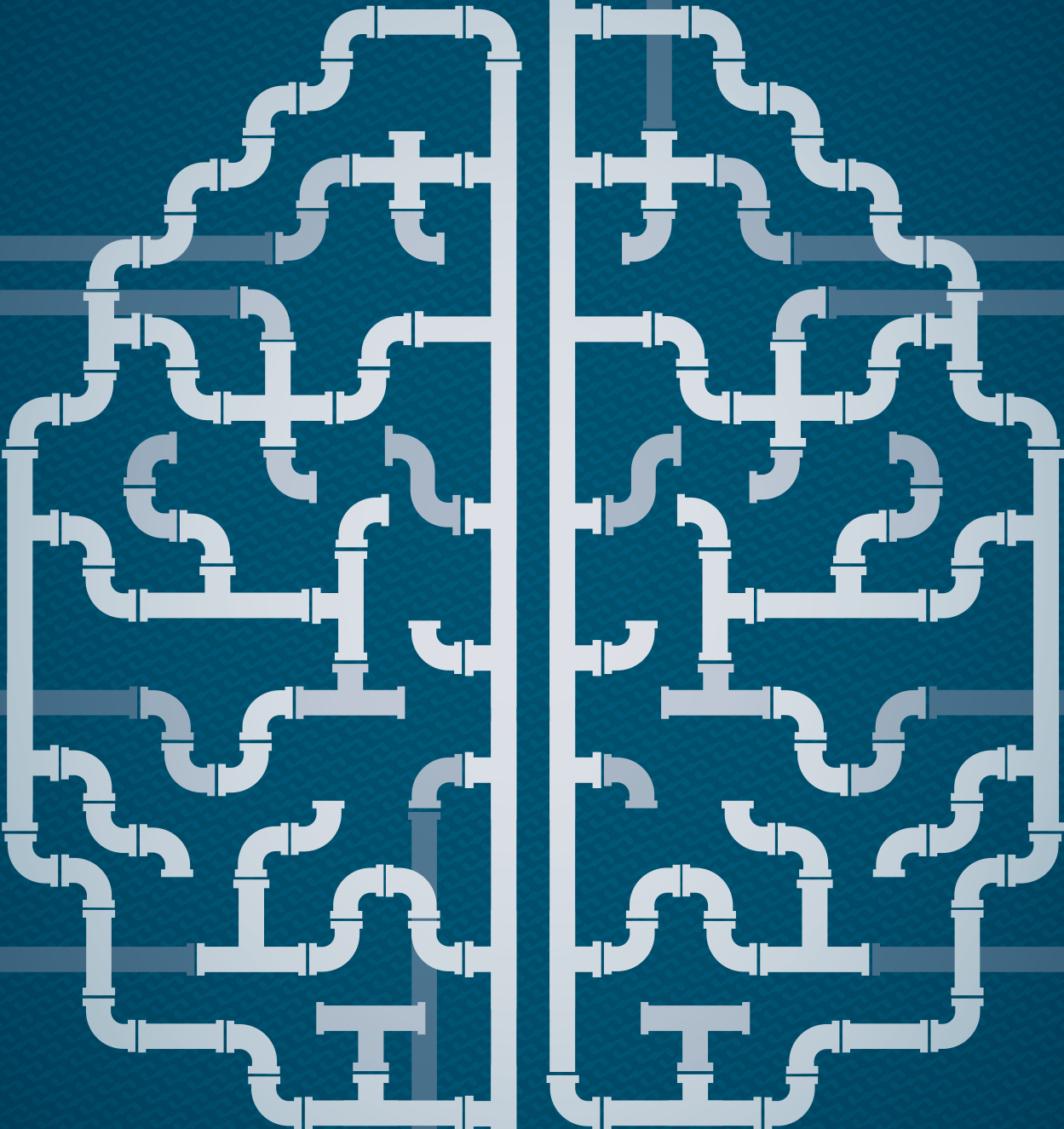


# SIMPLY SMARTER PIPE REPLACEMENT.



125,000 Occupied Units Repiped

35 Million Feet of Pipe Replaced

35 Years of Unmatched Expertise

sageWater®

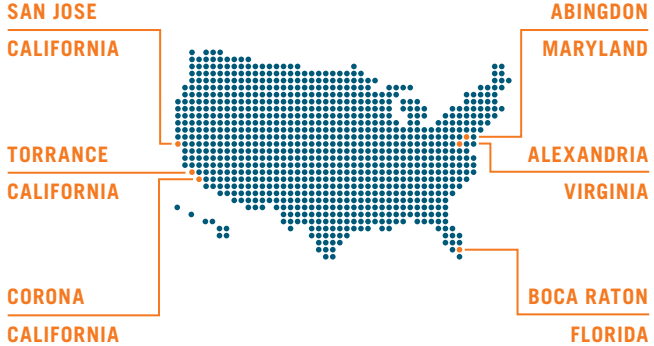
# FOR A LITTLE LEAK, CALL A PLUMBER. FOR LONG-TERM SOLUTIONS, CALL US.

“

I have used SageWater for years. They are my 'go-to' contractor for any property in my portfolio that needs a repipe, and they have successfully completed numerous projects for me across the country. Their quality, integrity, resident focus, and timeliness are all top notch. I would highly recommend them for any pipe replacement project you may be considering.

**MIKE CURTIS**  
VICE PRESIDENT | CAPITAL EXPENDITURES,  
KLINGBEIL CAPITAL MANAGEMENT

”



## SAGEWATER OPERATES NATIONWIDE

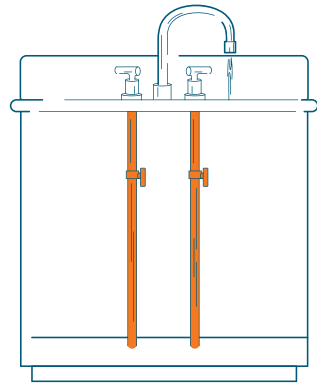
### SERVING OCCUPIED APARTMENTS AND CONDOMINIUMS

### PROVIDING TURNKEY PIPE REPLACEMENT SOLUTIONS

Founded in 1988, SageWater is the nation's only dedicated pipe-replacement expert that operates coast to coast. We solve complex age-related and defective piping problems across a variety of property types with our proprietary, turnkey pipe replacement solutions. With millions of hours of expertise, we have perfected the art of working efficiently in occupied buildings, and we complete each unit in just days. Our proven approach ensures we deliver on time and within budget, while providing a level of care, attention to detail, and project management that is unmatched in the industry. Best of all, we guarantee to have the domestic water turned back on at the end of each day, and your residents never have to move out! Now that really is simply smarter pipe replacement!



# PIPE PROBLEMS. SOLVED.

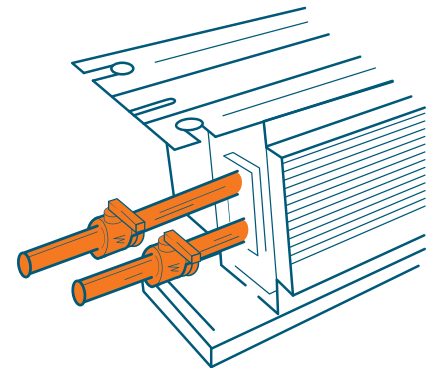
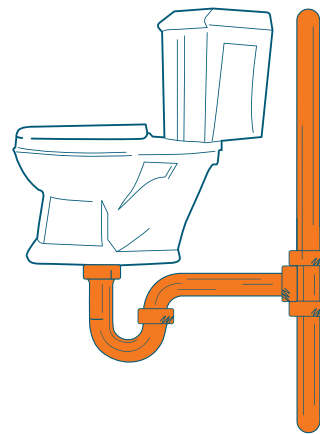


## SUPPLY PIPING

For hot and cold domestic water piping systems, common problems include low water pressure, discolored or poor-tasting water, and leaks that can range from small pinholes to large catastrophic ruptures. We provide a variety of replacement pipe options to best meet our clients' specific needs, including PEX, CPVC, copper and other specialty products. To minimize the inconvenience, we ensure water is returned to service every evening and on weekends, so no one has to move out or relocate during the renovation.

## DRAIN, WASTE & VENT (DWV) PIPING

DWV systems typically fail with age. Unfortunately, the original design for many of these systems lacked proper cleanouts, making maintenance a challenge. Major blockages and even complete structural failures are common, particularly in mid- and high-rise properties. Our complete DWV system replacement includes both the drain and vent components to ensure your new pipes operate properly for years to come.

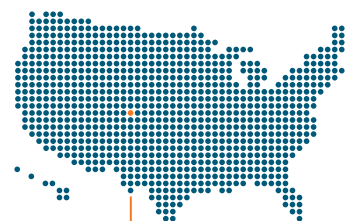


## HYDRONIC HVAC PIPING

Also known as heating and cooling piping, these systems take a beating as the seasons change. When the vapor barrier on the pipe's insulation starts to fail (typically due to age or damage), warmer air circulating against the colder pipes causes condensation. This moisture then gets trapped and can eat away at the pipe insulation and ultimately corrodes the exterior of your hydronic pipes, causing failure from the outside in. Our replacement systems, including optional installation of isolation valves and new FCUs, are designed to increase efficiency and improve reliability.

“My family and I recently had SageWater complete a repiping project in our apartment complex. Right in the middle of the work in our apartment, we had a baby! The project manager was such a blessing in our situation. He was so understanding and considerate as he and his team worked around the birth of our daughter to help keep our home safe for her.”

**LIANNA QUILLEN**  
RESIDENT | THE PARC AT BRIARGATE



COLORADO SPRINGS  
COLORADO

## COMMON PIPE PROBLEMS



### POLYBUTYLENE

Used in up to 10 million homes from 1978 to 1996, and discontinued after a huge class-action settlement, polybutylene is a gray plastic pipe that degrades in the presence of common water additives such as chlorine. Polybutylene pipes tend to fail unexpectedly, often leading to catastrophic flooding and damages.



### CAST IRON

Commonly used in drain, waste & vent (DWV) systems, cast iron fails under prolonged exposure to the harsh gasses and effluent associated with these systems. Cast-iron systems are prone to major blockages and sometimes complete structural failure, resulting in potentially serious health consequences.



### BLACK STEEL

Black steel is most frequently used in hydronic piping systems. While insulation failures are the most common cause of corrosion and leaks, chemical additives to hydronic systems can also cause premature failure of both the pipe and mechanical equipment components of hydronic systems such as boilers, chillers, and fan-coil units.



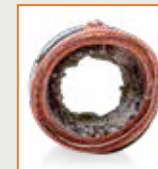
### COPPER

Copper pipes can be degraded by a wide variety of sources—water that's too acidic, too alkaline, contains too much dissolved oxygen or salt, and more. These corroded copper pipes can sprout multiple pinhole leaks and have been known to fail in less than 10 years in some parts of the country.



### GALVANIZED STEEL

Galvanized steel is steel coated with zinc, which prevents corrosive elements from reaching the pipe's structural steel. Over time, the zinc can be leached away by water, leaving the steel exposed, resulting in pipe deterioration and frequent pinhole leaks. Tuberculation that causes poor-tasting, rust-colored water is a common indicator of underlying problems. This was one of the most popular supply piping materials and is found extensively across the country.



### YELLOW BRASS FITTINGS

Yellow brass is an alloy that may contain a high proportion of zinc, an element that undergoes “selective leaching” in the presence of oxygen and water—essentially, the zinc molecules dissolve out of the pipe fittings and into the water, leading to stress fractures and disastrous leaks. Yellow brass was used in fittings in some PEX piping systems starting in the early 1990s and has been the subject of numerous class-action lawsuits.



### EPOXY-LINED PIPES

Promoted extensively over the past decade as an alternative to pipe replacement, various pipe lining technologies have since proven unfit for use within multi-family properties in most instances. Challenges with installation, quality control, and maintenance are the leading causes of failure, but health, environmental, and safety concerns also abound. Numerous lawsuits against epoxy are currently in various stages of litigation.



# WHERE WE WORK.

## COMMON PROPERTY TYPES



### APARTMENTS

Multi-family investors and property managers are often concerned about resident retention and satisfaction, particularly during large renovation projects. That's why SageWater develops a custom and coordinated communications plan that makes it easy for even the largest apartment building to ensure its residents feel heard, included, and respected throughout the pipe replacement process.

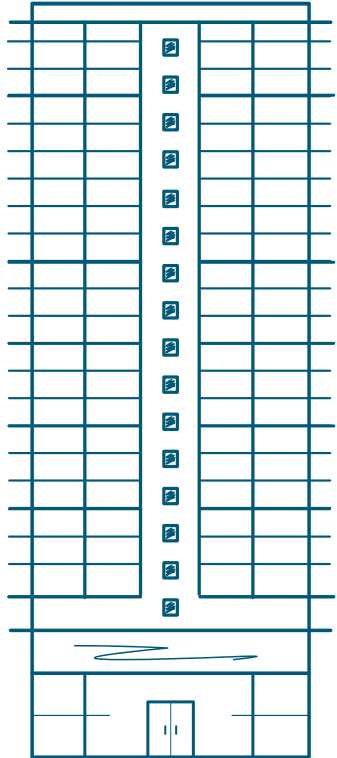
### CONDOMINIUMS

For condominium owners, pipe replacement is truly an investment in their home. As such, SageWater understands the importance of setting clear expectations from the outset so communities are able to make informed investment decisions. We provide pre-construction support to help navigate the decision-making process and serve as strategic advisors to your board. Once underway, our communications plans set clear expectations, and our work crews complete each job with minimal disruption and utmost care.

### OFFICES & HOTELS

No two office or hotel floor plans are the same. That's where SageWater's experience comes in—our crews have seen it all, and they know how to adapt our workflows to cater to businesses that need to stay open during construction. Our teams know how to get their jobs done while allowing you to do the same. Our exacting professional standards keep the project timeline manageable and the project disruption minimal, so you can get back to business.

## COMMON BUILDING STYLES



### GARDEN STYLE

These multi-unit residential buildings can be up to four stories tall and are prevalent in both suburban and rural areas across the country. Many communities built in the 1980s and 1990s were constructed using polybutylene piping that is now failing. Newer properties with copper piping have been plagued with pinhole leaks and premature corrosion in many markets. Regardless of your piping problems, or geographic location, a SageWater repipe can help ensure your community is leak-free for decades to come.

### MID- TO HIGH-RISE

Mid- to high-rise communities in need of a pipe replacement offer a unique set of logistical challenges. With varied floorplans, limited elevator access, lots of pipe running vertically between floors, and the need to minimize water outages, performing an occupied pipe replacement in these taller buildings requires expertise and skill that can only be developed over years of working repeatedly with these types of properties. SageWater understands the level of care and communication required to ensure success, and we have optimized our processes to provide the best possible outcome for your community.



**SageWater has exceeded our expectations with professional customer service and the ability to remain on schedule! They have been a great asset to our resort condominiums and the state of Hawaii.**

**DUANE KOMINE**  
GENERAL MANAGER | 2015 IREM® NATIONAL MANAGER OF THE YEAR  
THE HOKUA AT 1288 ALA MOANA

HONOLULU  
HAWAII



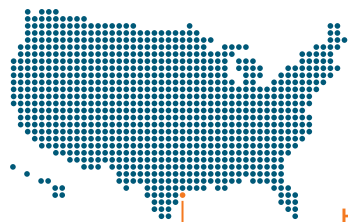
# YOUR TURNKEY SOLUTION.

“

I was amazed at the workmanship and professionalism—even though the new pipes are hidden by sheetrock and no one can see the work to appreciate it, the new pipes were installed with great care and precision. Something only a construction manager can appreciate.

**JOHN T. SHAW**

CONSTRUCTION MANAGER | MILESTONE MANAGEMENT



HOUSTON  
TEXAS

”



## ONE CONTRACT, ONE POINT OF ACCOUNTABILITY, COMPLETE SATISFACTION.

When we say we provide a turnkey solution, we truly mean it. Unlike service plumbers who rarely have the scale to handle an occupied multi-family plumbing renovation, or general contractors who subcontract out the majority of the work, only SageWater brings all the necessary skills to your project under one contract. With a single point of accountability and reduced overhead, we deliver value on every job, every day.

SageWater provides a complete pipe replacement program. From assessment to system installation, our service includes a site evaluation, estimating and budgeting, a scheduling plan, and a resident communications package customized for each project. Our team of project managers, plumbers, wall finishers, tile setters, painters, carpenters, and cleaning staff work together seamlessly to expedite completion. From our meticulous upkeep of work areas, to expert piping installation and precise matching of paint and textures, we deliver an incredible finished product.





# PLANNING FOR SUCCESS.



Before our crews break out their tools, we work with our clients to develop a comprehensive project scope. When necessary or desired, we are happy to suggest resources who can help with failure analysis, engineering support, financing options, construction management, and other tasks.

We take pride in the fact that our proposals outline what's included in our scope of work and what's not, as well as our list of relevant assumptions—detail that is intended to serve as a roadmap based on our 35 years of experience, encouraging thorough discussion prior to starting the project to clarify the scope of work and minimize change orders.

## VALUE ENGINEERING



All of our bid responses to requests for proposals (RFPs) are built around creating a functional, long-lasting solution for our clients. We consider a wide range of materials, workflows, and installation techniques to deliver the most effective solution in the most efficient way possible.

## DESIGN-BUILD SOLUTIONS



With decades of experience, we know how to get the job done on time and on budget, with or without the support of third-party design or construction management. SageWater's design-build solutions help our clients save money by building value into every phase of every project. And with a single point of contact, you can rest easy knowing that the buck stops here.

## PRE-CONSTRUCTION RESOURCES

The pre-construction process may benefit from a variety of different specialists to help navigate your upcoming pipe replacement project. SageWater has an extensive network of resources to help our clients throughout this phase of the project.

### PRE-CONSTRUCTION SERVICES

For those who have committed to the process but need help defining the scope of work and selecting a vendor, we have a referral network of construction managers, engineers, and architects who can help with all aspects of the pre-construction process, from developing construction drawings of your plumbing systems to putting your project out to bid and selecting the best contractor.

### FINANCING

Whether you are a condominium seeking a loan to pay for your pipe replacement project or an investor looking for capital improvement funding as part of an acquisition or a refinancing program to make improvements to your property, we have connections who can help you explore your financing options and get you the best loan possible.

### INSURANCE

For those with questions about the coverage, risk, and losses due to leaks, we have a number of experts who can provide insight and guidance to help you understand the potential benefits after completing a repipe and possible risks if you choose to delay.



**The results have been spectacular—increased occupancy, less turnover, a more confident staff that can look a prospect in the eye and promise excellent service. What a difference.**

**DAVID HUMES**

FDH ASSET MANAGEMENT | CIMARRON APARTMENTS



SAN ANTONIO  
TEXAS



# LEFT-BRAIN EFFICIENCY, RIGHT-BRAIN EMPATHY.

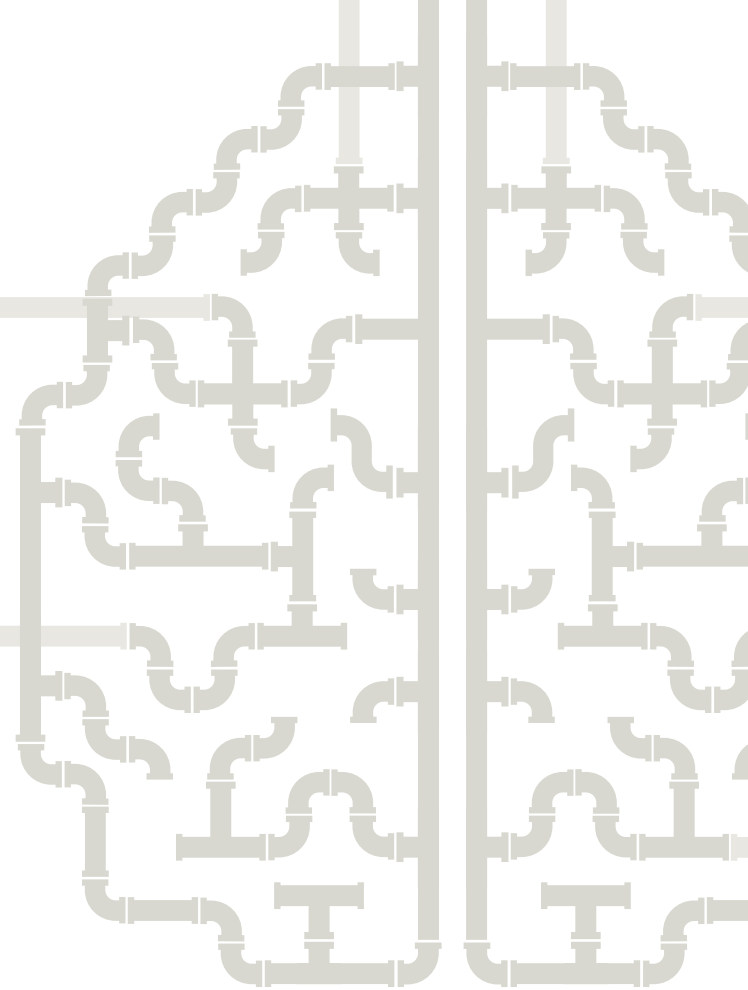
**NO ONE HAS TO MOVE OUT,  
AND WATER IS TURNED BACK ON  
AT THE END OF EACH WORKDAY.**

Our time-tested pipe replacement experts know how to minimize disruptions and maximize efficiencies. No one ever has to move out.

All of our employees are e-verified, drug-screened, and background-checked. With an average of more than seven years on the job at SageWater, our crew members know how to get the job done on-time, on-budget, and with a smile.

At every stage of your pipe replacement project, a dedicated on-site manager will work with your staff to create and execute a communications plan. Throughout the construction process, your residents can call their project manager directly with questions, or access an optional dedicated project website for up-to-the-minute information.

We have optimized our process for delivering on time and with minimal disruption because our crews operate as one seamless team. We are careful to minimize destruction when accessing the old pipes, meaning less work is required to put the walls back together again. With the same team making repairs, we optimize across trades, eliminating gaps between phases of work and ensuring much quicker completion of each unit.



**The scope of work presented to SageWater was daunting to say the least, but SageWater reached substantial completion of our pipe replacement two months ahead of schedule and below the initial budget.**

**SHANNON NODA-CARROLL**  
BOARD PRESIDENT | 1717 ALA WAI



HONOLULU  
HAWAII



## A SMARTER WAY TO COMMUNICATE

### CUSTOMIZED COMMUNICATIONS PLANS FOR EVERY PROJECT

From the first town hall meeting to the last drop of paint, SageWater's dedicated on-site project managers work with residents and staff to ensure that expectations are set and met.



### UNIT-SPECIFIC COMMUNICATIONS

Our paper notices and color-coded floorplans let each resident know where we will be working and when we'll be done.

### DEDICATED PROJECT WEBSITE

For larger projects, we provide a dedicated website to serve as an information hub, giving residents 24/7 access to information about upcoming renovations.



### DIRECT ACCESS

Throughout the pipe replacement process, residents can communicate directly with SageWater's on-site project management, limiting extra phone calls to your building staff.



# THE SAGEWATER REPIPE PROCESS.

## 1 A STAGING AREA IS ESTABLISHED



For most garden style projects, our staging area will be contained within a small shipping container. For high-rise projects, we frequently set up in a parking lot or some other location on site that works within your space constraints.

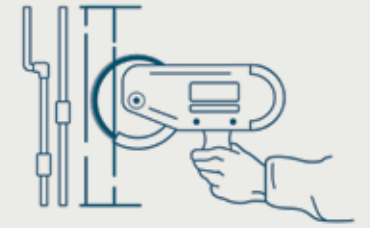
## 2 RESIDENTS' HOMES ARE PROTECTED



Our dust mitigation system protects any furniture and valuables through extensive use of plastic sheeting and drop cloths.



## 3 DRYWALL IS CUT AND LABELED



Each cut is numbered to make sure that, where possible, each piece is returned to where it belongs. Additionally, where required, cabinetry is temporarily removed to prevent damage when accessing pipes within kitchen or bathroom walls.

## 4 OLD PIPES ARE DISCONNECTED AND NEW PIPES ARE INSTALLED



With decades of focusing exclusively on piping system replacements, our crews bring unmatched expertise to every job.



## 5 WORK AREAS ARE CLEANED AT THE END OF EACH DAY



We guarantee that every unit will be cleaned and domestic water will be turned back on at the end of each day.

## 6 CITY/COUNTY INSPECTIONS ARE COMPLETED



We work with local building inspectors to manage inspection schedules and minimize project delays.

## 7 DRYWALL IS INSTALLED AND FINISHED



Expert craftsmen repair holes with the numbered cutouts or new material as necessary. A seamless patch is our standard. For DWV projects, cabinets, tile, vanities, and counters that were removed to access your pipes are all professionally re-installed.

## 8 PRECISION PAINT APPLICATION



We custom color match to ensure each unit looks like we were never there.

## 9 FINAL INSPECTIONS



Final walkthroughs are completed with an owner's representative and/or resident to ensure complete satisfaction.



Watch our process at [sagewater.com/video](https://www.sagewater.com/video)





# OUR CLIENTS.

## OTHER SERVICES

SageWater offers more than just pipe replacement services.

### BOILER CONVERSIONS

Swap out your old central boiler, install individual hot water heaters and submeters, and save big—up to a 179% return on investment for some properties. Please see our case study online at [sagewater.com/boilerconversion](http://sagewater.com/boilerconversion).

### SUBMETERING

Virtually eliminate your water utility costs and spur your residents to greener habits by installing our automated submetering solutions.

### WASHER/DRYER RETROFITS

Upgrade from a centralized laundry room to in-unit options, and you'll see marked improvements in retention and rent rates.

### DUE DILIGENCE CONSULTATION

Know before you buy (or sell)—a SageWater due diligence consultation can help you understand the remaining useful life of a property's current plumbing systems so you make the right decisions about capital improvements.

- |                               |                                  |
|-------------------------------|----------------------------------|
| AIMCO                         | KAY APARTMENT COMMUNITIES        |
| ALLIANCE RESIDENTIAL          | KETTLER                          |
| AMLI RESIDENTIAL              | KLINGBEIL CAPITAL MANAGEMENT     |
| AUKUM GROUP                   | LINCOLN PROPERTY COMPANY         |
| AVALONBAY COMMUNITIES         | MAA COMMUNITIES                  |
| THE BAINBRIDGE COMPANIES      | MADISON APARTMENT GROUP          |
| BLAKE REAL ESTATE             | MARRIOTT INTERNATIONAL           |
| BLUE VISTA CAPITAL MANAGEMENT | MILESTONE MANAGEMENT GROUP       |
| BONAVENTURE REALTY GROUP      | MISSON ROCK RESIDENTIAL          |
| THE BREEDEN COMPANY           | NORTHLAND INVESTMENTS            |
| CAMDEN PROPERTY TRUST         | POLINGER COMPANY                 |
| COLONIAL PROPERTIES TRUST     | RAM PARTNERS                     |
| DRUCKER + FALK                | REALSOURCE RESIDENTIAL           |
| DWECK PROPERTIES              | THE SCULLY COMPANY               |
| ELME COMMUNITIES              | SENTINEL REAL ESTATE CORPORATION |
| EQUITY RESIDENTIAL            | STARWOOD CAPITAL                 |
| FAIRFIELD RESIDENTIAL         | STONEBRIDGE INVESTMENTS          |
| GABLES RESIDENTIAL            | THRIVE COMMUNITIES               |
| GREYSTAR                      | TOWER COMPANIES                  |
| HARBOUR GROUP INTERNATIONAL   | UBS REALTY ADVISORS              |
| HENRY TURLEY COMPANY          | UDR                              |
| JMG REALTY, INC.              | WEIDNER APARTMENT HOMES          |
| JPI                           | WESTDALE                         |

AND NUMEROUS OTHER APARTMENT OWNERS, CONDOMINIUM ASSOCIATIONS, AND HOAs ACROSS THE COUNTRY.

# CUSTOMER FEEDBACK.



The project was very well organized and completed much quicker than we'd anticipated. The team was wonderful, and we would absolutely recommend SageWater to others.

**KRISTINA BURKS**  
PROPERTY MANAGER | ASHFORD CLUB APARTMENTS



TALLAHASSEE  
FLORIDA



MONTGOMERY  
ALABAMA

I cannot say enough about your project manager and his leadership. He worked diligently to ensure that the project was as painless as possible for our guests and staff. The efficiency of the team was amazing, and their craftsmanship is unprecedented. Our hats are off to the entire team!

**GWEN BRUMLEY**  
GENERAL MANAGER | RESIDENCE INN BY MARRIOTT



We were having leaks across the property at Mission University Pines and decided a repipe was our best course of action. SageWater came highly recommended, so we chose them to complete our project. Overall, the project went great and was completed ahead of schedule.

**RAY STEWART**  
VICE PRESIDENT OF MAINTENANCE SERVICES  
MISSION UNIVERSITY PINES



DURHAM  
NORTH CAROLINA

To learn more about the financial benefits our clients experienced by choosing to repipe, visit [sagewater.com/value](http://sagewater.com/value).

# PIPE UP.

## WHEN PIPE PROBLEMS POP UP IN YOUR BUILDING, DON'T STAY SILENT.

Leaks have a sneaky way of starting off with a small drip before building slowly and deceptively until a catastrophic and damaging failure occurs. Don't get caught off guard with expensive flood remediation, insurance claims, damages, and disgruntled residents. Being proactive is the only way to avoid a costly catastrophe.

That's why SageWater offers a free consultation for any pipe replacement project you may be considering. Call today and speak with one of our experts to better understand your options.

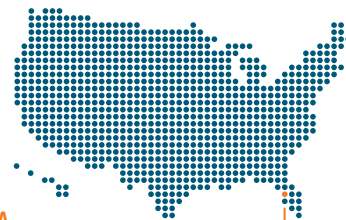
No matter your building's pipe problems, we can help ... but only if you get in touch. Pipe up, and call SageWater today.

See our client list and read about individual SageWater projects at [sagewater.com/portfolio](https://www.sagewater.com/portfolio).



During the 15 years I have been in the multifamily industry, this is only the fourth letter of recommendation I have written. Personally overseeing five re-plumb projects in the past—which were just short of nightmares—I was somewhat skeptical. Very quickly, I was proven wrong. The team of professionals you have working on our project is phenomenal.

**MELISSA CANNATA**  
REGIONAL PROPERTY MANAGER | RMI



TAMPA  
FLORIDA



TO BEGIN YOUR  
FREE CONSULTATION,  
CONTACT US TODAY.

PHONE

**1-888-584-9990**

VIDEO

**[sagewater.com/meet](https://www.sagewater.com/meet)**

EMAIL

**[info@sagewater.com](mailto:info@sagewater.com)**

WEB

**[sagewater.com](https://www.sagewater.com)**



# PIPE PROBLEMS. SOLVED.

We're America's #1 pipe replacement specialists.  
Trust SageWater to do the job right.



**sageWater**<sup>®</sup>

Share this brochure digitally at [sagewater.com/brochure](https://sagewater.com/brochure)

1.888.584.9990  
[sagewater.com](https://sagewater.com)  
[info@sagewater.com](mailto:info@sagewater.com)

SageWater is a proud member of

