

ORIOLES TICKET DRAWING!



This issue we're offering two field box seats, 11 rows behind home plate, to see the Baltimore Orioles play the Boston Red Sox on Monday, June 17th at 7:35 pm. To enter, please email us at contest@arcwater.com with your name, employer, and phone number. Alternatively, you may go to our web site and complete 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 May 27th, 2011.

Football Ticket Winners

Last fall Jim Frock of Mechanical & Engineering Construction Corp won the Raven's football tickets, and Bob Turner of Allen & Rocks got to see the Redskins play. Keep sending in your entries and you just might win!



TOP: David Hollingsworth presents Jim Frock of Mechanical & Engineering with 2 tickets to see the Ravens play the New Orleans Saints

BOTTOM: Eric Hagen gives 2 Redskins tickets to Bob Turner of Allen & Rocks.



ARC WATER TREATMENT BECOMES EVEN GREENER

The greening of Arc Water Treatment is a continuing saga, from when we originally told you about our green programs in the Summer 2008 edition of WaterWorks. At that time we talked about our participation with the USGBC's LEED program and several customers that were progressing their LEED certification with chemical water treatment. There were examples of how traditional water treatment helps customers to qualify for LEED points.

That is even more true today, in that the revised LEED standards for water efficiency provide a LEED point for having the recommended combination of water meter, solenoid, and conductivity control panel to monitor and control the usage of water by the cooling tower. This was a key part of a recent presentation to the Baltimore ASHRAE Chapter who invited us to explain the advantages of chemical water treatment at their April meeting.

As detailed elsewhere in this issue, we are on the forefront of the "greening" of our industry with the installation of solid chemical feed systems at Harris Teeter Stores. This approach converts the transport of large quantities of liquids to a small delivery of chemicals in concentrated solid form. The intent is to avoid the carbon and economic costs of transporting the liquids from manufacturer (often out of state) to our warehouse, as well as local transport to each customer. If you would be interested in helping Arc go green, please call your salesman about the opportunity to convert to a solid chemical feed system.

Furthermore, a "symbolic greening" of Arc has taken place, as we repainted our offices, and those working here chose several shades of green as our new interior color. It sure brightened the office, as compared to the previous grey and dull blue, so now we "see and think green every day"!

EMPLOYEE MILESTONES

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

Jack Atkisson	Service Technician	19 Years
Matt Luce	Service Administrator	13 Years
Jeff Lucas	Service Technician	12 Years
Danny McCulley	Service Technician	11 Years
David Hollingsworth	Vice President-Sales	10 Years
Andrew McPhail	Service Technician	8 Years
Missy Cooke	Sales Assistant	5 Years
John Zimmerman	Service Coordinator	5 Years
Earl Andrews	Service Technician	4 Years
TJ Farmer	Service Technician	3 Years

STAFF CHANGES

This is a rare column from Arc Water Treatment, as there are seldom any resignations or new hires to report from our very stable staff. We hired William (Billy) Mills late last year to replace Joe Vogt who retired from his Service Technician position. Billy had previously worked with us as a temporary Service Helper, and as he had just completed his service in the U.S. Army, he was a welcome addition to the Service Department. After intensive training and working alongside almost every member of the Service Staff, Billy got his own route of customers to service, beginning in March. These include several of Joe Vogt's customers as well as many new ones. We are pleased with Billy's progress learning all the techniques of a highly qualified Service Technician, and look forward to when he can tackle the more complicated challenges of keeping large cooling towers and modern systems operating efficiently.

We also want to wish Paul Sappington the best of success in his new endeavor and to thank him for five years of service to our clients. Paul began as a Service Technician in 2006, and quickly demonstrated an ability to learn the trade as well as communicate very well with customers. He provided terrific service on some of our most complicated systems, and then converted to Sales. Unfortunately Paul suffered an accidental fall down a staircase in early March, and during his recovery, decided to embark on a different career. We know the customers with whom he had developed close relationships will incur some adjustments in their normal routine, and ask their patience as we transition through this change.

And finally, David Goldstein, President, announced the promotions of Eric Hagen to Executive Vice President and David Hollingsworth to Vice President of Sales. We congratulate them on their new positions!

ARC WATER TREATMENT'S NEW SAMPLE KITS HAVE ARRIVED!



Pre-Sorted Standard
U.S. Postage
PAID
Permit #425
Southern MD

arc

Water Treatment Company
of Maryland, Inc.

10620 Riggs Hill Road, Unit J
Jessup, Maryland 20794-9431

(301) 369-0556

(410) 886-0706

(301) 776-1510 Fax

arc@arcwater.com

www.arcwater.com



Four solid chemical dispensers are the source of chemical treatment for the two evaporative cooling towers at the newest Harris Teeter Store in Olney, MD.



waterworks

waterworks

A Publication of Arc Water Treatment Company of Maryland, Inc.
SPRING 2011



Tim Moran checks settings on the Microvision Control Panel that controls injection of water treatment chemicals from the Hydro solid chemical dispensers.

The Region's Premier Water Treatment Company

ARC WELCOMES NEW CUSTOMERS

The new 52,000 sq. ft. Harris Teeter store in Olney opened April 26th in the newly completed Fair Hill Shopping Center.

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

- Associates for Renewal in Education
Washington, DC
- Kent Island United Methodist Church
Chester, MD
- Building 8543 U.S. Army
Ft. Meade, MD
- 2800 Connecticut Ave, NW
Washington, DC
Borger Management
- William Penn Apartments
Washington, DC
- Harris Teeter # 352
Harris Teeter # 403
Washington, DC
Olney, MD
- T. Rowe Price
Buildings 5 & 6
Owings Mills, MD
- Garrett Building
International Youth Foundation
Baltimore, MD
Cassidy Pinkard
- St. Luke Lutheran Church
Silver Spring, MD
- St. Bernard School & Gym
Riverdale Park, MD
- The Rotunda
Baltimore, MD
Mackenzie Services
- University Physicians Bldg.
Baltimore, MD
- Etz Hayim Congregation
Arlington, VA
- Safeway #2737
Washington, DC
Johnson Controls
- 301 W. Fayette Street
Baltimore, MD
- Tulip Grove Elem. School
Doswell Brooks Elem. School
Samuel Chase Elem. School
Mattaponi Elem. School
Kettering Middle School
Kettering Elem. School
Phyllis Williams Elem. School
Prince Georges County, MD
- Public Works Department
City of Greenbelt
Greenbelt, MD

ARC HELPS THE CONSTRUCTION INDUSTRY

Arc Water Treatment values its close relationships with many Mechanical Contractors (MC's) and Consulting Engineers (CE's) throughout the Baltimore/Washington, DC region. We have successfully supplied equipment and services for new HVAC systems at the numerous buildings the MC's are hired to construct. We want to thank them for their business and recognize many of the new landmarks in our region, with the (MC's/CE's) listed below each:

- Adjudication Activity
Ft. Meade, MD
(Comfort Zone/ USACE)
- Apple Grove Elem. School
Ft. Washington, MD
(M&M Welding)
- Coppermine Elementary School
Herndon, VA
(Acme Mech.)
- Embassy of Saudi Arabia
(Cultural Mission)
Fairfax, VA
(W.E. Bowers/ DCS, Ltd.)
- Georgia Commons Apartments
Washington, DC
(Shapiro&Duncan/ Summit Engineers)
- German School
Potomac, MD
(Shapiro&Duncan/ Bansal & Assoc.)
- Hannah Moore Shelter
Reisterstown, MD
(Sagamore/ BKM & Associates)
- Hay Adams Hotel
Washington, DC
(J.J. Kirtin/ Girard)
- Liberty Park @ Tysons
Vienna, VA
(W.E. Bowers/ Girard)
- Metro Park Bldg. VII
Alexandria, VA
(K.G. Johnson/ Schlenger/Pitz)
- Missile Defense Agency
Ft. Belvoir, VA
(W.E. Welch/ GHT)
- New Psalmist Baptist Church
Ft. Washington, MD
(Martin J. Braun/ HCO, Inc.)
- Old Post Office Pavilion
Washington, DC
(Shapiro & Duncan/ Setty & Associates)
- Sibley Memorial Hospital
Washington, DC
(Tyler Mech./ Leach Wallace & Assoc.)
- Teakle Mansion
Princess Anne, MD
(Wilfre Co.)
- Upper Cardozo Center
Washington, DC
(R&R Mech./ Smith Group)
- Walkersville Elem. School
Walkersville, MD
(Mallick Plumbing/ BFM)
- Warfare Support Center
Quantico, VA
(W.L. Gary/ NAVFAC)
- Several Secure Data Centers
Chantilly/Manassas, VA
(W.E. Bowers)

The Olney store has received similar equipment, and each tower has a bromine float to further protect them against slime and algae growth. We service each unit every month to ensure all components of the water treatment system are functioning properly, and to replenish the solid chemicals as needed. This replenishment is much more efficient than with traditional chemicals, as it only requires carrying 5 lb. jars of solid chemicals to where the equipment is installed, instead of hauling two or three 50 lb. jugs of liquid chemical. This makes our services not only more environmentally friendly, but less risky to customers, and much easier on Arc Water Treatment Service Technicians.

Willie Bailey, Scott Brengle, Danny McCulley and Earl Andrews (left to right) are studiously taking the Water Sampler Certification Test.

ARC SERVICES THE ADJUDICATION ACTIVITIES CO-LOCATION FACILITY

The Adjudication Activities Co-Location Facility makes an impressive addition to Ft. Meade, and is almost ready for the lawyers to move in.

There has been much construction activity around our neighbor, Ft. Meade, as various agencies get ready for relocation to that facility as part of the DOD Base Realignment and Closure (BRAC) program. We've been fortunate to be involved in some of this, for both new buildings requiring water treatment and as a subcontractor performing the sterilization of the potable water. One of these new buildings is the Adjudication Activities Co-Location Facility, a newly constructed three-story Class A office building near the Route 175 entrance to Ft. Meade.

This building will house lawyers and support staff from ten branches of adjudication-related offices throughout the Department of Defense, with the expectation that efficiencies in staffing and operations will be achieved once consolidation is completed. The building has flexible layouts, yet traditional heating and air conditioning, with a 400 ton cooling tower and hydronic circulating systems, as specified by the US Army Engineering District of Baltimore.

The general contractor selected by the US Army was Skanska USA Building, Inc and they in turn selected Comfort Systems of Norristown, PA to perform the mechanical work. We were the successful competitive bidder for the water treatment contract, which called for service on four systems: the cooling tower, hot water heating system, chilled water system, and a closed loop glycol system. This required equipment to be installed for the cooling tower to include a conductivity control panel, an inhibitor pump, two biocide pumps, 3 chemical storage tanks, a contact-head water meter and solenoid bleed valve. Additionally, an automatic glycol feed system and two bypass feeders were provided for the closed loop systems.

Arc Water Treatment was also retained by Schaefer Mechanical Services of Westminster, MD to perform the domestic water sterilization as part of their plumbing contract at the Adjudication Co-Location Activities Facility as the building was being completed. This required injecting chlorine into the new domestic piping, ensuring the chlorine reached and treated over 100 fixtures throughout the building, flushing the system until the water was clear of the disinfecting chlorine and taking four samples for laboratory testing of coliform bacteria. The samples were all found to be clear of coliforms and in compliance with EPA standards, confirming that this requirement for building occupancy was completed successfully.

While this primarily relates to the domestic water testing we perform regularly at new construction sites, Arc Water Treatment also formed a relationship with a larger, more modern laboratory to test water samples for the presence of E. Coli bacteria. EMSL Analytical uses the EPA approved SM 9223 B test to detect the presence or absence of E. Coli, with results available within 24 hours of setting up the test. The Beltsville branch of this national laboratory has also created special procedures to expedite the handling of our "sterile" samples, such that we've reduced the overall turnaround time and improved the reporting to customers needing to know whether the water is safe to drink, so building occupancy permits can be granted.

Another improvement to Service will soon be seen by every customer. Our Service Technicians are being provided new AquaPhoenix Scientific Test Kits customized with Arc Water Treatment's distinctive logo. Having changed sources of test kits (both the testing instruments and the plastic carrying cases for the five most frequent tests), we raised the professionalism of our Service Department as they test various HVAC systems for these trace chemicals. They will also shortly have Arc Customized carrying cases, so you will readily recognize our Service Technicians when they are servicing your building.



ARC IS ACTIVE IN PROFESSIONAL ASSOCIATIONS

Eric Hagen begins the Powerpoint Presentation to the Baltimore Chapter of ASHRAE

The Arc Water Treatment Sales Team stays very active with several Professional Associations in the region. In addition to the normal monthly meetings of PMA (Property Management Association), IREM (Institute of Real Estate Management), CAI (Community Associations Institute) and other property management associations serving both Baltimore and Washington DC areas, we take on organizational responsibility for key activities. For example, David Hollingsworth is serving his fourth year as chair of PMA's Spring Break Golf tournament, and Eric Hagen is on the PMA Operations Council, which is again organizing their annual fall Maintenance Summit. Of course Arc remains a strong Associate Member and financial supporter of each, with our newest membership being in the Baltimore Office Management Association (BOMA) and IREM Chapter 16.

Recently we were asked to make a presentation to the Baltimore ASHRAE chapter on the benefits of traditional chemical water treatment. Eric Hagen and David Hollingsworth specially prepared more than twenty slides of a Powerpoint Presentation showing the importance and effectiveness of a chemical water treatment program to prevent scale, corrosion, and microbial growths. This presentation also featured typical water treatment equipment that will control chemical feeds and water utilization for cooling towers, which helps reduce water consumption in accordance with green building programs.

The ASHRAE program was intended to compare traditional chemical water treatment with alternative non-chemical devices, and a manufacturer of one of these devices made a parallel presentation. This was followed by a question and answer session which served to highlight the shortcomings of the non-chemical devices, which fail to show any scientific basis for their claims. We welcomed the opportunity to educate over 100 attendees on the strengths of a chemical-based water treatment system, and the weaknesses of non-chemical devices.

We have reprinted to the right the statement about non-chemical devices from the Winter 2008 Edition of WaterWorks:

Until there is proven, scientific evidence, based upon known chemical and physical science, our

position about NCD's (non-chemical devices) remains the same as it has for decades:

- They simply do not work as marketed.
- They are much more expensive than chemical treatment systems.
- The claims made are scientifically unsubstantiated.
- The costs associated with them (initial costs, yearly maintenance fees and repair costs after failure) are far higher than any "green" benefits or cost savings to the buyer.

Further information about these devices is extensively documented by Professor Stephen Lower on the web at <http://www.chem1.com/CQ/magscams.html>. He just published an article entitled "Physical Water Treatment Science and Pseudoscience" in the April 2011 issue of Water Technology, which can be found at: <http://www.watertechnology.com/>. Arc Water Treatment has also developed a position paper on this issue, which may be obtained by contacting us at arc@arcwater.com or 800-832-3260.

arc is going places

HARRIS TEETER SELECTS ARC

This issue we proudly discuss our work for several Harris Teeter grocery stores. Harris Teeter dates back to 1958 and has a reputation built on customer service, such that they pride themselves on responding to every customer request, and "is dedicated to providing customers with the absolute best in grocery". Originating in North Carolina, they've been expanding northward, and entered the Washington DC metropolitan region in 1998. The expansion continued into the District of Columbia, where they opened their third store in November 2010, and now into Maryland in 2011, where the newest store in Olney opened last month.

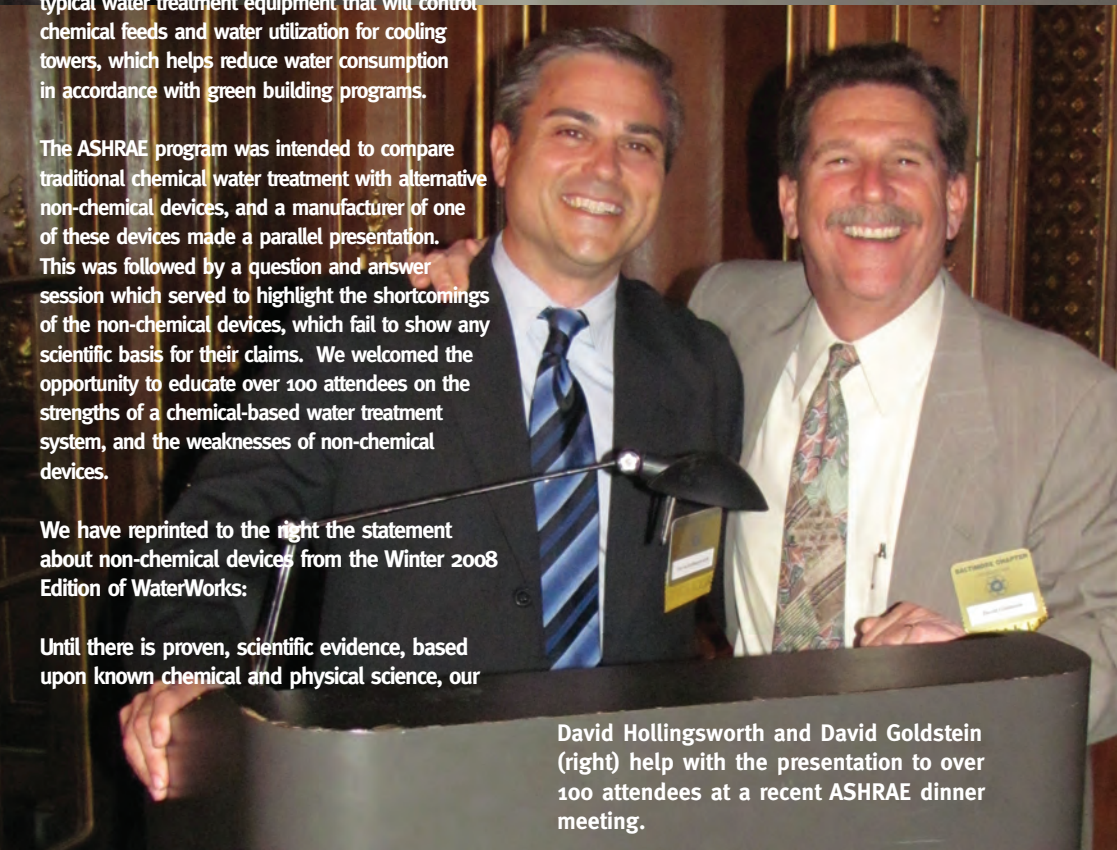
Arc Water Treatment is doubly proud to be part of this expansion. We provide excellent water treatment service to six of these stores, and last year embarked on

the first installation of solid chemical treatment for their evaporative cooling towers. This solid chemical system is now installed in one store in DC and the new Olney store, and is another example of Harris Teeter's commitment to sustainability, as it "implements sound environmental practices in all areas of the company".

We started working with the DC store at Constitution Square (near the new Florida Ave. Metro Station) late last year, and provided new water treatment equipment that included conductivity control panels, injection pumps, solid chemical mixing stations and tanks, and solid chemical containers. This system provides both chemical protection against corrosion and scale for the towers, as well as a microbiocide to prevent biological growth in the open circulating systems.

SERVICE UPGRADES

Arc Water Treatment strives to continuously improve our service to customers, which means our Service Department is always looking for better ways to deliver first class chemical water treatment to our clients. One way is through training, and to ensure every Service Technician is qualified as a Certified Water Tester. Recently most of the Service Staff attended a refresher course in drinking water sampling, and those needing new or re-certifications all passed the test conducted at the end of the seminar, under the auspices of the Maryland Department of the Environment.



David Hollingsworth and David Goldstein (right) help with the presentation to over 100 attendees at a recent ASHRAE dinner meeting.