

CAPITALS HOCKEY TICKET DRAWING!

This special drawing is for two Washington Capitals tickets. We're offering two center ice seats to the game against the Nashville Predators at 7pm on December 20, 2011. To enter, please email us at contest@arcwater.com with your name, employer, and phone number. Or you may enter on our web site by completing the Contest Entry form at www.arcwater.com/contest. We encourage you to recruit additional entries from your firm or others in your industry, but please only one entry per person. All entries must be sent in by COB, Friday December 9, 2011.



EMPLOYEE PROFILE

Jeff Lucas has been an Arc Service Technician for almost 13 years and proudly serves customers from Silver Spring in Montgomery County up through Howard County and into Owings Mills and Reisterstown in Baltimore County. He provides water treatment services to many Howard County schools and many of the very new buildings in the center of revitalized Silver Spring. Jeff prides himself in doing a thorough job for his customers, and keeping the water treatment equipment clean and functioning properly at all of his job sites.

Jeff has a sports perspective to his life at Arc and outside of work. This keeps him competitive and sharp, just as he expects from the high school kids he coaches in football and basketball. He expects his kids to be good students first, before they can fully participate and compete at their sport. He emphasizes quality and commitment to his teams, and his work at Arc reflects the same. Arc is very proud to have Jeff Lucas on our staff, as he exemplifies the type of service we strive to provide to all of our customers.

LOCAL LEGIONELLA OUTBREAK

There was a Legionella outbreak among several guests at a hotel in Ocean City, MD, which caused the hotel to close several weeks earlier than normal for the end of the season, and pay to relocate their guests to other hotels. While authorities are still determining the cause of the outbreak, the seriousness of the hotel management's actions cannot be understated.

Legionnaires' disease remains deadly, with one fatality due to the Ocean City outbreak. Even when all these patients recover there will be large expenses for hospital and other medical care. Property owners and managers should use due diligence protecting their properties from these liabilities, and Arc Water Treatment can help. With decades of experience in testing for Legionella bacteria in cooling towers and other warm-water sources, Arc Water Treatment has been at the forefront of this issue. We have long recommended a pro-active and preventative program of regular testing for Legionella bacteria, along with our full-service water treatment program that should include alternating biocides for maximum effectiveness.

If you are concerned whether Legionella bacteria might be growing in your cooling tower, domestic hot water systems, or might otherwise pose a threat to the health of the public in or around your building, please contact your sales representative at Arc Water Treatment or call 800-832-3260.

EMPLOYEE MILESTONES

Arc recognizes several individuals who have provided many years of dedicated service to our customers. We greatly appreciate their efforts and continued commitment to excellence.

David Goldstein	President	31 Years
Eric Hagen	Executive VP – Sales	24 Years
Tim Moran	Service Technician	16 Years
Scott Brengle	Service Manager	15 Years
Willie Bailey	Service Technician	13 Years
Bob Whitcomb	VP & Controller	13 Years
Bibi Perrotte-Foston	Correspondence	12 Years
Sophia Zhang	Bookkeeper	8 Years
Gloria Wade	Contracts Administrator	8 Years
James Graham	Service Technician	6 Years
John (JP) Grimes	Service Technician	3 Years

And please welcome our newest employees who have joined us since June:

John Saia	Sales Representative
Tonya Rouse	Assistant Bookkeeper
Darrell Welch	Service Technician

ARC WELCOMES NEW SALES REPRESENTATIVE, JOHN SAIA, AT WORK (BELOW) IN HIS OFFICE

John Saia, Sales Representative, has been a welcome addition to the Arc sales team since May. John came to Arc following four years with Ferguson Enterprises in both an inside and outside sales capacity. During those four years, he worked in the Beltsville, MD, Annapolis, MD and Chantilly, VA offices. John is responsible for working with property managers, building engineers, facility directors and mechanical contractors to fulfill their water treatment needs. John is a graduate of Christopher Newport University with a BSBA in Economics.

John recently moved to Columbia, MD to shorten his commute and be able to respond more quickly to customer requests. A relatively new father, with a 15-month old son, John is looking forward to raising his family in Maryland. John and his wife met in college and were married four years ago. As a big sports fan, John retains his allegiance to Boston-based teams, including the New England Patriots, Boston Red Sox and Boston Bruins.



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AWT
ASSOCIATION OF WATER TREATERS

PLUMBING
INDUSTRY
ASSOCIATION

Member of the National Water Association

Community
CITY OF FAIRFAX

waterworks



The cooling tower
sits atop the roof of
Sandy Spring Bank,
a long-term customer
for whom we've
provide complete
water treatment
service for many
years.

legionella
news
inside

waterworks

A Publication of Arc Water Treatment Company of Maryland, Inc.

FALL 2011



Three Flint Hill makes an
architectural statement in
Fairfax, VA .

boiler
news
inside

The Region's Premier Water
Treatment Company

ARC WELCOMES NEW CUSTOMERS

Arc is pleased to have signed up many new customers over the last few months. Many of these are contracted directly by the owners, and in some cases by a property management company (as indicated in blue). Some of these distinctive properties include:

Arena Stage
Washington, DC

Beacon Hill Building
Alexandria, VA
[Welch & Rushe Service](#)

Building 4230 & 8544, U.S. Army
Ft. Meade, MD

Cabin John Ice Rink
Rockville, MD
[MNCPPC](#)

Cheverly Station
Pennbrooke Station
District Heights, MD
[Foulger-Pratt](#)

Garrett Building
Baltimore, MD
[Lincoln Properties](#)

Harris Teeter # 376
Baltimore, MD

Heron Point
Chesertown, MD
[Johnson Controls](#)

Infinity Apartments II
Arlington, VA
[Carmel Partners](#)

Kings Park Plaza Apts
Hyattsville, MD

Loehmann's Plaza
Falls Church, VA
[Federal REIT](#)

Milford Mill Church
Baltimore, MD

Plaza Office Building
Hagerstown, MD
[Perini Properties Corp.](#)

Quince Orchard Offices
Gaithersburg, MD
[Federal REIT](#)

Rader Clinic
Ft. Myer, VA

Roland Park Place Retirement
Baltimore, MD

SAIC Frederick
Frederick, MD

Several Co-op Apartments
Baltimore, MD
[Knott Mechanical](#)

The World Building
Silver Spring, MD
[ROYCO](#)

Three Flint Hill
Fairfax, VA
[First Potomac Management](#)

Upper Cardoza Health
Washington, DC
[Unity Health Care, Inc.](#)

Vermont Garden Condos
Arlington, VA
[Select Community Service](#)

West Nottingham Academy
Cotera, MD

Whole Foods Chevy Chase
Chevy Chase, MD

KEY CUSTOMER PROFILE

This column features one of our key, long-term customers for whom we've provided complete water treatment service for many years. We want to highlight the relationship as well as the service, as combined these reassure the customer that their HVAC systems are functioning reliably and efficiently.

The headquarters for Sandy Spring National Bank is located on Georgia Avenue in Olney, MD, in a building constructed for them in 1986. Arc Water Treatment was retained by the mechanical contractor during this construction to supply water treatment equipment for the HVAC system, and has been under contract directly with the Bank ever since for their water treatment services on the cooling tower and closed loop systems. In 2002, they took our recommendation to upgrade to a new, dual-biocide controller system for their cooling tower, further protecting it from corrosion, scale and microbiological buildup.

Founded in 1868 and still operating as a community banking organization, Sandy Spring Bankcorp is now the oldest and largest publicly traded banking company headquartered and operating in Maryland. They serve six counties in Maryland, as well as three counties in Virginia through 43 community offices. Sandy Spring Bank was recognized in 2010 as one of Forbes Most Trustworthy companies, and has scored 98 out of 100 points consistently over a 60-month survey period.

Their President, Daniel J. Schrider, can currently be heard on radio advertisements extolling their trust and loyalty to customers. While offering the same services as other banks, Sandy Spring emphasizes the loyalty of a long-term and local relationship as a significant point of differentiation. Arc Water Treatment believes in these same values, and cherishes long-term relationships with organizations, and their building management personnel, such as Sandy Spring Bank. The Bank knows that we will be there every month for them and their HVAC systems, and we can be relied upon to respond quickly to any unusual situation or need. We thank Sandy Spring Bank for this 25+ year relationship, which began from our Philadelphia office and strengthened as we established our current Maryland operation, and we look forward to another 25 years of working together in this growing region.

Sandy Spring Bank headquarters on Georgia Avenue in Olney.



ARC ATTENDS AWT NATIONAL CONVENTION



We also used this trip to solidify our relationships with equipment vendors, and research their product offerings. As always, the control panel manufacturers have newer models, offering additional features and they all had booths at the show. This year there were more than the normal number of vendors with test equipment, as advancements in electronics continues to enable manufacturers to pack more field tests into a single instrument, and several vendors were offering an advanced testing device called the Ultrameter III, by Myron-L.

Arc sent two representatives to this year's National Convention of the Association of Water Technologies, our industry association. As the premier water technology and business resource for the water treatment industry, AWT arranges a superb list of speakers and seminars, and attracts the best industry vendors to assemble annually and share the latest technology, chemical formulations and service techniques in water treatment. Eric Hagen and John Saia attended for Arc Water Treatment, and brought back lots of ideas for improving how we service our customers.

Perhaps the booth that offered the most excitement was a software vendor showing how water treatment test results could be displayed for easier user understanding via graphs and colors. Their method of capturing data also fascinated us, and we've had serious consideration on how to adopt their approaches to our business model. It has already caused us to examine some of our basic processes, and while it's too early to state what changes will be made, clearly this exposure will motivate us to use new technology to move forward with improvements to customer service and communications.

Many of these ideas involve new chemicals that are coming to market to provide more effective microbiological control and how chemicals are delivered. As a recent installer of a solid chemical feed system, we are very interested in how other vendors are offering their chemicals in "solid form". There are also several new biocides that were introduced at the convention, and we're gathering cost and availability information in preparation for testing some of these. Arc expects to offer several alternative biocide programs by next summer, so this convention provided reliable information about other chemicals in our industry.

Eric Hagen and John Saia attend the AWT National Convention in Atlanta.

ARC PARTICIPATES IN INDUSTRY EVENTS



The Arc Water Treatment Sales Staff continues to be active with property management associations, attending many of their monthly meetings, and sponsoring some of their major events. As a Five Star Sponsor and committee co-chair for the Washington, DC chapter of the Property Management Association (PMA), we helped organize their Spring Break golf outing at Woodmont Country Club, and participated in their annual Maintenance Summit. We've also been active with three local chapters of the Institute for Real Estate Management (IREM), and continue as a vendor sponsor of the Community Associations Institute (CAI), and will have a booth at the November Capitol Building Facility and Maintenance Show in Chantilly, VA.

Recently we were included as one of the select vendors to participate in the Associa Cares annual Vendor Fair in Landsdowne, VA, and the Sales Staff is always available to provide continuing education to building maintenance and engineering personnel. With updated Powerpoint slides about water treatment and the various chemicals used to treat water, this is a fascinating presentation on the latest techniques used to properly maintain HVAC systems.

Our sales staff offers this presentation to property management firms, design engineering offices, and other organizations with an interest in water treatment. Please call us at 800-832-3260 to schedule a seminar for your office.

FIRST POTOMAC REALTY TRUST SELECTS ARC

This issue we feature a recently renovated commercial office building now owned by the growing property management firm: First Potomac Realty Trust. First Potomac began in 1997 with four properties, and rapidly expanded to managing over 14 million square feet by the end of 2010. They are focused on being a market leader in the Greater Washington, DC region with extraordinary depth of property management expertise, and a "long-established reputation as fair, ethical, and trustworthy". First Potomac acquired Three Flint Hill in November 2010, and has renovated it to be a Class-A office building in Fairfax, Virginia.

Arc Water Treatment is pleased to have been selected to supply newly updated water treatment equipment as part of the renovation of Three Flint Hill, and to continue to provide complete water treatment service for the HVAC systems. The equipment supplied for the 800-ton cooling tower included a Pulsafeeder Microvision dual-biocide conductivity control

panel, two biocide pumps, an inhibitor pump, and appropriately-sized chemical storage tanks. They also installed a new solenoid valve to control the cooling tower bleed-off, and the new control panel and pumps will work to inject corrosion inhibitor and alternating biocides to protect the tower from corrosion, scale and biological growths.

This is one of three properties for which First Potomac retains Arc Water Treatment for our complete water treatment service. At Three Flint Hill our continuing water treatment program provides monthly service visits to test the chemicals in the tower as well as the chilled water system. Arc Water Treatment Service Technicians will test water quality each month, and refill chemical tanks as needed. They report the test results and dosage amounts of treatment chemicals used to First Potomac's building engineer and also record observations of the condition of each system, as a further protection that all components of the HVAC systems are functioning as expected.



The Pulsafeeder Microvision dual-biocide controller is mounted on the wall in the mechanical room of Three Flint Hill

The Arc Water Treatment Chemical Tanks are secure in the mechanical room of Three Flint Hill



The Arc Service Team is shown in front of our newest van.

arc is going places

Chemical Treatment for Aluminum Boilers

Many properties are looking to save money by replacing and upgrading their old hot water boilers with new, high-efficiency boilers that save fuel and improve heat transfer. Many of these new boilers have aluminum cores or heat exchangers, making them lighter, less cumbersome and more energy-efficient. The aluminum construction of these boilers requires very specialized water conditions to operate properly. The manufacturers' recommendation for the aluminum boiler water pH is 7.0 - 8.5. However, a typical chemical treatment program in normal boiler systems recommends a pH range of 8.0 - 10.5. Standard nitrite-based treatment chemicals should never be used in aluminum boilers. Nitrite is very reactive with aluminum and can cause serious corrosion and damage to the boiler. If nitrite is already in the hot water heating system pipes, and you are installing aluminum boilers, you need to drain and flush the entire system and add a corrosion inhibitor that has a more neutral pH in the 7.0 - 8.5 range. Even a normal molybdate-based chemical treatment program operates at a pH range of 8.0 - 10.5, which is too high for aluminum boilers.

Arc has implemented a very effective aluminum boiler treatment program that will provide excellent corrosion protection in aluminum boilers and maintain the recommended neutral pH range of 7.0 - 8.5. If you are installing new aluminum boilers at your property, call Arc for a system evaluation and we will recommend a proper treatment program for your new equipment.

