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Water weekly

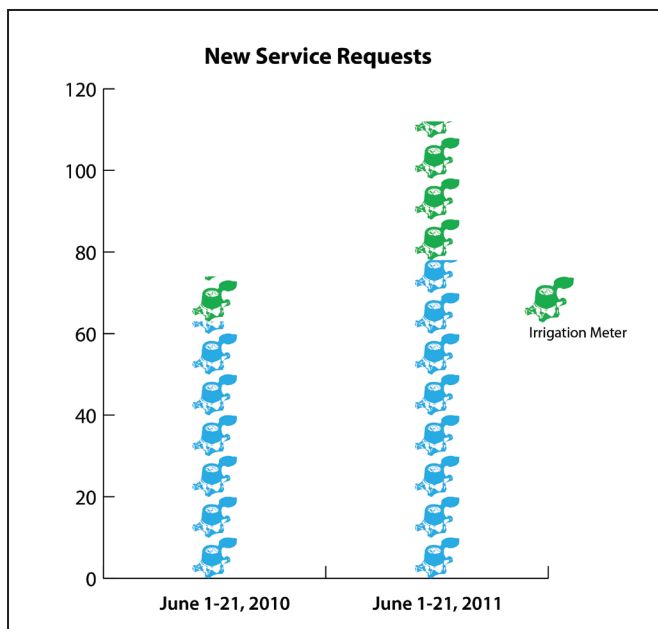
New service requests up over last June

By Ashley Outlaw, Customer Service

Requests for new water services are up considerably from this time last year, particularly irrigation meters, thanks to the hot, dry weather and communication efforts about the availability of irrigation meters.

The June issue of our “Water Wise” customer newsletter included a small article on irrigation meters. Customer inquiry and response to that article has been tremendous! From June 1st through June 21st, the New Services group has received 34 applications for irrigation meters. Those 34 new irrigation meter applications account for a third of new service requests received for the first 3 weeks in June.

As a comparison, during the same time period for 2010, only 11 new irrigation services were requested.



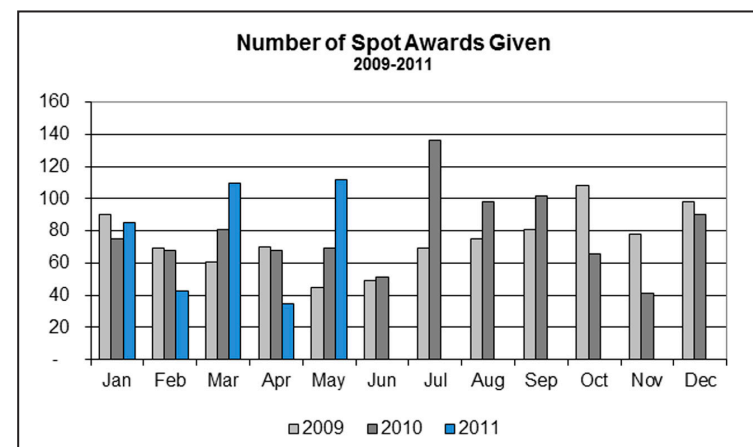
June Board Meeting is Tuesday, June 28th

The June meeting will be held at 9 am in the SPS first floor conference room. The agenda is posted on the Intranet and on our web site.

Associate Recognition: Spot Award Program

The Spot Award program is a key part of our approach to fostering associate engagement and high performance. Any associate can recommend another associate for a Spot Award by completing the form on the Intranet and getting their department director’s approval. It’s a quick, easy way to recognize someone for a job well done.

The Accounting Department administers the program and tracks the number of Spot Awards given each month. This data is reviewed at the monthly Department Leader Meeting as a reminder of the importance of recognizing high performance. As you can see from the chart, the number of Spot Awards given each month has increased consistently.



SC Governor's Quality Award Weekly Refreshers

This week's topic: Workforce Focus

In preparation for our SC Governor's Quality Award Site Visit later this summer, all departments are holding brief discussion sessions based on weekly topics sent to department directors via Warm Water Communication. Past weeks' Warm Water topic sheets are posted on the Intranet; just click on Hot-Warm-Cold Water Messages under Quick Links on the homepage.

| Week | Date | Topic |
|-----------|-------------|------------------------------|
| 1. | 5/9 | Mission, Vision, Core Values |
| 2. | 5/16 | Continuous Improvement |
| 3. | 5/23 | Teamwork |
| 4. | 5/31 | Customer Focus |
| 5. | 6/6 | Measuring our Performance |
| 6. | 6/13 | Planning |
| 7. | 6/20 | Key Processes |
| 8. | 6/27 | Workforce Focus |
| 9. | 7/5 | Leadership |

Workforce Focus

Our workforce is comprised of a diverse team of people accomplishing high performance work to achieve our Mission. There are two important characteristics that make our workforce one of the best in the industry: **Engagement and Capability.**

Engagement means a high level of commitment to our goals and core values. Engagement is fostered through open communication, idea sharing and teamwork.

Capability refers to the level of expertise developed through training to achieve performance excellence. Every associate must be fully trained and fully committed to doing their very best job each and every day to serve our customers.

Questions to consider:

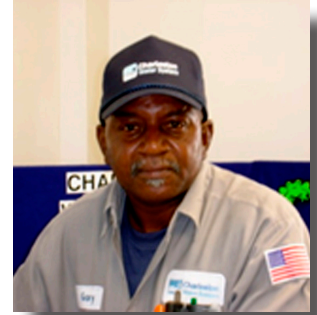
1. What types of training have you received for your job?
How does CWS document training to ensure people are qualified to do their jobs?
2. How does CWS encourage associate engagement?
3. How does CWS provide a work environment that is safe, healthy and secure?

How my job supports our Mission

Gary Hilton, Tradesworker I

Plum Island

My job supports the CWS Mission by making sure that all equipment used to treat incoming wastewater is in proper working condition. Ensuring that our equipment is functioning properly and working as a team with the process control operations staff allows us to produce a clean and safe final effluent that helps protect public health.



WEEKLY VISION TRAINING

Management by Fact (part II):

Being smart about choosing the right performance indicators, understanding their interrelation, and measuring our progress

- Use leading and lagging indicators to make adjustments:
 - Leading indicators change prior to other indicators changing
 - Lagging indicators change after the leading indicators change (they are impacted by leading indicators)
- Use hard and soft measures:
 - Hard measures are factual data (e.g., number of water main breaks per 100 miles of pipe, etc.)
 - Soft measures are subjective data (i.e., perceptions, opinions, feelings, etc.)

Our Mission:

is to protect [public health](#) and [enhance the environment](#) of our service community by providing [clean water services](#) of exceptional [quality and value](#).

Our Vision:

is to become, by 2012, an organization [worthy](#) of a SC Governor's Quality Award achieved through [teamwork](#), [customer focus](#), and [performance excellence](#).

Reminder! Please check your email inbox for the 2011 Best Places to Work in SC Survey

Submitted by John Atkinson

Last Friday, 250 randomly selected associates received an email requesting participation in the 2011 Best Places to Work in SC Survey. If you were selected, you should have received an email from “Best Companies Group” with the Subject line “Best Places to Work in South Carolina—Employee Survey.” The email includes a link to the survey; the beginning of the email looks like this:

Dear Employee,
Charleston Water System is participating in the 2011 “Best Places to Work in South Carolina” program. You have been selected to participate in a confidential and anonymous employee survey, which will ultimately determine the “Best Places to Work in South Carolina.”

If you have any trouble accessing the survey, please contact IT through HelpStar and they’ll be happy to assist.

If you received a survey, please take a few moments to complete the survey. As of Monday morning, Best Places to Work indicated that our response rate was 30%. We need to have at least 40% to compete in the award, but we’re striving for an 80% response rate. The deadline to complete the survey is **July 15th**.

Please keep the following in mind:

- Department Leaders and admins, please help associates who don’t frequently access email to check their accounts to see if they received a survey.
- Surveys will be re-sent to those who have not yet completed the survey on June 29th and July 11th.
- Individual surveys **cannot** be forwarded to other associates. If you delete your survey email, you’ll receive another email on the resend dates.

Thank you for your participation. Aggregate results of the survey will be made available to CWS in September. No individual results will be reported to us. As always, results of the survey will be shared with all associates as we strive to continually improve.

Retirees expected to receive 1.7 percent Cost-of-Living (COLA)

Submitted by Finisha Bennett

Eligible retirees of the South Carolina Retirement System (SCRS) and the Police Officers Retirement System (PORS) are expected to receive a 1.7 percent cost-of-living adjustment (COLA) in their benefit checks effective July 1, 2011. Visit the [SCRS website](#) to learn more.

Did you know? The South Carolina Retirement Systems is now on Facebook! “Like” them on Facebook for all the latest updates. You can also follow them on Twitter too.

The Lab Treats Our Customers Like Angels!



The labs’ external customers include all of Charleston Water System’s retail and wholesale customers that request special analyses and our internal customers include the operational departments. We ask our customers what their needs are and make sure our processes meet those needs. We periodically ask for feedback through meetings, phone calls, and emails, and make adjustments if necessary. For example, the lab analyzes fecal coliform samples for the City of Charleston’s Vendue and Pineapple fountains. on a daily basis. If the fountains have fecal coliform bacteria in them, the City will be notified.



PHOTOS OF THE WEEK

Plant tour gives teens new appreciation for tap water

Photos courtesy of Water Missions International

Last Tuesday, a group of high school students working with Water Missions International took a tour of the Hanahan Plant. They learned about the treatment process and saw first-hand the quality of drinking water here in the United States versus many developing countries. As part of their learning exercise, the students drew water samples from a decorative fountain, a pond, and tap water and tested each for bacteria using petri dishes. The results in the photo below speak for themselves!



These petri dishes were used to test for bacterial contamination in three sources of water. The clean petri dish is Charleston tap water, the one on the right is from a fountain at a condo complex, and the one on the left is from a pond.

"WOW! What an incredible blessing all of you are to the residents of this great city.... Jane, Andy, Pete and Ron were wonderful tour guides! By the end of the day most of those youth really grasped how blessed they are to have such skilled people providing them clean water. I doubt many of them will get water out of a tap without thinking about what they learned yesterday. Please know how grateful we are for such a strong relationship between Water Missions International and [CWS] and that we are so humbled by your constant generosity."

-Michael Simpson, Water Missions International



Pete Horlbeck uses a mini filter model to explain the water treatment process.



Andy Fairey gives the students an introduction to Charleston Water System.

REMINDER!

TIDE Team Contests Entries Due this Thursday, June 30th

Water Weekly Article and Poster Contests still open for entries.

The deadline for both contests is **June 30** so now is the time to enter! Contest guidelines and prizes are below and can also be downloaded from the [intranet](#).

TIDE Team Contests

The deadline for the Bulletin Board Contest is July 6th. The contest guidelines can be found below and are available to download from the intranet.



Bulletin Board Contest:

Decorate a bulletin board somewhere in your department's work area with the focus on **Continuous Improvement and Innovation**. Show how your department impacts key improvement or innovations you have implemented.

Contestants may create a team either by department or workgroups. The prize is a Departmental or subgroup lunch—***Fabulous Food for Fabulous Fun!***

Submit a picture of your bulletin board by July 6 to Julie Larson with a list of all of the participants.

Summer Energy Savings

Submitted by The Green Team

Don't place lamps or TV sets near your air-conditioning thermostat. Thermostats sense heat from these appliances, which can cause the air conditioner to run longer than necessary.



HIGH FIVES!

Congratulations to **Bonita Steed**, who was awarded the Customer Service Department's Associate of the 2nd Quarter during the department's quarterly meeting on June 16th.



To: Norm Lambeth, Purchasing

From: Chris Hendricks, Customer Service & Jane Byrne, Hanahan

What does excellent internal customer service look like? Courteous, professional, engaged, innovative, timely, knowledgeable...Norm!

Norm has been working with a cross-functional team on a pilot that involves fleet management, vehicle GPS, automated vehicle location, and work order routing. His purchasing expertise and prompt response to the team has really kept this project moving along. He has simplified a complicated process governed by many regulations to common terminology and examples for all to understand. All I can say is it has been a WOW experience.

Hanahan has a caustic scrubber, which is a crucial part of our safety system in the event of a chlorine leak. We recently had this unit inspected and found that repairs were necessary. I had copied Norm on the original e-mail informing operations of this maintenance issue, and Norm took the initiative to generate an emergency work order, saving us time and helping to expedite these critical repairs. This is truly what customer service looks like. Norm understood enough about our operations to appreciate the urgency of the situation and went out of his way to help us. Thanks, Norm!

