



# DPI Investigator

January 2010



## A Message for the New Year

Welcome to 2010 — a New Year and a new decade. Every year, DPI reviews the services we provide to ensure we are addressing our customer's needs. As the new year unfolds we will be determining strategies, improving quality, and innovating by providing new services.

Some people make New Year's resolutions. At DPI, an old resolution continues. We have a daily goal to refine policies and procedures for each department, to streamline workflow, and to make our company more efficient overall. In 2010 we are making plans to improve communications with our clients to better educate adjusters on the failure analysis process, the services available, and the benefits to your business.

DPI understands the economic conditions the country is facing. We understand that our clients are actively searching for improved subrogation results. We believe a high quality inspection at a reasonable price will be especially beneficial to the insurance industry during these times.

Product failure analysis is as changeable as the weather - it is necessary to change methods and techniques of our identification services, evidence investigation, and testing procedures constantly in order to provide accurate and reliable information in the final reports. We welcome suggestions or recommendations from our partners in the insurance industry as we pursue quality in our product.

We assure you that DPI's Management Team and staff will work diligently in the coming year to provide the best quality service available.

**D**etermine Strategy  
**P**ursue Quality  
**I**nnovate To Subrogate



## Improved!

Behind the scenes in many businesses today is the IT (information technology) guru. At DPI that guru is David Haskins. Over the last few months, David has been designing and programming a new database. You may not see it, but it is in daily use now. Just one more way DPI is improving service to our clients.



Another improvement is an updated newsletter list. In checking the new database, we found some groups that were not receiving our monthly newsletter. Since we are starting a new year, it seems a great time to start everyone off on the same foot. The November newsletter dealt with the DPI claim form. Since this may be the first time some of our clients are receiving a newsletter, the November edition is being re-sent with this issue. Back editions are available in PDF format at [www.dpi-inc.com](http://www.dpi-inc.com). In August 2009, the general interest consumer articles were discontinued and the format was streamlined to a two-page design with a focus on specific information to benefit our clients. Please take a few moments to look at some of the recent editions. Helpful information is available for you.

Checklists for adjusters are being developed. This new tool will help an adjuster take an item of evidence and systematically "check off" the information needed by DPI inspectors to put a failure in context and produce a more beneficial report.

The new DPI web site is up and running. You can download claim forms and newsletters and access current training videos. Additional planned features include adjuster forums and a subrogation blog.

More "new and improved stuff" is planned for the new year. Watch for announcements each month in the DPI Investigator.

### Help Us Help You *Please* Include On-Site Photos

The DPI claim form requests the inclusion of on-site photos. However, they are almost never received. When an inspector calls the adjuster because he really needs more information to complete a report, the conversation typically reveals there are numerous photos available in the file. Those snapshots of the front porch, back yard, and fans drying out the carpet are really not much help, but three or four good images of the immediate area of leakage can be invaluable. Please send color images, if available, as twice-copied faxed versions tend to not have sufficient useful detail.



**Sold by:** Authorized distributors nationwide from October 2006 through July 2009 for between \$250 and \$280. The valves were typically sold as replacement parts for large water heaters used in commercial locations or possibly large homes. **Manufactured in:** United States **Remedy:** Consumers should immediately contact Watts Regulator to schedule a free repair. **Consumer Contact:** For more information, contact Watts Regulator toll-free at (888) 272-4649 between 8 a.m. and 4:30 p.m. ET Monday through Friday or visit the firm's Web site at [www.watts.com](http://www.watts.com).