



UTILI CONNECTIONS

Summer 2005



Make Your Mark!

Your **UtiliConnections** magazine needs **YOU!** There are more than 25 different UtiliCon company operations throughout the U.S. and we rely on YOU to be our eyes and ears in the field.

This first issue of the magazine was researched, written, designed and composed by Kristin Wild, Ronnie Gauker and part-time college intern Alison Lentz in the Asplundh Corporate Communications Department. They received most of the photos and basic facts from managers in the field, but they need your help to truly reflect the UtiliCon readership!

Please e-mail or 'snail' mail your photos, notes and articles about:

- unique or difficult jobs
- storm work
- special events
- awards
- new equipment
- thank-you notes from customers
- safety initiatives
- any other newsworthy item

to our central point of contact, UtiliCon's Executive Assistant **Gail Jacquinto** in the Willow Grove Home Office (gjacq@asplundh.com). She will work with you to do the initial research and follow-up to get the facts together. Gail will also attempt to get a broad representation of all the UtiliCon companies and their regions.

Don't forget to send Gail your news and photos so you can make your mark in our next **UtiliConnections** issue! Thanks!



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On The Cover

An Asplundh Construction Corp. lineperson from the Brett Martin Region in Michigan removes de-energized wire from a traveler and ties in on an insulator. When energized, this new distribution line for Detroit Edison will carry 13kV. This crew works under the direction of General Foreperson John Johns. (Photo by John D. Shane)

Equal Employment Opportunity Policy Statement

It is the policy of our Company and all of its subsidiaries and management to work continually toward improving recruitment, employment, development and promotional opportunities for minority group members and women.

It is the Company's intent to provide equal opportunity in all areas of its employment practices and to ensure that there be no discrimination against any applicant or employee on the grounds of race, color, religion, sex, age, disability, national origin, veteran status, marital status, or sexual orientation.

This policy extends to recruiting and hiring, to working conditions, training programs, use of company facilities, and all other terms, conditions and privileges of employment. As a field employee, complaints may be made to your immediate supervisor (foreperson, general foreperson, supervisor) or Region manager. As a Corporate Home Office employee, complaints may be made to your immediate supervisor, department manager or the Office Personnel manager. If you cannot report to your supervisor or manager, or if a complaint you have made has not been promptly addressed, you should call the Corporate EEO Officer at (215) 784-4200.

Management will continue to be guided and motivated by this policy, and with the cooperation of all employees, will actively pursue the related goals of equal and affirmative action throughout the Company and all of its subsidiaries.

Greetings from George Graham

I am excited to introduce you to the first edition of **UtiliConnections!** This publication will be produced semi-annually, in addition to **The Asplundh TREE** magazine. We will focus on UtiliCon employees, as well as the many facets of our utility services and related business lines.

As many of you are aware, UtiliCon Solutions, Ltd. was formed in late 2004 in order to consolidate our construction, meter, locating and related service businesses into one cohesive unit to better serve our customers. Our new organization allows UtiliCon management to concentrate its time and effort into moving our businesses to the forefront of their respective markets.

We conducted our first Managers' Meeting in Tampa, Florida this past February to bring the entire UtiliCon management team together. We continue to work hard to support our existing businesses, as well as to grow new opportunities. I am proud of what everyone has been able to accomplish during this short time.

UtiliCon is comprised of many diverse business lines that perform functions integral to our customers' success. In this and subsequent issues, we will highlight a different UtiliCon business line to help everyone understand and better support these operations.

UtiliCon's mission is to be an industry leader in providing high quality and cost effective utility services to our customers while maintaining profitable revenue growth for our shareholders and doing it all safely. Employee safety is paramount to achieving our mission and as such, we are investing in safety training and new safety support processes to bring our already good safety record to the "best in class" level.

We need everyone in UtiliCon to be actively engaged in meeting and exceeding this mission. UtiliCon Solutions, Ltd. aspires to be recognized by our customers and competitors as the leader in employee safety and customer satisfaction, as well as being a great place to work. I know you will join me in this endeavor and I hope that you enjoy this first edition of **UtiliConnections.**

Sincerely,



George E. Graham, Jr.
President
UtiliCon Solutions, Ltd.



Gathered in front of the UtiliCon trade show booth are (standing, L to R) **Christopher B. Asplundh**, CEO/Chairman of the Board of our parent company, Asplundh Tree Expert Co., UtiliCon President **George Graham, Jr.**, Vice President **Brent Asplundh**, and Manager of Corporate Planning and Business Development **Phil Voltz**. Seated (L to R) are: Assistant to the President **Carmen Phillips** and Executive Assistant **Gail Jacquinto**.



UTILICON SOLUTIONS

Utility Construction

Asplundh Construction Corp. and Utility Lines Construction Services, Inc. provide the following maintenance and construction services to the electric and gas utility market:

- Electric Distribution Overhead & Underground
- Electric Substation & Transmission
- Emergency Storm Response & Reconstruction
- Street Lighting & Traffic Signalization
- Gas Distribution & Transmission
- Engineering & Excavation Services for Highways, Landfills & Site Development

Underground Utility Locating

Central Locating Service, Ltd. performs underground locating for the following types of infrastructure owners in a safe and cost effective manner, allowing them to protect their valuable assets and concentrate on their core business:

- Electric
- Gas
- Cable TV
- Telephone
- Water
- Sewer

Traffic Signalization & Street Lighting

American Lighting and Signalization, Inc. provides the following maintenance and construction services on a preventive and emergency basis:

- Street & Roadway Lighting
- Traffic Signalization Systems
- Airport Lighting
- Interstate Signage

Meter Services

Utility Meter Services, Inc. and VSI Meter Services, Inc. perform a broad range of services for electric, gas and water utilities:

- Meter Reading
- Automatic Meter Reading (AMR) Deployments
- Connects & Disconnects
- Collections
- Strategic Planning & Technical Support
- Call Center Operations

Pole Maintenance

Utility Pole Technologies, Inc. can help you preserve your investment in wooden utility poles and associated equipment by performing an array of services, such as:

- Inspection
- Remedial Treatment with Preservatives & Fungicides
- Reinforcements with Fiberglass Wraps & Steel Channels
- Attachment Surveys
- Installation of Ground Rods & Guy Wire Guards
- Special Customer Requests for GPS Locating
- Infrared Scanning

One Call Centers

Asplundh One Call, Inc. provides One Call Center management, software/hardware development and technical support to protect underground infrastructure:

- GIS Mapping Systems with Continuous Updates
- Damage Reporting & Compliance Programs
- 24/7 After Hours Emergency Service
- Call Overflow Services
- Web-Enabled Programs
- Customized Hardware/Software Solutions

Disaster Recovery Services for Government Agencies

Asplundh Environmental Services, Inc. can deploy the vast resources of the entire Asplundh organization to assist in rapid, professional removal of debris and other emergency recovery services:

- Pre-event Planning & Training
- Emergency Road Clearance
- Temporary Debris Staging & Reduction
- Hazardous Materials Handling & Site Remediation
- Assistance with FEMA & State Reimbursements

Fleet Resources

Asplundh Motor Company, Inc. is an authorized GMC light- and medium-duty commercial truck dealership that enables Asplundh to quickly obtain the parts and equipment resources required to meet your expectations for rapid, efficient and cost effective services.

UTILITIES LTD. IS...

Key Contacts



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The Safety Scene



Gil Niedenthal
Director and
Corporate
Safety Officer

As I am working on my seventh month with this fine organization, I have to tell you that I am more excited than ever before about being your "Head Safety Guy".

Sure, now that the fog of being a new employee is lifting and I can see more of the structure of the company, some would say that the task is too hard! But I have had the opportunity to meet a great many of our fellow employees and the thing that strikes me as pretty cool is the fact that each and every one of you truly desires to work safe! No one wants to go home hurt – I haven't met a single one of you who has told me that they want to. So ... why do we keep getting hurt?

As I have said before, I don't have all the answers, but I'd like to share with you two initial thoughts. First off, you must know that most injuries (on and off the job) are most often prevented by staying alert and keeping your mind on the task! I call this **SAFETY AWARENESS**. You probably already know this by your own experience, but the "trick" is actually doing it!

The second thought has to do with **EMPLOYEE INVOLVEMENT**. I am a firm believer that the more involved you are in the safety of yourselves and your co-workers, the more awareness you'll have and thus, you'll experience fewer injuries. The more active you are about talking about previous experiences, near-misses, old injuries, and hazards with your jobs, the more you'll take ownership of safety and the more likely you'll be to keep yourself and others safer on the job!

It's a simple concept, but these two things really work. As you get to know me better, you'll hear more and more about these two concepts – **SAFETY AWARENESS** and **EMPLOYEE INVOLVEMENT**.

It's an honor to be your Safety Director and I look forward to getting to know you all better. Take care.

Willow Grove Office ext. 4470
(215) 385-0282 (cell)

The Asplundh Board of Directors' Safety Excellence Award for 2004 Goes To ...



... Vice President **Frank Giordano** (second from L) of Asplundh Construction Corp. on Long Island, New York! Presenting the traditional silver trophy, which honors the region's achievement of the corporation's lowest loss cost per hour, were CEO/Chairman of the Board Chris Asplundh (second from R) and UtiliCon President George Graham (L), along with ATE President Scott Asplundh (R). Congratulations to Frank for his outstanding safety management performance and most of all, thanks to each of his employees whose **safety awareness** and **involvement** brought this recognition to ACC and UtiliCon.

ASPLUNDH
CONSTRUCTION CORP.



One of the people who helped ACC Region 109 reach the lowest loss cost in 2004 was General Foreperson **Tom O'Connell** (center) who received a bonus check and a handshake of appreciation from ACC Vice President **Frank Giordano** (L). Supervisor **John Morton** (R) was proud to participate in the presentation recognizing Tom for running an accident-free operation throughout the 2003-04 bonus year. Tom oversees underground electric installation crews on the property of Keyspan on Long Island, New York. Keep on keeping it safe, Tom!



Safety Performance Recognition

The Safety Scene



Underground Equipment Operator **Rafael Guerra** (center) of ULCS Region 110 in Georgia was the lucky winner of a \$500 Cabela's gift certificate for his outstanding safety performance in 2004. He gladly accepted the prize from Acting Manager **Danny Stanley** (L) and congratulations from General Foreperson **Jeff White** (R). His name was randomly picked from a pool of more than 100 safety-minded employees in Region 110 who had no OSHA recordable injuries, no 'at fault' vehicle crashes and no property damages over \$250 in 2004. Rafael has been with the company for two years and works on the property of Georgia Power Co. in the Augusta area.



Operator/Electrical Maintenance Journeyman **Allan Cassell** (R) of ULCS Region 119 in Michigan received congratulations from International Transmission Company (ITC) CEO **Joe Welch** (L) and a \$500 Cabela's gift certificate from UtiliCon for his excellent safety performance in 2004. Since ITC and ULCS share the same desire for employee safety, ULCS Manager **Lee Ellis** (center) was happy to have his customer share in the presentation. Allan joined ULCS Region 119 in September 2003 and works in southeast Michigan to help maintain the reliability of ITC's 2,500-mile electric transmission system. Great job, Allan!



Congratulations to these Region 117 crews under Manager **Jim Marsh** who recently completed two Wherry Feeders at Tyndall Air Force Base in Florida with an accident-free record. Resident Engineer Stacy L. Turner of the U.S. Army Corps of Engineers wrote a glowing compliment to these employees working in partnership with the Southern Co. to say, "Thank you again for a job well done in a safe manner with high quality. In brief summary, the completion of this project will allow Tyndall AFB to effectively take action in adverse weather and other contingency situations with minimum risk of losing power, thus maintaining a lethal military response and effective support for our civilian community when needed." The project was led by Supervisor **Larry Bergen**.



In January, ULCS Region 117 Manager **Jim Marsh** kicked off the new year with a special safety award presentation for all of his accident-free general forepersons and supervisors. Shown above are those who excelled in safety management during the periods of 2002-03 (Steve Bostock Regions 52/117) and 2003-04, including **Dave Barker, Tim Gardner, Larry Bergen, Marty Bean, Ray Turner, Randle Goforth, Don Burdette, Van Folds, Chris Burdette, Jimmie McCarter, Carl Manning, Wes Hollingsworth, Jerry Chappell** and **Mike Franklin**, who received plaques to mark their achievement. In the lower photo, extra special recognition in the form of Cabela's gift certificates were presented by **Jim** (second from L) to General Forepersons **Dave Barker** (L), **Chris Burdette** (second from R) and **Mike Franklin** (R), who worked multiple years in a row without a lost-time accident. In fact, Dave and Chris have overseen accident-free operations for over seven years now and Mike has four years with no lost-time accidents. Jim thanked his entire safety management team and encouraged all of them to be persistent as they strive for continuously safe operations. Keep up the good work folks!

The Safety Scene

Safety First ... No One Gets Hurt!



Certificates of Appreciation for Safety



Proud of his crews' safety performance in 2004, Vice President **Pat O'Connor** (left photo, far R) of UPT made sure these accident-free employees of Region 96 received Corporate Safety Recognition certificates. These safety-conscious crews in Georgia are: (left photo, back row, L to R) **Jonathan Morey, Willie Walton, Eric Chambers, Derek Griffith, David Rushing** and **Kevin Redmond**. In the front (L to R) are: **James Smythers, Tyrone James, David Pressley** and **Billy Franks**. Certificates were also presented to accident-free crews shown in the photo above at R: (back row, L to R) **Ron Chaney, Manhudust Ellis, Elmer Bryant, Albert Chaney, Brian Smith, Ernest Lyles** and **Reginald Cain**. In the front row (L to R) were: **Devin Walker, Rodney Mack, Quentin Colbert** and **Jesse Thomas**.



Safety Training and Bonuses



UMS Safety Director **Jason Nadalsky** recently began his Incident Investigation and Job Behavior Observation (JBO) training with all UMS supervisors. This training will assist the management team in evaluating employees' behaviors related to vehicle use, personal protective equipment, field work/dog bite prevention and metering services. Pictured at left are several supervisors who completed this training in Alabama.

The UMS Safety Recognition Program was designed to promote safety awareness and recognize employees who make safety an important part of their daily routine. In April and May, the employees listed below received a \$250 bonus check for reaching Level 1 (12 continuous months incident-free) and 2 (24 months), while achieving Level 3 (36 months) earned them a \$500 bonus. Congratulations!

Alabama	Level	North Carolina	Level
Jimmy Cason	2	Laurie Metz	3
Patrick Fields	1	Kathy Penland	1
Alan Mapp	2	Josh Richmond	1
Jimmy McKenzie	3	Terrence Willoughby	1
Jeffrey Puckett	2	Pennsylvania	Level
Faith Reed	1	William Bukovac	1
Steve Simmons	1	Antonio Fiore	1
Angelia Smith	2	George Hospodar	1
North Carolina	Level	Robert Murray	1
Clematine Barrett	1	Willie Smith, Jr.	1
Paul Ellison	2	Darren Thompson	1
Michael Graves	2	Texas	Level
Alma Hinson	3	Arnold Chavez	3
Doug Jenks	1	Adam Rocha	3
Sandra Jones	1		



Safety Celebration



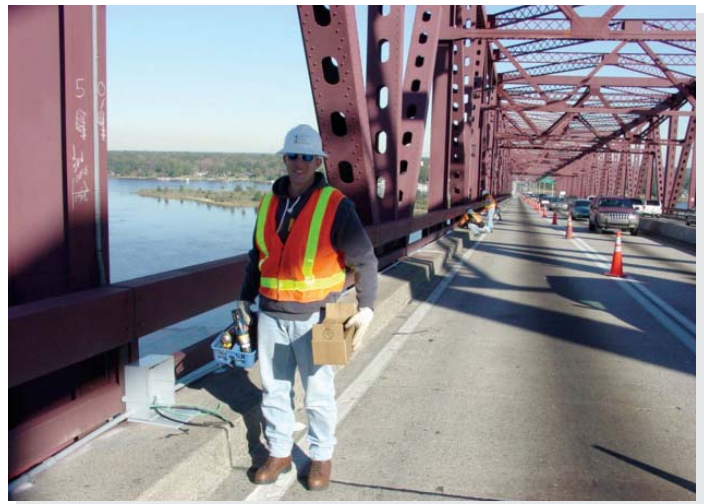
On April 15th, **VSI Meter Services' Cincinnati AMR Installation Team** celebrated a full year without the occurrence of an RVA (Responsible Vehicle Accident). At the same time, they were also celebrating going 600 days without an OSHA recordable incident. The team was brought in early that day from the field and given a "lunch fit for Kings" including BBQ steak sandwiches cooked by Project Manager **Steve Woods**. As it was a total team effort, VP of Operations **Ted Fiala** and **John Brown** of VSI/CLS Safety came to town to congratulate the team. In addition to the lunch, jackets were handed out to the team in recognition of their accomplishment. Safety is a big component of this successful project, as seen by the "Wall of Fame" that is visible in the warehouse.



Highlights



Supervisor **Mark Ditto** of ALS Region 151 oversaw Journeyman **Ruben Roman** and crew as they worked to remove a sign over the Orlando/Orange County Expressway this past March. According to ALS Manager **Richard Calledare**, a post-hurricane inspection revealed fractures in the main truss supports, presenting a safety hazard to the public. The Florida Highway Patrol closed State Route 408 in both directions while the work was being completed. Mark's crew worked hard to ensure that the sign was removed safely and efficiently so the busy Orlando Expressway could be reopened as soon as possible.



In January before the kick-off of Super Bowl XXXIX, ALS Region 151 crews were called in to restore the lighting on the John E. Matthews Bridge spanning the St. Johns River in Jacksonville, Florida. Kneeling (above L) Crew Member **Leonel Neptune** and Foreperson **Rob Michael** (above R) prepared to pull new circuit conductors to repair the lights. Supervised by **Edwin Ramgattie**, the crews were able to finish the five-day project in only four days! Thanks to ALS, Eagles and Patriot fans traveled to the Super Bowl on a safe and well-lit bridge!

Headlines



Shown above are ACC crews from the Frank Giordano Region in Long Island, New York under General Foreperson **Thomas Keane**, who received some good old-fashioned southern hospitality when they were sent to Alabama last September to do storm restoration for Southern Pine Electric Cooperative. After Hurricane Ivan passed through and the crews arrived in the area to work, there were no hotels or restaurants available. Luckily, the generous and friendly people at the Fretwell Church in Perdido, Alabama opened their church doors to the workers, allowing them to sleep there until hotels were available. In addition, they also provided the crews with two meals a day for two weeks at no charge! To thank them for their hospitality, the crews later sent a contribution toward the church's building fund and provided them with outdoor playground equipment. Sister Helen Stewart of the church later wrote to thank the crews not only for their donation, but also for their hard work and respect for the church and community. What a great example of people helping one another!



ULCS Region 119 crews working for the International Transmission Company (ITC), had the opportunity to assist in the retrieval of baby peregrine falcons from the roof of the Fisher Building in Detroit, Michigan this past June. With the help of ULCS aerial lifts, members of the Michigan Department of Natural Resources (DNR) retrieved four baby chicks from a nesting box on top of the building and transported them to the lobby of the office of the Detroit Girl Scouts. Biologists there performed check-ups on the chicks, gave them identity bands and relocated them to a safer nesting box next to the original site. The Girl Scouts then named the chicks Morgan, Pearl, Scout and Patch. With the help of ULCS, ITC, DNR, and the Girl Scouts, this yearly event has taken place since 1996.



The International Transmission Company (ITC) and ULCS crews from Region 119 in Michigan under Manager **Lee Ellis** sponsored a Bring Your Child to Work Day last April. Stands were set up to show the children what ITC does and explain what is done in the field. At the end of the day, the children posed for a picture in their hard hats after taking a ride in a bucket truck (with all the correct safety gear of course!) and enjoying some hot dogs.



A Reception of Appreciation was held by Maryland Governor Bob Ehrlich on November 18, 2004 at the State House in Annapolis to thank Maryland utilities for their sacrifice and efforts to help restore Florida's utility systems to normal after four hurricanes decimated the state last summer. Baltimore Gas & Electric (BGE) President Ken DeFontes invited ULCS Region 104 crew members to join him for this event. They were congratulated personally by Governor Ehrlich, and posed for a photo with (center front row, L to R) ULCS Vice President **Dick Umbel**, the Governor, BGE President Ken DeFontes and UtiliCon Vice President/Sponsor **Brent Asplundh**.



Bob Hoover (second from R) was presented with an engraved watch from UtiliCon Vice President/Sponsor **Brent Asplundh** (R) on April 19 at the Home Office. Bob started as a foreperson with UPT in May 1975 under retired Manager Arlyn Holewinski. He currently works as a supervisor, under UPT Operations Manager **Greg Batchelor** (second from L) overseeing pole maintenance operations in the Northeast. Bob says he loves the traveling involved with his job, but also the fact that he has been able to reside in Quakertown, Pennsylvania all these years. He has seen a lot of changes in the company over the past three decades, which he says has helped make his job fast-paced and never boring. UPT Vice President **Pat O'Connor** (L) also congratulated Bob on his 30 years of dedicated service.



In March 2005, CLS was awarded the underground locating work of Southwestern Bell Company (SBC). CLS now covers an expanded territory in Ohio for SBC, including Columbus, Cleveland, Toledo, Akron, Canton and Youngstown, increasing annual

ticket volume by an estimated 70 percent. To ensure a smooth transition, CLS VP of Operations **Craig Harrell** assembled a team of knowledgeable and dedicated CLS experts from all over the United States. The increase in ticket volume required the hiring and training of over 90 additional employees and the purchasing of new equipment. The transition process was deemed a success by both SBC and CLS. By mid-June, CLS had already transitioned into more than 80% of the SBC areas to be covered.



UPT Infrared Manager **Wayne Hanley** (center) received a Silver Merit Award from UPT Vice President **Pat O'Connor** (R) with hearty congratulations from UtiliCon Vice President/

Sponsor **Brent Asplundh** (L) on April 19 for his help in a road accident. While returning from a managers' meeting and crew visits in Florida this March, Wayne stopped to assist a driver who had lost control of his car on Interstate 476 in Plymouth Meeting, Pennsylvania. Having skidded on a snowy bridge, the vehicle was turned sideways in the roadway, partially blocking the right lane of the highway. Wayne positioned his truck about 20 feet behind on the shoulder and turned on his roof top warning lights to alert oncoming traffic. He called the police and assured the driver that help was on the way. A police officer soon arrived and as Wayne was leaving the scene, a tractor trailer lost control and ran into the police car and Wayne's vehicle. The tractor trailer fled the scene, but Wayne stayed to make sure everyone was safe from injury. Amazingly, no one was seriously hurt. Congratulations on your award, Wayne!



Asplundh One Call, Inc. Vice President **Steve Rieben** (standing, L) was honored by One Call Systems International Committee Co-chairpersons Sandra Holmes and J.D. Maniscalco at the December 2004 Damage Prevention Convention. Steve, along with nine other one call industry pioneers, was recognized for having served more than 25 years in the field of damage prevention communications. Congratulations, Steve!

Positive Connections

To: American Lighting & Signalization, Inc. crews under
Manager James Hardiman, FL

From: Lisa Wichser, Martin County. Board of County
Commissioners, FL

Date: December 2004

"The Traffic Division of the Martin County Engineering Department expresses its gratitude to your organization for the timely and efficient response during the aftermath of Hurricanes Frances and Jeanne that hit our area. With your help, we were able to restore all of our traffic signals to single-indication operation in roughly one week, twice within four weeks' time. This remarkable effort could not have been accomplished without you ..."

To: American Lighting & Signalization, Inc. crews under
Manager James Hardiman, FL

From: Hamid Hosseini, GBF Engineering, Inc., FL

Date: March 2005

"... Thank you for your tremendous work effort and commitment to the restoration of signalization facilities and components in the hurricane-ravaged counties of South and Central Florida. Not only did you prove your commitment to restoring these facilities for the residents and visitors of this great state after one devastating hurricane, but yet again after a second devastating storm.

The continual work of your employees ... is an inspiration to those of us in this industry and a model of corporate strength and commitment to be followed by all contractors, engineering firms and FDOT representatives. The long hours spent by your employees away from their families during these challenging times cannot be repaid through money alone ..."

To: Asplundh Environmental Services, Inc., AL

From: Alice S. Jones, Department of Public Works, FL

Date: January 2005

"... All of the Debris Cleanup Team appreciates the support provided by your employees and your subcontractors following our extreme 2004 hurricane season ..."

To: Central Locating Service, Ltd., OH

From: Karen Smith, FirstEnergy Corp., OH

Date: April 2005

*"Thank you for the opportunity to travel the route with your locator, **Joyce Nickol**, April 12 through the 14. She was extremely knowledgeable and patient. It was obvious that she is a diligent employee and concerned about the customer ..."*

To: General Foreperson **John Romanowski**, Line
Foreperson **Tony Muskas** and line-crew members
Bill Booth and **Spike Muskas**,

Utility Lines Construction Services, Inc., PA

From: Richard Secor, UGI Utilities, Inc., PA

Date: November 2004

"... For their efforts in restoring power after a Thanksgiving Day wind and rain storm."

To: Utility Lines Construction Services, Inc., MD

From: Ted Hickman, resident of Rol-Park Retirement
Community in Millersville, MD

Date: December 2004

*"... Your technician, Line Foreperson **Colin Quinn**, came to the park to relocate a dusk-to-dawn security light. ... I wish to take this opportunity to express our gratitude. ... He clearly reflects the overall attitude of your employees who brave the elements each day in the performance of their duties ..."*

To: UtiliCon Solutions, Ltd. President George Graham and
Asplundh Construction Corp.

From: Escambia County Board of County Commissioners, FL

Date: October 2004

"The Board of County Commissioners thanks you for your hard work and dedication to Escambia County in our time of need. We are grateful for your personal sacrifices in helping us recover from Hurricane Ivan."



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