

# PEPtalk

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## Home Office Welcomes Maine U.S. Senator Susan Collins

Since it opened in 2005, Libby Hill Business Park has been the talk of central Maine. In August, 2006 Senator Susan Collins decided to see for herself what all the buzz was about. Thanks to the organizational efforts of Kennebec Valley Chamber of Commerce CEO Peter Thompson, Steven and Peter Prescott and Stan McCurdy took Senator Collins for a tour of our state-of-the-art facility to show her how far Team EJP has come in our fifty-plus years in business. Senator Collins graciously took the time to speak with employees from just about every department and was especially impressed with our board room, our training room and all the technology she experienced in both. At the conclusion of the tour, Steve, Stan and Peter presented Senator Collins with a bag full of Team EJP premium items so that she will never forget her visit to our facility. *Thanks again for visiting, Senator Collins – come back anytime!*



Peter Prescott, Steven Prescott and Stan McCurdy pose with Maine Senator Susan Collins during her recent visit to the Team EJP home office.



Stand-up guy Mike Madden decides it's time to kick back

## After 42 Years of Affiliation and 31 Consecutive Years of Service, Mike Madden Retires from EJP

Please join us in wishing the best for Mike Madden, our Manager of Vendor Relations, who recently retired from EJP following 42 years of service. Mike started with EJP in 1964 as a clerical assistant to Everett, Barbara and Peter Prescott while a student at the University of Maine.

Upon graduating from the University in 1969, Mike went to work as a Procurement Assistant with IBM in Maryland. He returned to Maine in 1971 with his wife Judy and newborn son and rejoined EJP in our Inside Sales department. In 1974 he left to pursue a career in insurance in Massachusetts.

He returned to us permanently in 1975, starting as a Sales Representative traveling the entire State of Maine. He was promoted to Sales Manager in 1979 and made an immediate impact by assisting in the development of the company's first catalog of products and services. In 1984, Mike became Purchasing and Inventory Control Manager where he played an integral role in the company's conversion to Mincron software, which is still in use today. In January 2003 Mike was promoted to the newly created position of Manager of Vendor Relations.

Mike's sharp memory, friendly personality and straight-forward approach earned him widespread respect that was clearly evident during the standing ovation Mike received when his retirement was formally recognized at our annual vendor conference. *We appreciate all that you've done for us, Mike. We hope you and Judy enjoy many happy years in retirement.*

## Meet the new Team EJP "Doorman"



## **Jack Blade Becomes Warwick Division Manager**

Team EJP Warwick is pleased to announce that Jack Blade was recently promoted to Division Manager after 6-and-a-half years of service. Jack began his career as a Marketing Representative before becoming Assistant Manager, and now Division Manager. Jack told us, "A man is only as good as his team members, and we have a great team here at EJP. I was able to get to this position through team effort."

A great example of this team approach was when Jack worked closely with Steve Zanni of EJP's Middleton, Massachusetts office recently to land a job for all the pipe and service work on "The Groves," a new condo complex in Johnston, Rhode Island. Steve had worked with the project's contractor in the past, and this helped Jack land the deal with the project's developer, George Cairns & Sons. Jack noted, "We worked well together on this project. It's a great example of 'Together We Will'."



Jack Blade

## **Team EJP CT Takes Care of a Weekend Emergency at Aetna Insurance**

On the morning of Sunday, June 17th, 2006, a 16" water main was suddenly ruptured by a crew excavating near the loading dock at Aetna Insurance's worldwide headquarters in Hartford, Connecticut. Todd Smythe of Tucker Mechanical immediately contacted Team EJP's Bob Stark at home, who in turn contacted EJP's Rich Mazur. The response team made a fast trip to the branch, quickly located a 16" repair coupling, and delivered it briskly to the site — where it was installed in less than two hours from the emergency notification. Exceptional service at any hour on any day is what Team EJP is all about and we are proud of the outstanding efforts of all involved in this timely emergency response.

## **Meter and Backflow Challenge a Hit in New Hampshire**

Folks who attended this year's Granite State Rural Water Show at Mt. Sunapee, New Hampshire, had a chance to meet MBS Division Manager Ethan Clapp and Meter Shop Foreman Lee Lavin, and take our new interactive challenge. To bring people into our display featuring the components of a meter and backflow system, Ethan and Lee challenged show attendees to assemble meter parts in the quickest time possible. The catch? Make it leak-free. The popular exhibit was also a creative way to demonstrate MBS's highly capable meter rebuild services. Great work!



A contestant takes the Meter and Backflow System challenge.

## **Mishawaka Team Thanks Customers at Open House**

Team EJP Mishawaka and American Flow Control (AFC) teamed up to thank their customers during a bustling open house last May. The turnout was fantastic. Customers enjoyed great weather and a delicious menu of burgers, brats and chips while hearing AFC's Geoff Guss explain the advantages of the Pacer and American Darling Hydrants. *Thanks, again, to all our Mishawaka customers for your fine support. We look forward to having more open houses in the future.*



A scene from the successful Team EJP Mishawaka Open House

## **Lapel Selects VAS**

The town of Lapel, Indiana, recently signed up for EJP's Value Added Services Program (VAS), which means that EJP will provide 24/7 support and service for their entire water works operation.

Purchasing Agent, Shirley Bond, indicated that the town really needed a better way to track their water works inventory and to make sure they always had the "right stuff!"

According to EJP marketing rep, Chris Dearborn, under the VAS agreement, EJP will be responsible for maintaining Lapel's product inventory, providing emergency service and performing routine system maintenance without waiting for a service call. *Congratulations! Call your local EJP office to see if VAS is right for you!!*



## Monon Migrates to EJP's Sensus Metering System Touchread AMR

Following extensive research, the town of Monon, Indiana has chosen the Sensus Metering System Touchread AMR supplied by EJP. Charlie Barker, EJP Lafayette Marketing Representative, encouraged David Scott, Monon utilities superintendent, to talk with neighboring utilities for references. David was impressed with the support, service, and ease of operation that was reflected by other Sensus/EJP customers. Michele Robinson, Monon Town Clerk, also contacted other clerks and confirmed the reliability of Sensus/EJP. Michele told us that she looks forward to cutting the meter read and billing time to *minutes instead of days*. Thank you, David and Michele, for choosing EJP and the Sensus AMR system.

## A Warm Welcome for Team EJP in Fort Wayne, Indiana

On Thursday, August 10, 2006, Team EJP in Fort Wayne welcomed visitors to an Open House in our new Fort Wayne, Indiana facility which recently relocated to some impressive new digs. More than 300 customers stopped by to admire our new building, enjoy a great lunch, and view demonstrations provided by a dozen local vendors.

Our new blue 7,400 sq. ft. building is the talk of Fort Wayne, thanks to its highly visible location directly off Interstate 69. *Special thanks to everyone involved in making this open house happen so smoothly. We could not have done it without you!*



The guys at Team EJP Fort Wayne are ready for action at their new 7,400 square foot facility.

## Ethan Clapp Named MBS Division Manager

MBS (Meter and Backflow Services), our sister company that rebuilds and reassembles water meters to support EJP's service and installation business, recently promoted Ethan Clapp to Division Manager. Ethan has been with MBS for five years, rising steadily from his original position of fixing/reorganizing the shop's inventory. He worked in the fabrication shop, became Shop Foreman, and rose to Office Administrator prior to his new promotion. His hands-on shop experience helped him better perform his office job by giving him a solid background in how things work at MBS from start to finish.

As Division Manager, Ethan is officially responsible for the operation of the business. His goals are to increase production in meter rebuilds/repairs/upgrades each month and to continue supporting EJP's service installation work. Ethan said, "We want to focus on supporting the business Team EJP brings because installation is the key to our success. Our MBS team works very well with EJP's team, and this teamwork is so important. Without it, everything would fall apart. Together, we support each other." Please join us in congratulating Ethan on his well-deserved promotion.



## Team EJP NH Attends the NHGR

The New Hampshire Good Roads (NHGR) Annual Equipment Show and Clambake is the largest construction venue in New Hampshire. Each year, contractors, municipalities, engineers, and vendors gather, display their wares and enjoy the camaraderie of others who share a passion for this industry. As usual, the Team EJP booth was a focus of much activity, as Don Proulx, Dave Wheeler and Jamie Davis always have something "different" to share with people. This year, it was fresh, ripe watermelon!

For the last several years, this outing has drawn somewhere between 4,000-5,000 people walking through the various displays. Many of the displays are interactive, with multiple pieces of heavy equipment being used for contests and many fine prizes being awarded for those who are proficient with them.



## INSIDE EJP

**PEFtalk**

### **Team EJP Vendor Conference Raises Spirits and Lots of Money for Charity**

Each year we invite all our vendors up to the Augusta, Maine area to accomplish three primary objectives:

- Express our sincere gratitude**
- Explore ideas to increase efficiency**
- Enjoy each other's company**

During September 11, 12 and 13, 2006 we accomplished all three goals in fine form. This was the first time that vendor meetings plus the closing banquet have been held exclusively at our home office facilities and

we were extremely proud of that. This year's golf tournament was held at the Augusta Country Club on a perfect late summer day — "special-ordered" by Steve Prescott. Our traditional fundraising contests at both the golf tournament and the banquet resulted in total donations of \$2,827 for the Jim Doherty Scholarship Fund and \$400 to the Victory Junction Gang. Special thanks to Tom Fitzgerald, president emeritus of Griffin Pipe, for organizing the Victory Junction Gang donation and Kathy Licata from SKAPS Industries for donating the \$405 she won in the 50-50 contest to the Jim Doherty Scholarship Fund. We had 122 golfers and 186 banquet guests this year and we look forward to seeing you all again next year!



### **Team EJP Rolls in the "BIG ONE"**

Congratulations to Team EJP CT for being awarded one of the largest Turf Reinforcement Mat (TRM) contracts ever released in Connecticut! The project is located on the new Exit 26 ramps off I-84 in Southington and involves a total of 77,000 sq. yds. (6 plus truckloads) of C350 TRM. Two truckloads have already been shipped with additional deliveries scheduled this year if weather permits. This large contract was a total team effort, but special recognition goes to Outside Salesman Peter Fliss for orchestrating a swift and efficient response. *Great job everyone!*