

THE WATERMARK

UNITED WATER PENNSYLVANIA EMPLOYEE NEWSLETTER

MAY 2009



A Brand New Look

Rollout of the new United Water brand strategy took place during April across the Company's business units. Members of the Executive Management Team (EMT) divided up and visited administrative offices to launch the branding campaign.

Their visits were preceded by a message that was e-mailed to all employees from Bertrand Camus, United Water's new Chief Executive Officer. In the message, he said "The new brand highlights the individuality of United Water as well as the corporate strength and global reach of our parent company, SUEZ ENVIRONNEMENT. I'm proud that United Water is a member of the only worldwide company dedicated to the environment."

J.C. Goldman and Ed Imparato visited United Water Pennsylvania. J.C. is Executive Vice President-Strategic Projects for SUEZ ENVIRONNEMENT North America. Ed is Senior Vice President & Chief Financial Officer



Ed Imparato said that "what we do for our communities is all part of what we do as a utility company."

for United Water. They told employees that United Water has 4,300 employees in 42 states, all of whom are to be striving for attainment of the best value for customers.

Their combined presentation featured an overview of the Company's financial status and a listing of new companies that were integrated into the Company during 2008. According to J.C. Goldman, "We are the only company to offer three distinct services to customers in the water and wastewater sectors." His reference regarded the regulated, contract services and tank maintenance divisions of United Water.

Employees took the opportunity to ask questions following the presentations.

"I'm proud that United Water is a member of the only worldwide company dedicated to the environment."

Bertrand Camus
United Water Chief Executive Officer



Meter Reader Marty Brooks used his artistic ability to affix the new logo on the Training Room wall at the Administrative Office. He added stripes on each of the walls within the room that are color coordinated with the logo.

Kudos from our Customers

The following letters were sent from customers pleased with the service provided by the following employees:

Monica Poziemski
Field Customer Service Representative, Harrisburg Operation

Last week, Monica was at my home to replace some items. You need to know that she was one of the most courteous and competent people I've ever had here. She even turned off the basement light and closed the door when she left. Bravo to Monica!

- Marion Momberger
Hummelstown

Dennis Rudisill
Transmission & Distribution Superintendent, Harrisburg and Mechanicsburg Operations

We wanted to write and formally thank you for your assistance to us in getting a separate water meter installed for our parsonage. You were very cooperative and helpful to us, for which we are deeply grateful. Your assistance and that of everyone we dealt with in your company made this process much easier than it might have been otherwise. All involved are to be commended.

- Terry Smith, Senior Pastor
Immanuel Church
Mechanicsburg

purchased for leak detection, Jim Clark and Reed Baker demonstrated water main taps, Penny Bum-barger and Barb Allison reviewed water quality testing procedures and Tom White explained how GIS works. Field service and meter reading equipment capabilities were reviewed by Steve Horst, Dave Elder and Monica Poziemski.

Employee Meeting Features Shared 2008 Accomplishments and 2009 Goals

United Water Pennsylvania employees celebrated an assortment of challenges that were met during 2008 at the annual employee meeting for all operation areas held at the Administrative Office in spring. Vice President and General Manager John Hollenbach described 2008 as "a dynasty year" and cited the following major employee accomplishments:

- Lowest rate of informal customer complaints of all large, regulated water companies in Pennsylvania.
- No lost time accidents.
- No water treatment violations.
- Substantial reduction in the "uncollectable" rate

John emphasized that "every employee is involved with customer service, whether they are in the office or in the field." He cited research results from the book titled Revolutionize Your Customer Experience, noting that customers, at a minimum, expect reliability and value from their service provider. He said the research indicated "customer service that differentiates itself touches the customer emotions."

Six mini seminars were conducted by employees who shared their areas of expertise. Tim McGarvey explained how the SCADA system operates, Steve Metzler and Kurt Garinger showcased new equipment recently



Utility Worker Kurt Garinger displays leak detection equipment at one of the mini seminars.

Employee Spotlight: Monica Poziemski

Diligent. Focused. Perfectionistic. These words perhaps best describe Field Customer Service Representative Monica Poziemski, who has interacted with United Water Pennsylvania customers since 1987.

Monica spent about three years reading meters at United Water Pennsylvania. Shortly thereafter, she combined meter reading with field service work, the latter of which became her niche.

The perfectionism resulted in a temporary assignment in Georgia where she helped to realign the meter reading system for the City of Atlanta. At the time, the city's water system was being operated and managed by United Water's contract services division. Monica has also been involved with water quality testing issues, including lead and copper, and assisted with fluoride sampling.

Her current work involves changing and setting water meters and locating curb boxes, often with the assistance of sounding equipment. She also conducts investigations associated with low and high water pressure calls, as well as high water bill issues that usually involve leaks, discolored water calls and service terminations and resumptions.



Born in Reading, Monica's family relocated to Rutherford, in the heart of the Company's Harrisburg Operation. She attributes her mechanical and analytical skills to her late father, who operated a garage and tire store and also did construction work on the side.

A trouble-shooter who loves to serve people from all walks of life, Monica was educated at Slippery Rock University majoring in Physical Education/Health with a minor in Psychology. She said the study of psychology is what helped her to best understand the needs of customers.

She is passionate about making sure the job is done right, no matter what the issue, because she is genuinely service-oriented. "Whatever the Company asks me to do, I hope that it makes a positive difference to the customer. I am about helping the customer. The words 'I don't know' are not part of my vocabulary. I know that I can always ask any co-worker for help with any scenario facing a customer. If no answer is apparent, I will work until I find the answer."

Customer Service Manager Sharon Plank is Monica's long-time supervisor and has spoken with several customers who benefited from Monica's service. "Monica will go out of her way to help a customer and

always thinks of the customer first. When a customer has a problem, she will take whatever time is necessary to thoroughly explain the situation."

In addition to her passion for service work, Monica is also passionate about animals. She resides in East Pennsboro Township with four dogs (all boxers), four cats and five birds. Most were rescued. She

is also active in the Humane Society and is one of four founding members of the committee that raised nearly \$45,000 over five years through golf outings to benefit the cause. Her involvement with the Humane Society dates back ten years. The Society's 2009 "Claws and Paws" golf outing is set for August 15 at the Silver Spring Golf Course.

Monica also enjoys golfing and formerly played and coached softball. One of her teams made the State finals. She owns a cabin on an island in the Susquehanna River near Middletown where she goes for recreation.

Reservoir Construction on Track

A \$2.2 million construction project featuring a new 2 million gallon capacity tank began in April to replace the existing 1 million gallon underground reservoir on Chambers Hill, which serves customers throughout most of Swatara and Lower Swatara Townships.



Workers put finishing touches on the base of the new reservoir on Chambers Hill.

vania Senior Engineer Art Saunders, who is overseeing the project. “The prestressed option was the best of three methods, in consideration of the cost-benefit to our customers.”

Land development work began in fall

The tank will provide an additional 1 million gallons of storage, which will improve both reliability and fire flows. It features a wire-wound, prestressed concrete design to support the dome without columns. “This is a good feature for maintaining structural integrity that provides decades of reliable service,” according to United Water Pennsyl-

2008, after neighbors were consulted about the project. Tank construction is expected to be completed by June.

The existing underground storage reservoir was built in the late 1800s and formerly provided water for steam

engines in the nearby Rutherford Rail Yard situated along Derry Street during the days of the former Paxtang Consolidated Water Company. Because of the high quality of water currently supplied to customers served by the new reservoir, they should not notice any difference in water quality.

‘State of the Company’ Reviewed with PUC

United Water reports to the Pennsylvania Public Utility Commission (PUC) on the Company’s state of affairs each year in order to keep key staff updated. Dennis Ciemniecki, President of United Water’s Regulated Business, led a delegation of United Water Pennsylvania employees who worked together to report on Company operations.

The team included Vice President and General Manager John Hollenbach, Public Affairs Manager Bob Manbeck and Customer Service Representative Cynthia Meacham. PUC officials in attendance included commissioners, bureau directors and specialists.



Cynthia Meacham reported on Customer Service Department accomplishments. Listening at left is PUC Commissioner Robert Powelson. At right are John Hollenbach and Dennis Ciemniecki.



First-time Infrastructure Replacement Workshop Held for Government Officials

The nation's aging infrastructure has been front and center in news associated with federal economic stimulus funding. Replacement of water and wastewater infrastructure is an ongoing challenge for water suppliers and the essential building block for economic growth.

With this in-mind, United Water Pennsylvania conducted a workshop for local and state government officials on March 31 to address aging water infrastructure and review engineering criteria associated with replacing older water mains. Invitations were sent to all municipalities served by the Company as well as to state legislative and regulatory officials.

Three employees provided an overview of the Company's plans. Vice President and General Manager John Hollenbach focused on a variety of infrastructure replacement issues and related costs. He explained that one of the most effective rate mechanisms to pave the way for acceleration of water main replacements is the Distribution System Improvement Charge, also known as DSIC. It was first approved by the Pennsylvania General Assembly and is a surcharge on customer bills that is capped at the fixed amount of not more than five percent. John said the benefits of DSIC include reduced frequency of base rate case filings, reduction of water lost in distribution systems as a

result of leaks and support of economic development through increased investment and employment.

Director of Engineering Nancy Trushell covered the criteria utilized for prioritizing the replacement of aged water mains. She said The Company's "Main Replacement Scorecard" developed by the Engineering Department consists of the following criteria: **Water Quality Problems, Adequacy of Size for Domestic Service, History of Repairs, Total Cost of All Repairs, Age, Material, Adequacy for Fire Flows, Transmission and Distribution Service and Number of Customers Affected.**

Nancy emphasized that the establishment of any plan to replace aging infrastructure involves evaluation of priorities, review of circumstances and consideration of options such as repairs, replacement or rehabilitation. She said slip-lining can be a cost-saving alternative to replacement concerning large transmission mains.



Information from the seminar was also shared at a breakfast reception held at the State Capitol where John Hollenbach was joined by newly-elected State Representative Sheryl Delozier, whose district includes portions of the Company's Mechanicsburg Operation area.

Senior Engineer Steve Metzler rounded out the seminar by reviewing leak detection technology and the various methods utilized to find leaks. He manages the Company's leak detection program and utilizes the latest sounding equipment to pinpoint leaks throughout the water systems operated by United Water Pennsylvania.

Reed Baker Retires After 36 Years of Service

Do you remember what you were doing in April 1973? That just happens to be when Reed Baker began his work with the former Dauphin Consolidated Water Supply Company as a laborer. In April 2009, Reed retired as Crew Leader for United Water Pennsylvania's Harrisburg Operation Transmission and Distribution Department.

Reed's daily routine began with an 18-mile commute from his home in Perdix, overlooking the west side of the Susquehanna River, to Harrisburg where he excavated street cuts to repair and replace water mains through-

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“Trout Day” Promotes Watershed Protection

United Water Pennsylvania’s eighth annual “Trout Day” community event attracted over 100 anglers along the Yellow Breeches Creek in front of the Company’s Richard Rabold Water Treatment Plant.

High winds did not diminish the spirit of those intent on getting their lines into the water on the first official day of



Yellow Breeches Watershed Association President John Eby, at center, was given a check for over \$250 that represented donations collected from anglers on “Trout Day.” Joining him for the presentation are Lead Operator Bob Eberly, at left, and Operations Superintendent Dennis Rudisill.

trout season in Pennsylvania. Several families fished together and enjoyed the free refreshments provided by the Company throughout the morning of April 4th. The event was covered by FOX 43 News, WPMT-TV.

Members of the Yellow Breeches Watershed Association again displayed watershed maps and other resource management materials of interest to anglers and boating enthusiasts. Donations to the Association will be used to assist with funding of watershed protection projects.



This family was asked to go on-camera by FOX 43 News to describe why they participated in “Trout Day.”

The following employees volunteered to facilitate the event: Bob Eberly, Bob Manbeck and his son Steve, Kim McConnell, Tim McGarvey, Kirby Pack, Monica Poziemski, Dennis Rudisill and Tristan Saunders. Jesse Middaugh and Ken Frazier, who are members of the West Shore Evangelical Free Church’s men’s ministry, also helped to set-up before dawn.

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out 16 communities. During his 36-year career, Reed said upgrades in excavating equipment were among the highlights of his work.

“Hydraulic power equipment really made a difference from the days when we used less effective equipment to break up rock,” he remembers. “What once took eight

hours to dig was reduced down to about an hour with the power ram hoe.”

During his farewell party, Reed thanked his colleagues for their team work over the years. In retirement, Reed said he will be spending time gardening, camping, fishing and hunting.



LEFT: With colleagues looking on, Reed reviewed a retirement card that he was given that included the signatures of employees.

RIGHT: Reed sported a t-shirt affixed with his new rating.

