

WATERWELL Newsletter

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Waterwell Pushes The Envelope

The inventory control and automatic restocking of trucks and the stockroom was completed this year. We can now tell how much inventory we have every day in each truck independently and in the stockroom. Orders for each are generated and filled automatically. The installation truck has been replaced with a new production vehicle by GMC. This 16-foot cube van actually seats 7 people in the cab. Ranger Design in Lachine, who has outfitted all our vehicles, has helped us design the aluminum shelving and storage racks. Our second installation truck has also increased seating capacity for the installation crew. We have added an additional service vehicle to bring our fleet to nine trucks. Being able to dedicate one truck per service technician will improve our response time. The last improvement implemented is in large equipment. We traded in our old machine and purchased a new one by Vermeer Vente et Service. It is more powerful and has less weight per square inch due to the increased tire size which will reduce the possibility of leaving marks even when the ground is wet.

From Joel's desk...

Another season is just about to start. This time of year is always the busiest for us. My outlook for the upcoming season is very optimistic. We have a great team that is anxious to start and all our vehicles and machinery are in top-notch shape. The weather last year was the hottest and driest since we've been in business. In the spring, we had to start-up a record number of systems as fast as possible – we had no rain in April and it was over 30 degrees for the first two weeks of May. This year, we have more capacity and more experienced staff to take your phone calls. As well as being able to spend more time administrating the service department than ever before, I will also be increasing quality control verifications to maintain our high standards of work. I am looking forward to this season and I hope you are, too. As always, feel free to call me anytime - your comments are greatly appreciated.

Joel Shugar

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Mark's comments

Last year was a record year for us in many ways. We started work earlier (April 15) and finished later (Dec. 18). We did more new installations and increased our service work as well. This year, with the lack of snow we anticipate starting around the same time. People always wonder what goes on in the winter. The most common guess is that we retire to Florida; this could not be further from the truth. A typical winter season starts when we stop service calls in the beginning of December. By the time all is said and done, it's Christmas and then New Year's. From January to May 1st, we organize old things, like repairing equipment, and implement new things, as described in "Waterwell pushes the Envelope." And in all of this, we try to take 3 weeks off. To date, I have not had a problem discovering what to do with my spare time.

Mark Wiegard

Our Community

Waterwell has supported many different community events in the past from yearbook ads to golf tournaments. As well, we have donated \$13,000.00 to 32 different charitable organizations. We believe that it is everyone's responsibility (including businesses) to support the community in which they live and work. That is why we have been donating to and supporting various groups over the past 8 years and will continue to do so in the future. This year, in addition to our regular donations, we will also be installing a system for a charitable organization with the cooperation of one of our manufacturers, Nelson, and one of our suppliers, Canaglobe Distribution.



We're gearing up to begin our new season -- ready for your calls!

Working Harder For You!

Our company slogan is something we're all proud of. We are definitely "Working Harder For You." A typical day at Waterwell starts at 6:00 am when preparations for all the crews are finalized. Crew chiefs get their instructions and paperwork for the day, as well as keys, maps, and blueprints for each service call. During the day, as many as 30 people will be working for us in the field and in the office. Well into the evening, we are still working – crews return to the office between 6:30 and 8:30pm, while the office staff works until 9:00 pm to prepare the paperwork for the following day. And we do this seven days a week throughout the season!

Customer Service

Our service department has grown exponentially over the years. The challenge has always been to provide the best service possible to our customers. We want to have the most efficient scheduling system with the most highly trained staff. We are striving to use the best technology and maintain the best possible quality of work in the field. Once again, we have improved our scheduling software and increased our staff in an effort to speed up telephone requests for service and to ensure we always arrive within the appointment window. Over the years, our customers and our own staff have introduced great ideas that have helped us improve our service – please feel free to give us your ideas, comments, and suggestions so that we may improve even more. As always, we may be reached by phone 514-333-0808, fax 514-333-5225, or e-mail info@waterwellirrigation.com. You may also visit us at our website www.waterwellirrigation.com.

Our Team

Sometimes we are so busy, we don't get a chance to tell them, but we do appreciate our employees. They have definitely had a huge part in getting us to where we presently are. We give gold watches to award employees with five years of service at Waterwell, and this year, Perry Ghiourelotis and Tom Turek received their gold watches. A historical event also took place this year as Carlos Sosa became our first staff member to complete ten years continuous service with Waterwell! We would like to take this time to thank him, and congratulate him with a weekend getaway for two at a spa in the Laurentians to commemorate this occasion. David Somerville has been with us since the early days of Waterwell back in 1989! Many of you have had the opportunity to speak with our service manager, Elaine Wilson. In the short time Elaine has been with Waterwell, she has become an integral part of our team and we appreciate her dedication and hard work. We would also like to welcome all our new staff members, both in the office and in the field. We look forward to having you on our team.

Watering Tips

Did you know that more is not always better? In fact, over-watering your lawn is one of the main reasons (besides lack of water) that the lawn becomes sparse and yellowish. In order to grow properly, grass needs one inch of total water per week. In time reference, this means that per week, small turf heads should be watering approximately 40 minutes and large turf heads, 3-4 hours. Please realize that this is only a reference and other factors will come into play when programming your timer (i.e., shady areas and soil conditions - clay vs. rock vs. sand).