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Hazardous cargo ban effects EEC's service trucks

EEC service trucks banned from traveling through all underground tunnels in the Boston area

The state of Massachusetts recently notified EEC of a new hazardous cargo regulation banning our service trucks from traveling through all underground tunnels in the Boston area. The regulation, 730 CMR 7.06, was originally intended to cover commercial tankers, but due to security and environmental concerns it now covers all placard and non-placard vehicles carrying hazardous cargo. Refrigerant tanks, waste oil, and large quantities of used batteries are all considered hazardous cargo. The following link offers alternate route information, <http://www.massturnpike.com/commuter/commuter-hazardous.html>.



This will have an obvious effect on our ability to meet our response times in Boston and on the North Shore, because we are now forced to travel around the city to avoid all tunnels. EEC will do its best to meet the committed response times as outlined in our clients service and maintenance agreements, but we are not certain if this will be possible under all situations. We are currently working on strategies to minimize service disruptions being caused by the new regulation. If you have any questions or concerns regarding this please feel free to contact Bill Keil, V.P. Operations - Service Delivery at (781)302-2760 or wkeil@eecnet.com.

September 25, 2003

Long term power outages and DC Power Plants

The blackout uncovered many shortcomings in DC power system designs

The power outage experienced in the Northeast and Canada was a wake-up call for many telecommunication's power engineering and maintenance professionals. The Wall Street Journal reports the cost of the blackout could reach \$6 billion, and that is on top of the estimated \$56 billion the EPRI estimates is lost each year due to power quality and power reliability problems.

The blackout uncovered many shortcomings in DC power system designs. Improperly sized plants, inadequate batteries, lack of generators or generator deployment plans, as well as, improperly maintained systems can become major headaches when power outages strike.

Common problems experienced by inadequately maintained DC power plants

- A DC power plant with a large battery and inadequate recharge capability can experience prolonged down time if the battery has had a deep discharge. In this situation, the battery demands all the current the rectifiers are producing, sacrificing the equipment load. The system will not come back on line until the batteries no longer demand maximum current from the rectifiers.
- Batteries that have not been maintained, or periodically tested, may have weak cells. Weak cells can shorten reserve time, fail completely, or experience further damage during a deep discharge. Not only do you need to worry about today's outage, but you must be concerned with the state of your batteries for a future outage.

These are just a few issues you could face if your DC Power plant is not maintained or designed properly.

If your site has experienced extended periods of time on batteries it is extremely important to have it inspected for lingering problems such as, battery thermal runaway. It is also a good time to perform battery load tests to determine the overall condition of your batteries.

EEC's DC power group specializes in DC power plant system design, installation, and maintenance. If you are concerned with the design of your system, or you recently experienced an outage and you would like a system evaluation, contact EEC's resident DC Power expert, Steve Johnson, and schedule an inspection. Steve can be reached at (860)721-9869 or sjohnson@eecnet.com.

September 25, 2003

Two Hole-In-Ones put EEC's golf tourney in the history books

EEC's 7th annual customer appreciation golf outing left a mark on the New England Country Club in Bellingham, MA, as two of our participants made hole-in-ones. The course hosts over 100 tournaments per year and they couldn't recall ever having two hole-in-ones during a single outing. Fred Peccia, of Verizon Wireless, made his hole-in-one on hole #12, 158 yards, and Dan Sullivan, of EEC, made his on hole #6, 143 yards. Ironically enough, neither hole was designated as our closest to the pin holes.



This year's event took place under sunny skies on August 21st with over 75 participants hitting the course. The day was a great success, and an added bonus was our raffle rose close to \$500 for the National Colorectal Cancer Research Alliance.

We would like to recognize, and thank, the sponsor's of this year's event: GOLD - Bates & Associates, Accounting Software, McNamara & Flynn P.A., and Southworth Milton; SILVER - Fire Equipment; BRONZE: Dural International and Sir Speedy.

To view pictures from the tournament click on the following link or copy and paste it into your browser, <http://www.eecnet.com/News/2003golfouting%20pics.asp>.

Winners:

1st Place Team (-5): Fred Peccia, Jerry Dilorio, Chuck Dean, and Andrew Park all of Verizon Wireless

2nd Place Team (-3): Bill Tally of Southworth Milton, Jim Foley, Mike Wilson, and Peter Wojcik all of Elderhostel

3rd Place Team (-3): Jim Lynch of EEC, Steve Fostello, Bill Wright, and John Wright all of Children's Hospital

Closest to the pin: Eric Dudek of Nextel hole #16 and Mike Wilson of Elderhostel hole #4

Longest drive: Steve Guerra hole #8

September 25, 2003

Black Out 2003: EEC responds around the clock

The emergency required EEC to deliver and hookup 45 generators throughout the greater metro New York area

The blackout of 2003 proved to be a busy time for many service providers along the East Coast, including EEC. One of EEC's national customers lost power at a number of different sites along the path of the blackout. Although, EEC was not under contractual obligation for any of the affected sites we responded in a moments notice to help this client. At 5:00pm the emergency call for back up generation came into EEC's dispatch group and by 8:00pm, that same evening, we were ready to deliver the needed generators. The emergency required EEC to deliver and hookup 45 generators throughout the greater metro New York area. EEC supplied 10 technicians who worked Thursday, Friday, and Saturday deploying and hooking up generators. The generators arrived from, as far away as Maine and Pennsylvania. Our customer's sites were restored before most of their neighbors - thanks to the efforts of EEC's service group!

September 25, 2003

EEC's emergency response numbers will be updated

During October, we will be mailing our customers new emergency response cards. The procedure will remain unchanged but the pager numbers will be updated. Please keep your eyes open for this mailing. We will also publish the new numbers in next month's newsletter. If you have any questions regarding this change please contact Bill Keil at (781)302-2760 or wkeil@eecnet.com.

September 25, 2003

What EEC's customers are saying...

Customer satisfaction survey results

We have received some great feedback from our on-line customer satisfaction survey, thank you for participating.

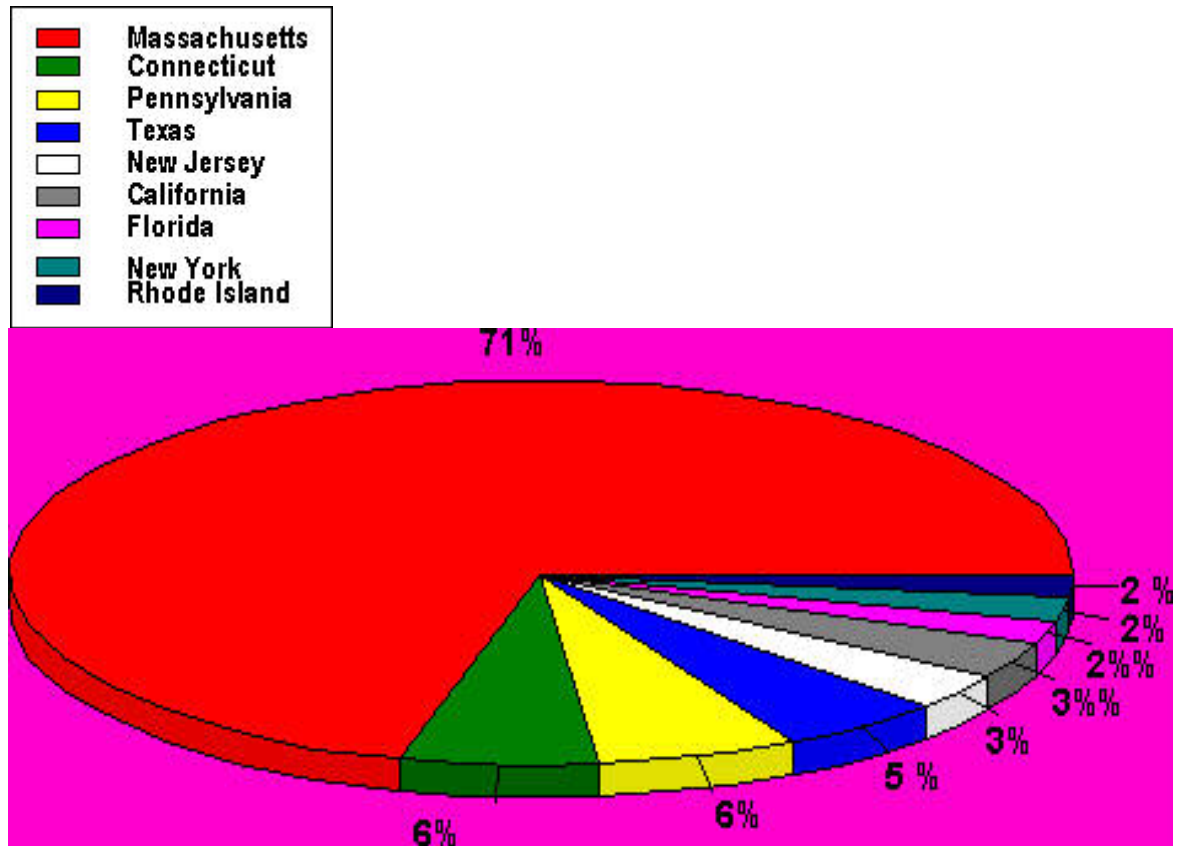
After every preventative maintenance, emergency, or installation visit you should be receiving a post card from your EEC technician asking you to participate in this survey. We encourage you to participate. We want to know how the last visit went at your site, if EEC is meeting your needs, or if you have any suggestions on how we can improve our services. Bottom line is, we value our relationship and want to ensure the quality of our service is meeting your

needs. The following is a link to our survey, <http://websurveyor.net/wsb.dll/10174/eecustsatsurvey.htm>.

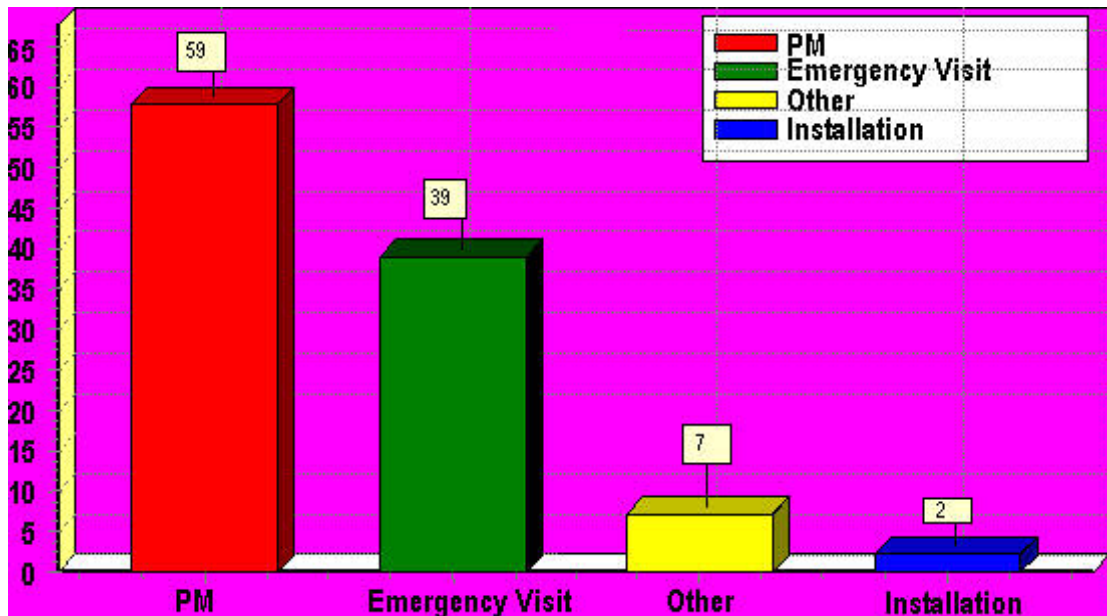
The ten question survey can be completed anonymously. If you decide to identify yourself your name will be entered into our monthly raffle. Each month we are raffling off an EEC logo gift to one lucky winner.

Below is a summary of last six months survey results.

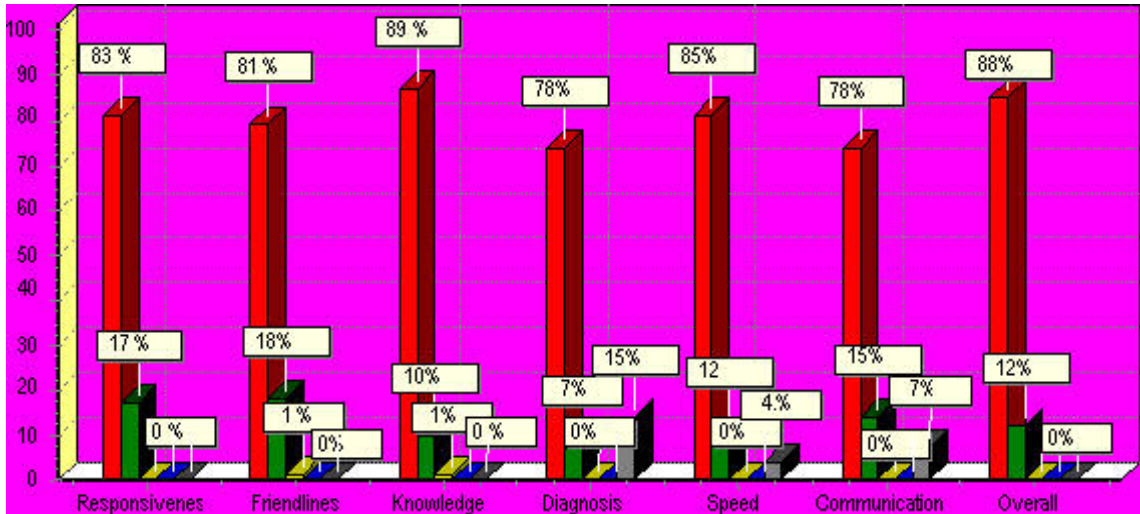
1) Please enter the state in which the service was entered



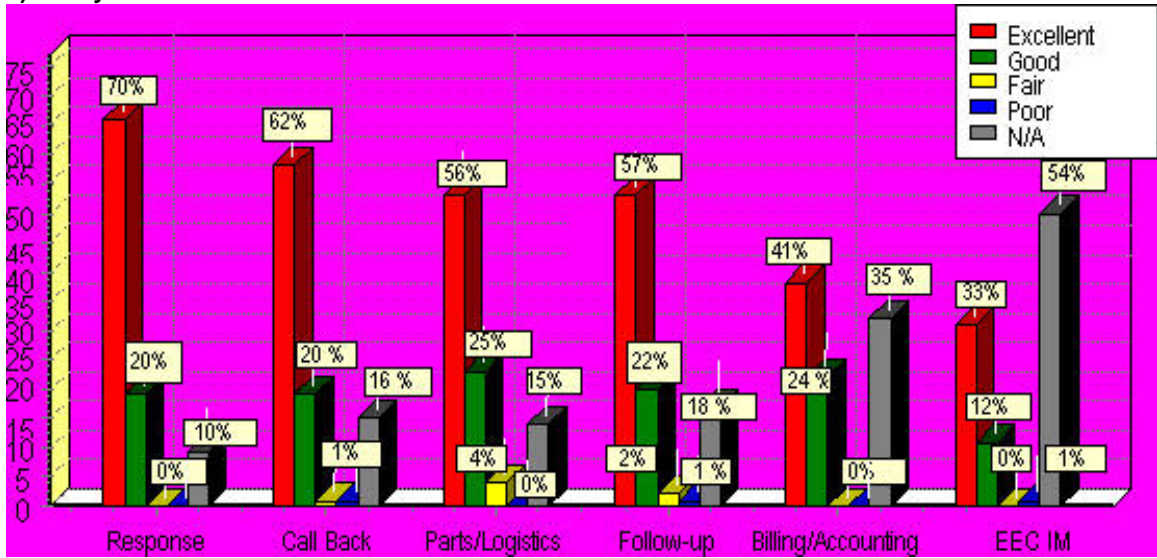
2) What type of service was most recently performed by EEC?



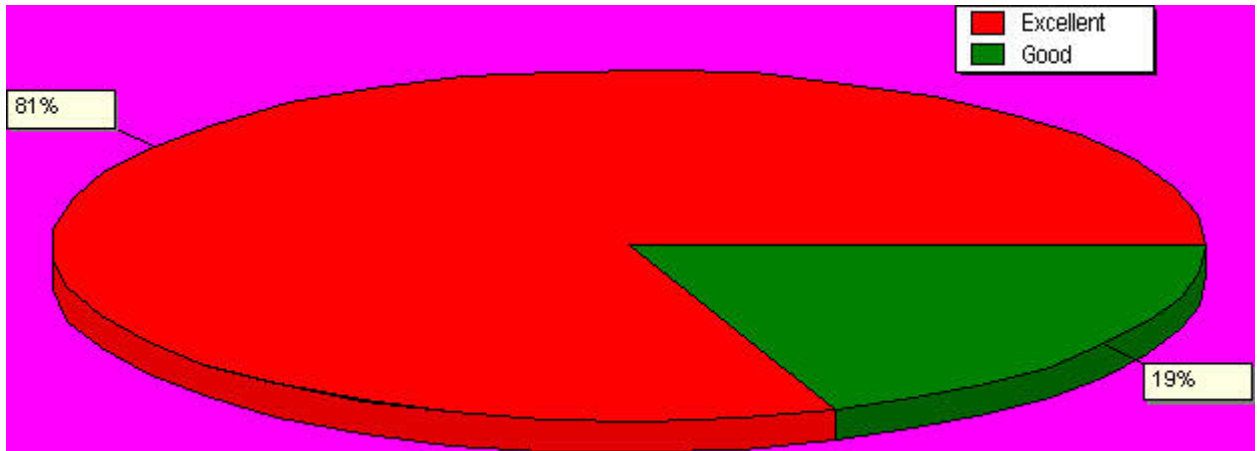
3) How satisfied are you with the service you most recently received from your EEC technician?



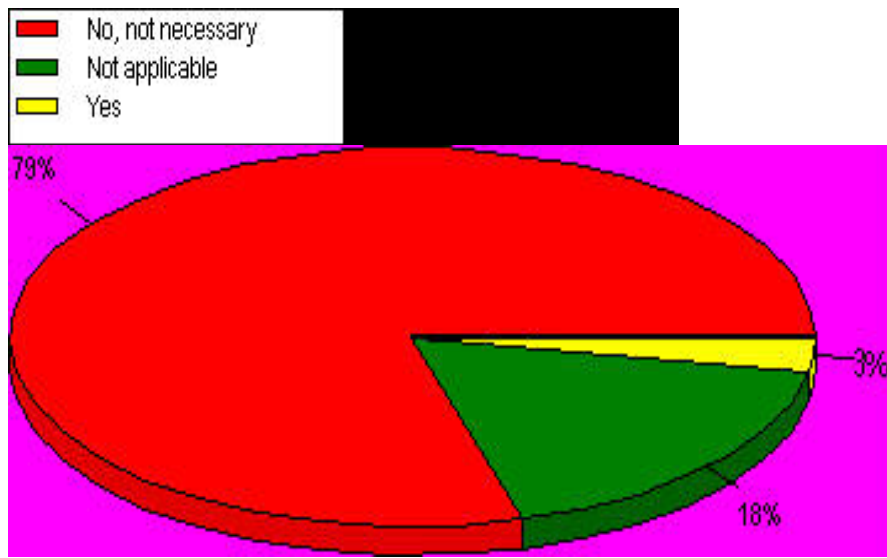
4) Rate your satisfaction with EEC



5) Rate your overall satisfaction with EEC as a service provider.



6) Would you like an EEC Engineer to further investigate the performance level of your system?



Some of your comments:

- EEC always does a good job
- I like the idea of the satisfaction survey.
- From my stand point of view Arnie has preformed his job in a very professional manner. It is a pleasure to have him as our service rep.
- Thank you
- Would like more information pertaining to the Web based tracking system.
- Develop a better tracking tool to ensure timely performance of routine PM.
- Great Job, Keep it up.
- Great Job
- No, your people are always pleasant to deal with and very professional
- Service has been very good!
- Make your web site work with non Microsoft Explorer browsers, ie. Firebird, Mozilla, galleon
- Thank you
- Great service as always....
- Another fine job....that's why your company takes care of our datacenter
- Keith is always helpful and is a credit to your staff.
- Keith was back today to complete the pm, that was not done on the 8th, great job on all equipment...
- I have always had high praise for the service techs; their quick response time and knowledge of the systems have been outstanding.
- Hire more naturally committed employees like Mike Marques and Rob Force. They will be necessary to continue your excellent response to "EM".

Published by Sharyn Dunn

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