC** conference in New Orleans. As a part of this workshop, Peter also gave two 30-minute training sessions. One was on dissolved oxygen and the other was on chlorine analysis.

Peter spoke again this year at the **Tri-State Seminar** (Arizona, California and Nevada), which was held in Las Vegas September 25–27. He shared his wealth of knowledge on turbidity.



**Fred Kriess**, client solutions director of the West region, sponsored and co-hosted the **Welcome Reception** on Wednesday, July 18, at the Annual Summer **Arizona City/County Management Association (ACMA)** Conference in beautiful Tucson.



# Riddle Me This HALLOWEEN EDITION

1. Where do fashionable ghosts shop for sheets? [This one is so bad that it's actually quite good!]
2. What do you call someone who puts poison in a person's corn flakes?
3. What do you get when you cross a vampire and a snowman?
4. What does a vampire never order at a restaurant?
5. What do you call a witch in the desert?
6. What does a vampire fear the most?
7. Where did the vampire open his savings account?
8. What does a skeleton order at a restaurant?
9. Why did the witches' team lose the baseball game?
10. What's the problem with twin witches?
11. What do ghosts serve for dessert?
12. What did the mummy say to the detective?
13. What's a haunted chicken?
14. What happened to the guy who couldn't keep up payments to his exorcist?



**ANSWER KEY IS ON THE LAST PAGE.**



# AT INFRAMARK, **PURE PARTNERSHIP** ISN'T JUST A CATCHPHRASE...

Water is what we do. We are the trusted operations partner that you can count on to help deliver clean, quality drinking water. Here at Inframark, we see our clients different than most — Municipal, Industrial, Associations, Special Districts. We don't assume they all work the same or need the same things. That's why our service model is tailored to each client's unique systems, cultures, and resources. It's something we call **Pure Partnership**.

To learn more about how our team can help you do more with less, contact us today.

1-866-646-9201  
[www.inframark.com](http://www.inframark.com)



## Riddle Me This Answer Key:

- 1) Bootiques 2) A cereal killer 3) Frostbite 4) A stake sandwich 5) A sandwich 6) Tooth decay 7) At a blood bank 8) Spare ribs
- 9) Their bats flew away 10) You never know which witch is which 11) Ice Scream 12) Let's wrap this case up 13) A poultry-geist
- 14) He got repossessed

**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.

