



THE ClearView

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A LETTER FROM OUR NEW CEO: CATHERINE EDWARDS



It is with great enthusiasm that I join the ClearWater Solutions (CWS) team! I am excited to work with each of you to build on the tremendous success CWS has had by delivering on our promises to existing clients and thoughtfully growing the business to serve new clients and communities. CWS (and the legacy companies that comprise CWS) has created a strong brand and I am truly honored to help write the next chapter of our story. Each of us has an important role to play in the company's continued success. My role is to communicate the vision, empower the organization to act on that vision, and ensure that we hold ourselves accountable to the performance objectives required to achieve the vision.

Over the next few weeks, immediate-past CEO, Steve Cawood, will be transitioning into a new role - Chief Growth Officer - where he will focus exclusively on business development, client relations, and related duties. In addition to his active role in the business, Steve will assume the role of Chairman of the CWS Board of Directors. I look forward to working with Steve in these new roles.

As we move forward together, I will be reporting to all employees quarterly in an email communicating our collective successes, challenges, and opportunities. I see regular communication as key to ensuring organizational alignment and operational transparency. Effective communication, however, is necessarily a two-way exercise. To that end, I am committed to spending time on a regular basis meeting with different operational teams in the business to hear from you directly.

In the spirit of direct communication, let me try to answer a few questions that may be on your mind: what are my aspirations for CWS and what will I do in the first 3-4 months?

My Aspirations for CWS

- To be recognized as a leading water and wastewater contract operations and maintenance company
- To be a model of operational excellence
- To be the largest water and wastewater contract operations company in our footprint
- To be the preferred private sector employer in water and wastewater operations in our footprint

What I Will Do in My First 100 Days

- Spend time with CWS team members to learn more about CWS's operations
- Meet with key clients and stakeholders
- Review our organizational structure and address issues and opportunities, if any
- Work with the leadership team and the Board to review and refine CWS's strategy and business plan
- Develop goals and plans for implementing the business plan and strategy

Finally, a little bit about me. I currently live in Greenville, SC with my 16-year-old son, Fritz, who is a junior in high school. We have two English Springer Spaniel dogs, Rosie and Remi, who pretty much run the house and graciously allow Fritz and me to live with them. I also have two adult daughters, Olivia and Adelaide, who are busy charting their post-graduate paths and learning to financially support themselves (yay!). Olivia graduated from SMU in Dallas, TX in 2021 with a Mechanical Engineering degree and is currently working for West Monroe Consultants in their Dallas Office in the Energy and Utilities Division. Adelaide (Addie) graduated from Clemson University in 2022 with a Civil Engineering degree and is finishing her first year of law school at the University of South Carolina. I am a big college sports fan, particularly football and basketball. I'm a loyal South Carolina Gamecock fan (sorry Steve Cawood!) and regularly attend Auburn football games with my fiancé, Randy Dobbs, who

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CWS AWARDED WEDOWEE PROJECT

CWS is celebrating the addition of a new project to our portfolio - the Wedowee Utilities Board - located in Randolph County, AL near the Alabama/Georgia state line. The contract includes full management and operations for the town's water treatment plant, a Grade 4 surface water facility that serves their community of 719 residents. As part of the transition of the project, CWS also welcomed four new employees who rolled over the Town to employment with CWS.

According to Houston Black, "In 2020, we met with the Wedowee Utilities Board to talk about providing a manager for their water treatment plant, but they decided to continue operating the plant using in-house staff. Then, a few weeks ago, the Town reached out to us to schedule a meeting to talk details and we negotiated a 5-year package for them. This just is another reminder that, even when things don't work out right off, you never know what might come later from the relationship you established."

IMPACTING YOUNG MINDS DURING CAREER DAY



We often talk about impacting lives and that certainly includes young minds. It was a fun week for the students of Mt. Olive Primary School in Russell County, AL who enjoyed various guests speaking about their careers. In fact, CWS's own Tim Mitchell, stopped by to educate the children on the water cycle and how we treat water to make it safe for drinking. Other speakers included representatives from Alabama Power, the local fire department, the Sheriff's Department, a karate studio, the Fish & Wildlife Agency, and a hair stylist. Let's hope one or two of those kids decide to become Water Operators one day.

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is from Auburn and has season tickets. For those of you who follow college football, you have to respect my loyalty to the Gamecocks - hope springs eternal! I've also been known to binge watch college basketball during March Madness, which is possibly my favorite time of year. This year was a total bust, though, as I had Houston winning it all! Aside from sports, I enjoy traveling, hiking, fly fishing, and riding my Peloton (a Covid addition). I am in the process of buying a home in Auburn, AL, where I plan to spend about 50% of my time to start. Given the geographic reach of our business, I expect to be traveling a fair amount too. But wherever I am, I will always be accessible by email and cell phone.

At CWS, we have the opportunity to positively impact the quality of life in the communities we serve every day - it doesn't get much better than that! I look forward to working with each of you to make a positive difference for our clients and their customers.

Best,
Catherine



Employees Participate in MsRWA Training Course

Employees from our Gautier and Moss Point, MS projects recently participated in some hands-on water training conducted by the MS Rural Water Association. Hosted by the Gautier team, the participants worked on various skills through the 3-day course, while also earning CEU hours. Other municipalities and agencies in attendance included the Jackson County Utility Authority, City of Biloxi, City of Gulfport, and several others.

Spotlight on Our 2023 Safety Audit Season

The following is a list of the Top 10 most frequently cited standards following inspections of worksites by federal OSHA for all industries. OSHA publishes the list to alert employers about these commonly cited standards so they can take steps to find and fix recognized hazards addressed in these and other standards before OSHA shows up. Far too many preventable injuries, illnesses, and deaths occur in the workplace that are related to these top 10 cited standards. As CWS Safety audits your project locations we ensure that we keep an eye on the most frequently cited standards, as well as a plethora of others. We look forward to auditing, and continuing to build relationships across the company in our 2023 audit season!

1. Fall Protection, construction (29 CFR 1926.501)
2. Respiratory Protection, general industry (29 CFR 1910.134)
3. Ladders, construction (29 CFR 1926.1053)
4. Hazard Communication, general industry
5. Scaffolding, construction (29 CFR 1926.451)
6. Fall Protection Training, construction (29 CFR 1926.503)
7. Control of Hazardous Energy (lockout/tagout), general industry (29 CFR 1910.147)
8. Eye and Face Protection, construction (29 CFR 1926.102)
9. Powered Industrial Trucks, general industry (29 CFR 1910.178)
10. Machinery and Machine Guarding, general industry (29 CFR 1910.212)



Pictured: The Water Crew at Moss Point is ready to hit the road to work on water line repairs.



Pictured: The water crew at Gautier is working on safe cylinder change-outs.

CWS Safety would like to highlight both of these water crews and commend them on their dedication to safety and for being safety leadership ambassadors at their projects and across the company.

FOR YOUR...

- Hard Work
- Service
- Loyalty
- Dedication
- Perseverance
- Willingness
- Diligence
- Extra Effort
- Commitment
- Determination
- Dependability
- Leadership

THANK YOU!
to our Team!

CWS
Building Communities. Inspiring Lives.

Blue Heron Firm Joins CWS

Blue Heron - an O&M firm in Louisiana - recently joined CWS. Blue Heron provided operational services for their one client - Central States Water Resources - who is also our client. Those CSWR systems were located around Slidell, and since CWS was already operating the Resolve system in the area, it certainly made sense to expand the company in that location.

According to our Executive Vice President Ben Kuenzel, "We are excited to bring the Blue Heron group into the CWS team. We were already operating the nearby CSWR Resolve System, so this just solidifies our footprint in the area and we now have a stronger presence in the Louisiana region. Central States is a valuable client for our company and being able to service these systems for them is a huge win for us."

This new addition also adds approximately 23 employees to the CWS team.

New Project Manager Hired in North Choctaw



The North Choctaw, AL team is now under the leadership of a new Project Manager - Corey Martin. Corey is an experienced operator holding an Alabama Grade 2 Water, Grade 2 Wastewater, and a Professional Operator (PO) certification. (Fun fact: Corey is one of about six operators in the State of Alabama to have a PO designation, a national operator certification administered by the ABC/C2EP.)

When asked about this new addition to the team, Alabama Regional Manager Torrey Jones said, "We are excited to have Corey in this position. North Choctaw is an important client for CWS and we knew it would take a special person to fill this role. Corey's experience and his background with similar systems make him a perfect fit for this project. We are excited to have him leading our team here."



OCALA TEAM CELEBRATES FIRST ANNIVERSARY

It's hard to believe it has been a year since the ESI team joined the CWS family. While the Florida team has traditionally held annual dinners to show appreciation to its employees, this year's anniversary made the celebration extra special! Over 100 Florida team members, their guests, and leaders from the company gathered at the Hilton in Ocala, FL for a wonderful dinner and a time to meet-and-greet one another. Rick Ailiff, Catherine Edwards, Fred Lane, and Lee Cain spoke to the group and three awards were presented. Steven Moore received the "Outstanding Team Member" award, Ray McCloskey received the "Outstanding Leadership" award, and Sharon Sarp was presented an appreciation award for her hard work putting together the event. Our resident poet, Fred Lane, even wrote a poem to commemorate the event:

ESI TO CWS

Starts With a friendship.
 Grows to a partnership.
 Develops into oneness.
 Infecting all with purpose
 Like minded in our approach
 Building a Team
 A business like no other has seen.
 One of opportunity and respect
 Treating others like I wanted to be treated .
 A winsome thought some would say.
 Until they experience the day
 Where all disciplines of people Seasoned and not
 Have the opportunity to obtain a lot!
 Hard work and a vision of success
 Inspires CWS to develop the best.
 Started with a vision of two.
 Developing into an organization of three Hundred times
 Some would say what a great place to be.
 But the reality is this is only the launching point
 For you and me!

KUDOS TO THE TEAM!

"Big shout out and thank you to the City of Moss Point, ClearWater Solutions, and Jackson Co. Utility Authority for working together to identify and resolve an issue on our property. They all did so in a timely and professional manner all while making sure any of our fears were put to rest. Job well done, everyone!"

- Shelia Robertson
 (Via Facebook post)

"Laura (Puzzo from Ormand Beach, FL) called in about an air quality issue but also wanted me to note she recently had plumbing issues and wanted to praise our Ops team for the work they did on that. She says everyone who came to her address did a wonderful job. She continued to praise them at the end of the call and wanted me to make sure someone in charge knew that the team who was there was fabulous and helpful."

- Submitted by CSWR Customer Service regarding the work by Garry Brastad, Melissa "Moe" Solgot, and Luis Fonseca

"Mr. Stephens - by way of introduction, my name is Robin Needham and I am a new resident to McCormick County. My wife Heide and I have just built a home in Savannah Lakes Village. My wife and I wanted to take this opportunity to pass along our sincere appreciation for the superb service support we received from the folks at Clearwater Solutions. In particular, Mr Jeremy Sponseller was instrumental in making sure our home had the proper water connections required for final inspection and overcoming considerable obstacles in meter availability. In addition, Michael and his field team were very professional and represented McCormick County in a very positive light The support provided reflects great credit upon these individuals as well as to the County."

- Robin Needham, McCormick County Resident
 (Sent to Columbus Stephens, McCormick County Administrator)

CWS CLIENT SIGNS 15-YEAR CONTRACT

Congratulations to Rick Ailiff, Ed Lowe, Allen Fowler, and the entire Inlet Beach Water team! The Inlet Beach Water System signed a 15-year contract (nope...that's not a typo!) with CWS to operate its water and sewer systems. In 2021, CWS was hired by the IBWS on a month-to-month basis to provide professional O&M services for both systems. The water system includes three water wells and a water treatment facility that uses Chlorine injection and Hydrogen Peroxide (for sulfur, iron and manganese oxidation). It also utilizes one 100,000 gallon water tank and 15 miles of water main to serve its 1,000 customers. On the sewer collection system, there are 18 lift stations, as well as 14 miles of force main and gravity sewer.

A 15-year contract is a huge win for our company. It also serves as recognition for a job well done. Congratulations to everyone involved in its success!



Pictured above: Rick Ailiff watches as Jim Kelly, Board Chairman, signs contract for services



MS TEAM RESPONDS TO STORM

A team of CWS employees from nearby Mississippi projects responded to the Rolling Fork community after severe weather ravaged the small, rural area on March 24. The very next day, our volunteers stepped up to help. Ross Williams, the Regional Manager for CWS's Central States Water Resources (CSWR) projects said, "The guys performed search and rescue, debris removal, and handed out bottled water to those in need. They even assisted in the rescue of an elderly woman who was trapped in her home. I am extremely proud of their efforts. After working hard all week on Central States' projects, they gave up their weekend to assist strangers who had just lost everything. The employees who responded were Lawrence Tucker, Billy (Mac) Gailey, and Sedrick Jones. It's just another example of CWS's mission to build communities and impact lives."

CWS Included in Open House

CWS was honored to have been included in yesterday's Fayetteville City Hall Open House, an event that kicked off "Georgia Cities Week". Citizens and community leaders were invited to stop by the Open House that showcased the various services and agencies supporting the city. In addition to our company, the city's Fire Department, Police Department, Municipal Court, Communications Department, REACH Program, HR Department, as well as the Fayette Chamber of Commerce, were included.



MOVING ON UP!

A big congratulations is in order for those who have passed one or more of their certification training exams over the last few months. Our water and wastewater classes continue each week, so I'm sure there will be more congratulations coming soon!

Congratulations to **Payton Tullis**. Payton passed his MS Class C Water exam. If that name sounds familiar, it should! Payton also passed his MS Class 2 Wastewater exam only 2 months ago. Talk about determination!

Congratulations to **Lawrence Tucker** in Mississippi. Lawrence passed his MS Class D Water Certification exam! He is a Class 3 Wastewater Operator for CWS/MWO and supervises the Vicksburg, MS area projects. He has been with us for only 7 months now and is already making his mark.

Giving a shout out today to **Jason Flemmings!** Jason passed his Georgia Class 3 Wastewater exam! He's been an Operator in Training with the Fayetteville, GA team for only a year now, but is already growing his career and setting himself up for a promising future.

Four of our team members recently took their certification test(s) and they walked away with a total of six water or wastewater certifications. How great is that!?! Congratulations to the following Denham Springs employees: **Chase Deschamp** (Water Treatment 1), **William Moss** (Water Distribution 2), **Channing Riley** (Wastewater Treatment 3), and **Robert Tucker** (Water Treatment 1, Water Distribution 1, and Water Production 1). Big things are happening in Louisiana!

TREZEVANT NAMED STATE LEADER FOR GEORGIA

Congratulations to Devon Trezevant who has been named CWS State Leader for Georgia. Formerly the Project Manager for our Fayetteville, GA project, Devon has significant experience in both water and wastewater operations, Quality Assurance/Quality Control (QA/QC), compliance and reporting requirements, project management, and client relations. As the State Leader, Devon will be responsible for overseeing the efforts of all Georgia operations. He will mentor Project Managers and work with them to ensure every project is successful. He will assist with compliance questions, financial budgeting, staffing needs, and communicate with clients on a regular basis. Devon will also coordinate with the business development team to transition new clients into the CWS family.



According to Chief Operations Officer, Houston Black, "Devon has proven himself a true leader over and over again. No matter what task has been asked of him, he has stepped up to the plate. Since August 2020, he has successfully led the Fayetteville team and then in May 2022, he began overseeing the operation of the City of Jasper, Georgia's water treatment plant as well. He has earned the respect of the clients and his own team members. He embraces the CWS culture and works to ensure that everything centers around building communities and positively impacting lives."

Devon is a dual-certified operator holding a Georgia Class 2 Water and a Georgia Class 1 Wastewater certification. He has 13 years of experience including three years managing our Fayetteville, GA project, six years at John's Creek Environmental Campus and four years with the Forsyth County wastewater systems. Devon's background includes the planning, management, operation, and coordination of large and complex municipal and industrial projects. He has led strategic planning, proposal coordination, estimation, sales support, contract development efforts, as well as the design and review of construction management. He is fully capable of managing detailed technical schedules and financial performance of the project to deliver a quality and timely product at the lowest achievable cost. His experience as a Wastewater Operator includes the operations and monitoring of equipment (bar screens, rotary screens, clarifiers, aerators, belt presses, pumps, and various gates and valves), collection of test samples, analysis of process control samples, operations of centrifuges, performance of preventative maintenance tasks on equipment, performance of safety checks and quality control tests, and adjustment of equipment. Devon's expertise ensures the plant meets EPA standards, requirements, and permitting.

CAHANIN HIRED AS NEW AREA MANAGER

CWS welcomes Wendy Cahanin as the new Area Manager in Louisiana. Wendy previously worked with Total Environmental Solutions for 21 years where she worked in many different positions - beginning in water and then becoming District Manager, in the Collections Department and then becoming an Operations Assistant, and lastly the Louisiana State Manager.

Although Wendy has not been with CWS long, she says, "What I already love about CWS is the level of communication and support I have received while moving into this position; the help and training on learning CWS systems and the use of technology to make our jobs easier!"

As the new Area Manager, Wendy's number one goal is to bring structure and organization to the area and help transition the Blue Heron division, while getting them on tasks to complete many overdue projects.

Wendy is a single mother, with a 22-year old daughter and a 5-month old granddaughter! She has recently relocated to Denham Springs to be closer to the area she is managing. Wendy enjoys spending time with family & friends and attending music festivals. She loves live music events as well.



Joe Stoops, Mark Butler, and Terry Merritt represented CWS at the Missouri Rural Water Conference in March.