



# THE PIPELINE

GUAM WATERWORKS AUTHORITY NEWSLETTER

VOLUME 5 ISSUE 1 MARCH 2007

## HARDWORKING CUSTOMER SERVICE STAFF



Left to right: Lani Mendiola, Isabel Balajadia, Sandy Quintanilla, Geigy Salayon, Bea Yanto, Lisa San Agustin, and Lorie Cruz

**G**eigy Salayon took the helm of the Customer Service Department on February 2006. She assumed the task of not only over-seeing 8 full time workers, but also elevating the dismal customer service perception that GWA has with the public. This means working with the approximately 38,000 customers both residential and commercial.

### 1. What is the biggest challenge you face daily doing your job?

Consumers today are more educated and involved, and have a higher expectation of service. It is more imperative than ever for utilities to deliver outstanding customer service to their customers.

### 2. What do you like the most about your job?

Resolving Customer Service issues.

### 3. What do you like the least about your job?

Nothing, I just love and enjoy what I'm doing.

### 4. You have recently been promoted to Customer Service Manager. What are your goals in the coming 6 months with customer service operation?

The water profession is the only profession that affects 100% of the population, 100% of the time. It is a very important responsibility that every employee should take seriously. We are in the business of public health, it is imperative that we are competent and that we respond to the public in a prompt and professional manner. I am working to set up a Central Call Center; Retraining Staff; Job Re-Evaluation;



Chuck Ramos, Patrick R. Sablan, Donnie Mafnas, Bryan Arceo, and Patrick L. Sablan



Left to right: Lt. Gov. Mike Cruz, GM David Craddick, Commissioner Tom Ada, Black Construction Leonard Kaae, and Mayor of Hagåtña John Cruz.

## REDEDICATION OF HAGÁTÑA TREATMENT FACILITY

In May of 2006, GWA along with contractor Black Construction broke ground on a Ten Million dollar renovation of the Hagåtña Treatment Facility. This facility was long overdue for an overhaul as it had not been properly working for over ten years. The final product was unveiled to the community, members of the media and other officials at the recent rededication of the plant on Friday, March 9th.

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Process Mapping; Establishment of SOP; Public education on understanding a bill; Improving Community Relations; Improving Internal Customer Service; Same Day Response Policy; Develop Service Scripts and Follow-Up Skills are my priorities to achieve quality customer service.

### 5. How can your fellow employees at GWA help you with your customer service initiatives (since Customer Service affects all of us)?

Our commitment that we will be the standard for excellence in customer service, working together as a team, positive, professional and energetic in our dealings with our customers. We think of ourselves as Leaders and not as Victims. I'm also counting on Management support on customer service improvement projects.

# BIBA GWEA

January of this year GWA took a major step for its employees by forming a Guam Waterworks Employee Association (GWEA). At the helm of the association is the very capable and hard working staff in the Data Department, Melissa Uy. Melissa was the Chair of the very successful employee's Christmas Party (isn't it time for another one?). Melissa is joined by Vice Chairperson Jon Quidachay, Treasurer Lourdes Sanchez, Secretary Leilani Mendiola, and Master-At-Arms Ray Asuncion, and other representatives from each Division at GWA. Members meet every first Wednesday of the month at 4:00 p.m., at the Collection and Distribution Conference Room, to work on various issues that support and improve morale of the employees of GWA.

For the first time GWEA will be enacting a \$5 deduction from its participating employee's pay checks. These funds will be used to assist in the planning of this years Christmas Party, to develop programs to honor employees for their outstanding efforts, and to display compassion to fellow employee's in their time of need.

Please support our GWEA members in their efforts to improve employee morale and issues. GWA employees are very hard working individuals who strive to make a difference in their community every day by providing superior service. Supporting the Guam Waterworks Employee Association is one way to show that we all care.

## HERE ARE THE OFFICERS FOR GWEA.

**Melissa Uy- Chairperson**  
Programmer Analyst- Data

**Jon Quidachay- Vice Chair**  
Pumping Station Leader- Collection and Distribution

**Leilani Mendiola- Secretary**  
Customer Service Rep. - Revenue Protection Unit

**Lou Sanchez- Treasurer**  
Administrative Assistant- Lab

**Raymond Asuncion- Master-at-Arms**  
Trouble Dispatch- Collection and Distribution



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According to Berney Sadler Section Supervisor and the man on the ground in charge of all wastewater treatment facilities including the Hagåtña Treatment Facility for GWA, "It's a great day for GWA and the people of Guam." He went on to say, "People can now have confidence in the water being treated through this facility. Even our guys who have been working at the facility for 20 years are very excited to work on this state of the art equipment"

Sadler said, "In addition to GWA's veterans Jessie Leon Guerrero and Derek Kaneshiro we have recently hired Danny Augon and Ben Barcinas." Sadler noted that a total of 8 operators will be needed to run the plant at full capacity. Hagåtña will also house a central lab for waste water treatment which will be the operational lab for the treatment plants on a daily basis. Eventually there will be a lab created just for wastewater needs.

Sadler said that the purpose of the lab will be to ensure that the plant meets all federal EPA permit parameters; known as the National Pollution Elimination Discharge Sheet (NPEDS).

In addition to the major upgrades to the facility a contractor will be working on the over \$400,000 renovation of the pump station currently located at the Paseo near the Fisherman's Coop.

## UPCOMING GWEA PLANS

- Top off last years Christmas Party
- Develop Employee Recognition Program(s)
- Prepare for the 2nd GWA Dodgeball Tournament
- Continue Fundraising Events
- Participate in Charitable Events

# SAFETY - IT STARTS WITH YOU!!

BY PAUL KEMP, GWA SAFETY OFFICER

By now everyone in GWA should have noticed that we have started taking safety very seriously. Maybe you saw it in the enforcement of Personal Protective Equipment requirements, or in your weekly tailgate safety meetings, or perhaps you just completed confined space entry training and are helping with the confined space assessments of the sewage lift stations. All around you are the indications: at Guam Waterworks Authority, SAFETY FIRST. If you aren't aware of it, GWA has a safety committee that meets weekly on Fridays. It is composed of members and alternates from EVERY department, so you should have a representative at every meeting who can fill you in on their activities. The Committee has several concurrent tasks:

- Develop written policies and procedures for GWA.
- Scheduling Hepatitis B and tetanus shots for at risk job functions.
- Ensure that employees are current on all required safety training. CPR/First Aid and Confined space entry classes are nearly complete and bloodborne pathogens, lockout/tagout, forklift, trenching and shoring, fall protection and traffic safety are being scheduled for the near future.
- Address any safety concern or issue brought up by the committee members.

Any safety issues, concerns or questions should be taken to your safety representative, who will bring them up at the meeting. Hopefully everyone knows who their rep is! If not, ask your supervisor.

Remember, while these committee personnel, your supervisors, and management are all committed to keeping you safe, the only person who can really do that is YOU.

Remember, "We've never done it that way before and we've always been okay" is NOT an excuse. You've been lucky if you've undertaken unsafe work practices in the past. Please work safely so we can send you home to your family at the end of each day, ready to come to work safe and sound tomorrow.

## SOME WAYS YOU CAN HELP

- Wear your personal protective equipment.
- Attend scheduled classes and go get scheduled shots – employees who miss classes or shots for which they've been scheduled will have to pay for those personally, so make sure you attend.
- If you see unsafe practices, report it. You aren't being a snitch – you're keeping someone safe. How badly will you feel if you DON'T report it and someone gets hurt or killed?
- Stop making excuses. Be aware of what's around you. Use common sense.

# HAVE YOU HEARD

Hopefully you have been hearing messages about ongoing initiatives at GWA. We are currently running radio ads on the following stations: KStereo, Kish, K57, I94, 104.4, KUAM Isla 61, Old School Sunday Night Hit Radio 100 w/Louise Muna, Old School Thursday morning time, and KPRG. Flyers have been mailed to every single residential customer on Guam about the AMR program. We also have distributed over 4000 fliers to the village Mayors. We will be doing more in the coming weeks to assist in getting the message out. Look for more messages about GWA in the next issue of the Guam Super Shopper which is located in the Customer Service Area. Thank you for helping to keep the public informed about the many issues facing GWA and our consumers. Finally, look for the May issue of GU to feature an ad about Fats, Oil and Grease (FOG).

Anyone wishing to suggest story ideas please email to [heidi@guamwaterworks.org](mailto:heidi@guamwaterworks.org)



AMR Field Team Left to right: Joseph M. Santos, Pedro Quinata, Albert Rios, Peter, Cruz, and Gerald Paulino. Kneeling: Anthony Taitague

## NEW HIRES

DOH	NAME	POSITION
1/8/07	Mary C. Gozalo	Cashier I
2/5/07	Adelaida F. Galino	Accountant II
2/12/07	Winnie S. Sharma	Accountant II
2/26/07	Daniel A. Aguon	Sewer Plant Oper II
3/5/07	Benbenido M. Barcinas	Sewer Plant Oper II



Henry pointing out an exposed four inch line in Sinajana.



Vince Pangelinan and Jeffrey Borja at Dairy Road Sewage Pump station.



Jude standing next to the Friary control point in Sinajana.



Encho standing next to the Friary control point in Sinajana.

# HAPPY BIRTHDAY

Scroggs, Richard	1-Jan	Dimaranan, Elenita T.	23-Jan	Pangelinan, Vincent EC	2-Mar
Topasna, Henry	2-Jan	Techaira, Michael	23-Jan	Maguadog, Alvin	5-Mar
Manglona, Myko	3-Jan	Cruz, Loretta B.	26-Jan	Ramos, Charles	5-Mar
Benavente, Jose	4-Jan	Sablan Patrick L.	27-Jan	Meno, Michael J.	8-Mar
Tuitu'u, David	4-Jan	Rios, Albert J.	29-Jan	Cruz, Bernie Ann	10-Mar
Pangelinan, Jackie RF	7-Jan	Taimanglo, Frankie	29-Jan	Roldan, Martin	10-Mar
Salas, William	7-Jan	Nauta, Peter J.	3-Feb	Kaneshiro, Derek	12-Mar
Guerrero, Ursula	8-Jan	Chargualaf, Frankie	5-Feb	Mafnas, Donnie	12-Mar
Santos, Jose M.	10-Jan	Cheguina, Benny	5-Feb	Areco, Raymond	15-Mar
Guerrero, Timothy	11-Jan	Mercado, Sylvia	5-Feb	Naputi, Raymond	15-Mar
Topasna, Ron S.	11-Jan	Cruz, Peter T.	7-Feb	Aguon, Edward A.	16-Mar
Flores, George	14-Jan	Taitague, Anthony	7-Feb	Crisostomo, Patrick C.	16-Mar
Cruz, Grace R.	15-Jan	San Nicolas, Joseph C.	9-Feb	Asuncion, Raymond	17-Mar
Nauta, Franklin	15-Jan	Reyes, Kathy MT	11-Feb	Paulino, Patrick L.	17-Mar
Seballos, Rudy	18-Jan	Young, Claire N.	11-Feb	Castro, Wilfred D.	19-Mar
Mendiola, Pedro	19-Jan	Torres, David A.	12-Feb	San Nicolas, Joaquin M.	21-Mar
Quenga, Louvina	19-Jan	Mafnas, Fred B.	18-Feb	Trevino, Patrick	21-Mar
Torres, Victor	19-Jan	Arceo, Peter J.	24-Feb	Padrones, Peter	23-Mar
Sanchez, Lourdes	21-Jan	Quichocho, Edward	27-Feb	Satrunio, Marcelino	23-Mar
Sablan, Patrick	22-Jan	Pangelinan, Vincent EC	2-Mar	Borja, Peter J.	24-Mar
				Mesngon, Ignacio	26-Mar