

PEPtalk

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Team EJP Corfu Stays Active Outside the Office

At Team EJP, our definition of excellence extends far beyond the walls of our offices. We expect each field office to maintain an active role in their communities and Team EJP Corfu has been consistently excelling in this area. For over 27 years the Southern Tier West (STW) Regional Planning and Development Board has provided municipalities in western New York with economic development planning, technical assistance, information services and local government training as well as transportation planning and development.

Each year, STW holds a dinner meeting where the highlight of the evening is the presentation of the annual Business Award for *"Outstanding service and support in the attainment of regional goals."* We are pleased to report that Marketing Representative Fred Kelley from Team EJP Pembroke was this year's honoree. This coveted award recognizes Fred's outstanding efforts in organizing erosion and sediment control training programs (utilizing NAG products) for municipalities, contractors and engineers throughout the three western New York counties.

The accolades for Fred don't end there as both he and Team EJP AMR Specialist Dick Kaulfuss were chosen to present a program on Automated Meter Reading at STW's 13th Annual Local Government Conference on May 18th, 2006 at Houlton College. Maintaining a strong, professional image beyond the job site is an essential part of being a successful business and we are proud to salute Team EJP Corfu for showing us all how it's done.



Fred Kelley receives the STW 2006 Business Award.

Team EJP Wabash Thanks Customers in Style

Having good weather on an Open House day is always a double-edged sword. While it's always nice to spend time with customers on a pleasant day, we also realize the sacrifice involved in leaving a job site when the weather is with you. On March 31, 2006 Team EJP Wabash had just such a day for their annual Open House/Training Seminar and over 200 customers attended the event. In addition to presentations on the latest equipment, the attendees enjoyed all the fish, chicken and tenderloin they could eat. Congratulations to Team EJP Wabash on another successful Open House and our sincere thanks to all who attended. Wabash is already looking forward to an even bigger event next year – and they hope to see you on March 23, 2007. *Mark your calendar!*



Great weather and great information abound at the Team EJP Wabash Open House.

TEAM EJP Connecticut Shares the Knowledge

"An educated consumer is our best customer" has been the calling card of Syms Clothing Stores for over 30 years. While a suit is not usually the clothing of choice for most Team EJP employees, the guys at Team EJP Connecticut have taken a page out of the Syms success story. For months, Connecticut water works officials had expressed concerns about several ever-changing issues in their market. To help these officials gain the knowledge needed to make informed decisions, Team EJP Connecticut sponsored 3 technical seminars on March 14, 2006, approved by the Connecticut Department of Health — Drinking Water Section.

A Leak Detection Process seminar presented by Adam Chapman of Team EJP Gardiner was followed by a session on Lead Free Brass health requirements for drinking water by Michael Parrish of A.Y. McDonald Mfg. Co. Steve Freed, P.E. of Griffin Pipe closed the event with a discussion on the features and benefits of Pressure Class Pipe.

Participants at the all-day event at the newly constructed Hartford Marriott included over 30 Engineers and Water Superintendents from the Metropolitan District Commission (MDC), The Towns of Wallingford, Colchester, Middletown, Bethel, Manchester and Danbury. After the sessions, local engineer Frank Dellaripa of the MDC summed up the experience to Team EJP Connecticut Division Manager Bob Cianciosi when he said: "This is the type of pertinent and relevant information that we hope for when we attend seminars of any kind." The more prospects and customers know and understand about the intricacies of the water works industry, the better able they are to identify the many competitive advantages of Team EJP and our vendors. Congratulations to all on this highly successful event.

Team EJP Corfu Receives American Flow Control Sales Award

2005 was a great year for Team EJP Corfu. On May 2, 2006 the office's outstanding performance was recognized by one of our most respected vendors. In honor of Team EJP Corfu's 35% increase in AFC

product sales, Senior Sales Representative Brad Guillerm of American Flow Control presented Team EJP Corfu Manager John Starr with an Outstanding Sales Achievement Award.

Congratulations to the entire Corfu division. We look forward to seeing even better results this time next year.

Team EJP Corfu Manager John Starr (left) with AFC Sales Rep Brad Guillerm (right)



Finding New Customers at the Big Boy Toy Show

The 5th annual Big Boy Toy Show sponsored by WKTV radio in Vermont proved to be a lot more than a good time for Team EJP West Chesterfield, NH. In the middle of the fancy, high-powered boat, motorcycle, ATV and power tool dealers, Jim Ripley and his crew set up an elaborate display highlighted by a new delivery truck with crane. The truck was loaded with drain and sewer pipe, along with filter fabric and erosion control matting to illustrate the truck's capability while showcasing Team EJP products to over 2,000 visitors. Team EJP West Chesterfield also created a tent to display other products like a gas-powered rotary pipe saw, a gas detector, measuring equipment as well as a variety of heavy safety rain jackets and coveralls.

Among the many visitors to the Team EJP booth were members of the Brattleboro, VT Fire Department who were so impressed with our safety rain gear, they placed a significant order just a few days later. One new customer and some great exposure for Team EJP — now that's what we call time well spent. *Congratulations West Chesterfield!*



Team EJP Syracuse Starts on the Right Foot

On April 27, 2006 our newest office drew on Team EJP tradition by holding a successful open house. More than 100 people turned out to meet the staff, see the latest vendor products, receive credit hours in safety training from Bob Moody and enjoy delicious food from BBQ Maestro Don Sherwood of Team EJP Round Lake. Special thanks to John Miller of Team EJP Round Lake and John Starr of Team EJP Corfu for their support and best of luck to Team EJP Syracuse!



Scenes from the first of many open houses for Team EJP Syracuse.

Red-Hed Manufacturing Celebrates 85 Years of Excellence

For decades, the quality of products engineered, produced and 100% tested at Red-Hed Manufacturing has been summed up in five simple words: *"Bury it and forget it."* From the company's early days in South Boston when brass valves were hand-wrapped in brown mill paper and shipped in wooden boxes, to the company's acquisition by Lawton Manufacturing in 1970 and then by Team EJP in 2000, quality has always been king at Red-Hed Manufacturing – *especially* today.

Working with many of the same vendors and friends in Rhode Island, thanks to six full time Machinists, one veteran Foreman, one part-time Tool Maker and one full time Manager who doubles as the Engineer/Metallurgist, Red-Hed continues to be the small company that makes big things happen. In addition to maintaining its reputation as the best brass valve manufacturer in the business, Red-Hed has also recently introduced the first true 100% Lead-Free brass line of products.

Red-Hed is living proof that when you combine innovative ideas with an unshakable commitment to excellence and a tireless work ethic, success is sure to follow. Team EJP is proud to acknowledge both the 85th anniversary of Red-Hed Manufacturing and the company's 6th year as a Team EJP subsidiary. *Congratulations, Red-Hed!*



Team EJP Vermont proves that great service is the best advertisement

Andy LaDuke, the owner and operator of Andy LaDuke Construction has worked with many different pipe supply companies in his day and thought he knew what to expect when he hired Team EJP. Andy's expectations were exceeded the moment Outside Salesman Jamie Dumas, Service Technician, Vito Naikus, and Tractor Trailer/Crane Operator Roland Voyer arrived on the scene of the new subdivision Andy was in charge of building on Lake Champlain. While Vito performed a live tap to the transmission main, Jamie and Roland methodically strung the ductile iron end-to-end along the roadside. Andy was amazed at the care and precision of Team EJP's crane-assisted stringing and unloading service. "The (other guys) just kick the pipe off the truck," Andy commented as he admired the safe and clean delivery of all the ductile iron pipe.

Team EJP showed Andy as well as developer D&H Housing that Team EJP takes pride in their work and performance regardless of customer or job size. At completion, all of the bells and spigots were facing the correct direction, clean, high and dry on the gravel edge — a great accomplishment after our 10 consecutive days of rain.



By the time Team EJP left D&H Housing and Andy LaDuke, they were well on their way to a newly installed water system with a tapped main line, tap valve, isolation valve and several pipe lengths in the ground. Exceeding customer expectations is always the most effective marketing strategy and we salute Team EJP Vermont on their latest campaign.



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*Robert Furney, Jr. of Rhode Island Sewer Connections
has quickly become a fixture around Team EJP Warwick.*

Customer Spotlight

We like to recognize both long-term and new customers with interesting stories to tell. This quarter, Jason Normandin from Team EJP Warwick asked us to recognize a new customer who has become a steady source of business in a relatively short time.

Rhode Island Sewer Connections is a small family-owned operation based in Warwick, Rhode Island. Robert Furney, Jr. started the company in 2004 and Team EJP Warwick has been with him from the beginning, providing all his sewer materials. Jason is pleased to report that Robert's company has recently expanded to include water service connections and once again, Robert uses Team EJP for all his tapping and testing needs. Great customer relationships are what keep us in business and all of us at Team EJP congratulate Rhode Island Sewer Connections on their success.