

# The Tissue<sup>9</sup>

PUBLISHED FOR THE CUSTOMERS AND ASSOCIATES OF DIAMOND ENVIRONMENTAL SERVICES

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## New Year Begins with Two New Achievements



Diamond owner Eric de Jong cuts the ribbon at a grand opening ceremony celebrating the debut of Diamond's jewel of a new facility in San Marcos.

### An Expanded Facility

From the inlaid diamond on the beautiful glass doors at 807 East Mission Road to the sparkling maintenance and repair shop and pristine portable restrooms gleaming in the sun, Diamond's new facility is a jewel in San Marcos.

The company moved into its new digs in November. On January 24, it celebrated a grand opening ribbon-cutting ceremony, in conjunction with the San Marcos Chamber of Commerce.

*As our customers expand, Diamond expands to meet their needs.*

Utilizing the same phone and fax numbers, Diamond's current headquarters is a mere two blocks from its old office, but it's definitely a step up, believes owner Eric de Jong. "Our office space went from 2,000 to 5,000 square feet, the shop areas total 20,000 square feet and we have amenities like a permanent washbay for the trucks and a roofed wash area for our restrooms. This is a better facility for employees all around," he says. "A big morale booster."

### Expanded Coverage

Diamond ended 2005 and started 2006 with a bang. The company's purchase of Orange County Portables

**Diamond now serves Orange County with six drivers, five routes and a satellite office in Santa Ana.**

became effective on December 31. On January 1, Diamond officially rolled into the Orange County market, with six drivers, five routes and a satellite office, yard and manager based in Santa Ana.

The transition has been seamless, with all operations centralized at San Marcos headquarters. A map on the back of this newsletter outlines Diamond's enlarged service areas.

"This expansion greatly benefits our customers," Eric reports. "We're able to take better care of our customers. As they expand, we expand to meet their needs."

Four counties. Thousands of customers. Over 100 employees. Many routes, drivers and products. And one overriding commitment to customer service.

That's Diamond Environmental ... we're in the business of serving you.



### Don't Let Winter Rains "Mud"dle Your Portables

Location, location, location. It's as important in siting portable restrooms as it is in real estate.

Winter rains bring mud, so please consider the location of your portable restroom. It needs to be placed where people can get to it ... and where our trucks can access it for service, without creating a mess or getting stuck.

Please don't be a stick-in-the-mud. Ask us for advice in finding the most suitable set-up site.



# An Amazing Trio ... Dispatchers Keep Everything Moving Smoothly Along



*E.T., seated, is flanked by Pedro and Willy Rubalcava.*

Phones are ringing. Computers are humming. Questions are being competently answered, problems adeptly resolved and emergencies calmly handled.

Tucked inside a cozy office is Diamond's "Control Central," AKA the dispatch team of E.T. and bilingual brothers Pedro and Willy Rubalcava. E.T. and Willy specialize in portable restrooms and Pedro in septic and non-hazardous pumping services. All are cross-trained to handle anything and everything that comes their way. Which it does!

"We handle a lot," confirms Willy, a former janitor who has gone from cleaning toilets to overseeing their operation. When Willy joined Diamond 14 months ago, he had to learn how to use a computer. Now, he and his two colleagues look like they were born with keyboards in their hands and telephones in their ears.

## Time to Get Pumped?

We're sending out an SOS to septic users: Service Or Suffer! Do not – we repeat – do not – wait until you have a backup to get your septic system serviced.

Here are some useful guidelines provided by the San Diego Sewer Haulers Association. In addition to these rules of thumb, **make sure that you never exceed five years without service**, to check for root infestation or tank damage.

### Residential Septic Systems

- Systems should be serviced based on the number of residents.
- 1 person = every 12 years;
- 2 people = every 6 years;
- 3 people = every 4 years;
- and so on.

### Commercial Septic Systems

- Systems should be serviced based on the number of users, twice as often as residential.

## These Wizards Work Wonders

"We're basically problem solvers," explains E.T. "Holidays and summers are particularly busy times. Someone will lock a gate and we are unable to service the facilities." E.T. says one of the best parts of his job is attending an event and observing that all the Diamond equipment is operating properly.

Pedro says he gets some amazing calls. "You never know what a customer will ask. We often deal with emergencies; juggling priorities and quickly rescheduling." As a three-year employee who started as a driver servicing grease traps, Pedro has the knowledge and disposition to take a stressful job in stride.

"One of the best things that happens is when customers appreciate the job we do," Willy says, as E.T. and Pedro nod in agreement.

The dispatchers agree on many things, especially this: After a long day at work, the last thing they want to do when they get home is ... answer the phone.

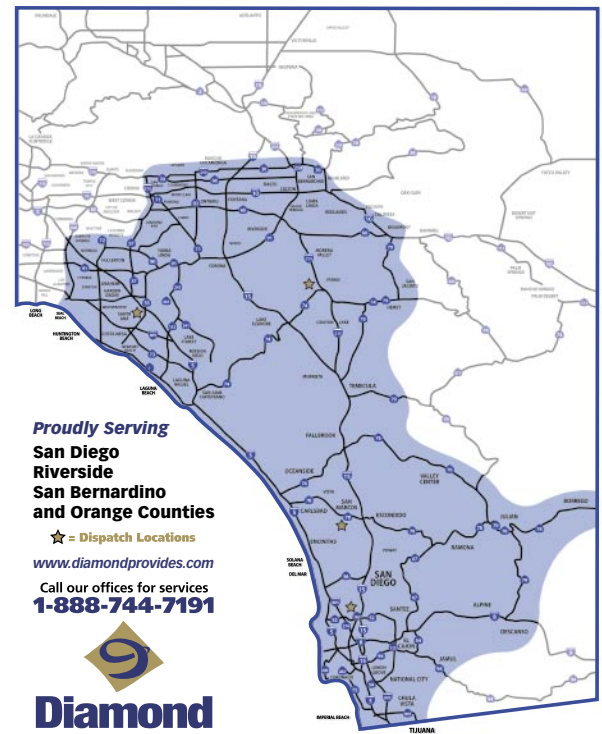
## Looking Ahead ... In the next issue of *The Tissue*:

- Enjoy scenes from our upcoming Open House.
- Learn all about comfort stations.
- Get summer news you can use.

If you have a question you would like answered in a future newsletter, please email [sales@diamondprovides.com](mailto:sales@diamondprovides.com).

## About Diamond

Diamond Environmental Services is a privately owned and locally operated sanitation company offering portable, long-term and permanent restrooms as well as RV, septic, grease trap and non-hazardous wastewater pumping.



**Proudly Serving**  
San Diego  
Riverside  
San Bernardino  
and Orange Counties

★ = Dispatch Locations  
[www.diamondprovides.com](http://www.diamondprovides.com)  
Call our offices for services  
**1-888-744-7191**



More than 100 employees serve the special event and ongoing needs of thousands of customers throughout San Diego, Riverside, San Bernardino and Orange Counties. With a main office in San Marcos, and satellite facilities in Miramar, Perris and Santa Ana, Diamond provides prompt attention to customers' needs and 24-hour emergency services.

A full description of products and services can be found on our website at [www.diamondprovides.com](http://www.diamondprovides.com).



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