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The Berwick Connection

Berwick Electric Wins Ethics Award from Better Business Bureau & UCCS



Brittany Harp accepting ethics award on behalf of Berwick Electric Company

On Friday, September 23, 2011, Berwick Electric Company was awarded the GE Johnson Award for Marketplace Ethics at the 17th Annual Better Business Bureau Customer Service Award Gala at the Cheyenne Mountain Resort. Brittany Harp (left), Berwick's Marketing Coordinator, was present to accept the award on behalf of all of the staff, foremen and electricians. "We should all think through and be proud of our workplace decisions," Harp closed her award acceptance speech, shortly after citing the Berwick Electric Company employee ethics policy in reference to the night's theme: Ethics in the Business Arena.

The award applications were reviewed by a panel of independent evaluators from the Better Business Bureau of Southern Colorado and University of Colorado at Colorado Springs. The award went to the company which demonstrated "high ethical standards of behavior toward customers, suppliers, users, shareholders, employees, and communities in which they do business." "Berwick Electric did not fall short on any of these standards," Harp commented, "and we have always been proud of the strong ethical background we have maintained, as well as our long-standing excellent reputation in the Colorado Springs area."

Berwick Electric Company is currently celebrating their 90th year of business. Established in 1921 by J.D. Berwick, Berwick Electric Company holds the state of Colorado electrical license #11. Berwick began converting Colorado Springs' homes from gas to electric in the "roaring 20's." Today there are 25 office staff members and over 80 electricians and apprentices in both the service and contract departments.



2011 GE Johnson Award for Marketplace Ethics



All Colorado Springs area customer service award winners for 2011; picture taken at the Cheyenne Mountain Resort.

For news sources and to read more online, visit the Gazette and the Better Business Bureau website. All Berwick Electric Company news information can also be linked to from the Berwick Electric website—Recent Updates page. See page 6 for news sources.

Jim Peterson, President

I was born in North Dakota and grew up on a farm in a small community with my parents and two older brothers. I attended grade school in a two room building in Mylo, a town with a population of 100 +/-, and was alone (top of my class) until the sixth grade when my class expanded by three.

After graduating from Rolette High School, I attended the North Dakota School of Science and received an Associate Degree in Electrical Technology. I worked for a local contractor as an apprentice for about 10 months and then received a letter from Uncle Sam requesting my presence in the US Army. Seven months later, I was in Vietnam serving in the Infantry with the 101st Airborne Division for the next year (GREAT CAMPING TRIP). When I left Vietnam I was stationed at Fort Carson and honorably discharged in March, 1970. My military experience definitely confirmed what a great country we have and the true meaning of Freedom. God bless the USA and the men and women serving in the armed forces.



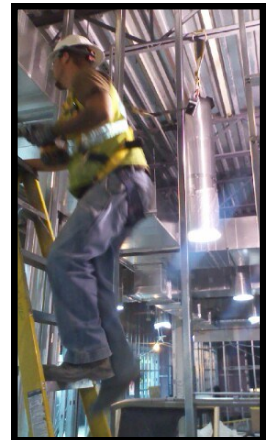
Jim Peterson and his daughters, Kristen (left) and Jennifer (right)

Continued on Page 7

Soldier Family Care Clinic Fort Carson, Colorado

Project Manager: Mark Norman
Site Foreman: Duane Dunblazier
Photos: Berwick

elec-



A Big Thank You!

Berwick Employees Donate Labor to Pikes Peak Therapeutic Riding Center

Thank you to the following Berwick employees: Terry Schneider, James Rockhill, Buddy Lowther, Michael Lucas, Matt Walker, Blake Waterhouse, and Miles Berwick for their donated time this past year. These employees donated their electrical knowledge, time and labor toward finishing the Pikes Peak Therapeutic Riding Center. The riding center focuses on providing Therapeutic and Hippotherapy specific to each individual's cognitive, mental, and physical needs. For more information on PPTRC, please visit their webpage at pptrc.org.



What is this a picture of? See the answer on page 4.

Letter from Doug Berwick, Treasurer

Berwick Electric Co. participates in two select groups of electrical contractors from across the country, with our main objective being to share best practices and lessons learned in order to improve our own businesses. I've recently returned from meetings with both groups. These are contractors with excellent safety records. During these meetings, as always, safety was brought up and sadly, it was reported that there had been two fatalities and one severe electrical flash burn within our group of contractors. Again, these are companies that are very safety conscious.

This caused me to really reflect on how we are looking at safety. We have an incredible safety record, as we are now passing 910,000 man-hours without a lost time injury. I am proud beyond words of this and want to see it continue. We obviously are working safely, but need to ensure that we keep safety at the forefront.

I sent out a question to every employee at Berwick Electric which simply asked, "While working at Berwick Electric Co., what part of your job do you feel is most important to management?" I received 68 responses, which is over 70% of the employees.

The responses were very interesting. While they were not what I was expecting to see, they were incredibly satisfying to see. There were four individuals that responded simply with "safety," and there were another 14 that included the word safety within their response. This represents 26% of our employees saying that safety is the number one concern of management. This response tells me that our safety professional, Bill Tuten, has done a great job in working with you to keep you safe (as reflected in our safety record), but possibly management has not done as good a job in communicating our concern for your safety.

Continued on Page 4



Current Projects—October 2011 to January 2012 >>>

Job Name	(Remaining) Contract Amount	Project Manager	Job Location	Foreman
Birdsall C.T. Rev Switchgear	\$82,000	Andrew Maestas	Colorado Springs	TBD
Children's Hospital	\$3,560	Tony Cerciello	Colorado Springs	John Luther
Colorado College Misc. VDV	\$25,000	Shane Gebbink	Colorado Springs	N/A
Colorado Springs Utilities Misc. VDV	\$25,000	Shane Gebbink	Colorado Springs	N/A
Communication Changes (EAH)	\$100,000	Shane Gebbink	Fort Carson	N/A
Behavioral Health Clinic	\$1,150,000	Mark Norman	Fort Carson	Dale Butterfield
BHC Voice/Data/Video	\$135,000	Shane Gebbink	Fort Carson	N/A
Evans Army Hospital	\$180,250	Tony Cerciello	Fort Carson	Dave Lenz
3rd floor Evans Army Hospital—VDV	\$39,500	Shane Gebbink	Fort Carson	N/A
4th & 5th floor Evans Army Hospital—VDV	\$210,000	Shane Gebbink	Fort Carson	TBD
Evans Recovery Hospital Alt.	\$2,666,790	Tony Cerciello	Fort Carson	Dave Lenz
FY10 (BGD) COF	\$1,386,000	Mark Norman	Fort Carson	TBD
Ft Carson 18 Bldg HVAC Upgrade	TBD	Andrew Maestas	Fort Carson	TBD

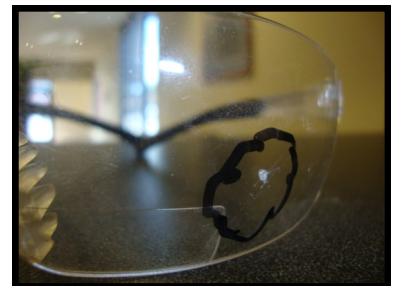


Colorado College Worner Center Renovation—
Completed! See page 8 for details and more pictures.



National Safety Council Pin
for 10 Years of Safe
Driving on the Job

*For More Current Projects
See page 6*



What are you looking at?
See page 7—Safety Corner

Letter from Doug Berwick, Treasurer (Continued)

In the lobby of our office is a plaque with the “**Ten Commandments of Customer Service**” which are the guiding “rules” at Berwick Electric. Number One on this plaque is “**Safety shall have priority over all else.**” **Your number one responsibility while working at Berwick Electric Co. is to go home injury free at the end of every day.** This is the belief of management and every single owner at Berwick Electric Co.

If 26% of responses dealt with safety, what were some of the other responses? This is where I was very pleased. The second most common response after safety was “Customer Satisfaction and/or Customer Relations,” followed by “Being Productive,” “Communication,” and “Quality Work.” Out of 68 anonymous responses there was not one single response that I was not proud to see!

Berwick Electric Company is truly blessed to have an employee base that is motivated to take care of our customers through providing quality work in the most productive manner. I am proud to say that this has been the core of our company’s philosophy for over 90 years, but I also want to make sure that our employees understand that most important to our owners and managers is that at the end of the day every single employee returns home to his or her family safely.

Doug Berwick

Courtney Parker, Receptionist

Berwick Electric would like to welcome our new face at the front desk, Courtney Parker!

- Grew up as an only child on a horse ranch in Penn Valley, California
- Attended Loyola Marymount University, graduated from the University of California at Davis with a BA in Communication Studies. Emphasis: Multi-Media and Public Relations
- Relocated to Colorado Springs in September 2011
- Is extremely attached to the ocean
- First favorite band is The Rolling Stones
- Have a new found passion for fitness: If not in the office, can more than likely be found at Lifetime Fitness
- Next big goal is to compete and place in an NPC sanctioned Bodybuilding/Figure Competition



Likes About The Office:

There is a unique balance of warmth and professionalism, and this is such a great environment to learn! This office is highly reputable and has a consistent level of class, while simultaneously maintaining its approachability. There is much to be learned, and understanding how a company is structured and run on a day by day basis has always been a goal of mine. The equal involvement and familial quality make this office a very special place to be! “Good people and true relationships are the most valuable gifts someone could be given.”

- “Your life is sincerely what you make it. What the mind can perceive, the body will achieve. ‘Dream big. Go big.’”

Background and Family Info:

I grew up in a smaller town in the Sierra Nevada Foothills of Northern California. Penn Valley is located almost directly between Sacramento and Lake Tahoe, one of my very favorite places to be. I have always been involved in athletics. I have competed on a nationally ranked swim team, and lettered four years in high school swimming. Music is another passion of mine. I sang in honor choir four years in high school and have toured four cities in Spain. My Mom, Lucy, teaches Dressage (an English style of horseback riding) and my Dad, David, is a farrier (blacksmith). I love America, and every day am grateful that I can call this country my home.

Future Aspirations:

Immediately, I would like to expand my résumé as a valued employee and to gain an actual, concrete knowledge of how a company is run, from the bottom up. Long term, I would like to potentially own a fitness facility with my now-boyfriend, Matthew Reiswig (Owner of “Tenacious Training” and Certified Personal Trainer), eventually, to be an Executive Producer in the Music Industry, or Soundtrack Collaborator in the Film Industry.... Or maybe I will be a writer... We’ll see!

Berwick Rescues Telecommunications Company from Meltdown

Submitted by: Clay Gafford, Vice President and Project Manager



On-site of transformer core meltdown

Berwick electricians were on-site at a major telecommunications company's headquarters in downtown Colorado Springs to install a temporary fix for a transformer meltdown in September 2011. On a Thursday morning, around 3 A.M., the company called in an emergency outage and Berwick was on the scene not long after the call was



Melted transformer core - approximately 60 lbs. of aluminum, copper & steel

received. After four long days and a collaboration of eighteen Berwick Electric employees (including everyone from parts/equipment drivers to electricians and project management), the temporary fix was re-energized that following Sunday at 10:00 P.M.



Temporary fix for city transformer

Berwick will be on-site installing a permanent fix upon completion of engineering, scheduled to begin in early 2012.

The meltdown began with water related damage to a 4,000 amp aluminum bus. The damage caused the bus to fail and melt down. As a result, a city transformer had a catastrophic failure. The core of the transformer melted down, creating a puddle (shown below) of molten aluminum, copper and steel.

Just in Time for the Holidays!

Berwick Electric 90th Anniversary Recipe Books

Submitted by: Brittany Harp, Marketing Coordinator

In the spirit of helping those in the Pikes Peak community to have a happy holiday season, we are hosting a recipe book fundraiser. This is a fun way to donate to a charitable cause, and get something to keep in return. The recipes featured in our book were hand-selected by our employees and their families and have won their approval. The tradition of bringing a family together to a table, for a meal, has never been more important than it is now, in today's society and tough economic climate. Let us share our recipes with your family and we promise you will be helping neighbors who really need it.



Cost: \$5 each

S&H: \$1.50/book*

Over the holiday season, many offices have incorporated at least one of the many traditional gift exchanges into their holiday festivities. Secret Santa, White Elephant or a Gift Tree are always fun and a great way to say we care about our co-workers. Berwick Electric employees care a great deal about the friends that they work with, but a few years ago, we decided to show our gratitude toward the community instead. Without the community, Berwick would not be where it is today. There is a social responsibility we feel, as a company and individuals, to do what we can to help those in need. Over the past three years, Berwick Electric staff have not given up the holiday treats and Christmas decorations to create the comfortable office setting that invites anyone to visit.* However, instead of the traditional gift exchange, we have set up a money envelope each year to be contributed to throughout the season, and then donated it to an organization or cause in the Colorado Springs area. This year, we are looking to gather enough money to help a family in need (possibly two!) right here in Colorado Springs with their Christmas this year.



*You may pick up your books at our office as well, rather than paying separate shipping! 7:30AM-5:00PM Monday thru Friday.

Good Words From Our Customer: LSI Corporation

Submitted by: Tony Cerciello, Project Manager

[Extracted from an e-mail sent out on Friday, August 26, 2011]

I [Tony] just received a phone call from Lance Payne who is the on-site facilities manager at LSI. Yesterday afternoon the facility's generator started up unscheduled and there were fixtures out in a few areas of the building, as well as a burning smell coming from some mechanical units on the roof. Leon Jansen provided **invaluable** (Lance's description) assistance to Lance by tracking down the problem which was a blown fuse in the City transformer feeding the building. Leon explained his troubleshooting method in depth as they were working together to solve the problem. The city was contacted and they replaced the blown fuse that was causing 3-phase mechanical equipment to single phase, and cause the burning smell. Lance expressed his extreme gratitude at having someone like Leon Jansen taking care of the electrical needs of their facility and said the only word that kept coming to mind was **invaluable**.

Our Thanks go out to Leon Jansen for representing Berwick Electric in this great manner.



Bill received the Award from Chapter Vice President, Troy Bridges at the September meeting.

Congratulations Bill Tuten: 2011 SoCO ASSE Safety Professional of the Year!

Management and fellow staff at Berwick Electric could not be prouder of their Safety Manager, Bill Tuten. Bill has recently received the American Society of Safety Engineers (Southern Colorado Chapter) Safety Professional of the Year award. The chapter's treasurer for over six years, Bill received this honor for his outstanding and continuing work for the Chapter and in the profession.

The safety professional at Berwick for ten years, Bill has been at the forefront of the company's efforts to achieve the current four and a half years without a Lost Time Injury claim record. Bill's on-going goal, each and every day, is to make sure everyone goes home safely to their families.

Would you like recent & interesting updates on BEC? There are many ways to find us online, follow/like us and tell us about your experience with Berwick Electric. If you need a service or repair OR a quote/bid/RFP, use our online request form on www.berwickelectric.com, or give us a call at 719-632-7683. The Recent Updates page on our website always has the latest news, videos and information.

Federated Electrical Contractors Coming to Colorado Springs in 2012

Doug Berwick and Brittany Harp just returned from a trip to San Francisco for the Federated Electrical Contractor's (FEC) Fall Meeting. This meeting, which took place on October 17, 18 and 19, was the annual financial meeting. Best Practice topics included Collections, for which Doug Berwick was a presenter, fleet management, and banking and bonding updates. Financial metrics and compensation survey results were also presented. Mojave Electric, located in Las Vegas, and Pieper Electric, located in Milwaukee, gave company profiles, including their history, capabilities and operating philosophies. The closing dinner took place at the incredible California Academy of Sciences Museum.

Federated Electrical Contractors (www.fec.org) is an international network of 34 leading electrical contractors dedicated to safely providing their customers with the highest quality electrical and datacom services at competitive pricing, regardless of geographical location. We have provided coast-to-coast coverage of North America and select international locations for the last 49 years. Berwick Electric Company has been a member of FEC since 2001.



Sources from Page 1

Heilman, Wayne. "Berwick Electric Wins BBB-UCCS Ethics Award." *Colorado Springs The Gazette* 23 Sept. 2011, final ed. 26, Sept. 2011 <<http://tiny.cc/brbgu>>

Better Business Bureau. "Berwick Electric Wins Ethics Award." *BBB* (2011). 29 Sept. 2011 <<http://tiny.cc/21o4c>>

Quality Service is the Name of the Game

Doug Berwick spent September 22 – 24, 2011 in Charleston, West Virginia attending his Peer Group Meeting. Berwick Electric Company has been a charter member of this group of electrical contractors since 1996. The group is comprised of 11 electrical contractors from Arkansas, Georgia, Colorado, Florida, Illinois, Iowa, Montana, Ohio, Virginia, West Virginia and Wyoming and ranging in size from three to over sixty million dollars in annual sales, with a focus on “Best Practice Electrical Contracting.” These contractors meet three times a year, rotating the responsibility for hosting. Most of the members have never missed a meeting and if they do have to miss a meeting they send an alternate representative from their company. Over the past 16 years we have only lost one member, which was due to an ownership change, and we have seen many of our companies transition from one generation of management to another.

This meeting’s topic was managing an electrical service department. Discussions included safety concerns; service fleet and utilizing GPS for dispatch, tracking and the safety benefits; handling after hours emergencies, warehouse and van inventory management and proper level of tooling.

Jim Peterson (Continued from Page 2)

I applied and was accepted into the NECA/IBEW apprenticeship program. My first day of work for Berwick Electric was July 31, 1970 and I have been with the company ever since, except for a couple of years during the gas moratorium in the mid ‘70’s. Jim Berwick (Mr. B) gave me an opportunity and guidance I will never forget; he was a friend, mentor and an industry leader. It has been a great experience being associated with a firm of high ethics, professionalism and dedicated employees.

I have also been involved with the National Electrical Contractors Association (NECA) for several years locally and at the national level. In 1996, I had the honor of being selected by my peers for induction into the Academy of Electrical Contracting in recognition of my service to the Electrical Industry. NECA is a great association which Berwick Electric has been a member of since 1923.

Judy (right) and I have been married for forty-four years and have raised two daughters, Kristin and Jennifer (right). The girls were born, raised and schooled in Colorado and now live about 1 ½ hours from each other in Michigan!! Kristin has two girls and a boy; Jennifer has two boys for a grand total of five grandkids. Needless to say, grandkids are wonderful and bring back memories of our daughters when they were growing up.

I know retirement is around the corner, hard to believe. Judy and I do not have any definite plans other than enjoying life and the grandkids, of course. We still enjoy traveling, sporting events, reading, bicycling and golfing.



Jim’s wife, Judy Peterson and their daughters, Kristen (left) and Jennifer (right)

Safety Corner

**As of Friday,
November 18th ,
we have worked
1,682 days, which
is over 4 1/2 years
without a Lost Time Claim!**

**SAFETY
FIRST**

**THE SAFE WAY IS
THE BEST WAY**

- On page 3, the first image is a pair of safety glasses that were nicked by a piece of metal while foreman John Travers was working on a jobsite. Thanks for using your safety equipment and going home safely, John!
- The second image on page 3 is a photo of the pin we give all of our drivers that have a safe (clean) driving record. We award them based on however many years the electrician has gone without a driving record blemish while on company time.

Colorado College Worner Center Renovation

Submitted by: Clay Gafford, Project Manager

Site Foremen: Matt Swift, Bill Elliott, Gary Murphy

Contract: \$956,000

The contract for the Colorado College Worner Hall Renovation is now complete. The college, located in downtown Colorado Springs, Colorado, now has a completely renovated space for their students' meeting, eating and socializing activities. The \$956,000 contract covered a complete lighting upgrade with occupancy sensors and day light harvesting controls. Berwick also upgraded the electrical service to support wiring for a new state-of-the-art kitchen. The kitchen wiring included the following systems: fire alarm system (updated to meet current standards), new mechanical

system with Marvel fan controls, a Freon detection system, remote temperature control and power wiring for the central refrigeration system.

The Worner Center Renovation project was completed in about eleven weeks. The first demolition stages began right after graduation, and the project was to be completed before the first student walked in for orientation. "Congrats to Matt Swift

and his foremen (Bill Elliott & Gary Murphy) for successfully completing a very complicated project in a short amount of time," says Senior Project Manager, Clay Gafford.



"a very complicated project in a short amount of time,"



Over 11,000 man hours went into the Worner Center Renovation, manpower peaked at 21 electricians; this project was also turned in shifts.

Current Projects—October 2011 to January 2012 >>>

Job Name	(Remaining) Contract Amount	Project Manager	Job Location	Foreman
Garden of the Gods Storage	\$63,200	Andrew Maestas	Colorado Springs	TBD
Kindred Health Care	TBD	Andrew Maestas	Colorado Springs	TBD
Martin Drake Unit #5 (CSU)	\$30,500	Tim Prime	Colorado Springs	Chris Bowlby
Memorial Hospital Parallel Switchgear	\$1,638,900	Tony Cerciello	Colorado Springs	John Travers
Peterson Air Force Base Clinic	\$27,850	Andrew Maestas	Peterson Air Force Base	Tony Pisaneschi
Peterson Air Force Base Building 1—VDV	\$1,000,000	Shane Gebbink	Peterson Air Force Base	TBD
Evans Hospital MRI Repr Rad 72600	\$16,100	Clay Gafford	Fort Carson	Buddy Lowther
Renovate Generator 1 Building 1860	\$21,000	Mark Norman	Fort Carson	TBD
Soldier Family Care Clinic	\$1,296,543	Mark Norman	Fort Carson	Duane Dunblazier
SFCC Voice/Data/Video	\$125,950	Shane Gebbink	Fort Carson	TBD
SRM Building 1860 Boiler #1 Rplcmt	\$18,700	Mark Norman	Fort Carson	TBD
US Olympic Training Center B-8, 9 & 10 (BW Sys)	\$ 71,400	Mark Norman	Colorado Springs	Terry Koski

Service Department Praises from Customer Comment Cards

These are comments that are returned from our customers, regarding our 24/7 service department. Their responses regarding our service electricians are unedited and the names of individuals are shortened for their privacy.

- “Thank you so very much. The company that I work for uses you all the time. I will call again when I need a electrician (Buddy Lowther).” —Venna
- “Mark (Donlon) & Matt (Walker) were very punctual, efficient, informative and did a great job locating the problem. I’ll ask for them each time I some work done. Regards, Mr. Middleton”
- “Leon Jansen is at the top of his game! He is extremely knowledgeable & informative. He is the most productive electrician I have ever hired.” —Villa Sierra Condo Association
- “As a landlord, I rely on you to help me provide good service to my tenants. You’ve always delivered as promised—thank you!!” (Lucas) —Ms. R.B.
- “The utility company recommended Berwick Electric Co. to me and I was very satisfied, thank you.” (Don LaRoe) —Ms. Blan
- “Berwick has been a long time reliable source for our electrical needs.” —Loewen Construction Company

Photos, News & Announcements

Baby Announcement:

Ryan Cordova and his wife recently welcomed their new baby girl, Ava, into their family.

August 29, 2011

Jim Flora (right), a Berwick Electric service electrician of over eleven years, retired from the company in the last days of August 2011. Jim will be greatly missed by his coworkers and will be enjoying retirement with his wife, Linda. They will be traveling and Jim will be pursuing his many hobbies including fishing and photography.



L to R: Don LaRoe, Waldo Pendleton (Service Dept. Manager), Jim Flora



L to R: Waldo Pendleton, Jim Peterson, Terry Schneider

Don LaRoe (right), Jim’s fellow service electrician and gunshot victim at a Colorado Springs AutoZone on July 27th, came to have a drink at Dublin House with his coworkers. Don, in critical condition after the shooting incident, sported his characteristic good sense of humor at the gathering. In his seventh year with Berwick Electric, Don returned to work two weeks after his visit to Dublin House.

September 11, 2011

On the 10 Year Anniversary of the September 11th attacks on the New York City Twin Towers and the U.S. World Trade Center, a few of our office staff members (left) decided to dress up to show our American pride. Jim Peterson, President, said he was glad that the staff held the day in a special observance for the men and women lost that day and since then in the wars overseas.

**October
was Breast**

Cancer Awareness Month



Service Department—L to R: Terry Schneider, James Rockhill, Waldo Pendleton

We had
our pink
on...



Office staff gathered for picture at Think PINK! Breakfast on 10/28/11. **Not Pictured:** Ellie Capek, Tony Cerciello, Shane Gebbink, Will Krueger, Mark Norman, Waldo Pendleton & Tim Prime

Good Words From Our Customer : Mrs. Schwarz

Dear Sir/Madam:

We wanted to take this opportunity to note we very much appreciate the great customer care and attention we have received from Berwick Electric.

Secondly, we commend James Rockhill, Project Manager, for his professionalism and attention to detail when coordinating with us, Alpine Crest Plumbing, and Rocky Mountain Power Generation to initiate the generator install and keep it moving forward. James was always willing to take time to address our concerns and clarify the process to us — which was part of the reason we selected Berwick Electric to do our generator install.

Last, but not least, extra special thanks go to Buddy [Lowther] and Billy [Arnold], the electricians actually working on the install project. They were courteous, professional, knowledgeable, patient and focused. Buddy, in particular, was the one who worked the majority of this project. He was phenomenal! Buddy worked tirelessly and diligently to accomplish this install for us. It was a pleasure to have someone of his caliber and “can-do” attitude working this project at our home.

Kudos to Berwick Electric for having people on staff that represent your company so well. Please extend our thanks to all involved. Your time and consideration were much appreciated.

Sincerely,

Mrs. Schwarz

Berwick Electric Company

3450 North Nevada Avenue #100

Colorado Springs, CO 80907

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