

# WATERWELL NEWSLETTER

February 2006 Volume 6

## FROM JOEL'S DESK:

Another season is almost upon us – actually last year was our 21<sup>st</sup> year in business! Wow, time flies when you're having fun, right? We have been successful in surrounding ourselves with an excellent team in the administration of the firm over the last few years. Emily Shearer, our Administrative Assistant, Moshe Topas, our Accounting Clerk, and Maria Kapatsori, our Assistant Human Resources Manager, have been instrumental in keeping their side of the ship running smoothly despite frequent rough waters (yes, even at Waterwell there are rough waters at times). Meanwhile, in the Customer Service Department, Helene Martel, Michelle Roy, and Craig Duncan have been doing a fantastic job and things just keep getting better and better as time goes on. This coming season, we will be adding more members to their department. I am becoming more and more optimistic than ever before due to the fact that we now have a really solid foundation. I would like to take this opportunity to thank them for their professionalism, dedication, and hard work and to say that I am proud to have them as integral members of our team. *(Joel Shugar)*

## More!

**As a Waterwell customer you can access your account on line and by doing so, you can view the history of different services, book your own appointments, communicate with our service department, and fill out your early booking form online today!**

**[Waterwellirrigation.com](http://Waterwellirrigation.com)**



## MARK'S COMMENTS:

I read recently about the life cycle of people evolving from dependant to independent states, and migrating, if they are lucky, to an interdependent state. This theory applies to all dynamic processes, and furthermore, can be extrapolated to the company or business life cycle. Briefly, everyone starts out as being dependent, ie. We rely on others to survive or sustain ourselves. As we gain knowledge, skill and eventually insight, we then transgress to a state of independence. Most people aspire to being in this state of independence, as we feel it is an accomplishment, and no longer require others to realize the desired goals and results, we make of our own destiny. However, few of us actually ever come to realize that there is another higher, stronger plateau. This magical conjunction is labeled: interdependence. It is the complex integration of both dependence and independence, involving the corroboration, cooperation and synergy of several, thus achieving a higher goal, which is otherwise unattainable by one, alone. We at Waterwell are now trying to reach this next level. It is a difficult step, but once attained - can be very rewarding for everyone involved. This integration is something that will consist of both the exterior and interior staff, in addition to the valued customer. Here's hoping we get there soon – together!  
*(Mark Wiegard)*

## Projects for the staff in 2006

“Waterwell Irrigation...a better place to work!”

During the past year, we had some time to reflect and come up with some new and innovative ideas concerning the well being of our staff. Our main focus will continue to be that we want our employees to be happy in their environment and we shall continue to treat them with RESPECT, COMPASSION AND APPRECIATION. We will launch a recognition program in the spring pertaining to **EMPLOYEE OF THE MONTH** in which all employees will be able to participate. In 2006, employee evaluations will be done on a regular basis in order for employees to be able to work on their strengths and weaknesses. We are looking forward to adding more outdoor activities during the summer months such as B.B.Q.'s and picnics. We would also like to remind you that our customer is our priority and in keeping our employees happy, we keep our customers happy!!! We wish to encourage our employees to keep up the good work!

*Maria Kapatsori (Human Resources)*

## Our Team

As Team Leader I wish to express my sincere appreciation to the family of Waterwell. I am proud to have the opportunity to work with such devoted staff members whose main focus is to provide customer satisfaction.

We have something rare at Waterwell, which is devotion amongst peers and colleagues. I have rarely witnessed, in my experience, such support and personal gratitude from the employees regardless of the obstacles they face. The employees' professionalism, organization, mutual respect and quality make Waterwell what it is today.

The owners of Waterwell have an ongoing involvement to adjust themselves to new obstacles, in addition to devoting time to developing employee satisfaction. I would like to thank all my colleagues at Waterwell for making me proud to be part of this large family. *(Hélène Martel)*

## What's new & what's not?

Improve the appearance of your property with professional low-voltage lighting systems with the option of a home-automated system, which can be a major advantage all year round.  
New this year was our festive lighting, which can be used periodically or all year round for special holidays.



## RIDDLE:

I have holes in my top and bottom,  
my left and right, and in the middle.  
But I still hold water. What am I?

You will find the answer on our website.

From top right to bottom left (the volunteers): Jeff Séris, Mike Smythe, Dave Somerville, Dan Pearse, Michelle Roy, David Thompson, Craig Duncan, Abner Pazos, Emily Shearer, and Arturo Lopez.

## The "Heart" of Waterwell Irrigation:

Besides Waterwell's donations to different charities, Waterwell also contributed in a free installation of an irrigation system for the Shriners' Head Office on Sources Boulevard in DDO.

When I first started here, at the beginning of 2002, I was a Customer Service Agent and speaking with our clients and our technicians on a daily basis, I had a general idea about how a sprinkler system works. Now as an Administrative Assistant when Waterwell decided to install a sprinkler system as a charity project for the Shriners in September, I jumped at the chance to volunteer to work with the technicians and see an installation in progress. It was great fun and a great learning experience! I never realized all that goes into installing a sprinkler system from digging to make way for the pipes, to installing the heads and nozzles, until the very end when we turn the water on for the adjustments. It gave me a better understanding of what this company is all about. Many thanks to Main Plumbing, St Laurent, Nelson Industries, Illinois, and to Central Irrigation Supply, in St Laurent, for the parts they donated.

Thanks to Mark Wiegard, who got us set up and took the great photos of the day and his hard work too. He may own the company, but he worked as hard as the rest of us and was as dirty as we were at the end of the day! Great work guys! I will definitely be volunteering again for any future charity projects that come our way! (*Emily Shearer*)

## Win A Free Closing!

It's easy to enter. Go to [waterwellirrigation.com](http://waterwellirrigation.com) and log into your account. Once you pre-pay your service contract, your name is automatically entered in the draw for a free closing this fall. Remember to fill out your Early Booking Form online before April 15<sup>th</sup> 2006 to participate.

### ACKNOWLEDGEMENTS

During the annual Christmas/Hanukkah Party, which was very successful with a huge number of attendees, the following employees were acknowledged for their years of service with the company:

#### 10 Years of Service (Spa Weekend for 2)

Somerville, Dave (Crew Chief)

#### 5 Years of Service (Gold Watch)

Harriet, Robert (Crew Chief)

Pazos, Abner (Crew Chief)

Paiz, Mario (Crew Chief)

#### **The following employees received rewards for their dedication and hard work:**

Aguinaga, Ricardo (Technician)

Lopez, Arturo (Technician)

Séris, Jeffrey (Crew Chief)

Lecker, Benjamin (Crew Chief)

Paiz, Mario (Crew Chief)

### EMPLOYMENT OPPORTUNITIES

Applications are now being accepted for Irrigation Technicians. No experience required. We are looking for bilingual individuals who have a valid driver's license. We offer 40 hours per week with possibility of overtime. Starting annual earnings are between \$34,000 - \$48,000. Send your CV to: [maria@waterwellirrigation.com](mailto:maria@waterwellirrigation.com) or by fax: (514) 333-5225