

PEPtalk

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Taking care of the troops that take care of us

Leave it to the EJP Team from the state with the motto "Live Free or Die" to step up and coordinate a most impressive display of support for our troops in Iraq. EJP-Concord Manager Jim Ripley partnered with MBS Manager Andy Lane to send flyers to their respective customers asking for donations. They then designated their facilities as official 'drop-off' sites for both customers and the public at large.

The result was a substantial collection of toiletry items, non-perishable foodstuffs, magazines and other items PLUS more than



\$3,000 in monetary donations. MBS/EJP delivered the haul to the door of the Londonderry, NH facility for the US Navy and Marine Corps for shipment to our brave men and women overseas.

We salute the patriots of our Concord team for giving us one more reason to be proud of their operation.



Bridge over complicated water

Hanging a water line on a bridge is nothing new for Team EJP, but the project that Don Bush and our Pembroke, NY division are completing is truly unique. The new bridge spanning Angelica Creek is believed to be the largest wooden beam support bridge east of



the Mississippi and 280' of our 6" C-900 PVC pipe will be there for as long as it stands. The project is also a study in the power of cooperation since the Village of Angelica owns



the water line, the Town of Angelica owns the bridge and Allegheny County owns the road passing over it. Sorting out all the details and keeping everyone happy are the contractor, A.L. Blades and Sons in Hornell, NY and the engineering firm of Dewberry-Goodkind, Inc. in Rochester, NY. Congratulations to all on a complicated job, well done.

The best get better at service technician training

The brand new Northeast Regional Safety Academy in Montpelier, Vermont was the site of an intense, three-day training session for all Team EJP Service Technicians in February, 2003. Equipment maintenance, hydrant repair, chlorinating/dechlorinating and air leak locating were all topics of instruction led by Ken Longfellow of the Gardiner Division and Alex Punchak of the Red Hed Division. Other technical topics included leak locating, line tracing, polyethylene fusion as well as a manhole coring demonstration. On the safety side, our technicians experienced an on-site manhole set up complete



with lateral lines for a real-world lesson in confined space safety. The facility also features areas for road safety, trenching, rigging, power tool safety and even a smoke room for fire training. Special thanks to Dave Harris, EJP Montpelier outside salesperson, Andy

Lane, manager of MBS, Paul Lane of Central Plastics, Scott Kennedy of EJP West Indy, Ray Morang and Doug Brown of EJP Gardiner and Richard Wobby, Director of the Northeast Regional Safety Academy for making our outstanding service people even better equipped to serve customer needs.

Quality Water & Waterline Industries make new business waves

Add yet another successful project to EJP's subsidiary, Quality Water Products and their outstanding partner customer, Waterline Industries of Seabrook, NH. Waterline Industries just completed the Sudbury Water Treatment Plant for the Sudbury, MA Water District for which Quality Water supplied all of the site piping as well as the interior flanged piping. Other recent projects these two companies have worked on together include the Water Treatment Plant in North Attleboro, MA and a wastewater plant upgrade in Hull, MA. The team also just recently received a contract for the East Longmeadow Wastewater pumping station. With contracts awaiting approval for a Water Plant in Chelmsford, MA, an Ultraviolet Disinfection System in Fairhaven, MA and a Water Treatment Facility in Byfield, MA, it looks like Quality Water and Waterline Industries will be making waves for a long time to come.

Beauty is in the eye of the Superintendent

Congratulations to Team EJP – Vernon, CT on a job so well done that Rick Vanski, Superintendent of the Town of Wallingford Water Division claimed that: "everything fit exactly, there were no filler pieces needed, it looks beautiful."



The existing steel pipe originally installed in 1993 was corroding and had started to form pinholes. EJP – Vernon contacted its sister company QWP and Jeff Carlos was sent to measure and lay out the project. The welded steel pipe with ductile iron flanged pipe and fittings were manufactured and shipped based on the dimensions he took at the site. The customer's comments say it all. *Great job, everyone.*

Drivers take a trip to the classroom

When it comes to safe driving, there's no substitute for experience, of which our crew has plenty. However, even the most experienced driver can benefit from classroom training and that's exactly what 20 of our drivers received earlier this year. Rit Pinnette of Traveller's Insurance conducted a complete review of the latest traffic laws and safety techniques to help our drivers per-



form at an even higher level. Robbie Chadwick, Team EJP's Eastern Sales Manager (shown in photo) also gave a very informative presentation on VAS and how our two companies can and do work together. The session was extremely productive and informative and will surely help our fleet of drivers to keep on truckin' – safer and more efficiently than ever before.

Child of EJP employees on a crusade for kids

Lisa Cooley, a junior at the University of Maine, is not exactly following in her mother's career footsteps, yet Beth and Reggie Cooley still couldn't be more proud of their daughter. That's because Lisa has dedicated her life to social work, specifically, the welfare of children. Thanks to the coursework she is taking at U Maine, Lisa was able to attend the annual conference of the Children's Defense Fund in Washington DC in April. In addition to seminars and workshops, Lisa participated in a rally on Capitol Hill. She also had the opportunity to attend meetings with several state leaders, including Maine's first district Rep. Tom Allen. We can certainly relate to Lisa's passion for her chosen profession and her willingness to work hard. *Keep up the good work, Lisa!*

Going the extra 'nautical' mile for Wannacomet Water Company

How do you install 6,800 feet of 12" and 4,000 feet of 10" ductile iron pipe on an island 30 miles off the coast of Massachusetts in the middle of February? Such was the task facing our customer, D&C Construction, Team Red Hed, and PEP Transportation, who trucked 16 loads onto a barge over a 4 week period in order to make possible the installation of a brand new Nantucket water main, including hydrants, valves and fittings. The D&C installation happened at a perfect time, both for lack of traffic on Nantucket, as well as a typically slow time for business. The only imperfect bit of timing related to the weather, nearly causing the loss of a load due to high seas. Other than that scary incident, it was smooth sailing for a most unusual install. *Great job, everyone.*

In Memoriam – Barry Risinger

It is with great regret and much sadness that we report the untimely passing of Barry Risinger, a Purchasing Agent at Team EJP Lafayette. Barry joined EJP in 1996 and will be greatly missed by his co-workers and customers. Barry was an avid camper and fisherman and a life-long fan of the Indiana Hoosiers. He leaves behind his wife, Sue, three children, Amber, Katie and Christopher and two stepchildren, Jamie and Nicholas Houston. We extend our deepest sympathy to the entire Risinger family during this most difficult time.



Wabash treats customers right

Team EJP Wabash has always taken good care of its customers, but they really went the extra mile on May 2, 2003. That was Wabash's first ever

Customer Appreciation Day and Vendor Workshop. More than 200 customers were treated to a buffet lunch as well as an incredibly informative seminar that drew rave reviews. So much so, that all EJP Wabash employees are looking forward to making the highly successful day an annual event.

Duke Property, Inc. & EJP – building on a great partnership

Duke Property has again chosen EJP West Indy to assist with the latest expansion of their Lebanon Business Park. Two new distribution buildings for heavy equipment parts will require a fire loop of approximately 11,000' of 10" Class 50 American Ductile Iron Pipe, approximately 27 fire hydrants with 6" gate valves and numerous 10" post indicator valves. Oles Engineering in Brownsburg, IN will be installing the fire loop with EJP West Indy outside salesperson Doug Karst overseeing the project.

INSIDE EJP



Looking toward the future

In addition to all the current success stories contained within this newsletter, another development worth mentioning is the recent decision by the Portland, Maine Water District to take a more proactive approach to operations management. A renewed emphasis on employee training and a commitment to preventive maintenance are two ways PWD is changing its focus. By the end of 2004, all new installs and renewals will be outsourced to qualified contractors.

This decision reflects the growing trend among water districts (and all companies for that matter) to make their operations better and more efficient.

Congratulations & thank you to our 2002 Vendor Award winners!

When it comes to delivering the service and excellence our customers expect, dependable, high-quality vendors are an essential part of the EJP Team. The efforts and service of all our vendors were saluted at our 12th Annual Team EJP Vendor Recognition Awards Banquet on February 10, 2003, where the following individuals were recognized for providing us with a truly inspiring level of satisfaction:

Mike Ganem, Sales Representative,
 American Flow Control Co.

Betsy Yates, President, Indiana
 Seal

Walter O'Leary, District Sales
 Manager, Griffin Pipe Products Co.



Pictured from left to right: Mike Madden, EJP; Mike Ganem; Betsy Yates; Walter O'Leary; and Mike Lund, EJP.

Twenty four join Team EJP

Twenty four people joined eleven locations over the last six months. *A warm welcome to:*

Richard A. Ballou Jr.
James D. Bricker
Brian J. Burns
Sean P. Connor
Sean E. Dodds
Derek Foss
Phillip E. Jones
Steven D. Jordan
Keith A. Kupfer
Jeffrey W. Lohr
Lawrence H. Nadeau Jr.
Aaron D. O'Donnell

So. Barre, MA - Machine Shop
 West Indy, IN - Outside Sales
 So. Burlington, VT - Service
 PEP Transportation, ME - Pep Drivers
 Lima, OH - Yard
 Concord, NH - Yard
 Home Office, ME - Administration
 Mishawaka, IN - Delivery
 Middleton, MA - Engineering & Marketing
 Lima, OH - Engineering & Marketing
 Bangor, ME - Delivery
 So. Barre, MA - Machine Shop

Michael A. Phillips
David R. Robichaud
James J. Sadak
Glenn Scott
Thomas Stanley
Theodore W. Tabin
Leland Weiner
Tara L. Wentworth
Colin T. Willette
Farin C. Wilson
Wanda M. Winell
Dari Lee Zagwyn

Gardiner, ME - Delivery
 Portland, ME - Administration
 Lincoln - Outside Sales
 Lincoln - Machine Shop
 MBS, NH - Meter Shop
 Springfield, MA - Engineering & Marketing
 Lincoln - Outside Sales
 Home Office, ME - Administration
 PEP Transportation, ME - Pep Drivers
 West Indy, IN - Delivery
 Warwick, RI - Administration
 Home Office, ME - Accounting