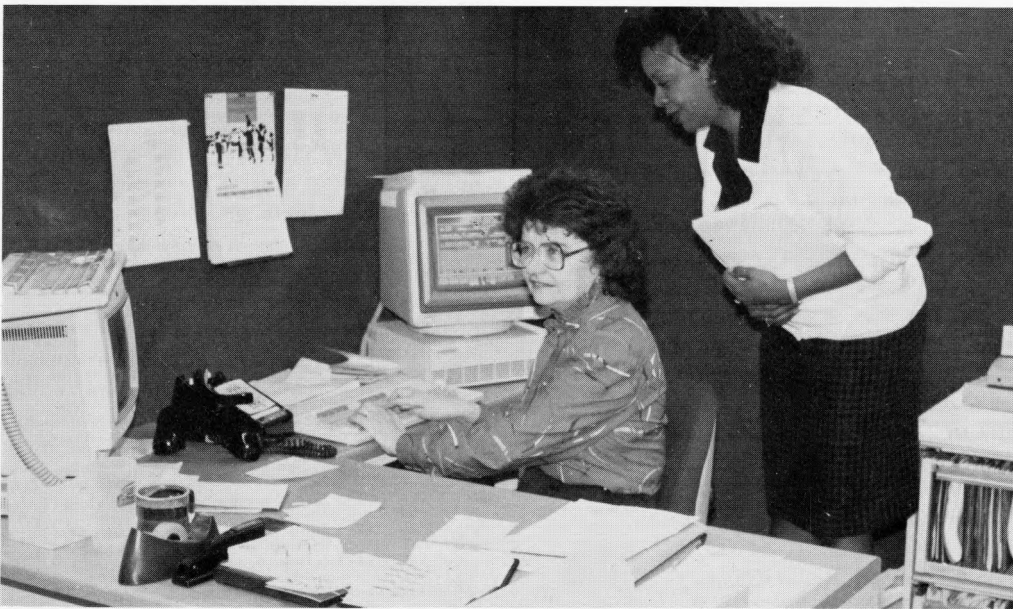


PIPELINE

Philadelphia Water Department Newsletter

Winter Edition 1989

Is Anybody Listening?



Nancy Schindler and J'Enell Williams, Administrative Technicians, boldly investigate a new complaint.

Have you ever purchased a product and later learned that it was defective? Were you able to return it without a problem? Perhaps you had to call the company's service department to arrange for repairs. If so, did you get someone to listen to you or were you transferred from one person to another? Chances are that each of us has experienced this frustration at one time or another. We live in the age of convenience and we not only expect, but demand quality products and quality service for the goods we buy. If our expectations are not met, we are left with a less than favorable image of the product and more importantly, the company as a whole. Successful organizations have found it necessary to develop effective service policies to satisfy their customers' needs. This is also true for any public agency, including the Water Department.

Recognizing the importance of its customers, the Water Department began to reshape its service policies several years ago. The result was the creation of a new unit, Customer Information, whose primary role is to provide a sensitive and caring approach while resolving the 225,000 water and sewer complaints that the Department receives annually. Customer Information expanded the scope of its services and upgraded its staff focusing on ways to improve the quality of its operations.

Currently, the Customer Information Unit consists of 10 service representatives who handle all water and sewer-related inquiries and complaints, two administrative technicians who are responsible for more complex complaints, and a supervisor who oversees the entire operation of the unit. These employees are the customers' initial contact with the Department. Barbara Kennedy, Customer Information Supervisor, refers to her staff as the eyes and ears of the Department. "The role of these employees cannot be downplayed. They provide a vital service for both the Department and its customers. Sometimes, they encounter life-threatening situations when responding to

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5 CARTOON CONTEST WINNER



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Is Anybody Listening?

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complaints and they must be able to act quickly and appropriately," emphasizes Barbara.

In order to respond to these many inquiries and complaints, Customer Information staff members must have limitless knowledge about the Department, its employees, and the various functions of each water and wastewater unit. These employees must not only report customers' problems to the appropriate Water Department units, they must also explain to customers any problems the units may have when completing repairs. Nancy Schindler, an administrative technician, explains what it's like to work in Customer Information . . . "Sometimes I feel helpless when I know our crews are working on a complaint but haven't been able to complete repairs. I understand that all complaints can't be resolved immediately. But, in the meantime, the customer still has a problem. If I know what's going on in the field, I can explain it to the customer. If I don't know what's happening, I can't help and I find that difficult."

In a survey conducted by the American Institute of Stress, customer service representatives were ranked as working in the fourth highest job-related stress category. The Water Department's Customer Information employees have participated in several training seminars which were designed to help them deal with the difficult situations they encounter each day. The courses have included developing telephone personality, improving customer relations skills, and building team interdependence. While these skills are certainly not new to most of these employees, the seminars provide constant reinforcement of their skills. Earline Johnson, a service representative, confirms the value of the courses, "There's a lot of stress on the job but the training courses help. I hope they are continuous because we need a lot of motivation. I really feel good after the seminars." The service representatives have even gone on field trips to gain an appreciation of the work that is performed by other Water Department units. These field trips have helped the service representatives answer questions that customers have about water and sewer repairs.

In November 1988, Customer Information relocated its offices to ARA Tower in an effort to provide a more relaxing atmosphere for its service representatives. The offices have been outfitted with semiprivate work stations where the service representatives can listen to customers with minimal distractions and interruptions. A new telephone system,



Barbara Kennedy, Customer Information Supervisor, shows Robin Zerbib how to use the Customer Information Program.

equipped with special features such as headsets, was installed also. Joan B. Fredette, General Manager of Customer Affairs, explained why the changes were made, "The service representatives are a valuable asset. Their combined experience represents 125 years of service with the Water Department. When we searched for ways to improve the quality of customer service, it was only natural to invest in these employees, providing them with offices and equipment that would facilitate their expertise."

The most dramatic change, however, in Customer Information, was the computerization of its operations. The Customer Information Program, a complaint reporting and tracking system designed by Data Management, enables the service representatives to communicate via terminals and printers to all field units that respond to water and sewer complaints. These units include: Customer Service, Distribution, Hydrants, Emergency Support Services, Leak Detection, Meter Shop, Inlet Cleaning, Sewer Maintenance, and the City Hall Radio Room.

Customer Information is also equipped with the Inlet Cleaning Operation Information System (ICOIS) which provides graphics for inlet locations; Water Revenue's Water/Sewer Billing System, which accesses water and sewer billing accounts; and the Mayor's Electronic Answer Response System (Mayor's EARS) which transmits referral complaints to other City departments.

Although they had some apprehensions about using a computerized system, the service representatives report that it has definitely been advantageous because it has reduced the amount of time it takes to locate information. Once a complaint's location has been entered into the system, the service representatives have immediate and simultaneous access to all previously reported complaints located within a four-block radius. This information gives them a clear picture of problems occurring in a particular neighborhood. Evelyn Williams, a service representative who has worked with the Water Department for 14 years, remarked, "At first, we were apprehensive about using terminals. But we realized they were needed and we learned how to use them as we went along. Now, it's fun using them."

With any major change in the way a unit operates, there can be some drawbacks. The service representatives have noticed that the computerized system has reduced the personal contact between those units involved in handling water and sewer complaints. Barbara Kennedy emphasizes that the system alone is not enough. It is simply a tool used to assist in reporting and tracking complaints. "It's important for all units involved to remain in touch with each other. We need to understand each other's role and to be aware of any problems that would hinder the completion of water and sewer repairs," stated Barbara.

Now that the initial plans are well underway, Customer Information is focusing its efforts on several new projects. Nancy Schindler and J'Enell Williams are working with groups of customers who have similar needs including other City agencies, community organizations and commercial users, to refine the scope of services that the Department provides to them. Next, two additional service representatives will be hired to assist in answering the 490 daily calls that Customer Information receives, and, within a year, a "Walk-In" Center will be constructed where customers can discuss, in person, their water and sewer related concerns. Eventually, the unit plans to provide 24-hour service to accommodate the increasing number of customers who work during normal business hours.

Dealing with complaints is not always a pleasant task and therefore, it requires a professional attitude tempered with patience and understanding. Robin Zerbib, the newest service representative for the Water Department, has found that each customer has different needs and that it has been a challenging experience for her to learn how to

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Visions

In late November, Mayor Goode announced the appointment of John Plonski as the Water Department's new Commissioner. Plonski, former Commissioner of the Department of Licenses and Inspections, replaces William J. Marrazzo, who accepted a position with a private environmental engineering firm. Plonski stated that one of his major considerations in accepting the job was the prospect of becoming involved in protecting the environment through public service.

Commissioner Plonski's interest in environmental protection dates back to his days at American University where he received a Master's Degree in Public Administration. While there, he received scholastic honors for co-authoring a paper on working with Congress towards the passage of both the Clean Air and Clean Water Acts. Plonski brings with him a wide range of experience, serving as Municipal Manager for both Norristown and Whitmarsh townships, an Executive with the Pennsylvania Department of Community Affairs, and Town Manager of Wilmington, Vermont. In January of 1988, he was recruited by Mayor Goode to serve as Commissioner of Licenses and Inspections for the City of Philadelphia. John admits he was ready for a change and welcomed the challenge of working for a larger municipality. "I'm happy with my decision to come to Philadelphia," explained the Commissioner.

Within a year, Plonski was promoted to Water Commissioner. He is proud of this opportunity because he believes the Department is well known for its tradition of excellent service and good standing with the community. His goals for the Water Department are

threefold. First, he will continue to lead the Department in its mission to improve the quality of the environment. Next, he wants to foster financial stability that will last well through the 90's. And finally, he wants to cultivate a healthy and open atmosphere that will stimulate free-flowing communication among employees and encourage them to become part of the decision-making process.

Commissioner Plonski feels that all employees of the Water Department are equally important and can contribute to the Department's success in their own unique ways. Plonski stated, "I would like to see all levels of employees participate in planning strategies for the Department. Water Department employees should have a say in what they do, since they are most familiar with the intricacies of their jobs and related services. Workers today are more educated, more sophisticated and therefore, can contribute more to the planning process."

However, Plonski cautions that incorporating employee participation at all levels, from the executive staff to the rank and file, will be a slow and gradual process. But, he contends that it can be accomplished and he looks forward to evaluating its results during the next several years. "We are a dynamic department but we must always be willing to adjust to external forces which affect our operations and be ready to face new challenges. I hope that our employees realize this. I hope they always want to learn, always want to inquire, and always want to participate in making the Department a better city agency whose effectiveness will propel us into the next century."

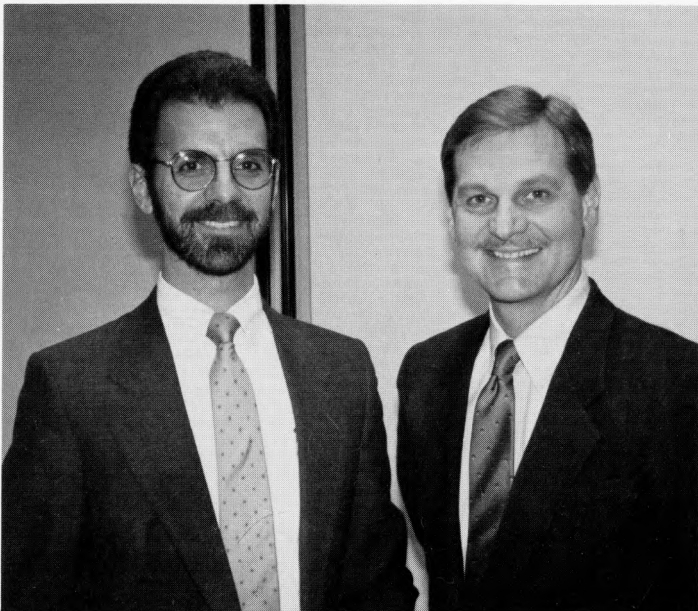
Reflections

On September 29, 1988, William J. Marrazzo officially resigned as the City of Philadelphia's Water Commissioner. After 17 years of service with the Water Department, Marrazzo accepted the position of Vice President and Division Manager of Design and Applied Technology with Roy F. Weston, Inc., an environmental consulting firm located in West Chester, Pa. He will also serve as a member of Weston's Board of Directors. Marrazzo's decision to join the Weston team was primarily based on his personal interest and deep concern for the environment.

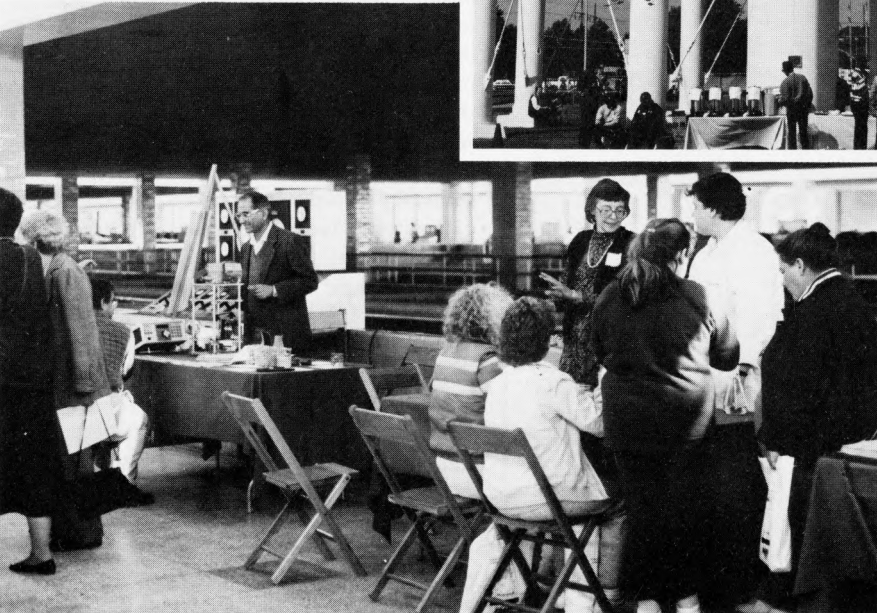
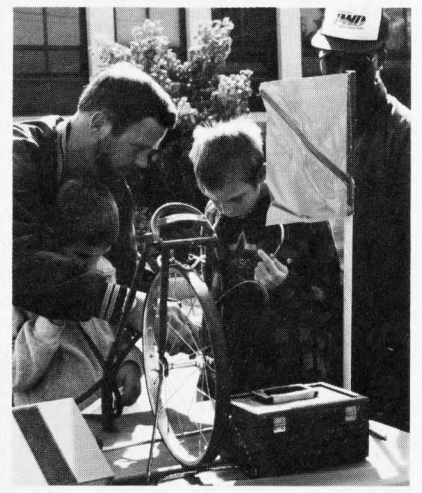
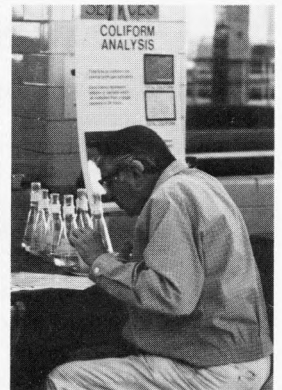
Bill confides he had no major goals when he began his career as a graduate engineer for the Water Department. Quite simply, he admits, "I needed a job." Once aboard, Marrazzo chose to stay because of the many opportunities here in the environmental field. Bill feels he was lucky to have worked on large public works programs, environmental legislation, capital programs, and municipal funding projects. He believes his involvement in projects like these gave him the recognition and necessary experience to manage a large municipal utility.

When asked to cite what he feels were his major accomplishments as Water Commissioner, Marrazzo noted several initiatives. One was leading the negotiations of the terms of a consent decree which resolved four environmental actions brought by federal and state regulatory agencies against the Department involving its three wastewater treatment plants. He also mentioned instituting the Department's first Solid Waste Management Plan which ceased ocean disposal of sewage sludge one year ahead of the national deadline. But perhaps the most illustrative act which highlighted Marrazzo's management style were his efforts to balance the Department's approach in fulfilling federal guidelines while acknowledging the legitimacy of concerns raised by consumer advocacy groups. He predicts that communicating with these groups on a routine basis, rather than responding to them only during crises, will be one of the most difficult but important challenges facing his successor.

When questioned what he will miss most about the Department, Bill quickly responds, "Our employees. In this job you need to rely on and trust others. You learn to respect their judgement. Whatever good elements of my reputation exist they are no more than a public reflection of our employees' integrity, dedication and hard work under enormously difficult circumstances. I feel humbled by them."



Former Water Commissioner William J. Marrazzo and new Water Commissioner John Plonski.



1988 Open House

The Water Department sponsored its third annual Open House at the Samuel S. Baxter Water Treatment Plant on Saturday, October 15. Former Commissioner William J. Marrazzo kicked off the event with the help of Managing Director James Stanley White. Each year the Department invites the public to visit one of its facilities as part of its efforts to provide them with a better understanding of its operations. This year's Open House theme, "Productivity through Computerization," was chosen to acquaint customers with present-day water treatment operations and technologies used to produce a readily available, healthy water supply. In keeping with this theme, Water Treatment employees guided visitors through the recently installed process control center where all phases of water treatment at the Baxter Plant can be controlled by a central computer. From there, the tours continued through the filter gallery, chemical treatment room, and sedimentation basins. "We had a very interesting day at the Baxter Treatment Plant. The kids enjoyed the tours and the adults enjoyed them. The Water Department workers provided good demonstrations and explained their duties in an interesting manner," stated Karen McCullough, who

attended the Open House with her husband Frank, and three children.

However, tours of the Plant were not the only activities taking place during the Open House. Programmers from Data Management transformed Baxter's conference room into a mini-computer center where guests could inquire about their water and sewer bills, report inlets requiring cleaning, get a history of water and sewer complaints, and learn about future water main and sewer reconstruction projects in their neighborhoods.

In addition, guests were allowed to stroll through the filter gallery where exhibits were set up representing the daily functions of several Water Department units. Visitors could sample a taste and odor test, learn how water meters are repaired, try Wastewater Treatment's computer-based interactive video training, or inspect a model of a residential water supply line.

In front of the Baxter Plant, a convoy of Water Department trucks converged in the parking lot where visitors learned about the specialized services carried out each day by different units. Employees demonstrated how they clean inlets, examine sewers, investigate water leaks, install ferrules and repair hydrants. Agronomists from Sludge Manage-

ment explained the beneficial uses of recycled sludge compost products while representatives from Customer Affairs provided tips on how to conserve water in homes.

After participating in the activities, many guests relaxed on the south lawn of the Plant where hot dogs and apple cider were served. Over 400 people attended the Open House including many employees and their families. Neighbors from nearby Baker's Bay and Delaire Landing were there as well as members of The Church of New Hope and Faith, Inc., and Girl Scout Troop #1348. "We made many inquiries and learned much more than we ever dreamed existed in the water and sewer service," exclaimed Virginia McGowen, their troop leader.

The Open House is coordinated by the Customer Affairs Division with the help of the Open House Committee which consists of representatives from each participating unit.

However, the success of the Open House must be attributed to the professionalism of all those employees who prepared the exhibits along with the enthusiastic support of the employees of both the Baxter Plant and Water and Wastewater Analysis Laboratory, who gladly welcomed the guests to their facilities.

Employee Suggestion Program

Remember you can earn up to \$5,000 for your ideas! If you think you have a good idea, the Employee Suggestion Committee wants to hear from you. If your suggestion is adopted by the Department, you will receive a cash award after it has been placed into effect. There are two types of awards:

Type I - These are suggestions which will provide direct and measurable dollar savings in the cost of Water Department operations. The savings will be measured in terms of reduced labor costs, reduced cost of materials, or other cost reductions in the performance of Water Department operations. Award amounts will be 10% of the first year net savings to the Department, payable in amounts up to \$5,000.

Type II - These are suggestions which will improve the working conditions of Water Department employees or provide better service to Water Department customers, but do not necessarily provide measurable dollar savings in the cost of Water Department operations. The Suggestion Committee uses a merit system to determine the exact amount of

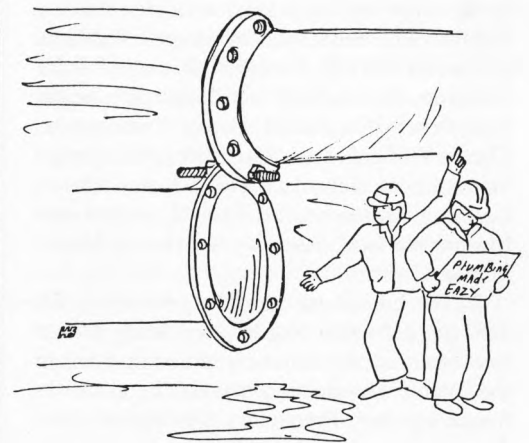
the award which can range from \$50 to \$100.

How to Submit Your Suggestion-When you have an idea, think about it thoroughly and write it out on a Water Department Employee Suggestion Form. Forms are available at your place of work or by contacting the Suggestion Program Office at 592-6114.

Where to Send Your Suggestion- Forward your Water Department Employee Suggestion Form to :

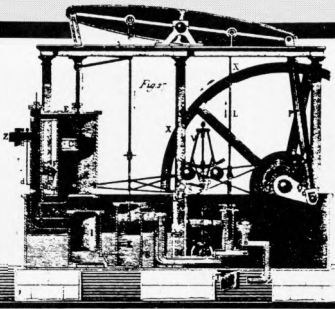
*Philadelphia Water Department
Employee Suggestion Program
ARA Tower at Reading Center
5th Floor*

The Committee reviews suggestions on a routine basis and they will notify you concerning the status of your suggestion. Since the Employee Suggestion Program was established three years ago, over \$6,000 have been awarded to employees, the highest individual award being \$1,200. An Awards Ceremony for the recent winners was held in late February at the Northeast Water Pollution Control Plant. Look for details in the next issue of the Pipeline.



Cartoon Contest Winner

Cartoons are for big people too! Harold Snow of Central Stores has submitted the Water Department's winner. Look for Harold in future editions and get his signature now while you can still afford it. Walt Disney move over.



WHAT'S PUMPING



Exchanging safety tips at the Awards Luncheon.

A Salute to Safety

By Ben Aptaker

On November 23, the Safety Office held a Safety Incentives Award luncheon to honor some of our employees who drove an average of two hours a day or more, and achieved a record of no preventable accidents for 1987. The luncheon was highlighted by the drawing for prizes, with top prize, a \$500 savings bond, won by James I. Williams of the NEWPCP. Freddie Moses, of Inlet Cleaning, won a \$100 bond, and \$75 bonds were won by Stephen D. Young, Distribution, Charlie Willis, E.S.S., John Skoczylas, Sludge Management, John Lutza and James Crews, Building Maintenance, Betty Peterson and Joseph Wallace, Security and Larry Moys, Rodent Control.

In the course of compiling statistics for their 1988 Annual Report, the Safety Office has observed an extremely dramatic drop in the Water Department's vehicle accident frequency rate. Frequency rate statistics reflect the number of accidents that occur for every one million miles driven. In 1986, the Water Department had 229 accidents reported and a frequency rate of 61.25. In 1987, 224 accidents resulted in a frequency rate of 56.06. In 1988, we had only 195 accidents reported in a fleet which was on the road for 4,528,761 miles. This works out to a rate of 43.06 accidents for every million miles driven. All Water Department employees who drive defensively contributed to this amazing drop in the rate, and the Safety Office salutes their efforts.

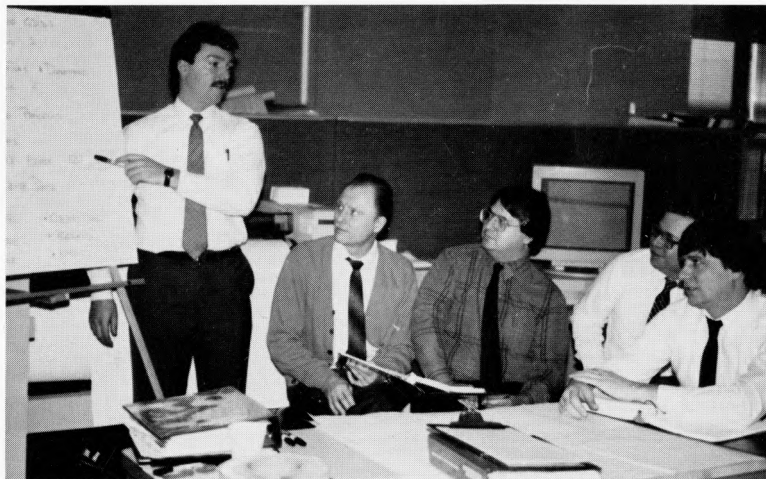
The Next Generation

The Design Branch of Planning and Engineering Division recently obtained an advanced Computer-Aided Design and Drafting system (CADD) that will enable them to produce contract drawings for water main and sewer reconstruction, and many other projects. Employees from the Survey Unit will also use the system to produce "base-plans" showing existing conditions for a particular project such as street elevations, trees, and underground pipes. The system will enable employees to produce original drawings and revise them with a few keystrokes instead of hand drawing them each time. They can also zoom in on any particular area of a drawing, reduce or enlarge it to scale, and turn it around in any direction as requested. John Kline of Survey referred to the CADD system as "bringing drafting into the space age."

Since the CADD system was installed last November, George H. Bruchbocker, 3rd, Gregory Josephs and John S. Pruszkowski of Design, along with John M. Kline, have been learning its various features. Under the guidance of McDonnell Douglas Built Environment Technologies, they are receiving training for several drafting programs, civil engineering design programs for higher-level survey and civil design work, and VMS, a memory operating system. "I'm enjoying the whole learning experience. I've never had the opportunity to work with computers and I'm

looking forward to using CADD for drafting," remarked John Pruszkowski, a civil engineering technician. When these four employees become familiar with the system, they will train other designers and drafters in both the Design and Survey Units. Gregory Josephs, a graduate electrical engineer, explained that by July, enough employees should be trained to use the graphics terminals so that the new system is fully utilized. Once full production is achieved, he estimates the number of man-hours required to produce water and sewer reconstruction drawings will be reduced by one-half to two-thirds.

Initially, the CADD system will be used mainly to produce these reconstruction drawings. But as the system's numerous applications become familiar to Design employees, they will be able to use it for projects such as drawing architectural plans for additional construction at the Department's water and wastewater treatment plants. Design Drafting Supervisor George Bruchbocker suggested that the system's benefits still remain to be seen. George stated, "It will be an ongoing challenge to use what we are learning now and make it work for future projects. Each employee will bring something different to the system. It all depends on how he or she will incorporate its applications with his or her daily routine. We've only just scratched the surface of the CADD system's possibilities."



Design and Survey employees receive instruction on new CADD system.

Dear Sir:

In July 1986 I was kidnapped at gunpoint on 2nd & South streets and taken to a dump by the Philadelphia Airport. Finally, last month, the two men responsible for this nightmare have been found guilty and sentenced to 25-50 years in prison. The point of this letter is really to say thank you to John C. Browner of your SWWPCP Security team for doing his job and patrolling the area. Had it not been for Mr. Browner, I certainly would not be here today to write this letter. When Mr. Browner came down the road my kidnappers assumed he was police and fled. I just wanted to inform you of the fine, responsible man you have working for you.

Sincerely,

Bruce C.
Collingswood, NJ

Dear Sir,

On November 22nd, my car set on fire on Aramingo and Wheatsheaf Lane. Although I did not know how bad this fire was, along side of me was a Water Department truck with Tim Keeler and Joe Neiss of E.S.S. . They told me to get out of my car before it blew up. Of course I was petrified but they stopped their truck and put the fire hydrant on and got the fire under control. They were just like guardian angels. After the fire was out, they comforted me and asked if they could take me home. Since I live in New Jersey, they could not do that because they were on company time but would take me where my husband could pick me up. They did take me to Tilton and Allegheny Avenue where my brother lives.

I must tell you what fine young men you have working for you. It is good to know there are people who really care. During this Christmas season while everyone is rushing around doing their thing, it is good to know there are people who really care about others.

I extend my thanks to both of these gentlemen and it is important to me that you know what good character they have.

Sincerely,

Leona C.
Cinnaminson, NJ

Letters From our Customers

Dear Sir:

I wish to thank you and a most kind, understanding and professional associate of your department for an ongoing problem that my neighbors and I are confronted with.

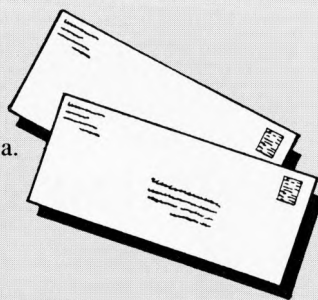
I had the recent pleasure of talking to Mrs. Evelyn Williams who should be commended for the manner in which she conducts herself by phone, and I am sure in person. When I conveyed our problem to Mrs. Williams, in her expert professional way, knew what I was talking about in every respect.

The matter is now being investigated and hopefully resolved.

The City of Philadelphia should be proud of an employee such as Mrs. Williams, and the reflections of you as her supervisor.

Sincerely,

Robert L.N.
Halsey Pl., Phila.



Dear Sir,

We are very ready to complain so we should be ready to praise. On November 29, a neighbor let a service man in my home to install a new water meter. She told me he was one of the most pleasant men she has met in a long time. This is a switch from the usual city employee although this does not apply to the Water Department, as any time we called your department the people were very pleasant and helpful. Your service man did a very neat, professional job.

Thank You,

Harry C.
Charles Street, Phila.

* The meter repair worker is Robert Meade.

Dear Sir,

This letter of commendation is being written to express my gratitude for a good deed performed by one of your employees, namely, Mr. Nimo Brascetta.

On November 21, 1988 my car was burglarized in a parking lot. Along with other things stolen, was a letter containing pictures taken while on a recent vacation.

The following day I received a telephone call from Mr. Brascetta. He said he found my pictures in a street not far from the burglary. My address and telephone number was on the envelope containing the pictures. Apparently the thief threw my letters away that did not contain anything of value to him.

During our conversation I learned that Mr. Brascetta was employed by the Philadelphia Water Department in the sewer maintenance division.

My pictures were returned to me, for which I am thankful. It is comforting to know that there are still some caring people in this world.

I rarely have a reason to write a letter of commendation, but I think his kind act warrants one. Could a copy of this letter be placed in Nino's personnel file?

Sincerely,

Frank W.
Lenola Street, Phila.

Dear Commissioner:

This letter is in reference to Nancy Schindler who is employed with the Water Department's Customer Information. In the time I have been in City Council, I must say Ms. Schindler has been most attentive and responsive to matters requested from my office.

My staff is in contact with Ms. Schindler almost on a daily basis regarding calls from my constituents. Nancy is always courteous and responds to the calls promptly.

Ms. Schindler conducts herself in a most professional manner, and is a credit to your department and the City of Philadelphia. Please accept my gratitude for a job well done.

Sincerely,

Jack Kelly
Councilman-7th-District

Water Department Highlights

The "Buzz" at Queen Lane

Neighbors of the Queen Lane Water Treatment Plant may be aware of some additional activity at the normally "quiet" treatment facility. Queen Lane's south clearwell basin is currently undergoing a \$2 million renovation, consisting of the patching and repairing of concrete columns, walls and ceilings, and the sandblasting of structural steel beams. This renovation serves to extend sound operating conditions for the clearwell for an additional 30 years, and is expected to be completed by May 15, 1989. Work on the north clearwell will begin the following fall.

The clearwells originally began operating in 1911 as slow sand filters, in which water

was filtered through sand beds and cleansed after storage in raw water basins for settlement. Today they serve as storage basins for Queen Lane's treated water. The basins can store approximately 45 million gallons of drinking water.

Jerry Kuziw, Queen Lane's plant manager, was pleased about the work in progress. "Our people pride themselves on our plant's preventive maintenance plan. The City's investment in such maintenance strategies affirms and supports the Department's commitment to provide our customers with high-quality drinking water."

Renovation work is being performed for the Department by Pressure Concrete, Inc. Work is being conducted between the hours of 7:00 a.m. and 3:30 p.m.

The Ductile Iron Pipe Research Association presented Commissioner Plonski with a plaque on January 11 commemorating the Department's charter membership into the Cast Iron Pipe Sesquicentury Club. As its name implies, we qualify based on our installed and still functioning 8-inch cast iron pipe that began service in 1824 on Arch Street from Front to 2nd St.

What's Hot?

Call the "Pipeline Hotline" at 592-4900 for coverage of newsworthy events happening throughout the Water Department. Events may include special activities featuring Water Department employees, or involving its services and operations. We're always looking for stories and photo opportunities for publication in the newsletter, so give us a call!

BIRTHS

LeRoy McLaughlin, of Auto Maintenance, a girl, Kimberly Helen, 7 lbs., 5 oz., on November 16, 1988.

Melva Deborah Sharpe, of Auto Maintenance, a girl, Tiffany Michelle, 8 lbs., 2 oz., on August 31, 1988.

Walter Lackey, of Sewer Maintenance, a boy, Cedric, 7 lbs., 11 oz., on November 23, 1988.

Nancy Sansoni, of Sludge Management, a boy, Keith Paul, 7 lbs., 2 oz., on January 10, 1989.

Patricia Camps, SEWPCP, a girl, Tiffany Nicole, 6 lbs., 14 oz., on January 27, 1988.

Matthew Moses, SEWPCP, a girl, Kristina Monique, 5 lbs., 12 oz., on April 19, 1988.

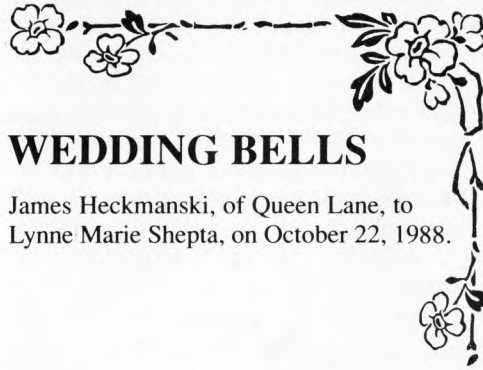
Edward Patterson, SEWPCP, a boy, Jurrell Christian, 6 lbs., 9 oz., on September 22, 1988.

Mark Meighan, SEWPCP, a boy, Sean Enor, 7 lbs., 12 oz., on September 13, 1988.

Louis Milanese, SEWPCP, a boy, David Louis, 8 lbs., on October 27, 1988.

Andrew Ferrero, SEWPCP, a boy, Andrew Louis, 5 lbs., 14 oz., on April 14, 1988.

Joseph Wawrzyniak, SEWPCP, a boy, Philip, 8 lbs., 9 oz., on October 16, 1987.

WEDDING BELLS

James Heckmanski, of Queen Lane, to Lynne Marie Shepta, on October 22, 1988.

ACHIEVEMENTS

Mr. Frank Shock, M.E.O. at the NEWPCP received a cash award for an idea he submitted to the Employee Suggestion Committee. His suggestion will be adopted in making improvements on the ash conveying system in the preliminary treatment building at NE. It has been estimated that these improvements will save the Department approximately \$12,000 per year. Congratulations to Frank!

Jim Nicolo, NEWPCP (formerly SE) and Paul Franklin, SEWPCP, were presented an award from the Department of Defense for Employer Support of Naval Reserve in behalf of one of their employees who is in the reserve.

Is Anybody Listening?

(continued from page 2)

respond to each problem. More importantly, Robin and the other service representatives find their work rewarding because they enjoy helping others. These employees not only help people every day for a living, but several of them volunteer for a number of organizations including the March of Dimes, American Cancer Society and the Friends of Pennypack Park. Still others are active in their churches and community associations. It is the caring and understanding nature of these employees that make them so right for the job of listening to our customers. And the Water Department's Customer Information Unit is fortunate to have so many experienced and dedicated employees who are willing to do just that. . . listen!

PIPELINE NEWSLETTER

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the employees of the Water Department.

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