

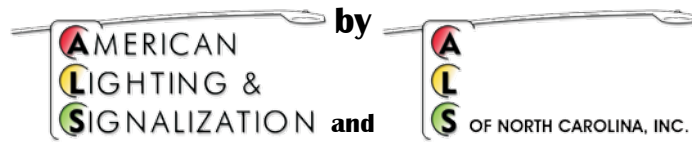


UtiliCONNECTIONS

Summer/Autumn 2011



Intelligent Traffic Systems



We all can appreciate the need to reduce the frustration, pollution and hazards caused by congested highways and city streets. To combat this problem, many municipalities and Departments of Transportation (DOTs) are contracting to build Intelligent Traffic Systems (ITS), which use wireless and fiber optic technology to control the flow of traffic.

With more than 25 years of experience in building and upgrading traffic systems, American Lighting and Signalization, Inc. (ALS) and its subsidiary, ALS of North Carolina, Inc., have developed reputations for expertise and efficiency in this line of work.

"In recent years we've moved more into the role of designing ITS projects, not just building them," says Vice President James Hardiman who is responsible for UtiliCon's lighting, signalization and debris removal lines of business. "Whenever possible we also provide value engineering services to our customers, to help them find cost efficiencies in the specs for their projects."

ALS has gained a great deal of ITS expertise through several Florida DOT projects, including a recent upgrade along U.S. Route 1 in Duval County, Florida. The project required the installation of 10 arterial dynamic message signs, 18 closed circuit TV cameras, interconnection with two existing fiber optic networks and the upgrading of signal cabinets and components for the DOT's communications and command center.













Signal Mechanic **Greg Carter** of ALS of North Carolina verifies conflict monitor settings during controller cabinet testing just before installing them for the City of Greensboro.

One of the largest ITS projects currently being built by ALS of North Carolina is a traffic management system for the City of Greensboro that must also integrate with a statewide emergency management system. This project entails 482 intersection modifications, testing and setting up 496 controller cabinets, installing over 35 miles of fiber optic cable, setting up 51 City-owned closed circuit TV cameras, installing 14 50-inch monitors in

UTILICONNECTIONS

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On The Cover

Utility Lines Construction Services, Inc. (ULCS) Foreperson Mike Huey captured the autumn colors of Northern Michigan in this photo of his co-workers, Linemen Ken and Jake Pollaski (brothers), who were converting a double-dead-end on wooden arms to a double-dead-end on steel. This crew from the Lee Ellis Region 119 of ULCS is replacing 138kV wood poles with steel structures for ITC in Michigan.

a new traffic operations center and all the networking required to integrate all of these components into an operational system.

"Depending on the scope of the work, up to 30 employees at a time may be assigned to this project," says Manager Claude Zukowski of ALS of North Carolina. "It's a challenge, but we love it!"



THE DISPATCH



Welcome to the 11th edition of **UtiliConnections**. In this issue we are highlighting a new direction for our meter services companies as we combine them into Grid One Solutions, Inc. Although VSI Meter Services has already assumed this new identity, our Utility Meter Services operation will not complete the change until sometime in early 2012.

This is an exciting time in the utility industry as many of our customers are converting their electrical infrastructure to "Smart Grid" systems. This enables them to collect real-time data on the performance of their system (i.e. outages and load information), as well as control the flow of electricity to their customers through remote control switches. Grid One is positioned to serve our customers' (and their customers') evolving needs in the Smart Grid area.

We are also highlighting the work that American Lighting and Signalization, Inc. (ALS) is doing on Intelligent Traffic Systems (ITS). This is another area of technology in which our company has developed industry-leading expertise. Large, complex design/build projects for Florida DOT and the City of Greensboro, North Carolina are recent examples of the ITS work being conducted by ALS and its subsidiary, ALS of North Carolina, Inc.

There are many more details on each of these initiatives and other interesting articles in this edition that I hope will demonstrate how the combined efforts of our companies add to the value UtiliCon Solutions, Ltd. provides to its customers and its employees.

As I am sure many of you are aware, our company recently restructured our Safety Process to be less centrally focused and controlled so that it could be more flexible and regionally driven. As a result of this initiative we are relying on you (our employees) and the Safety Leadership Team (SLT) to lead the Safety Process in each and every management region. The Corporate Safety Department staff will continue to provide the expertise, training support and tools the regional operations need to work safely, but the ownership of UtiliCon's safety performance now lies within each of us in the field and Home Office.

We have also introduced a new word into our UtiliCon vocabulary — **SafeProduction** — which is meant to reinforce a concept that has been an unwritten expectation in our operations all along. Some of you may not believe it at first, but safety and production go hand-in-hand. We have come to understand that a safe operation is often the most productive. With greater flexibility, control and responsibility in the hands of our regional operations, **SafeProduction** is not merely a concept or expectation. It becomes reality.

On the surface these may seem like large changes, but we know that many of our operations were already applying these concepts. By involving every UtiliCon employee in the Safety Process and **SafeProduction**, we will continue to outperform the industry in lowering incident frequency and severity.

Last spring I mentioned in **UtiliConnections** that we had a quiet winter for storm work. It seems we have had anything but quiet since that time. With destructive thunderstorms that rolled through the Midwest and East Coast all summer long, an earthquake that shook the Mid-Atlantic in August, Hurricane Irene which impacted most of the East Coast through much of September and a freak October snow storm in the Northeast, we have certainly had our challenges.

Having deployed nearly 1,100 UtiliCon employees for Hurricane Irene and another 400+ employees for the October snow storm, we have again demonstrated to our customers (present and future) that we are a company that can be counted on to assist them in restoring service in an emergency. Thank you again for the safe and professional manner in which you and your teams responded to these storm events.

I want to reinforce to every employee what was discussed at the UtiliCon Managers' Meeting a few weeks ago. Safety is a core value of UtiliCon and Asplundh. As we move into the winter months, we must continue to focus on our safety behaviors every day and never let down our guard. These actions drive our safety performance. I am proud that our companies have enjoyed a lot of success when it comes to safety performance. However, we are still having employees get hurt. If each of us stays engaged and involved in working safely, we can reach a new high in our safety performance.

I am committed to ensuring a "**Safety First ... No One Gets Hurt!**" culture and I thank you for your continued efforts to improve safety in both your work and home life.

Sincerely,

George E. Graham, Jr.
President, UtiliCon Solutions, Ltd.
and Asplundh Tree Expert Co.



Human Performance — Get The Tools To Avoid The Traps

By Jim Walker, Director, UtiliCon Safety Operations

So, what do I mean by 'human performance'? Well, basically, it is how we human types do stuff. Sometimes, we do things well and sometimes, not so much. The technical definition is: *a series of human behaviors executed to accomplish specific task objectives; where behavior is what people do.* Personally, I like my version better!

Our goal at UtiliCon is to turn our performance into **PERFORMANCE!** Okay, since behaviors are what we do, in order to improve our performance, we need to modify our behaviors. Don't worry folks, this will not involve medications or electroshock therapy. What it does involve is understanding how we can reduce our errors, both individually and organizationally.

Human error is universal. No one is immune, regardless of age, experience or educational level. Consequently, errors will happen. No amount of counseling, training or motivation can eliminate a human being's fallibility. Therefore, what we must do is reduce the frequency and severity of errors. Reducing errors lowers the possibility of having an event.

Okay, hold it! What is the difference between an error and an event in this discussion? Errors are mistakes that may have little-to-no consequences, where events clearly have bad consequences.

An example would be: you want to heat up some soup, so you open the can, put the soup in the pot, set it on the back burner of the stove and turn on the burner. You come back five minutes later and the front burner is red. You made an error in turning on the wrong burner, but there was no serious consequence. Take that same scenario, but instead of coming back to a red burner, you hear your three-year-old screaming. Your error has now become an event. You made the same mistake, with horribly different results. Again, if we reduce errors, we reduce the possibility of events.

As mentioned in the last issue of **UtiliConnections**, there are several **TRAPS** that cause us to make mistakes or errors:

- Time Pressure
- Distractions
- Multiple Tasks
- Overconfidence
- Vague or Interpretive Guidance
- First Shift / Last Shift
- Peer Pressure
- Change / Off Normal
- Physical Environment
- Mental Stress

Fortunately, we humans also have a toolbox with a variety of **TOOLS** to avoid the traps, if we choose to use them:

- Self-Check (**Stop-Think-Act-Review** or **STAR**)
- Peer Check
- Job Briefing
- Questioning Attitude
- Place Keeping
- Effective Communication
- Coaching
- Knowledge
- Procedures
- Post-job Review

Over the next several months, you will begin to see traps and tools highlighted in High Impact Team (HIT) Safety Messages, Safety Alerts and other forms of safety communication and training. We will introduce the tools one at a time to help us combat the traps we may fall into.

Consistent use of these Human Performance Tools will decrease our errors and events. We will enjoy a reduction of injuries and vehicle incidents while increasing our work quality and **SafeProduction**. I encourage you to contact your local region manager, RSS or Corporate Safety to learn more about Human Performance Traps and Tools.

Have a safe day,



Jim Walker
jimwalker@utiliconltd.com



Safety Training In Action



Asplundh Construction Corp. Lead Lineman **Dave Fontaine** (R) from the Steve Bergquist Region 114 receives a handshake of congratulations from Randy Bassette, Manager Construction Services for Ameren (L), for rendering first aid to an elderly woman in Decatur, Illinois who had slipped and fallen on her driveway on January 27. He stabilized her head and neck, and kept her warm with a blanket until the ambulance arrived. After putting his first aid training to good use, Dave was presented with an Ameren Employee Safety Recognition Award along with a gift certificate. In August, he was also recognized for his actions at an Ameren Front Line Safety Supervisor Forum. Good work, Dave!



Utility Lines Construction Services, Inc. (ULCS) employees from the Lee Ellis Region 119 in Michigan practice their CPR/First Aid and AED skills bi-annually. RSS Genevieve Furgerson sent in this photo of a training session which shows Region 119 folks who work on the METC system in its West Region.



ULCS General Foreperson **Andy Cox** keeps his pole top rescue skills sharp at the Lee Ellis Region 219's Overhead Lineman Annual Training session in Iowa. Along with other ULCS linemen, Andy practices safely lowering a 'hurt man' from the pole and performing CPR. The linemen also simulate bucket rescues. Andy and his crews work on the property of ITC Midwest.

A Fresh Look For AsplundhOneCall.Com

Just like homes and businesses, web sites get 'renovated' now and then. Asplundh One Call, Inc., based in Hamden, Connecticut, recently launched a fresh, new, streamlined web site that is packed with the latest information about its capabilities and services.

Promoting people and technology solutions to prevent underground utility damage, www.asplundhonecall.com describes a range of services from managing a full turnkey operation to designing a customized piece of software for a utility's call center. Whether it's a web-based ticket entry system, friendly and professional call center operators, or 24/7 technical service, the new site describes it all with straight forward text and images.

This new web facelift was facilitated by Manager Connecticut's "Call Before You Dig" center. Asplundh One Call President **Steve Rieben** proudly invites all **UtiliConnections** readers to visit the new site and provide feedback to keep it fresh and up-to-date.



As the utility industry continues to build the Smart Grid, it has become clear that the deployment of advanced metering infrastructure (AMI) is just the first step in getting customers to make use of newly-installed smart meters so that utilities can better manage energy or water usage. With more than 20 years of experience and over 10 million meter endpoints installed, VSI Meter Services, Inc. built a solid reputation for assisting utilities as they deployed AMI technologies.

In August, Grid One Solutions, Inc. (formerly VSI Meter Services, Inc.) officially announced its name change and introduced itself to the utility industry as an experienced and trusted partner in successfully delivering the benefits of the Smart Grid throughout North America. So, why change the company name? Well, VSI was ready to expand its horizons through rebranding and, by executing a planned merger with Utility Meter Services, Inc. (UMS), it will become a larger and more capable meter services company.

This new name signals a new direction for UtiliCon's meter services companies who are using their decades of service and project management experience to increase their range of metering, data and automation deployment services. Grid One's expanded service menu includes assisting electric, gas and water utilities as they implement new 'usage management' programs for consumers. This means installing load control devices and in-home usage displays that have now been enabled by smart meter infrastructure.

"We changed the name of our company to better reflect the range of contracted services we provide to the utility market," says Grid One President Ted Fiala. "We aim to offer full turnkey usage management solutions that will help utilities maximize and protect critical assets."

Grid One's new usage management solutions are offered in addition to AMI deployments, contracted meter reading, field service work, customer call center operations and back office services including secure data transfer and storage.

"From manual meter reading to the deployment of consumer interface devices, Grid One's greatest selling point is its outstanding people resources," says Ted. "Whether it's in the field, our call center or the back office, our employees' skill and dedication are what set us apart from the competition."

A Bright Future

Of course, the new name and rebranding of UtiliCon's meter services companies includes a new logo which was designed to incorporate the orange and black of Asplundh, its parent company. A new web site at www.gridonesolutions.com and fresh marketing materials provide a wealth of information about Grid One's capabilities. They also offer a glimpse at the opportunities available for quality- and safety-minded employees.



President of Grid One **Ted Fiala** (L) was one of the first to congratulate **Farrell Cox**, AMI Project Manager (R), after he accepted the first Utilimetrics Consumer Outreach Award on behalf of San Diego Gas & Electric (SDG&E) at Autovation 2011. Grid One (VSI at the time) was SDG&E's installation contractor for over two million smart meter endpoints.



A specially-designed Grid One 'truck wrap' drew attention to VSI Meter Services' new name and logo at Utilimetrics' Autovation 2011 in late September.



AMI smart meter deployments are still one of the primary services offered by Grid One Solutions, Inc., but a new level of service also includes installing 'usage management' devices to help utilities control the load on their facilities and protect critical assets.

Grid One's safe, efficient and well-supervised field service workforce combined with its professional customer call center staff make it possible to deliver successful Smart Grid benefits to both consumers and utilities alike.

"We believe utilities need trusted partners as the industry evolves and becomes more complex," comments Ted. "Since Grid One is an Asplundh company, we think our resources plus our track record of over 20 years as VSI have built a solid, trusted reputation for us in the industry."

Speaking of partnerships, Grid One recently announced a teaming agreement with Caggemini Canada, one of the world's foremost providers of consulting, technology and outsourcing services. The teaming agreement enhances Caggemini's Smart Energy Services business line by encompassing Grid One's industry-leading AMI deployment and field services expertise.

The future looks bright for Grid One Solutions, Inc. as it maintains and begins new contracts, including a new three-year contract for field service work in the Virginia service district of Washington Gas Company. The new name and direction are working!



A wide range of safe and efficient field services are offered by Grid One to maintain or upgrade metering infrastructure.



Grid One aims to play a key role in helping utilities implement usage management programs by installing load control devices and new in-home displays that communicate through smart meters.

UPT's Western Expansion

The past year has brought a significant growth spurt for Utility Pole Technologies, Inc. (UPT), due in part to the subsidiary's successful expansion of its operation for Pacific Gas & Electric (PG&E) in northern and central California.

"We have been fortunate to win the contract for all the inspection and treatment work on PG&E's distribution lines," explains UPT Vice President **Greg Batchelor**. "Our crews are moving throughout PG&E's system to help maintain a 10-year cycle in their maintenance program for wooden utility poles."

PG&E's Pole Test & Treat Program Manager Mike Pallatoni oversees the contract with UPT. He works closely with UPT Supervisor **Ronny Montgomery** and General Forepersons **Cody Jones** and **Ethan Rasmussen** on the day-to-day operations of the crews. They cover a diverse service territory from highly productive agricultural land in the Central Valley to rugged terrain in the Coastal Range and Sierra Nevada mountains. With thousands of poles to inspect and treat each week, these folks have to maintain a rigorous pace!

"Our crews just wrapped up the first year of the contract," says **Eryc Grissom**, UPT Manager over the PG&E project. "It's been a challenge, but also a great opportunity!"

In the Coastal Mountains near Cloverdale, California, Foreperson **Nick Lilles** drills holes for applying fumigant that will help to prevent decay. In addition to the rugged terrain, the moister climate can mean more decay so the inspection and treatment process for these PG&E poles is somewhat more time consuming.



After excavation and inspection, UPT Treating Technician **Kristopher Barnes** applies a wood preservative paste on a PG&E pole near Hanford, California. In the vast, flat, agricultural terrain of the Central Valley, inspection and treatment work tends to go faster.

After a relatively storm-emergency-free period in 2010 and early 2011, Mother Nature woke up on the wrong side of the bed and unleashed the largest recorded tornado outbreak across the South in late April. Then floods, thunderstorms and torrential rain came to parts of the Midwest in May, June and July. Late August brought Hurricane Irene to several states along the East Coast and some utilities in the Northeast are still recovering from a freak snowstorm on October 29.

As always, the UtiliCon Storm Team responded quickly and capably to numerous requests for assistance from utilities faced with the task of restoring power to thousands of customers and then rebuilding segments of their systems. To summarize some of the major storm events, let's start with the tornado outbreak on April 25-28.

During those three days, more than 300 tornadoes swept across parts of the South, especially Alabama where almost 240 deaths were attributed to the storms. Thousands of homes, businesses, trees and of course, power lines were damaged or completely destroyed.

Approximately 520 employees from Utility Lines Construction Services, Inc. (ULCS, which includes Highlines

and Musgrove), Asplundh Construction Corp. (ACC) and Utility Pole Technologies, Inc. (UPT) answered the call to help assess damage and restore electricity to those properties that could still accept it. This was a critical step for those communities that had lost so much. Most crews were assigned to Alabama Power and Entergy, many for up to ten days, but some assisted Georgia Power, AEP/SWEPCO and various rural electric cooperatives as well.

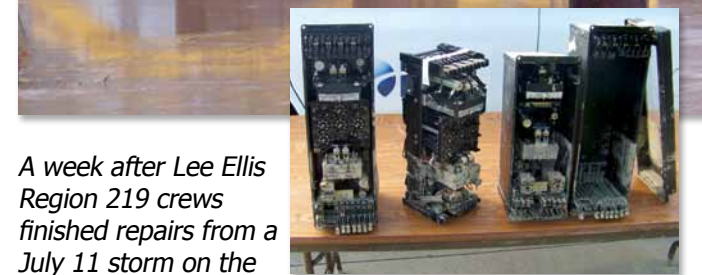
Right about this time, the 2011 spring flood season in the upper Midwest was in full swing. That was bad enough, but then it was followed by powerful summer storms which toppled poles and towers, causing localized flooding. Between late April and the end of July, the Lee Ellis Regions of ULCS responded to no less than six storm emergencies on the ITC Transmission and METC systems in Michigan and the ITC Midwest system in Iowa.

Toward the end of summer, after threatening the state of Florida for a few days, Hurricane Irene finally chose North Carolina to make landfall on August 27. Starting as a Category 1 hurricane and moving up the densely populated East Coast, Irene was downgraded to a tropical storm as it moved through Long Island, New York and into New



After the tornado outbreak in late April, more than 500 employees of UtiliCon

companies traveled to help restore power to devastated communities like this one pictured above in northern Alabama. UPT General Foreperson Jesse Hornbaker sent in this photo of UPT Crew Member **Jack Elliott** assisting a ULCS lineman in assembling components for a freshly replaced Alabama Power utility pole along a closed road.



A week after Lee Ellis Region 219 crews finished repairs from a July 11 storm on the ITC Midwest system, a torrential storm dropped 15 inches of rain overnight, causing the Turkey River Substation in Iowa to flood. As soon as the water receded, the crews quickly rebuilt a motor operator switch, re-graveled the entire substation and replaced several mud-damaged relays shown above.

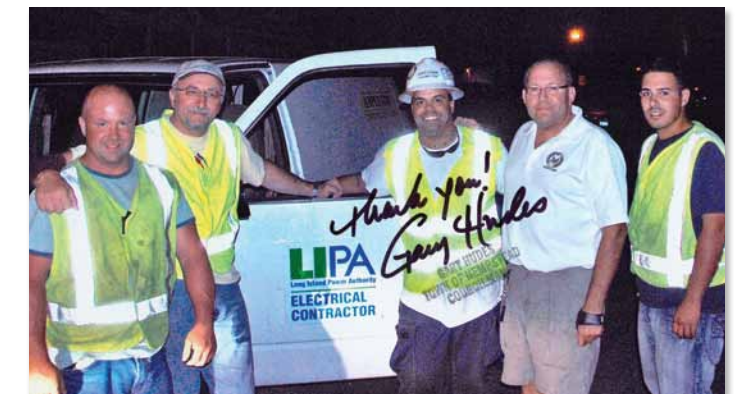
England. Cyclonic winds and flooding rain knocked out power to several million customers of more than 15 utilities from the Carolinas to Canada.

In response to Hurricane Irene, a spectrum of support services came from five different UtiliCon subsidiaries including ACC, ULCS, UPT, American Lighting & Signalization, Inc. (ALS) and Grid One Solutions, Inc. At the height of the storm restoration efforts, just over 1,100 employees were assigned to 15 different utilities. The majority of UtiliCon crews were sent to assist National Grid on Long Island in New York and Baltimore Gas & Electric in Maryland. However, just over 500 employees were committed to the following utilities: Northeast Utilities, PHI (Pepco Holdings), Duke Energy, ConEdison, Dominion Virginia Power, PP&L, Progress Energy, Southern Maryland Electric Cooperative, PECO Energy, Choptank Electric

Cooperative, UGI, Delaware Electric Cooperative and Public Service Electric and Gas.

Storm damage assessment or patrolling services were provided by UPT and Grid One personnel while distribution and transmission line repairs were handled by personnel from the Steve Bergquist, Frank Giordano, Joe Guerrero, Jim Hines, Chris Shane and Jarrod Wachter Regions of ACC and the Bryan Beadle, Tim Jahnigen, Jim Marsh, Bruce Musgrove, Gene Nichols and Danny Stanley Regions of ULCS. Secondary line repairs were done by ALS employees from the Scott Rhea Region. The majority of crews were released to return home within ten days.

The efforts of UtiliCon employees (and the sacrifices of their families back home) are appreciated, as shown in the following messages of thanks from various utilities and their customers. You all deserve a pat on the back!



On Long Island in New York, Hurricane Irene knocked over trees and power lines, causing outages to over 500,000 customers of Long Island Power Authority whose system is operated by National Grid (Keyspan). In fact, the majority of UtiliCon's storm response resources were committed to National Grid (Keyspan) during the restoration process which took about eight days. The Frank Giordano Region of ACC hosted personnel from as far away as the Joe Guerrero Region in California, but also ACC operations in Illinois, Missouri and Pennsylvania.

In the midst of the Hurricane Irene restoration work, Hempstead (NY) Councilman Gary Hudes (second from R) posed for a picture with Long Island Power Authority (LIPA) employees and Asplundh Construction Corp. Forepersons **Kenny LaPenna** (center) and **Michael Walker** (far L) from the Frank Giordano Region. See below for an excerpt of Mr. Hudes' complimentary letter to LIPA Chief Operating Officer Michael Hervey.

"I had the occasion during Days 5 and 6 to meet an employee who was certainly a shining star. ... A young man by the name of [Foreperson] Kenny LaPenna, led a LIPA crew in the Forest City area of Morgan Drive. He was a pleasure to deal with, understood the frustrations of the residents and was courteous, helpful and incredibly hard working. He was determined to get the lights operational in this community of 20 or so square blocks. His determination paid off and despite the long frustrating hours of work under adverse conditions, he completed the task with the utmost respect and professionalism. ... I just thought that you would like to hear about one of the bright spots in a difficult week of adversity. Kenny LaPenna is the standard by which other employees should be measured!"

Appreciation For Response To Hurricane Irene

To: Musgrove Construction, Inc. President Bruce Musgrove, FL
From: John M. Taylor, Private Resident, MD
Date: August 31, 2011

"The purpose of this letter is to commend two of your employees for their outstanding work in restoring power for my parents on Maryland's Lower Eastern Shore. ... Losing power is not a good situation for anyone, but for two 'old folks' living by themselves, it's definitely not good. ... Your two employees [Safety Director] **Neal Croft** and [Journeyman **Sam Hollis**] not only were going about their work in a very professional manner, but they were extraordinarily courteous to my Mom when she went to 'inspect' their work. ... So, thanks to Choptank Electric Cooperative for responding so rapidly to my parents' outage and thanks so much, too, to the outstanding men from your company."

To: Asplundh Construction Corp. Manager Steve Bergquist, IL
From: Steve Mathieson, National Grid, NY
Date: September 6, 2011

"I would like to once again express my appreciation and thanks to [General Foreperson] **Herb Shivers**, his forepersons **Dave Sprinkle, Jerry Fally, Erik Blackmore, Jim Johnson, Brad Keffeler, George Pence** and **Gary Henson**, and crew members for the outstanding work they did restoring the Smithtown Substation. As a member of our local utility restoration team for the past 30 years, I can honestly say that they are the best team I have come in contact with. Their knowledge, skills, professionalism and ability to acclimate to our system configuration and maps became apparent shortly after their arrival and made my job much easier."

To: UtiliCon Solutions, Ltd. Senior Vice President Greg Holman, PA, for Asplundh Construction Corp., PA
From: President David DeCampi, PPL Electric Utilities, PA
Date: September 9, 2011

"I'm writing to express my gratitude for your organization's support to help PPL Electric Utilities recover from the devastating effects of Hurricane Irene. ... The hurricane will be remembered as the second worst in our company's 90-year history, leaving more than 400,000 customers without power and widespread damage. We faced a staggering amount of trouble cases, some of which consumed crews for a full day, some even longer. ... We are thankful for the relationship we have with our 'contractors of choice' to provide us the additional personnel so vital to handle the enormous clean-up of fallen trees and help make thousands of electrical repairs on our system. ... Your employees worked efficiently, professionally, and — most importantly — safely."

To: Asplundh Construction Corp. Vice President Frank Giordano, NY
From: Kevin Archibald, Private Resident, NY
Date: September 14, 2011

"I am a retired National Grid employee who was recently called back to help with the restoration effort associated with Hurricane Irene. ... We were promised all week that we were getting more crews for my substation, but for the most part, we only had a 13-man Asplundh crew from Fenton, Missouri, led by Lead General Foreperson **Kevin Settle**. ... I wanted to thank Mr. Settle and his crew for the great work they performed in getting the lights back on for the people of Long Island. ... I was out on several large jobs and his men worked in a safe and efficient

manner. I also observed several tailboard meetings as safety and logistical aspects of the jobs were discussed. ... Mr. Settle and his crew deserve recognition for a job well done. It made my job a lot easier than it could have been."

To: Utility Lines Construction Services, Inc. Supervisor Jamie Caldwell, GA
From: Mack James, Baltimore Gas & Electric, MD
Date: September 14, 2011

"I would like to thank Utility Lines for their safe and tireless work during Hurricane Irene, along with their dedication to serving our customers. I am very proud of how your team* stepped up to take on whatever effort or assignment was necessary to support restoration to our customers. ... Most importantly, we all had our personal time with our loved ones impacted through this event. I greatly appreciate and thank your families for their sacrifices as well. Finally, one parting note — always keep safety at the start of your work."

*General Foreperson **Jesse Alexander**, Foreperson **Sim Williams**, Linemen **Barry Brazil, Chad Grider, Randy Lovell, Billy Prince** and **Keith Tucker**, Operator **William Landress**, and Apprentices **Keith Brown, Matthew Cheatham, Brett Lowery, Ryan Treece** and **Cougar Yarbrough**.

To: UtiliCon Solutions, Ltd. Vice President Brent Asplundh, PA
From: Jim Dieterle, Connecticut Light & Power and Board President for Call Before You Dig (CBYD), CT
Date: October 24, 2011

"At a recent CBYD Board of Directors meeting, **Steve Rieben** [President of Asplundh One Call] provided us with an overview of all the events and actions taken involving Hurricane Irene. It is truly a success story. **The Asplundh One Call team** developed the plan of action allowing the Kentucky Center enough lead time to adjust the staffing to support the impending event. CBYD's Disaster Recovery System was fully implemented and functioned without a glitch. ... Both Connecticut and Kentucky personnel continued to efficiently handle the round-the-clock calls required in the massive 10-day restoration effort in the storm's wake. ... On behalf of the Board I would like to extend my appreciation to the entire Asplundh One Call organization for a job well done. And a special thanks to the **Call Center staffs** for their personal effort in this success."

To: Asplundh Construction Corp. Vice President Chris Shane, CT
From: Lorenzo Diurno, Designer Specialist, Connecticut Light & Power, CT
Date: October 28, 2011

"The following crew members* exemplified excellence and professional work ethics beyond my expectations, with safety being the number one thought throughout the storm. ... Your crews gave me the confidence that I needed to trust them to do the job and restore customers without my presence. ... This is the first time I have ever sent out a thank you in the 24 years I have been with CL&P. Your crews left an incredible impression on me."

*Forepersons **Mike Flanagan** and **Robert Rutkowski**, Linemen **James Chenard, John Chiarella, Travis Cooney, Dan Hartley, Daniel Maselli** and **Furman Romans**, and Apprentice **Robert Oleksak**.

Service Anniversaries July 1 – December 31 1976, 1981, 1986, 1991, 1996 & 2001

35 Years

Bruce Musgrove
 President, MCI
 Florida

30 Years

Greg Batchelor
 Vice President, UPT
 Wisconsin

Mark Stokes
 IT Manager, AOC
 Pennsylvania

25 Years

John Boppel
 Infrared Thermographer, UPT
 Pennsylvania

Willard Huggins
 Foreperson, ULCS
 Alabama

Paul Salansky, Jr.
 Foreperson, ACC
 Pennsylvania

20 Years

Frank Giordano
 Vice President, ACC
 New York

Stephen Henry
 Journeyman, ACC
 New York

15 Years

Abigail Armstrong
 Meter Reader, UMS
 Tennessee

Lee Epperson
 Foreperson, ULCS
 Alabama

Tim Gardner
 Supervisor, ULCS
 Alabama

Binh Hoang
 Supervisor, ALS
 Florida

Anthony Rosato
 Area Manager, AETCO
 New Jersey

Brian Wegner
 GIS Analyst/Coord., AOC
 Indiana

10 Years

Jamie Bailey
 Meter Reader, UMS
 Tennessee

Jeremiah Bane
 Foreperson, ULCS
 Florida

Adam Belvan
 Meter Reader, UMS
 North Carolina

Thomas Cimino
 Foreperson, ULCS
 Maryland

Billy Drake
 Meter Reader, UMS
 North Carolina

Demon Ellis
 Meter Reader, UMS
 North Carolina

Jason Faircloth
 Meter Reader, UMS
 North Carolina

Frederick Foster
 Meter Reader, UMS
 North Carolina

James Gann
 Foreperson, ULCS
 Georgia

James Gaskin
 Foreperson, ULCS
 Georgia

Melvin Gilliam
 Supervisor, ULCS
 North Carolina

Karen Goggins
 Meter Reader, UMS
 Alabama

Celebrating Longevity

Kenneth Grady
 Journeyman, UMS
 North Carolina

David Gravely
 General Foreperson, UPT
 West Virginia

Justin Guerrero
 Equipment Operator, ACC
 California

Miguel Guerrero
 General Foreperson, ACC
 California

James Hall
 Journeyman, UMS
 North Carolina

Lloyd Hall
 Planner, UMS
 North Carolina

Gregory Holmes
 Foreperson, ULCS
 Florida

Edward Johnson
 Meter Reader, UMS
 North Carolina

Timothy Jones
 Journeyman, UMS
 North Carolina

Shaun Kennedy
 Foreperson, ACC
 New York

George Knudsen, IV
 Foreperson, ACC
 New York

Gary Lassen
 General Foreperson, ALS
 Florida

Alexander Mayo
 Journeyman, UMS
 North Carolina

Joseph McCaleb, Jr.
 Foreperson, ALS
 South Carolina

Stephanie McNeill
 Meter Reader, UMS
 North Carolina

Eileen Neese
 Asst. to VP Operations,
 UMS
 Florida

Duane Robbins
 Foreperson, ULCS
 Delaware

Larry Sapp
 Foreperson, ULCS
 Delaware

Scott Shane
 General Foreperson, ACC
 Connecticut

Danny Stanley
 Vice President, ULCS
 North Carolina

Mandy Tyndall
 Administrative Asst., ALS
 Florida

Bambie Upton
 Planner, UMS
 North Carolina

Debra Vaughan
 Meter Reader, UMS
 North Carolina

Keith Ward
 Foreperson, ALS
 Ohio

Bruce Wharton
 Planner, UMS
 North Carolina

Doug Wicks
 Meter Reader, UMS
 North Carolina

Bobby Williams
 Foreperson, UPT
 Georgia

Derrick Wilson
 Foreperson, ULCS
 Delaware



UTILICON
MPDP



Field Personnel Manager Joe Lee, along with Chuck Hitzemann of Positive Growth International, led a group of UtiliCon employees through the Management Professional Development Program (MPDP) on March 22-25, 2011. Held in Fort Washington, Pennsylvania, the participants were (standing, L to R): **Greg Batchelor**, UPT, Wisconsin; **Lydia Greeley**, Grid One, Texas; **John Iannotta**, ACC, New York; **Steve Rieben**, AOC, Connecticut; **Claude Zukowski**, ALS, North Carolina; **Jim Lamb**, ACC, New York; **Patty Kelly**, ACC, New York; **Jon Durden**, ACC, Pennsylvania; **James Hardiman**, ALS, Florida; **Rich Fitzgerald**, AETCO, Massachusetts; and **Larry Bergen**, ULCS, Florida.



Another group of UtiliCon professionals took part in the MPDP in Fort Washington on May 10-13. Hosted by Joe Lee and Chuck Hitzemann, the attendees were (standing, L to R): **James Baker**, ULCS, Maryland; **Terry Marren**, Grid One, Pennsylvania; **David Jayne**, ACC, New York; **Chris Eddy**, UPT, West Virginia; **Sammy Moon**, ACC, New York; **Frank Giordano**, ACC, New York; **Paul Norton**, AETCO, Massachusetts; **Dan Simon**, Grid One, Missouri; **Ted LaVenture**, UMS, Florida; **Jeff Wachter**, ACC, Ohio; **Phil Karaganis**, ALS, Florida; and **Steve Balmer**, ALS, North Carolina.



A team of overhead linemen from the Lee Ellis Region 119 of Utility Lines Construction Services, Inc. (ULCS) won the overall competition trophy at the 18th Annual Michigan Lineman's Rodeo. Held in Westland on August 6, the winning team of (L to R) **Clayton Byerly**, **Chris Hoffman** and **John Appleberg** competed against teams from four states to bring the trophy back to ULCS. It was lost to IBEW Local 702 from Illinois in 2010. These folks, along with another ULCS team, also competed in the 28th Annual International Lineman's Rodeo held in Bonner Springs, Kansas on October 12-15, 2011. The teams' rodeo runs were graciously sponsored by ITC and ULCS.



Two more employees from the Gene Nichols Region of Utility Lines Construction Services, Inc. have graduated from the apprenticeship training program and earned journeyman lineman certifications from the Department of Labor. (Top left): **Brent Elzey** (R) received a handshake from



RSS **Oland Mills** (L) when he was certified in October 2010. (Bottom left): **Leon McDonnell** (R) completed the program in April 2011 and was presented

with his certificate by Supervisor **Darrell Clifton** (L). Both linemen work on Delaware Electric Cooperative property.

UTILICON
GENERAL FOREPERSON
TRAINING PROGRAM



The UtiliCon General Foreperson Training Program was held on June 6-10, 2011 at the Home Office in Willow Grove, Pennsylvania. Field Personnel Manager Joe Lee hosted the training, which was attended by (front row, L to R): **Dan Brogan**, ACC, New York; **Richard Huerta**, ACC, California; **Joe Clifford**, ULCS, Michigan; **Shawn Turnage**, Highlines, Mississippi; **Brian Gardin**, ACC, Indiana; and **Trevor Hefner**, UPT, West Virginia. Standing in the back row were (L to R): **Lloyd Miller, III**, ULCS, Maryland; **Kevin Bradshaw**, ULCS, Georgia; **Jay Hall, Jr.**, ULCS, North Carolina; **Derrick Hager**, ULCS, North Carolina; and **Andy Cox**, ULCS, Iowa.



If one grandchild is considered a blessing, what does four grandchildren at once count as? That's an excellent question, one that Utility Lines Construction Services, Inc. Vice President **Jim Marsh** and his wife, **Rose**, can now answer. They welcomed beautiful quadruplet grandchildren on March 26. Born to Jim's daughter, **Jenna** and her husband, **Kevin Bates**, the quads are (L to R): **Lucy**, **Andrew**, **Elliott** and **Oliver**. Needless to say, the quads are a handful — or four — to keep up with, but that's all part of the joy. As Jim put it, "Life's good here in Alabama!"



Elijah Standridge, the nine-year-old son of Utility Pole Technologies, Inc. (UPT) General Foreperson **Shawn Standridge**, received the Johnny Houston Award on July 4. This award is given to one Little League baseball player each year who

exhibits sportsmanship on and off the field, a positive attitude and a love of the game. Elijah was chosen for the award out of 80 children in his league. When not cheering on his son, Shawn oversees UPT crews working in the Midwest. He is currently working on the utility property of Tipmont REMC in Indiana.

Earlier this year, Utility Lines Construction Services, Inc. (ULCS) General Foreperson **Jeff Griffin** took his sons to the Santee Cooper Lineworker's Rodeo in Monks Corner, South Carolina.



While checking out the events, the Griffins came across a short pole with kid-sized climbing belts hanging on the cross arms. After retrieving his hard hat from his vehicle, Jeff helped his six-year-old son, **Jackson**, put on the PPE and snapped this cool photo. Jeff works

in the Danny Stanley Region, overseeing crews on Duke Energy property in Burlington, North Carolina.

To: American Lighting and Signalization, Inc. Manager Richard Calledare, FL
From: Roadway Maintenance Contract Manager Guiseppe Scaringi, Florida's Turnpike, FL
Date: March 2, 2011

"I would like to commend [Journeyman] **Diomar Dominguez** for his almost endless self motivation and drive on the job, extending at times through late night hours, weekend and even holidays. Diomar has demonstrated time and time again his dedication to his job, especially when I call him in the middle of the night responding to emergency calls. His fast response needs to be noted."

To: Alabama Power Company, AL
From: Walter M. Beale, Jr., Balch & Bingham, LLP
Date: April 27, 2011

"I again want to thank you for all of your assistance in connection with the damage I sustained at my house on April 27. ... [Foreperson] **Mike Carter** with Utility Lines Construction Service could not have been more helpful and cooperative. People like you and them* make me proud of my long association with Alabama Power Company."

*Supervisor/RSS **Van Folds**, General Foreperson **Jason Turner** and crews also helped on this job.

To: American Lighting and Signalization Vice President Scott Rhea, PA
From: Fleet Logistics Supervisor Lisa Clark, Dominion Virginia Power, VA
Date: April 28, 2011

"We had a little incident with an electrician and my stock helper at the Virginia Beach storeroom on April 26, 2011. Your employees, [Forepersons] **Harry Graves** and **Shaun Peregoy**, were also in our storeroom and observed the hostility from the electrician to the stock helper. They stayed with my stock helper until the electrician left the property. We are very grateful that your employees stuck around until the situation was cleared up. Please give them our thanks!"

To: Utility Lines Construction Services, Inc., MD
From: Paul and Karen Bauer, Private Residents, MD
Date: May 5, 2011

"I just wanted to write a letter of praise for the way the crew, and especially the foreperson on the job, **Justin Winn**, handled themselves in a recent project of installing a new telephone pole behind our property. ... A minor mishap occurred in which our vinyl deck box was damaged. Mr. Winn approached us and informed us of it. ... He indicated that they would make good on compensating us for it, and ... purchase its replacement. It was all done smoothly and without incident, and we were both completely impressed and pleased with the entire handling of the matter. I cannot speak highly enough about the way Mr. Winn conducted himself. ... You are fortunate to have someone of his character working for your company."

To: UtiliCon Solutions, Ltd. President George Graham, Jr., PA for Utility Lines Construction Services, Inc., NC
From: President Lloyd Yates, Sr. Vice President Jeff Corbett and

Vice President Caren Anders, Progress Energy Carolinas, NC
Date: May 6, 2011

"As our company and communities continue to recover from the devastation of the tornadoes and severe storms that struck our service area on April 16, I wanted to thank your employees* for their outstanding work during our storm restoration, and commend them and you on the level of professionalism that was so evident throughout this massive undertaking. They were crucial to our effort to bring the Carolinas service area back to normal as safely and quickly as possible. On behalf of the 340,000 Progress Energy customers who lost their power and the hundreds of employees who worked side-by-side with your employees, we offer our sincere thanks. It is great to know we can count on the support we need from Utility Lines Construction Service."

*The employees work under Supervisor **Melvin Gilliam**, General Forepersons **Bobby Boland**, **Eddie Bolton**, **Jeff Griffin**, **Derrick Hager** and **Keith Minor**, and Forepersons **Trevor Bolton**, **James Bullins**, **Michael Cain**, **John McMillon**, **Inocensio Patino** and **Kermit Stanley**.

To: Utility Lines Construction Services, Inc. Vice President Gene Nichols, DE
From: Hartwell Area Manager Jason Acosta, Georgia Power, GA
Date: May 10, 2011

"I had the pleasure of working with Utility Lines Construction crews during the tornado restoration in Alabama. ... The general forepersons **Jeff Sheets**, **Frank Morris** and **Dennis Sparkman**, demonstrated initiative and provided great leadership. Their crews demonstrated professionalism on the job and at the staging area. Safety takes precedence over all other job requirements and I was pleased with the level of detail covered in their tailgate job briefings. ... Most of all, I appreciate their attitude during this storm. They all were a pleasure to work with and positively represented your company."

To: Utility Lines Construction Services, Inc. Supervisor Jeff Hunter, NC
From: Billy Doss, Southern Company, AL
Date: May 11, 2011

"I want to thank you for the tremendous job you did in Phil Campbell, Alabama. Your tenacity and professionalism were invaluable in our restoration. Please know that Western Division has heartfelt appreciation for your actions. You and your crew did an outstanding job considering the conditions we all had to work in and did it the safest anyone could ask for."

To: Utility Lines Construction Services, Inc. Vice President Danny Stanley, NC
From: Distribution Design Manager-Lighting Emily Henson, Duke Energy, NC
Date: May 14, 2011

"... I wanted to personally thank you for Utility Lines' support during the last couple of days. ... These guys have worked safe each day while having great productivity. I especially want to express my thanks to [General Forepersons] **Rodney Faries** and **Kelly Benfield**. ... Of course, they would not be successful as leaders without a great team. Please don't forget to express Duke Energy's and my personal thanks to all your teams."

To: Utility Lines Construction Services, Inc. Vice President Danny Stanley, NC
From: Resource Analyst Randy Pack, Duke Energy, NC
Date: May 14, 2011

"As usual, your guys have performed extremely well. We are talking about the forepersons, but make sure all the crews know that we're very aware of how much they have worked and that we appreciate their efforts. I wanted to single out [General Foreperson] **Kelly Benfield**. He and his crews have done a superb job. ... You don't hear much out of him, he just gets it done. Let him know that we notice and appreciate him."

To: Utility Lines Construction Services, Inc. Supervisor Rick Chrissley, NC
From: Rex Keener, Duke Energy, NC
Date: May 16, 2011

"I would like to commend [Supervisor] **Rick Chrissley** and the Utility Lines crew members that responded to our broken pole at 5:00 AM Sunday morning. ... I called Rick and asked him to change the pole. As always, he said he would take care of it. ... When I arrived, one of the crew members and Rick asked me to look over the pre-job briefing. They told me what they had, the precautions they made, how they would make all the repairs and restore power. I just wanted to let Rick know how much I appreciate him and his company, and the professional way they all represent Duke Energy."

To: American Lighting and Signalization, Inc. Manager Richard Calledare and Supervisor Edwin Ramgattie, FL
From: Roadway Maintenance Contract Manager David Soto, Florida's Turnpike, FL
Date: May 25, 2011

"I wanted to make sure that I express my gratitude for your quick response and assistance this afternoon with the bridge hit at Sheridan Street. Your assistance in this matter helped us assess the damage with bridge inspectors, remove loose concrete material that was hanging from the structure, and made it possible to open the road quickly before this afternoon's rush hour. Your crew was excellent in performing the work that was needed in such a short time and I wanted to thank you and your crew for the safe service you provided."

To: American Lighting and Signalization, Inc. Manager Richard Calledare, FL
From: Project Manager Tom Allen, Transfield Services, FL
Date: May 25, 2011

"I wanted to take an opportunity to thank you for the excellent job you and your field representative, [Foreperson] **Rob Michael**, are doing on our project. Attached are the results of the latest outage run showing over 99% burn rate for May. Additionally, Rob's response time to incidents and requests has been great. You're all doing a great job and we look forward to a mutually beneficial relationship that will serve the State of Florida Turnpike Enterprise very well."

To: Asplundh Construction, Corp. and Utility Pole Technologies, Inc., PA
From: President David G. DeCampli, PPL Electric Utilities, PA
Date: June 6, 2011

"I'm writing to personally thank you for the vital assistance your crews provided during what was one of the worst storm events we've faced in recent memory. Thanks to the dedicated efforts of your crews who worked tirelessly day and night over a holiday weekend, we were able to respond to more than 1,000 primary cases of trouble and restore service to more than 175,000 customers. The storm damage was more widespread and severe than any we've seen in recent years, with four confirmed tornadoes causing extensive damage to both transmission and distribution facilities. In many cases, entire power lines had to be rebuilt with new poles. Most importantly, this tremendous job was completed without any safety incidents, which is testament to the training and professionalism your employees exhibited. Again, thank you for your support and assistance in helping us turn the lights back on for our customers."

To: Utility Lines Construction Services, Inc. Manager Tim Jahnigen, MD
From: Fred Todd, Delmarva Power Construction Management, MD
Date: June 16, 2011

"I wanted to give a special thanks to all those involved with this project. ... This was the smoothest project I have ever been involved with. Utility Lines stayed right on top of safety the entire project and we did not have one safety incident. ... The work went smoothly and [Foreperson] **Mike Welch** did a terrific job of coordination on a complicated project, allowing this to come to completion, meeting or exceeding all expectations. It was a pleasure working with all those involved, and I would highly recommend Utility Lines for future projects of this nature."

To: Alabama Power Company, Oak Grove, AL
From: Sherry J. Atkinson, Private Resident, AL
Date: July 6, 2011

"Last Friday, a large pecan tree on an adjoining lot fell on our incoming power line. The tree broke the power pole to our home. We contacted the power company and Jackie Mims came to assess the damage. He told us the process for the repairs and clean-up from the transformer spill, etc. ... Jackie said they had a lot of calls and to bear with them. They would get to our job as soon as possible. ... We were so pleased to hear the crew* on our property shortly after midnight. The crew got our driveway opened where we could get out and they could get to the area of damage. Billy was so impressed with every man and how well



Foreperson **Jon Calfee** and Equipment Operator **Ben Cleveland** were also recognized by ULCS Vice President Jim Marsh with letters of thanks and red "Attaboy" ball caps for the great job they did cleaning up a transformer oil spill.



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Positive Connections

everyone was organized. ... Your entire organization is worthy and deserving of the reputation you have earned serving our communities. Keep up the great work!"

The crew: Supervisor **Tim Gardner, General Foreperson **Chris Burdette**, Foreperson **Jon Calfee** and Equipment Operator **Ben Cleveland**.*

To: Utility Lines Construction Services, Inc., AL
From: Ann Burdette, Alabama Power Company, AL
Date: August 15, 2011

"I know I have said this before, but we really do think this is your BEST group so far! They are all doing a good job and we appreciate all of them. We could not have made it through this tornado without their tireless help and support."*

Supervisor/RSS **Van Folds, General Foreperson **Jason Turner**, and Forepersons **Donnie Borden**, **Mike Carter**, **Rickey Lee**, **Ronnie Sanford** and **Heath Tines**.*

To: Asplundh Construction Corp. Vice President Chris Shane, CT
From: Shawn Gagnon, Private Resident, MA
Date: August 22, 2011

"I was a victim of the June 1st tornado in West Springfield. I am just finally getting things back together and had a chance to contact you guys. Your men came in less than 24 hours after the tornado and had power up and running in my community in less than six hours — something WMECO said would be days. Your men worked hard and didn't stop whatsoever. Keep up the good work."*

General Foreperson **John Biehn, Forepersons **Mike Flanigan**, **Rob Rutkowski**, **Barend Steevels**, **Ron Soucy** and **Clayton Young**.*

To: Utility Lines Construction Services, Inc. Vice President Danny Stanley and Supervisor Rick Chrissley, NC
From: Frank and Dolly Pokrass, Private Residents, NC
Date: August 29, 2011

*"This is a letter of thanks for the prompt and courteous service rendered by your crew following our call that a major tree limb on our property had been blown down across power lines serving an adjacent house. Working through a heavy downpour and into the darkness of the evening, the crew cleared the wires and the blocked driveway. We gratefully recognize the fine efforts of the five crew members: [Groundperson] **Dean Hayden**, [Equipment Operator] **Preston Pierce**, [Groundperson] **Chris Buttke**, [Foreperson] **Trevor Bolton**, and [General Foreperson] **Eddie Bolton**."*

To: UtiliCon Solutions, Ltd. President George Graham, Jr., PA, for Utility Lines Construction Services, Inc., NC
From: Senior Vice President, Delivery Jim Stanley, Duke Energy, NC
Date: September 6, 2011

"Thanks to you and your team for working shoulder-to-shoulder with us and serving our customers with excellence this year. We experienced an active storm season and our teams have worked long hours in tough conditions to repair the system and restore service. Most importantly of all, the work has been performed safely so that teammates from each of our teams return home uninjured to friends and family at the end of the day. Nothing is more important than safety. ... Thanks again for your commitment, and that of your team, to safely serving our customers with excellence."