



# THE ClearView

A Publication of ClearWater Solutions, LLC

August 2023

## New Tagline Unveiled



Quality Water. | Vibrant Communities.

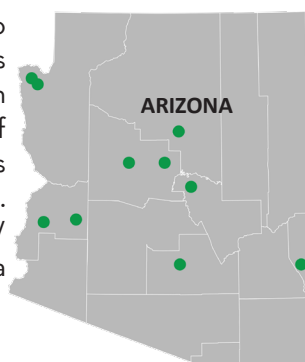
After five years of “Building Communities. Impacting Lives”, CWS recently unveiled a new tagline: “Quality Water. Vibrant Communities.” The four simple words hold significant meaning in our industry.

Our ultimate goal is to provide safe, quality water. We want to be known as an environmentally conscious leader in providing quality water. And quality water fosters vibrant communities that are growing, thriving, and prospering.

With the new tagline also comes a new Mission Statement, Core Values, and Strategic Goals. (Refer back to Catherine’s email for more about this.) But for now, if you are using digital letterhead or any other marketing materials that have the old logo, please contact Beth Turner to get the new and improved version.

## ANOTHER STATE ADDED TO COMPANY FOOTPRINT

Another state has been added to the company’s footprint. Arizona is now the 13th state to be included in the CWS territory upon the award of the Central States Water Resources (CSWR) “Cactus State” project. This project includes 13 facilities/systems spread out over ten Arizona communities.



“This is such an exciting time for our company,” said Heath Loven, VP of Operations for the area. “We have worked hard to earn the respect and trust of our client, CSWR, and that resulted in the award of this project. I’m sure there will be additional growth to happen in this area.” The communities in which we will be working include Flagstaff, Clifton, Coolidge, Salome, Willow Beach, White Hills, Quartzsite, Prescott, Camp Verde, and Payson.

## CAPITAL MANAGEMENT SOLUTIONS DIVISION IS FORMED

CWS has officially formed the Capital Management Solutions (CMS) Division to assist both current and new clients with special needs including construction, CCTV, and maintenance service. To lead this endeavor, Houston Black has been named Executive Vice President of the CMS Division.

The CMS team is comprised of experienced maintenance technicians, electricians, construction professionals, fabricators, and operators ready to provide the expertise the clients need. They offer such “ala carte” services as maintenance, construction, electrical, flow monitoring/CCTV, rehab and repair of water and wastewater treatment facilities, lift station rehab or repairs, etc.

“This new division will allow us to serve our current clients - and even communities that aren’t clients yet - with professional expertise that they need beyond the usual contractual O&M work,” said Houston. “For some clients, this might be a one-time need. For others, it might be a routine need that they have. We currently have 25 team members in the Division.”

While the group is still in its infancy, they are already seeing the success of such business - knocking out work orders and opening the doors to future work. Such projects they have completed include: Digester Piping Upgrade, 2” Water Main Extension, CCTV work, and Upgrade of 15 Lift Stations.



*Digester where we fabricated a new aeration system at a WWTP in Louisiana.*

# WORKPLACE SAFETY STAR

Be a safety STAR by implementing STOP, THINK, ACT, and REVIEW



**S** STOP before you start work  
**T** THINK about any hazards that may exist  
**A** ACT safely by reducing risk  
**R** REVIEW afterwards to learn how to improve

## NEW SAFETY CAMPAIGN UNDERWAY!

The new *STAR* Safety campaign is underway and already proving to be a strong tool for enhancing safety measures throughout the company.

Near Miss Reporting, a key part of our dynamic STAR Safety program, empowers team members to spot and address close calls in the workplace. From falling objects to trip hazards and equipment malfunctions, we take them seriously! Remember, reporting 'near misses' today prevents serious incidents tomorrow.

*Don't Dismiss a Near Miss! Speak up and prioritize safety as job #1.*

Provided below is a link and QR code to the Near Miss Reporting Form available for completion by all Team Members.

<https://cws.kpaehs.com/forms/responses/new/24314>



**\*\*\*The FIRST 50 heroes who report a Near Miss through KPA before August 15th will snag exclusive STAR campaign swag items! Don't miss out on this opportunity to be a Safety Champion and score some awesome rewards! Act fast and make a difference today!\*\*\***

## TEAM UTILIZES STOP WORK AUTHORITY, AVOIDS ACCIDENT AND INJURY

CWS has already seen a great start with our *Stop Work Authority* initiative, potentially avoiding a terrible accident or even injury.

Our Midlands Team "saw something and said something" during a sewer line repair. Initial thoughts were that the excavation would only be 5-feet deep, however it soon turned into a 10-foot hole! The Midlands Team recognized the danger and immediately put their Stop Work Authority into action. A trench box was installed and larger equipment was brought in to handle the job at hand. Kudos to those team members: Claude Hamilton, Max Amon, David Dodge, Phillip Moss, and Steven VanName!





## PROJECT MANAGER CHANGES TAKE PLACE

We often talk about the career opportunities that ClearWater Solutions can provide. The latest round of Project Manager assignments is evidence of just that!

Adarion “Tyree” Robertson has been named Project Manager/Operator at the Ostara Nutrient Recovery Facility at the R.M. Clayton WWTP in Atlanta, GA. Tyree was hired in September 2020 as an Operator Trainee at the Spout Springs Water Reclamation Facility in Hall County, GA. He obtained his GA Class 3 Wastewater license in 2022.

Tyree takes the position that his father, Reco Robertson, held for the last four years. Reco has relocated to the McCormick County, South Carolina project where he is the new Project Manager.

Having been a part of the CWS team since November 2018, Reco started as an Assistant Project Manager in Hall County and has proven himself as a skilled operator with a broad range of expertise including operations and maintenance related tasks. He has over 21 years of experience in the industry, gaining proficiency in sampling, lab testing, reading lab results, solving complex equations, and adjusting processes as necessary. His expertise also includes time management skills, strategic planning, and logistical planning. Reco relocated from Hall County to the Ostara project in 2019. He is a certified GA Class 3 Wastewater Operator.

According to State Director, Chris Thomas, “This is a unique example of ‘following in your father’s footsteps’. Reco is a hard worker who is valuable part of our management team. He has a tremendous amount of wastewater experience that has propelled his career forward. Tyree is coming in right behind him in the same manner. I know he will also do great things as he continues to grow in his career.”



## SMITH HIRED AS MANAGER FOR UNION SPRINGS

Justin Smith has been hired as the Project Manager for the Union Springs, AL project. Justin, with 7 years of experience, says “having had the opportunity to obtain hands on experience and become well rounded in collections, distribution, water and wastewater treatment, collectively, I feel has prepared me for this position and makes me a good fit here at CWS”. He holds both a GA Class 2 Water Treatment Operator and GA Class 1 Wastewater Treatment Operator certification.



Justin’s background involves five years as the Water and Wastewater Treatment and Utility Worker with the City of Sylvester, GA where he was responsible for the installation, maintenance, replacing and repairing water mains, services, irrigation systems, fire hydrants, and appurtenant valves and equipment. He has one year of experience in the City of Commerce, GA where he was a Water/Wastewater Treatment Operator responsible for the operation of two conventional water treatment plants and one industrial package plant (wastewater). Justin also has experience as the Wastewater Manager at Lake Foods in Hartwell, GA where he managed the programs and activities of the industrial wastewater treatment plant and related facilities, including laboratory analysis, daily process control, and solids handling.

“We are excited to get Justin on board at the Union Springs project. He has the background and experience that we need to move this team forward,” said Jeff Aston, CWS Area Manager for the region.

## HILL NAMED STATE DIRECTOR FOR NC

Dana Hill has been named the State Director for CWS’s projects in North Carolina. Although he is new to CWS, Dana is not new to water and wastewater management. He is a certified Water and Wastewater Operator (in NC and PA), as well as a certified Utility Manager. He is also a 2011 graduate of UNC’s Municipal Administration program through the University’s School of Government.



Dana’s 28 years of experience in operation and management includes 24 years with the Town of Snow Hill, NC where he began as a Public Works Technician and quickly climbed the career ladder, ultimately becoming the Town Manager and Public Works Director. In 2018, he joined the Corix Group of Companies as the State Director of Operations in North Carolina and later became its President of the Mid-Atlantic Business Unit.

“I have worked with Dana for several years,” stated Catherine Edwards. “His background as a Town Manager and Public Works Director will bring significant insight to our North Carolina team. He understands the challenges municipalities face and is highly successful in crafting solutions to resolve them. He will be an asset to our entire company.”

## HAPPY BIRTHDAY, MOSS POINT!

The City of Moss Point celebrated its 122nd birthday in April. City employees, including the CWS team, gathered for the event. To commemorate the day, photos were taken of the various departments and employees. Below are some of the CWS ladies who attended the celebration.



(Pictured L to R) Melisia Lett, Liane Henry, Madilyn Garry (Utility Supervisor), Lakene Rogers, Brittney Sewer

## Swainsboro Awarded GAWP Gold Award

The City of Swainsboro recently received the Wastewater Facility Gold Award for 2022 during the Georgia Association of Water Professionals' Annual Spring Conference Expo in Columbus, Georgia. The Gold Award recognizes facilities operated by utility or corporate members that had no national pollutant discharge elimination system or pretreatment permit violations during the preceding calendar year. At the June 5th Swainsboro City Council meeting, Georgia Association of Water Professionals Vice President Gary McCoy made a formal presentation of the prestigious Wastewater Treatment Gold Award to the City. Vice President McCoy stated, "This award means that the City's Water Pollution Control Facility operated by ClearWater Solutions had 100% permit compliance in 2022. The GAWP Gold Award is a very difficult achievement to attain simply because of the many factors involved beyond the control of operators and managers. We are very fortunate to have such dedicated and determined employees who remain focused in protecting our environment."



Pictured receiving the award for the City of Swainsboro are Chris Morton (CWS Project Manager), Wade Holcomb (Plant Operator), Will Hutcheson (Plant Maintenance), and Perry Johnson (Water Operator).

## TWO NEW CLIENTS ADDED IN TENNESSEE

CWS has added two new clients to its growing portfolio of projects in Tennessee. The City of Decherd, TN recently signed a 15-year contract beginning July 1. The scope of services includes full O&M for the City's water and wastewater treatment, distribution, and collections. The project adds 11 employees to our company's headcount.

Our CEO, Catherine Edwards, relayed her excitement regarding this win. "Congratulations on a great result at Decherd!!! A 4-0 vote is no small accomplishment. Thanks for all the work you guys put into getting this contract. It's a big win for CWS!"

The second project is Blue Oval - a Ford Motor Company manufacturing facility currently under construction in Stanton, TN. CWS will provide O&M services for the plant's water and wastewater systems. The 10-year contract will add 4 employees to our roster. The plant should be fully operational in 2025.

According to the company's website, "Ford is leading the electric revolution by creating an automotive manufacturing ecosystem in Tennessee and building two battery plants in Kentucky, creating 11,000 new American jobs. These facilities will re-imagine how electric vehicles and batteries are designed, built and recycled - all Built for America."

## CWS Teams with City for Competition

CWS teamed with the City of Moss Point in the "Boilin' on da Beach Mayor's Crawfish Competition" that was hosted by the City of Ocean Springs. The competition consisted of a Mayor's Crawfish Boil cook-off with representatives from several Mississippi cities such as Pass Christian, Ocean Springs, Gulfport, Gautier, and Moss Point. It was a day filled with great food, great music, and great people... even if our team didn't win.



Left photo - Roy Hutchinson, Jacob Hutchinson, Mayor Billy Knight, Matt Fountain, Terrell Randle, Chris Hutchinson, Lauren Walker



Right photo - Gulfport Mayor Billy Hewes, Gautier Mayor Casey Vaughn, Ocean Springs Mayor Kenny Holloway, Pass Christian Mayor Jimmy Rafferty, and Moss Point Mayor Billy Knight.



# ClearWater Solutions

Formerly Engineering Solutions International

Named Florida's

## Best Wastewater Facilities Company



## PINE TREE FESTIVAL CONSIDERED HUGE SUCCESS

The annual Pine Tree Festival was, once again, considered a huge success. In May, our Swainsboro, GA team assisted with the City's Pine Tree Festival & Southeast GA Timber EXPO. This year marked the event's 76th annual celebration which began as a way to call attention to the high number of forest fires occurring in the County. While the number of forest fires eventually diminished as a result of this awareness, the event continued on as a way to celebrate the value of the pine tree. In 2008, the festival was expanded to include the "Southeast Georgia Timber Exposition". Today the festival attracts thousands of locals, as well as visitors, who come to enjoy the activities, parade, concerts, and vendor booths. THANK YOU to all of the CWS employees who assisted in various ways before the event and throughout the weekend.



Congratulations to **Fred Nelson** who obtained his Florida Construction - Underground Utility contractor's license. The exam process for the Underground Utility license is intense and takes about 6.5 hours and two days to complete the testing process. Talk about determination! Fred is a Construction Superintendent in Ocala, FL who has been with CWS/ESI since August 2021.

Congratulations again, Fred! We are so proud of your accomplishment!

## CWS Presents Scholarships to 14 Seniors

Freshman year of college can be overwhelming for students beginning their college careers, but CWS has made it a little easier for some of them. The company recently awarded \$1,000 scholarships to 14 high school graduates across our footprint.

"Each year, we choose different schools to participate," explained CWS Director of Marketing, Beth Turner. "We also set aside one or two scholarships earmarked just for the children or grandchildren of our employees. What may be surprising, we don't always choose the students who are in the top of their class. We want to make the biggest impact - helping those students who are good and deserving students, but may not be raking in all of the scholarships because they aren't ranked in the top of their class. Those are the students we want to honor."

Each of the schools selected to participate are located in a community in which we serve. This year, those schools included:

McCormick Co. High School - McCormick, SC  
Laurens District 55 High School - Laurens, SC  
Pickens High School - Pickens, SC  
Pendleton High School - Pendleton, SC  
Hartsville High School - Hartsville, SC  
Camden Co. High School - St. Marys, GA  
Swainsboro High School - Swainsboro, GA  
Robert Groves High School - Garden City, GA  
Fayette Co. High School - Fayetteville, GA  
Moss Point High School - Moss Point, MS  
Petal High School - Petal, MS  
Vanguard High School - Ocala, FL

Kaleb Weed (grandson of Sherry Henderson) from Brantley High School in Alabama and Jamiah Davis (granddaughter of Russell Davis) from Purvis High School in Mississippi are the recipients of the CWS Family Scholarship.

Now in its fifth year, the CWS Scholarship Program has awarded \$50,000 to deserving students across the Southeastern US.



# CARROLL, LOVEN EARN PROMOTIONS

Two of CWS's leaders have recently earned promotions within the company. Chris Carroll and Heath Loven were former Regional Managers and both now hold the title of Vice President of Operations for their respective territories. Chris will manage the CSWR projects in Kentucky, Tennessee, North and South Carolina, and Florida. Heath will oversee the Missouri, Texas, Arkansas, Mississippi, and Arizona facilities.

"We have always tried to find better ways to better serve our client CSWR. The promotion of Chris Carroll and Heath Loven, both formerly Regional Managers, to Vice Presidents of Operations is one of the ways we feel we can better serve them. These two guys will be making some staff changes to back fill the positions that they will be leaving as they step up into their new roles," stated Terry Merritt, Chief Operations Officer.

Chris has been a part of the CWS/MWO team for three years. With a background as an environmental

scientist, he is well versed in the process of evaluating water quality and finding pollution causes and remedies for stormwater, rivers, creeks and streams. He has cultivated a proficiency in developing and maintaining compliance with the Clean Water Act. Chris oversaw wastewater and drinking water facilities to ensure compliance for partner communities in Kentucky and Tennessee. He also provided oversight of construction projects and managed all employees throughout the service area.

While only recently hired into CWS, Heath has more than



**Chris Carroll**



**Heath Loven**

25 years of experience in the water and wastewater industry. His expertise includes compliance, operations, plant management, contract management, facilities management, regulatory compliance, and safety both within the continental US and outside of it. His background includes ten years as a Regional Manager of Operations and four years as a Technical Director. He has some unique experience including time served in facilities such as a reuse plant in Hawaii providing water to local crops and resorts, as well as a pretreatment plant for a Coca-Cola facility. In Mexico, he operated a plant that pulled water out of the Tijuana River which flows into the delta where the US special forces train. The plant would pull water from the river, treat the water, then send the plant's effluent back into the river. This was needed as the river was so polluted it was making soldiers sick from being in it.

Chris and Heath's new roles as Vice Presidents of Operations began on July 1st.

## EMPLOYEE SPOTLIGHT: JACOB THOMAS

ClearWater Solutions prides itself in the fact that we are large enough to have the depth of staff and resources necessary to serve our clients, while small enough to provide personal, hands-on service. In the event of an emergency, we can mobilize our team members quickly and without the hassle of "red tape" or lengthy processes. And while the situations are usually different, there is one person who is always quick to step up to help: Jacob Thomas.

Since 2017, Jacob has been a part of the CWS team, serving as Project Manager and Lead Operator in Billingsley, AL. He is an AL Grade II Water Operator. His expertise in plant operations, as well as skills in operating equipment, management, and problem solving, have aided in numerous challenges at project locations throughout Alabama.

"Jacob never hesitates to go wherever we need him," said State Director Torrey Jones. "Whether it is locating water leaks or helping others to catch up on work orders, he gets it done. He's been to projects such as North Choctaw, Hale County, Marion County, Union Springs, Beulah, and Lanett, just to name a few. He is a valuable part of the team and his expertise is essential to our company's success."

Thank you, Jacob, for your willingness to go the extra mile...literally! **WE APPRECIATE YOU!**



## STEVE CAWOOD NAMED "ICON" IN SOUTH CAROLINA

Congratulations to our company's Co-Founder, Chairman of the Board, and former CEO - STEVE CAWOOD - on being named an "Icon" by the South Carolina Biz News. The award recognizes South Carolina business leaders, over the age of 60, for their notable success and demonstration of strong leadership, both within and outside of their chosen field.



# CWS WELCOMES NEW MEMBER OF PEOPLE & CULTURE TEAM

CWS welcomes a new member of the People & Culture Team (formerly known as Human Resources (HR)): Jasmine Etheridge. Jasmine is located in the Auburn, AL office. Her background and experience in information technology, manufacturing, administrative and human resource management are what make her a great fit for this



role. As a self-assured team-builder and proficient worker, she will easily transcend cultural differences. Jasmine shows dedication in giving 100% to CWS, delivering driven results and ultimately getting the job done. She holds a BSBA in Human Resource Management from the University of Arizona and an Associates of Science Degree from Troy University of Montgomery. Previously, Jasmine has worked as an Operations Coordinator, Service Coordinator, Production Supervisor, Inventory Administrator, and a Help Desk Administrator. Within these roles, she provided customer service, clerical duties, purchased inventory, processed financial transactions, monitored employee relations, assisted management, etc. She developed many skills and acquired

experience that has fully prepared her for the HR role here at CWS. According to Jasmine, “With my current role with CWS as HR People & Culture Business Partner, I will be the point of contact for HR in the following states: Alabama, Georgia, and South Carolina. An additional duty with the team will be taking over the accounts with Verizon to order and manage accounts for the company.” Jasmine is married to her loving husband, Prince, and they have two precious boys - Jayvien (age 7) and Jayce (age 3). As for hobbies, she enjoys traveling and spending time with family. In her spare time, she sings at events. Welcome, Jasmine! We are glad to have you on board!

## NEW PEOPLE & CULTURE STRUCTURE

As you have seen in previous announcements, the HR Department is now called People and Culture. As we rebrand and work to support you in the best way possible, we have made some changes to the department structure. Below you will see that each state will have a People & Culture Business Partner as their main point of contact for areas that this department will support. A few examples of the types of things the team will support are listed, but this is not an all inclusive list. If you don't know if someone on the team can help, please call and they will get you the help you need.

|   |  |  |
|---|--|--|
| <b>APRIL WICKISER</b><br>Payroll and Benefits Manager<br>APRIL.WICKISER@CLEARWATERSOL.COM<br>Phone: 816.286.5450        | <ul style="list-style-type: none"><li>• Payroll</li><li>• Benefits</li><li>• 401k</li></ul>  | <ul style="list-style-type: none"><li>• Timekeeping</li><li>• Leave of Absence</li><li>• PTO</li></ul> |
| <b>KATIE LAY (COOK)</b><br>People & Culture Business Partner<br>KATIE.COOK@CLEARWATERSOL.COM<br>Phone: 636.432.3750     | <ul style="list-style-type: none"><li>• Arizona</li><li>• Arkansas</li><li>• Kentucky</li><li>• Louisiana</li></ul>  | <ul style="list-style-type: none"><li>• Missouri</li><li>• Tennessee</li><li>• Texas</li></ul>         |
| <b>ASHLEY HABERNAL</b><br>People & Culture Business Partner<br>ASHLEY.HABERNAL@CLEARWATERSOL.COM<br>Phone: 816.947.0003 | <ul style="list-style-type: none"><li>• Florida</li><li>• Mississippi</li><li>• North Carolina</li></ul>   |  |
| <b>JASMINE ETHERIDGE</b><br>People & Culture Business Partner<br>JASMINE.ETHERIDGE@CLEARWATERSOL.COM<br>334.748.2312    | <ul style="list-style-type: none"><li>• Alabama</li><li>• Georgia</li><li>• South Carolina</li></ul>   |  |
| <b>YOUR BUSINESS PARTNER WILL PROVIDE SUPPORT IN THE AREAS BELOW:</b>   | <ul style="list-style-type: none"><li>• Hiring and Onboarding</li><li>• Workers Compensation</li><li>• Coaching</li><li>• Training</li><li>• Policy Guidance</li><li>• Paycom</li><li>• Any other HR Questions</li></ul> |  |



# KUDOS TO THE TEAM!

“To All Concerned: My name is Craig Strickland and I am the Alderman for Ward 4 in Petal, MS. Less than a year ago, we brought in CWS to manage our Public Works Department. I can honestly say that at this point they have met every expectation that I had for them. Matt Fountain not only does the job, but he does it with politeness and a smile on his face. His “can do” attitude is the best! I can’t recommend Matt and ClearWater enough. My hope is that I’ll always be able to say that.”

- Craig Strickland, Alderman  
City of Petal, MS

“Mr. Russell Davis, I wanted to commend the three men in your Department, who came to our home and checked everything about what was causing a small sinkhole in my yard beside the street. They did an excellent professional job. Please pass this along to them.”

- Larry Chip Chandler  
Gautier, MS Resident

“I was in Lake Charles today and stopped by and visited a few families who live on Dove Drive. 1701 Dove is actually the Able family, while the Manino’s live at 1709 Dove. LDH must have just had a typo, but it worked out as I got to visit with two residents. Both residents said they have had very low pressure for a long time and that they are just accustomed to it.”

Mr. Manino could not say enough good things about Zane Victoriano, the Clearwater Tech who has been working on this problem. He also mentioned that when he calls in he is very happy when he gets Gidget on the phone because he said “she really seems to care about what is going on” and “genuinely wants to help”.

Mr. Manino said the pressure was better today but he hoped that we would continue to find a way to fix it on a permanent basis. He said he knew the bills were going to go up and he was fine with that as long as the pressure was better. I assured him that we would do whatever it took to fix it and everyone was satisfied when I left.”

- Steve Ernst, Director  
CSWR Louisiana Regulatory  
Relations

“I want to thank you and your team for being communicative and responsive during this project. Everything you said you were going to do and the time line you stated would happen, you and your team followed through.

Marion County greatly appreciates your teams’ efforts, due diligence and completion of this job that was an immediate need for us. We certainly will reach out to you again if we find a project that will align with your expertise.”

- Rob Jankowski  
Marion County, Florida Facilities  
Management Trades Supervisor

“Quick action from our Police Department, Fire Department, and Clearwater on the Gandy happening right now. A truck with gravel put a large load on the road, making it unsafe for traffic. Thanks! Great teamwork everyone.”

- Mayor Tony Ducker  
City of Petal, MS

“Your employee known to me as only Amber (Barrs) did a fantastic job replacing my stuck water meter at my home. Her customer service was tip-top as far as I am concerned. I never got to meet her as I was away from home when the repair took place. She was very professional and accessible to me by phone and when I returned home my meter and yard looked like they had not been disturbed.

She took the time to communicate with me that I had a slow leak in a bathroom that I was unaware of and how to go about determining which bathroom, even stayed on the phone with me throughout the process of checking the bathrooms. As a senior citizen, this type of service is very important, and don’t see it much anymore. Amber is a credit to your organization and should be recognized for her service techniques. Her interpersonal skills are off the chart and her empathy with the client shines through in every communication with me as the client. Her ability to explain everything to the customer in simple terms was right on target. My repair was on Friday, June 9 in the morning at my residence on Laurel Meadows Drive West.”

- Benjamin F. Thomas, III  
Columbia, SC 29169

“Ms. Whittemore (resident of Robinwood Forest in Saucier, Mississippi) said that there was the nicest technician who visited her property earlier. She was excited to work with us because she was so taken by his kindness and professionalism. She would like to tell our ops team in her area that they are doing a great job.”

- Angelica @ Nitor Billing Services

Update from Ross Williams, Regional Manager for CSWR: The employee mentioned is David Ickom, a Tech that was reading meters and when questioned, explained to the homeowner who he was, who he worked for, why he was on her property, and answered other questions she had about her water service. He is a great employee with an awesome attitude that is part of a stellar team we have down in south MS.

