

Douglas B. Reichlin, P.E.

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Engineering/ Operations/ Turnaround & Performance Management

Over 20 years experience in Engineering, Operations Management, Organizational Turnaround and Performance Management in a high growth utility services environment.

Proven Track Record- Across all aspects of business operations, with strong involvement and coordination with Marketing & Business Development, Strategic Planning & Execution, Finance & Accounting, Legal, Human Resources and other Corporate Support functions. As a core member of the Senior Leadership team of United Water Services (formerly JMM Operational Services, Inc.), integrally involved in all aspects of building this regional company into a National leader in the O&M Services business increasing annual sales from less than \$10 M to over \$150 M.

Mergers and Acquisitions- Following a corporate buyout and merger with United Water, instrumental in integrating the performance and efficiency improvements culture of the non-regulated services business with the solid financial, customer service, and engineering systems culture of the regulated utilities of United Water, resulting in significant cost savings and performance improvements to both organizations. Participated in all acquisitions reviews and mergers of new business units into the United Water organization.

Performance Management- Directly involved with transition takeovers and organizational turnarounds of largest contract operations in U.S., and with developing Management Systems to standardize and optimize operations across dispersed and diverse organization. Efficiency improvements ranged from 20% - 50% in all operations. Performance Management initiatives created environment of continuous improvement across organization.

Strategic Planning- Significant contributions to Strategic Planning and execution related to short and long term planning, product line development and sales and marketing.

Skills- Strong analytical, problem solving and strategic thinking skills. Hands-on executive leadership, particularly in high performance, teamwork oriented environment. Strong written and verbal communication skills. Strong people skills, including contract negotiations & dispute resolution, customer and employee relations. Strong treatment process control, troubleshooting and utility operation & maintenance experience.

M.S. Environmental Engineering- University of California, Berkeley

B.S. Microbiology- University of Maryland, College Park

Professional Engineer- Pennsylvania

Career Overview- Douglas B. Reichlin, P.E.

STRATEGIC PARTNERS, Baltimore, MD
Business Management Consulting

2004-Present

Participated in organizational turnaround engagements with a diverse team of consultants in a wide range of business environments, including a regional produce processing and distribution company, a glass fabrication and commercial installation company, and a gravure printing and engraving company. Engagements focus on a coordinated approach to improving company's overall financial, organizational and operational performance. Responsible for providing specialization in the area of operations and performance management, including the following;

- Evaluation of product line costs and profitability to support market based price increases.
- Evaluation and optimization of Business Processes, including development of comprehensive Key Performance Measures and planning, reporting and control systems using a team approach with employees and management.
- Development of internal control and scheduling systems to coordinate internal operations to improve operations efficiency and effectiveness.

UNITED WATER, Harrington Park, NJ
Water Utility and O&M Services Company

1988 - 2003

Sr. Vice President- Engineering & System Performance	2002-2003
Sr. Vice President- Operations (Regulated & non-Regulated)	2000-2002
Vice President- Operations (non-Regulated)	1997-2000
Regional Manager- Northeast & Midwest Operations	1994-1997
Principal O&M Engineer- various locations	1991-1994
Sr. Project Engineer- various locations	1988-1991

Progressively greater responsibility in Operations and Management in Water Utility field.

- Responsible for all aspects of utility operations at nearly 50 distinct locations in both regulated utility environment and non-regulated Operations and Maintenance (O&M) contracts in 13 States, with nearly 2,000 employees.
- P&L Responsibility for \$500 M in revenues operations.
- Responsible for annual \$70 M capital program and Strategic Asset Management of approx. \$1.3 B in utility assets.
- Oversaw all major O&M services contract negotiations and takeover transitions with 20-50% savings to municipal clients.
- Responsible for implementation of Performance Management initiative saving additional 10-20% in O&M costs at all operating units.
- Strong technical and strategic support role in Marketing and Business Development of non-regulated product lines.

- Close interaction with Legal, Accounting, Human Resources, Communications & Community Affairs and other corporate support departments.
- Strategic leadership team for growth of non-regulated O&M business from \$10 M to \$150 M over 15 years.
- Technical and strategic leadership and planning, including financial rate planning for regulated utilities.
- Management of several specific treatment plants and utility systems.

CITY OF LOS ANGELES-

Dept. Public Works and Dept. Water & Power

1982-1988

Municipal Public Works Department & Largest U.S. Municipal Utility System

Project Engineer

- Construction Contract Management for various wastewater treatment plant upgrades at City's Hyperion plant.
- Groundwater management study for remediation of contaminated groundwater resources.