

# PEPtalk

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## Terrific Turnout at Griffin Pipe/Team EJP Connecticut Tour and Seminar

Technical expertise — it's an essential means of maintaining our competitive edge. That's why Team EJP supports ongoing training programs that help advance the technical skills and knowledge of both our customers and our employees. Recently, Team EJP Connecticut had the privilege of working together with Griffin Pipe to present



a plant tour and engineering seminar. On January 9, 2007, more than 50 people, including engineers, water superintendents, inspectors, and principals, made the trip from

Connecticut to Florence, New Jersey to participate in the event. The three-hour program was approved for training contact hours (TCH) credit by the State of Connecticut Department of Public Health Drinking Water Division. Engineer Steve Freed of Griffin Pipe conducted the engineering seminar, and eight Griffin Pipe employees guided attendees through the plant in two groups to complete the program. Lunch was served as well. "It was a great experience for all attendees!" said Bob Cianciosi of Team EJP Connecticut. We're delighted to have had this opportunity to team up with our colleagues at Griffin Pipe, and we look forward to creating more partnerships of this nature.

*A special thank you to Rich Mazur of Team EJP, Steve Klobukowski of Colchester Water, DeWayne Taylor and Walter O'Leary of Griffin Pipe, and the EJP Home Office for the promotional items and support. It was an excellent example of "Together We Will" for the advancement of industry knowledge.*



## Bill Pickens of Team EJP Vermont Saves the Day for Hotel Jay

When it comes to describing outstanding customer service, no one says it better than a satisfied customer. Here is a transcript of an actual e-mail sent by Jake Webster of Jay Peak Ski Resort in Barre, Vermont who had a lot of good things to say about Team EJP Barre Sales Representative Bill Pickens: "Bill has been our sales rep for the last couple of years and has always given us excellent service. However, when we had a water main break at the Hotel Jay on December 7, 2006, Bill took customer service to a whole new level. That afternoon was spent discovering the nature of the problem. By 6 p.m., it was clear it would be more complicated than a typical 4" line break with an XR501 repair. Instead, it would involve fittings and connections on both sides of the wall, and it was bigger than our crew could handle. The weather was turning bad and a group was arriving at the hotel, ready to ski. We were to open that side of the ski mountain the next night. I called Bill's cell and I hated to try his residence, though he always offered it in an emergency. But I did, and Bill got right back to me saying he would be right up to see what parts we needed. He was organizing a list of the typical components to address what I had described.

Bill worked with our staff and one plumber to make sure we had the right parts, and that they were going together in the right way. As a manager, my fear is always that we'll go

to great lengths to put everything back together, but two days later have another failure because the correct gasket wasn't used or bolts were not correctly torqued. Bill allayed my fears with the calm knowledge and experience he brought to the job. The plumber and my guys could feel that knowledge and were able to get the job done well. Again, thanks for Bill's help and the backing of the whole Barre crew. They really know how to help us get our jobs done and I wanted to recognize that." *We congratulate Bill and the rest of Team EJP Barre and extend our sincere gratitude to Jake Webster for taking the time to write such a complimentary e-mail.*



*Shaking hands are Jake Webster, VP Jay Ski Resort and Bill Pickens of Team EJP. Behind them are Gordan Stone, Andy Geiss, Gill Myott and John Demers, all of Jay Peak*

## Team "Chi Chi" Aces Connecticut Open House

September 28, 2006, was no ordinary day for Team EJP Connecticut as they prepared for their annual Open House in Vernon. Anticipation was in the air and the weather was cooperating, but the staff never expected to have a special guest quite like this one.

Before the event began, a black Cadillac briskly pulled into the EJP yard. A man got out and started discussing drainage with Inside Marketing Rep. Bob Stark. Division Manager Bob Cianciosi approached the curious-looking vehicle and asked if any help was needed. The driver said he was looking for some drainage grates for a golf course in Puerto Rico. His son owns Discenza Construction, a local EJP customer. As the conversation continued, Bob C. noticed that the car's passenger, donning a fedora hat, looked very familiar. So, as Bob S. procured 48 12" Hancor Poly Drain Grates to be picked up and delivered to Puerto Rico via Lear Jet, Bob C. quickly recognized and greeted the one and only Juan "Chi Chi" Rodriguez.

As one can imagine, the Open House atmosphere was elevated to a new level as customers, employees, and vendors were greeted by the golfing legend. The contractors and engineers who flowed in during the mid-day hours were met by vendors from North American Green, American Flow Control, Romac Industries, A.Y. McDonald and Hancor Industries. Uncle Don Sherwood of the Round Lake, NY division provided a country barbecue to the delight of all.

*Thank you to all the Team EJP Connecticut employees and vendors who made this event such a success! (And a special thanks to Chi Chi Rodriguez).*



Bob Cianciosi and Chi Chi Rodriguez

## Dupont Water May Be Happily Coming to its "Sensus"

Don Barnes, the superintendent for Dupont Water in Dupont, Indiana, has been conducting important research on different methods available for reading the 1,500 meters in his system. Don has realized that Sensus Metering Systems offers a good product, and he wanted to see it in action. His opportunity arrived on January 12, 2007, when Scott Ham, manager of Silver Creek Water in Sellersburg, Indiana, invited Don Barnes and Lonnie Andis, President of Dupont's Water board, to come to Silver Creek and take a look at what Sensus had done to make their lives easier.

Scott is a great customer for Team EJP and Sensus, and we are pleased that Silver Creek Water has had great results with our products. Scott is very proud of his water system, and he told us that it used to take three to four Silver Creek employees weeks to read meters every month. Now, with the Sensus RadioRead® transmitter, it takes one employee just one-and-a-half days to read meters. We'll keep you posted on the outcome of Don Barnes' research. *Many thanks to Scott for spreading the word about the success he's had with Sensus.*

## Team EJP Helps United Way Beat 2006 Goals!

Thanks to the generosity and hospitality of Team EJP, the United Way of Kennebec Valley had a truly fantastic 2006 fundraising campaign. In fact, EJP employees and the company lead the way in this campaign, continuing a tradition that goes back many years. This speaks to the special environment of giving within our company and a sense of responsibility to give back. For the 2006 campaign, Team EJP was very proud to be a model company used by the United Way representatives to encourage other companies in the area to participate as well. We're pleased to tell you that it had a positive effect. More than 150 area companies participated in the 2006 campaign, including many new businesses. On January 18th, the United Way announced that with the work of all their volunteers and staff, they exceeded their 2006 goal of \$1.5 million by \$35,000. More than 125 employees gathered at our home office training facility to celebrate, with Campaign Chair Vin DiCara and Board Chair Andrew Silsby guiding the festivities. Restaurants from the area provided a large variety of decadent foods, ranging from seafood stew and homemade pasta dishes to "chocolate fantasies" for all to enjoy. The evening was truly enjoyable at every level. The United Way of Kennebec Valley wishes to thank Team EJP as a host and a leader in the campaign to **give the gift of hope**. They said, "The result of this accomplishment will have a far-reaching ripple effect into the community because more agencies and programs will be funded through United Way grants, enabling them to reach more people in crisis. Last year, the United Way was able to serve more than 40,000 people through 37 partnering agencies. This year, that number will grow even more." *What an outstanding demonstration of our 'Together We Will!' spirit. Thank you to all the Team EJP folks who contributed to this accomplishment.*



## Thumbs Up for Chamber Fields Installation in Tewksbury

Congratulations to Team EJP Middleton and Domenick Zanni & Sons, Inc. for skillfully installing one of the largest chamber fields in the Tewksbury, Massachusetts area to date. This recent job was located at a Market Basket warehouse project and involved installing roughly 1,000 Stormtech chambers for a storm-water runoff detention field under a large parking lot. Site contractor Domenick Zanni & Sons, Inc., from Reading, MA, chose this method due to the ease of installing Stormtech products versus conventional methods. After the detention field was prepared, the chambers were installed in just one day and backfilled the next! The project also included over 3,000 feet of 12" through 48" ADS corrugated drain pipe. *Great job, everyone!*

*Scenes from the successful installation of 1,000 Stormtech chambers in Tewksbury, MA*



## Hanrahan Hits the Ground Running

Pete Hanrahan has been hired as an erosion and sediment control specialist. Right out of the gate, he completed the first round of training on January 25th for the Midwest at its FTW division-hosted training for the Mishawaka, Wabash and Lima, Ohio divisions. On January 26th, West Indy, Lafayette, Jeffersonville and West Carrollton employees attended training in Columbus, Indiana. Pete put on a great class starting with the basic fundamentals of erosion and sediment control. He also discussed the beginning of EPA's involvement and the regulations we have today, and closed with all the products and solutions available to solve our customers' problems today and in the future.



*Thank you, Pete, for making such a big impact on Team EJP so quickly. We look forward to more training sessions in other locations.*

## Revitalization/Rejuvenation Helps Red-Hed Get the Lead Out

Things are hopping at Red-Hed Manufacturing these days. Throughout the country engineers are anticipating changes to lead free brass by specifying true lead free products now, rather than waiting for new laws to be enacted.

Bruce Halliday, Red-Hed's manager said, "With distribution of our new DVD and product brochure, customers nationwide have shown great interest in our all new lead free brass lines as well as our space saver flanges and specialty products. A new fiscal year started January 1st and with the flurry of activity we saw during the last quarter of 2006, we're looking at a banner year for 2007."



Wasino CNC work center

Enhanced product lines and new customers are not the only things giving Red-Hed a shot in the arm. Part of the five-year internal improvement program commenced with the cleaning and maintenance of machinery. "A machine shop is only as good as the quality and diversity of the equipment it has. Our CNC work-stations were rebuilt and aligned last year as well as the balance of our equipment to ensure its integrity and performance," noted Bruce. "These upgrades

will support Team Red-Hed in meeting customer demands for quality products and keep Red-Hed running at peak efficiency to meet the needs of our ever-changing industry."

## Team EJP NH Receives Prestigious U.S. National Guard Patriot Award

At Team EJP, we've never been shy about our unconditional support for our troops - and that is especially true for those troops on our payroll. Over the years, we have proudly supported the patriotic efforts of several Team EJP employees who serve our country in the Armed Forces. One of those employees is Engineering and Marketing Rep Steve Marcucio who had just come off a National Guard deployment in Iraq when Team EJP NH hired him. He has been deployed for short-term duty three times since his hire. To show his appreciation for Team EJP's consistent cooperation with his time off requests, Steve was gracious enough to nominate our company for a Patriot Award. On February 6, 2007 Team EJP was informed that we were one of just four other employers in the country to receive this prestigious award.

Division Manager Jim Ripley had the pleasure and privilege of attending the award presentation at Fort Pickett in Virginia that included a full two-day training display. Forget any misconceptions you ever had about "weekend warriors," The U.S. National Guard is considered an "Operational Force" whose members are expected to be ready, willing and able to perform alongside "active" armed forces personnel at all times. Jim witnessed the Guard's strength firsthand as he watched training maneuvers within a mock European/Arab town, fired an M-16 rifle, learned how to use night vision monoculars and took rides in a C-26 transport plane and a Blackhawk helicopter.

More than an amazing experience for Jim, this weekend was a tremendous honor to Team EJP that we will take pride in for years to come. *Thanks for nominating us, Steve!*



Team EJP NH Division Manager Jim Ripley poses beside a Black Hawk Helicopter during a weekend-long presentation of The U.S. National Guard's Patriot Award to EJP



## ***This Just In From Team MBS***

Thanks to a collaborative effort between Team EJP Barre and Team MBS, a new meter installation project has been completed without a hitch for Alpine Haven Water Cooperative in Montgomery Center, Vermont. Team EJP Barre's Bill Pickens and Manager Bob Wood had arranged the initial contact with the customer. Then Ethan Clapp, Team MBS's Manager, met with Montgomery Center to discuss the advantages of different types of upgrades to the existing meter system. As a result, MBS began work in January. Montgomery will be using MBS's Licensed Master Plumbers to change out existing meters, using Sensus SR ECR water meters and touch pads to replace the old meter system that was installed in the 1970's.

*Way to go, Team EJP Barre and Team MBS!*

## ***Pole Barn Becomes a Fond Memory in Concord***

It's important for Team EJP locations to run an efficient operation at all times, and we expect things to change as we grow and evolve. In the past few years, it was becoming increasingly clear that Team EJP Concord's old pole barn was not meeting the needs of our growing erosion-control products line. For proper storage and efficient maintenance of these products, we needed a more efficient building and improved truck loading and unloading operations. So, after twenty years of being part of the Team EJP Concord division campus "landscape," the pole barn was dismantled to make more room for a new facility. Our new Rubb tent-style building is just the ticket for a product line that barely existed when the pole barn was constructed. Now, Team EJP Concord is finding it much easier to manage this important product line.

*Say good-bye to the old pole barn!*



## ***Team EJP Pembroke, NY Helps Make Short Work of a Break Repair***



On Saturday evening, January 20th, D. Smith & Son Excavating, LLC, of Alexander, NY, received a frantic call about a water main break. The break was in the Bush Gardens Mobile Community in Melville, NY, and water had to be shut down in the entire park. Don Smith immediately called the EJP Pembroke 24-hour emergency service number, where he reached Dave Hall, outside sales representative. Don and Dave agreed to meet at the job site to determine the best way to handle the break. Dave told us, "Since the park was completely shut down, we had to fix the break quickly. With access to the location, and with proper stock, we were able to get the parts we needed to get the break fixed. Team EJP stayed at the job until it was up and running by morning." With the impressive, dedicated teamwork of D. Smith & Son Excavating and Team EJP, the park was without water for just a short period of time.

*We'd like to thank Don Smith (pictured at left) of D. Smith & Son Excavating for trusting EJP to provide prompt, 24-hour rescue service. It's yet another great example of how Team EJP will do whatever it takes to help out a customer — wherever and whenever the help is needed.*

INSIDE EJP



## **A Fond Farewell for Retiree Larry Core**

Team EJP LIMA would like to congratulate Larry Core on his retirement from EJP after 11+ years of service as an outside salesman. On December 15, 2006, associates and colleagues held a festive retirement party for Larry. He tells us that he's enjoying his retirement in Arizona during the cold months; and he plans to spend his time golfing and visiting with his grandchildren. *Best wishes, Larry! Thank you for your hard work and valued service.*



*Pictured here are Fritz Degen (Degen Excavating), left, and Larry Core, right*

## **Reed Kipp Thanks Team EJP For Bailing Him Out**

Reed Kipp, EJP Mishawaka, told us, "Back in September, 2006, I was 'arrested' to try and raise bail as part of the Muscular Dystrophy Association's Jail & Bail fundraising event. Within four hours of my incarceration, we raised \$775 thanks to the help of the Team EJP locations and our vendors. Thank you!" This is the one time when it pays to be behind bars. MDA Jail and Bail events across the country raise bail in the form of donations that will help fund lifesaving programs of research, education and community services.

*Thank you, Reed, for being such a good sport and to all the good Samaritans for posting Reed's bail.*