



## Media Kit

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### Fast Facts

Founded: 1935 as ElectraBore, Inc. Assumed The Waterworks name in 1986.  
About us: The Waterworks is a full service residential and commercial plumbing company.  
Headquarters: 550 Schrock Road  
Columbus, OH 43229  
Website: [www.thewaterworks.com](http://www.thewaterworks.com)  
Social media: [https://twitter.com/the\\_waterworks](https://twitter.com/the_waterworks)  
<https://www.facebook.com/TheWaterworksColumbus>  
Leadership: Thomas F. Havens, Chairman of the Board of Directors  
David Specht, President  
David S. Heutel, Chief Financial Officer  
Jim Mathews, Vice President, Industrial Operations  
John O'Connor, Vice President, Residential and Commercial Operations  
Team members: 100 and growing...

### Company Profile

The Waterworks is locally and privately owned and has offered award-winning service to thousands of customers since 1935. The Waterworks was chosen by the Central Ohio Better Business Bureau as an Integrity Award Finalist and has been the recipient of numerous Consumers' Choice Awards including numerous Angie's List Super Service Awards. The Waterworks family of companies is committed to being central Ohio's top service provider in the residential and commercial markets.

As central Ohio's largest full service plumbing and drain cleaning company, The Waterworks is proud to offer a full range of specialized services for residential and commercial customers, including plumbing, drain cleaning, HVAC, and water and flood restoration. In addition, The Waterworks is proud to have the area's largest fleet of service vehicles.

Based in Columbus, Ohio, the company employs 100 team members with more than 200 years of combined experience and skilled technicians that have completed more than 750,000 service calls.



The Waterworks provides first class service to residential customers and homeowners in Franklin County and surrounding areas. Commercial customers consist of corporations in a wide range of industries including hospitality, healthcare, manufacturing, real estate, municipalities, retail, education, entertainment, restaurant and food service, sports, and banking.

The management team and employees are committed to providing world-class customer service and the strongest guarantees in the industry. The Waterworks wants customers to be 100 percent satisfied with their entire service experience -- from a helpful voice on the phone to a professional, uniformed technician trained and skilled to handle any challenge. The company's services are characterized by superior response times – 24 hours a day, seven days a week.

## **Services**

### ***Residential Services***

The Waterworks is rated as one of the top residential service contractors in central Ohio. The Waterworks' staff of highly-skilled, uniformed technicians prides themselves on clean, courteous and professional conduct, as well as prompt response time and exceptional service. Emergency service is available 24/7/365.

#### **Plumbing**

The Waterworks offers a full range of interior and exterior residential plumbing services—from simple leak repairs to a complete water line replacement. Additional residential plumbing services include repair and replacement of water heaters and garbage disposals, bath and kitchen remodels as well as the repair and installation of gas and water lines.

#### **Sewer and Drain Cleaning**

Sewer and drain cleaning is the core of The Waterworks' business. The company offers a variety of services in drain inspection, cleaning and repairs including toilets, tubs, sinks, sump pumps and downspouts as well as video inspection and sewer repairs.

#### **Gas, Water & Sewer Repairs**

Services include sewer repair or replacement, drain line repair or replacement, hydro-excavation, and pipe relining. The Waterworks' video inspection technology can identify breaks, cracks or offsets within a line before costly alternatives, such as excavations are considered.

#### **Water Treatment Systems**

The Waterworks sells and installs traditional and tank-less water softeners, taste and sediment filters, and reverse-osmosis systems.



### ***Commercial Services***

The Waterworks has positioned itself as one of the leading commercial service partners among central Ohio facility managers, business owners and decision makers. The Waterworks' licensed and bonded service technicians are thoroughly trained in repair, service and installation of hot water heaters, garbage disposals, toilets and bathroom fixtures.

#### **Commercial Plumbing**

The Waterworks offers repair, remodel and installation of all major commercial plumbing systems. The Waterworks also offers many businesses preventative maintenance plans that will allow them to actively maintain the system to prevent any serious issues that could arise if neglected.

#### **Drain & Sewer Cleaning**

Services include cable cleaning (1.5" to 8" lines), high-pressure water jet cleaning (1.5" to 6" lines), video inspection, line locating and repair. The Waterworks uses highly advanced and specially designed computerized camera equipment to analyze breaks, cracks or offsets within a line. The technology allows technicians to pinpoint the exact location of a break or offset so as to avoid any unnecessary expense.

### ***Industrial Services***

The Waterworks assists a number of industrial technicians by offering services in high-pressure line cleaning, pumping, sanitary/storm, grease traps, lift stations, liquid and solid waste hauling, video inspection and hydro jetting for large drains as well as trenchless technology and fire hydrant repair or replacement. The Waterworks also performs residential and commercial pipelining and pipe patching using trenchless technology.

### ***Comfortworks***

The Waterworks' heating and cooling division, Comfortworks, was created with input from more than 100,000 customers as to what they wanted in the ultimate service experience. Comfortworks offers complete HVAC inspection and repair services for homeowners. Preventative maintenance plans are also available. Comfortworks' technicians are highly skilled and always in uniform with photo identification. Comfortworks sells, installs and services most major brands of air conditioners, gas and electric furnaces, boilers, filters, air cleaners, humidifiers and heat pumps.

### ***Water and Flood Restoration***

The Waterworks Water and Flood Restoration Division is a full-service contractor, specializing in insurance restoration. Services include the assessment, repair, and restoration of property damage caused by water, fire, smoke, or mold.



## **In the News**

The Waterworks is honored to have been the recipient of several business and industry awards including:

- Angie's List Super Service Award (2000-2013)
- Central Ohio Better Business Bureau 2005 Integrity Award Finalist
- Consumer's Choice Award™ recipient for Plumbing Contractors in Columbus, Ohio area (2003-2013)

The Waterworks is a member of the following business and industry associations:

- Better Business Bureau of Central Ohio
- Central Ohio Air Conditioning Contractors Association (ACCA)
- Community Associations Institute (CAI)
- Columbus Apartment Association (CAA)

## **Biographical Information**

### ***David Specht, President***

As President of The Waterworks, David Specht oversees The Waterworks family of companies including, The Waterworks and Comfortworks.

Mr. Specht is responsible for the company's employee, customer and shareholder relations. He provides a valuable service that exceeds customer expectation and his direction helps to retain profitable growth of the company. Mr. Specht's additional responsibilities include increasing service offerings and keeping abreast of the latest technologies. More importantly, Mr. Specht strives to ensure that employees have a stable, safe and growing work environment.

As a result of Mr. Specht's leadership, The Waterworks has been singled out as a Midwest leader in the plumbing, sewer and drain cleaning industry. The Waterworks was recognized by Better Business Bureau of Central Ohio as a 2005 Business Integrity Award finalists, *Inc.* magazine, *Angie's List* magazine and *Consumers Choice* as one of the most ethical, quality driven companies of its type within the national arena.

Mr. Specht joined The Waterworks in October 1998. From 1998 to 2001 he served as vice president of operations and became president in November 2001. A native of Cincinnati, Ohio, Mr. Specht grew up in a family plumbing business and eventually attended trade school. He currently holds a State Of Ohio Contractor Certificate as a Master Plumber. Mr. Specht has held a number of industry related positions for a variety of companies, territory manager for Kohler Plumbing Company and sales and marketing manager for Carr Supply Inc.

Mr. Specht graduated from La Salle High school in Cincinnati and received his bachelor of business administration degree in organizational management from Miami University in Oxford, Ohio.



Mr. Specht currently serves as a board member for the Better Business Bureau of Central Ohio and the Central Ohio Air Conditioning Contractors Association (ACCA). He is involved with the Charity Newsies and has been involved in the supporting activities of the Make-A-Wish Foundation and Laps for Life.

Mr. Specht and his wife, Susan, have been married for over 30 years. They have two children, Ashley and Tyler. They currently reside in Powell, Ohio.

***David S. Heutel, CFO***

Mr. Heutel joined The Waterworks in January 2013 as CFO, leading the accounting, finance and IT operations of the business. His services include operational strategy development, financial organization and reporting, and business planning.

Prior to joining The Waterworks, Mr. Heutel has provided CFO project management services for a number of Fortune 50 companies, inclusive of Proctor & Gamble; Toyota; and Cardinal Health. At P&G, he led a global team to collaborate with supply chain business units and support the implementation of financial control standards. With Cardinal Health, Mr. Heutel was a primary business partner to migrate shared service financial operations from domestic locations into two distinct shared service centers – one in Dublin, and the other in Albuquerque.

In addition, Mr. Heutel has considerable experience within the cellular and wireless industries. He was one of the original accounting leads during the early stage of Cellular One in central Ohio, and spent nearly 10 years with the company. During his tenure he was a primary management role for the spin-off of multiple companies within cellular industry, inclusive of Director of Finance and Administration for cellular operations in Puerto Rico, Director of Accounting for cable operations in the UK, and Vice President-General Manager for their long-distance/microwave services company in the US.

Mr. Heutel is a CPA and began his career in public accounting at Ernst & Young, and is an undergraduate of Southern Methodist University in Dallas, Texas and a master's graduate of Ohio State University with an emphasis in international finance and entrepreneurship. He lives in Powell, Ohio with his lovely wife, Anne (Taylor), and his four beautiful children: Helen, a sophomore at Denison University; Grace, a senior at Bishop Watterson High School, Joseph, a freshman at Bishop Watterson, and Matthew in 8<sup>th</sup> grade at St. Michael's Elementary School.

***Jim Mathews, Vice President, Industrial Operations***

Jim Mathews has been with The Waterworks since 1989. Since then, Mr. Mathews has held numerous leadership positions, including Operations Supervisor and Vice President of Business Development. He is currently the Vice President of Industrial Operations and directs the Industrial and Excavation division of The Waterworks.

Located in Grove City, the Industrial and Excavation division is comprised of thirteen employees. This division focuses on a wide array of industrial services, including high pressure line cleaning; pumping and servicing sewers, grease traps, and lift stations; traditional excavation and hydro-excavation; and fire main and hydrant repair and replacement. This very profitable division of the company recently implemented trenchless pipelining and pipe patching services, a key area of growth for the company.

Prior to joining The Waterworks, Mr. Mathews worked for a number of national competitors and Chem Serv Environmental. Mr. Mathews is a state licensed Plumbing Contractor, with additional licenses as



City of Columbus Sewer Installer, City of Columbus Pipelining, and City of Columbus Water Tapping. Additionally, he is an active member of many industry organizations including The Ohio Waste Haulers Association and ACCA. He and his wife Andrea live in Powell. In his spare time, Mr. Mathews is an avid golfer who enjoys all sorts of outdoor activities and 70's classic rock music.

***John O'Connor, Vice President, Commercial Operations***

As Vice President of Commercial Operations of The Waterworks, John O'Connor leads the day-to-day operations of The Waterworks to support the growth and profitability of the company.

With 30 years of experience in Customer Service, Mr. O'Connor works closely with the management team to ensure that The Waterworks' customers receive superior service throughout the service call process - from their initial call with The Waterworks' customer service team to the actual service call with the technician to post-service call follow up.

Mr. O'Connor is a state licensed Plumbing Contractor. Prior to joining The Waterworks in 2008, he held senior level positions with two national service companies. He also provided business consulting for plumbing and HVAC contractors. Mr. O'Connor's focus throughout his career has been to building strong and lasting customer relationships by providing value for the customer. Mr. O'Connor and his wife, Pati, currently reside in Powell, Ohio.

***Thomas F. Havens, Chairman of the Board of Directors***

As Chairman of the Board of Directors of The Waterworks and its family of companies, Thomas F. Havens is responsible for the oversight of the companies' future direction.

Mr. Havens joined The Waterworks in 1986 as president and CEO. He retired from the position in November of 2001 to devote his full attention to merger and acquisition activities within the industry.

Prior to becoming involved in the services industry in 1986, Mr. Havens was a resident of Los Angeles, California where he was under long-term contract with Columbia Broadcasting System (CBS) as an actor. He was nominated for an Emmy for his work on *The Young and the Restless* and was given his own television series, *Tarkington and Son*. Mr. Havens has appeared in over 60 national and regional commercials for such corporations as The General Electric Company, McDonald's, The Coca-Cola Company and The Coors Brewing Company.

Mr. Havens is a graduate of the Columbus Academy and attended Texas Christian University located in Waco, Texas and Southern Methodist University located in Dallas.

Mr. Havens has a long history of community involvement in both the arts and educational arenas. He currently serves on several boards, including the Columbus Symphony Orchestra, Ballet Met, Columbus Junior Theatre, Columbus College of Art and Design, Columbus AIDS Task Force, The Legacy Fund, ProMusica, TFH-EB Inc. and HHP Corporation.

Mr. Havens is the father of two grown children, John Franklin II and Parker Raine. A Columbus native, he currently resides in Delaware, Ohio.



**Contact Information**

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