



EDC Water Treatment

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Mr. John Thompson
Northern States Transportation
P.O. Box 460
Hutchinson, Minnesota 55350

John,

It has been a few months since we issued you a purchase order to haul 24 vessels (twice each) for a total of 48 loads. The job recently reached completion and I wanted to take this opportunity to discuss Northern States Transportation's performance on this order.

It was no small task to transport these (24) 16' diameter vessels in and out of the Chicago area to enable the lining to be installed there. In fact several trucking firms we contacted said it was absolutely impossible. Nor was it anything less than spectacular that all vessels made it down the long (and often muddy, I realize) trail into their ultimate destination in Nebraska.

Frankly, I was concerned giving all 48 of these loads to one company. You proved that my concerns were unfounded. Not only did you take full "ownership" of our project to coordinate between the shipping companies and those receiving the vessels, but you also kept all additional costs contained to an absolute minimum.

I lost track of the number of times we rescheduled shipments due to our vendor delays, weather problems, road construction problems, etc. Maybe I shouldn't say I lost track, but rather I never needed to keep track of these rescheduling nightmares since you did that for us, never letting these vendor and weather issues become a problem for us or for our customer.

In a word, the shipping of these vessels was flawless.

Thank you for your attention to detail, and please pass along my personal thanks to Jodee and to the others in your organization who contributed their efforts to complete this project.

Respectfully,

Dale Proctor
Director of Manufacturing, EDC Water Treatment