



The Clarifier



A Utility Operations and Public Works Management Company

Our goal is to make a measurable difference in every community in which we provide services

Our Corporate Profile

ESG Operations, Inc. was established in 2003, and is one of the fastest growing utility and public works management companies in the nation.

ESG provides operations, maintenance and management of utility and public works systems along with a wide range of engineering consulting services.

Contact us if we can answer any questions or be of service.

We are here to serve you.

If you have any questions regarding our services, please feel free to contact us at 478-474-5025.

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ESG Takes Expanded Role in Serving the Citizens of Forsyth County, Georgia

ESG Awarded Forsyth County Water Management Contract

On January 1, 2011, ESG Operations expanded its partnership with Forsyth County, Georgia when we began to manage, operate and maintain Forsyth County's water treatment facility located in Cumming, Georgia. ESG currently operates and maintains the County's wastewater treatment facilities, and we are honored to expand our partnership and further serve the citizens of Forsyth County.

Over the past year, ESG has experienced numerous successes related to Forsyth County's wastewater system. Some of the major accomplishments have included the successful transfer of the Parkstone WWTP and solids handling operations which resulted in significant cost savings to the County. Additionally, the ESG/Forsyth County Team completed over 400 maintenance work orders including replacement of all the filter fabrics at Dick Creek and Windermere (two of Forsyth County's four wastewater treatment facilities).

The ESG Asset Protection Group also completed a comprehensive system-wide conditions assessment and developed a **12 Year Capital Forecast** for the County's wastewater system. ESG utilized off-site expertise and equipment to install a new re-use line at The Manor as well as installed the geo-tube at the County's Parkstone facility. All of this was accomplished in the first 7 months of operations—and we congratulate the ESG/Forsyth County Team for these significant achievements.

Gary Harper serves as the Project Manager at the Water Treatment Facility, with maintenance expertise provided by **Ricky Baxter**, who currently serves as the full time Maintenance Manager for the four wastewater facilities in Forsyth County. **John Eddleman**, ESG Vice President, is serving Forsyth County as Client Service Manager and will be closely involved in the daily management of the water utility.

➔ See Page 8 for more Project News from Forsyth County, Georgia

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The National Highway Traffic Safety Administration estimates that at any given time **one in three drivers** are distracted while driving a vehicle.

Distracted Driving

by Darrel West | Corporate Safety Director

Whether it is eating, smoking, talking or fiddling with any of the dozens of electronic gadgets in a vehicle, the National Highway Traffic Safety Administration estimates that at any given time **one in three drivers are distracted while driving**. Also noted are that 80% of crashes and 65% of near-crashes involve some form of **driver distraction**. Driver distraction can be grouped into two general categories—distractions **inside your vehicle** and those **outside the vehicle**. Both kinds of distractions take only a few seconds to cause an accident. Learning to deal with them can mean the difference between a safe trip and one cut tragically short.

Distractions Inside the Vehicle

Look, but Don't See—Have you ever caught yourself daydreaming while driving? Being lost in thought is like mentally checking out—and is a major distraction while driving. Worry is another cognitive distraction rooted in emotions and thoughts. Without your full attention on the driving task, you could be staring at a potential danger but not recognize it. Police reports actually include “looked but did not see” as a reason for some crashes.

Looking Away—Changing the radio station, putting in a CD, adjusting mirrors, and digging through the glove box are all visual distractions. Keeping your eyes on the road keeps you focused and improves reaction time.

Noises and Sounds—Noises and sounds inside the cab of your vehicle can distract. If you are listening to a clunk in your engine, you are focused on an equipment problem and not driving. Additionally if your cell phone rings or even if the radio has your attention, then you are distracted by auditory sounds inside your car. To be distraction-free from sounds, you will have to silence the sources.

Knob Turning—Whenever you turn a knob, press a button, or pull a lever, you are distracted by the mechanics inside your car. Fortunately, you don't have to give up these things to rid yourself of the distraction. Develop a habit of adjusting your mirrors when you get into the car. You can also fix your seat, adjust the lumbar and head rest, and bring down the steering wheel prior to beginning the trip.

Distractions Outside the Vehicle

As you drive down the road, scanning ahead 3 to 5 seconds (as part of your defensive driving) should be habit. As you scan you might be visually distracted by the scenery outside your window. Other than refusing to avert your eyes from the asphalt in front of you (hardly a feasible option), you can keep your glances short. Sounds outside your car can also be a distraction (music, horns, etc). It is natural to follow the sound with your gaze, but remember to quickly bring your eyes back to the road. If the sound is unfamiliar and coming from your own car, then you will want to pull over and investigate.

Your Willingness to be Distracted

Whether the distraction is inside your vehicle or outside, **your willingness to be distracted will influence how successful you are in freeing yourself of driving distractions**. Your personality and driving experience are both factors in how easily you lose focus. Make a conscious decision to control inside vehicle distractions by establishing a pre-trip routine, setting mirrors, seats, steering wheel height, etc. before you drive and control outside distractions by quickly bringing your eyes back to the road when outside distractions capture your attention. Committing to reducing driving distraction is not easy but is necessary. Learning to identify and control distractions prior to and during driving events is critical for **driving safety**.



ROCKDALE COUNTY, GEORGIA



Daryl Waits welcomes local school children to ESG/Rockdale. Daryl served as Tour Guide as children enjoyed a tour of the Quigg facility.

Snapping Shoals Phosphorus Removal Construction Project

The Snapping Shoals Mag-Ox Chemical Feed System at ESG/Rockdale was completed ahead of schedule thanks to the efforts of all associates at the Rockdale Project. This improved system was necessary to comply with the stringent phosphorus limit which took effect in December 2010. The new feed system is now up and running and providing great effluent removal of phosphorus to meet new permit levels. A special word of appreciation to **Kristen Courson**, Corporate Project Engineer, for her design development. The system replaced the manual addition of lime for alkalinity to the addition of magnesium hydroxide (MAG-OX), providing a more cost effective method.



Quigg Branch Belt Filter Press Efficiency Improvements

Belt filter press improvements were made to achieve a steady goal of greater than 19% solids disposal to the landfill. Specific improvements include the addition of high energy inline mixers to insure a completely homogenous solution of activated polymer. Polymer batch creation times are now scheduled to allow for maximum aging times for achieving the most activation time. Post dilution water is used to maximize the final sludge and polymer to produce the best flocculation and filter drainage. **The improvements will save an estimated \$3,900 per month.** Thanks to Tony Garcia for the attention to detail involved in this improvements project.

Rivers Alive Cleanup Event

On Saturday, October 16, ESG/Rockdale participated in the annual **Rivers Alive Cleanup program.** Areas around the Black



Shoals Reservoir shore were cleaned of bottles, paper and trash that had accumulated along the lake banks. Many county employees and community citizens were also present and participated in the cleanup. ESG donated hamburgers and hot dogs and **John Thompkins** and **Daryl Waits** assisted with grilling and providing food for the volunteers. The event had one of the best county turnouts ever. Thanks to all who participated this year.

ESG Works with Customer Service Department

ESG is working with the **Rockdale County Customer Service Department** to implement the use of Operator 10 Pretreatment software to enable improved departmental communication. Over the next year, ESG/Rockdale will also be involved in the Quigg Branch WRF CATABOL system upgrade. This brings ESG to the forefront of a new wastewater treatment technology.

Congratulations, Greg Wilson

Greg recently obtained his Class 1 Water license and the ESG/Rockdale Team congratulates Greg on this significant accomplishment.

OPELIKA, ALABAMA

ESG Celebrates 5 Year Anniversary Serving the City of Opelika

TEAM OPELIKA

We congratulate **Mike Hilyer, Project Director**, and **Team Opelika** on recently celebrating the fifth anniversary of ESG's partnership with the City of Opelika (which officially began November 1, 2005). Team Opelika is comprised of approximately 70 full time associates providing management, operations and maintenance of the City's wastewater treatment facilities, collection and distribution system, public works department, cemeteries and parks and recreation. **ESG principals, Clay Sykes and Dan Groselle**, took part in the anniversary celebration by providing a barbeque feast for the entire ESG/Opelika Team and recognizing **35 employees** with 5 year commemorative jackets and service pins. We congratulate **Team Opelika** on this significant milestone and appreciate the hard work and dedication this team continues to provide the citizens of Opelika.

Team Opelika Receives Runner-up in Plant of the Year

Both of the wastewater treatment plants at ESG/Opelika were awarded runner up for **Plant of the Year** by the Alabama Department of Environmental Management. Congratulations to **Derrick Askew, Wastewater Superintendent**, and the **ESG/Opelika Wastewater Team** for their continued commitment to excellence.

upcoming project goals


- **Team Opelika is in the process of installing a state-of-the art SCADA system for 26 lift stations.** The system should be operational within the next 45 days. The new system will allow ESG/Opelika wastewater personnel to know if there is a high level in one of the wet wells or a power outage. The state-of-the-art system will also notify personnel of pump run times for each pump in the lift station. This will produce savings on fuel and man hours driving to the lift stations each day for daily checks.
- **Team Opelika will soon begin work on Evergreen Cemetery.** This is a significant capital project that will greatly expand the city's burial capacity. In anticipation of this project, a couple of years ago the trees were cleared and the land was graded. ESG/Opelika will start with a ditch piping project which is scheduled to begin before year-end.



PROUDLY SERVING
THE CITY OF OPELIKA
since 2005

other project news

FROM THE ESG/OPELIKA TEAM

- **Welcome New Associates to Team Opelika—** **Jason Hudson** joins the Wastewater Treatment Team as a wastewater operator and **Evangio Presley** is now working as a part of the Groundskeeping staff.
- **Joshua Wayne Morgan** (*Parks and Recreation*) and **Hannah Pace Nunnelley** welcomed a baby boy, **Austin Wayne Morgan**, on October 17, 2010. 
- The daughter of **Reino Lilly** (*Groundskeeping*) has written and published a book of inspirational poetry.
- The son of **Gwendolyn Vaughan** (*Street Department*) is a sophomore at South University majoring in Criminal Justice. He has been on the Dean's List every semester. He has also written a poem entitled "Bills Past Due" that has been published in *Southern Reflections*. Read the poem written by Gwendolyn's son, **Bruce Thomas**, on Page 5.



ESG cofounder, Dan Groselle, and ESG/Opelika Project Director, Mike Hilyer, present Mayor Gary Fuller with a maintenance account rebate check at the December City Council Meeting

CELEBRATING A FIVE YEAR PARTNERSHIP

ESG Maintenance Rebates to the City of Opelika Total Over \$500,000 During the Past 5 Years

Following ESG's presentation to the Mayor and City Council at their December council meeting, Jan Gunter, Opelika's Community Relations Director, issued the following Press Release:

ESG Makes a Major Cash Presentation Back to the City of Opelika

(December 21, 2010) – At the December 21st Opelika City Council meeting, ESG Operations—the private company which handles the Public Works Division for the City of Opelika—presented a major check, in the amount of \$123,331.56, back to the city as a “refund” for the amount of money they did not have to use from the city's FY 2010 maintenance budget from which ESG operates. According to Mike Hilyer, Director of ESG Operations “Team Opelika” (Public Works Division), “It has been a great partnership for the City of Opelika and ESG Operations. We have both become very efficient with the operations of all ten departments of Public Works. It is a great relationship.” Hilyer also thanked the employees of ESG Operations for their dedication and hard work, making presentations like this possible. He stated that of the 52 employees that crossed over in 2005 from “city employees” to “ESG employees,” forty one remain on board with the company. They were recently recognized at an ESG employee appreciation dinner in November. ESG Operations has been able to make such presentations to the city every year since they began their services to the community in FY 2005. The total rebates ESG has given back to the city, after tonight's presentation, will come to \$545,280.

The poem below was written by Bruce Thomas, the son of **Gwendolyn Vaughan** of Team Opelika, and was published in *Southern Reflections*

Bills Past Due

Bruce Thomas

Bills past due—What do I do?
Fall to my knees? Begin to cry?
Or let out a yell that will touch the sky?

No, I begin to pray
And thank God for this very day,
For I know through my faith
That everything will be okay.
I give thanks for what I have—
My kids and my wife—I thank my God
for this wonderful life!

'Cause I know no matter how bad things look,
I can always pick up the Good Book,
Say a prayer up to the skies so blue,
'Cause I know my God will look after me
When the bill's past due.



Truly Into Poetry is the first collection of poems written by Tiffany “Tip” Taylor, daughter of **Reno Lilly**, Groundskeeping at Team Opelika. Tip has been writing poetry since the 3rd grade but really got into it when she was in high school. Later she decided to put her work into a book. Within her poetry book, you will find poems that will make you laugh, cry, but most importantly think. You will be able to relate to everyday life issues and be inspired. Her inspiration to write comes from her parents, **Reno Lilly** and Ann Taylor. They stood behind her during the entire process of putting her book together and they continue to support her. Tip is currently working on a second book of poetry and also a short story book. She is hoping these books will be released in 2012. To purchase a copy of *Truly into Poetry*, go to Amazon@yahoo.com or look up “Tiffany Taylor” on Facebook.

Project News and Recent Highlights

TUPELO, MISSISSIPPI

Recent Project Highlights and Accomplishments at ESG/Tupelo

- ESG/Tupelo has formed an alliance with WISSCO, who is responsible for flow meter calibration certifications and is currently working on the Tupelo WWTP and satellite project for significant discounts.
- ESG/Tupelo is working closely with the City of Tupelo on the Toyota plant start up and is monitoring treatment of influent from the Toyota plant. The Toyota Plant is a \$1.3 billion project which includes a 2 million square feet factory that will employ 2,000 Toyota team members. The new plant is scheduled to open in the Fall of 2011.
- ESG/Tupelo is conducting in house lab testing of phosphorus and total nitrogen testing which is a cost saving to our client.
- ESG/Tupelo recently purchased a new BOD incubator through VWR with new contract pricing which produced a \$1,000 savings to the City of Tupelo.



OTHER NEWS FROM TUPELO

Welcome, New Associates

- ESG/Tupelo recently welcomed **Joel Willard**, Part-time Mechanic, Operator and **Caleb Willard**, OIT, to the ESG/Tupelo Team.

Project Goals for 2011

- Experience zero lost time accidents project-wide • 100% compliance on permit • Cross training and certifications • Continue to provide cost savings to the City of Tupelo.

- Jeffrey Faye's son, Nicholas, celebrated his 3rd birthday on April 12 with a special celebration!



THREE ESG/TUPELO ASSOCIATES CELEBRATE FIVE YEARS OF SERVICE

Three associates at ESG/Tupelo completed five years of service in 2010 and received a five year service pin and an ESG five year jacket. Congratulations to these associates on their hard work and dedication to the team.

**Ben Benton • Christopher Holloway
Barry West**



WAKULLA COUNTY, FLORIDA

ESG/Wakulla Experiences a Significant Year of Project Accomplishments

- **ESG/Wakulla Solid Waste Department**, supervised by **Donna Buchanan**, is going GREEN! Donna has implemented recycling programs in local elementary schools to help start a lifetime habit of recycling. Aluminum cans, plastic, newspaper, and white paper are being collected. In just the first two months of the school year, over 7,000 pounds were collected! Donna is assisted in the school collections by her new assistant supervisor, **Robin Arnett**. **Harold Gavin** continues to be in charge of the county wide collections of cardboard—from collection, to bailing, to delivering to Tallahassee to sell.
- **ESG/Wakulla C & D Department** has added four new large lift stations as the City of Sopchoppy has gone online and connected to Wakulla’s WWTP. This adds approximately 300 businesses/homes to our system. **Mike Rose**, C & D Supervisor, is committed to keeping everything running smoothly, as well as teaching his two assistants (**E. J. Porter** and **Jason Tobin**) the essentials of operation in hopes of both of them being licensed this year.
- 2010 was an eventful year for the **ESG/Wakulla Fleet Department** with the bidding process and subsequent purchase of five new graders for the County. **Neil Watts**, Fleet Supervisor, worked extensively with our grader operators and prospective bidders to bring in demos. Once that was completed, Neil began the tedious task of working with the County’s OMB to prepare the bid documents. Flint Equipment (John Deere), a hometown favorite vendor, was awarded the bid. The new machines were delivered in April and have logged over 4,000 hours since delivery.
- After much energy and effort on behalf of ESG and the BoCC, grant funds were finally secured to lay rock in the Wakulla Gardens area. Wakulla Gardens is Wakulla County’s largest historic subdivision. It consists of approximately 4,000 lots. Due to the density of the building, storm water runoff has become an issue, and when it rains the roads become unstable. Paving has been postponed until water and sewer have been installed. Until then, the gravel will provide instant relief. There are 27 miles of dirt roads in this area, and in just two short weeks Team Wakulla managed to lay rock on approximately 7 miles. The residents of the Gardens and County Commissioners were very pleased with ESG. Many thanks to lead grader operator, **Albert Hartsfield**, for his expertise.



top: Recycling Bin • bottom: Robin Arnett



Mike Rose



New John Deere Grader

Project Goals

- **Summer Camp**—Replacing membranes for micro filtration at water plant.
- **Wakulla County Otter Creek Wastewater Treatment Plant**—Wakulla County has seen significant growth over the last 10 years. Plans have been underway for some time to upgrade the WWTP from .6 to 1.6 mgd system. Our goal for this year is to have these plans finalized, obtain funding in line, and send out for bid.
- As well as adding the City of Sopchoppy to the County’s sewer system, plans are also underway to add service to Talquin Utilities and Wakulla Gardens. This could potentially add approximately 300 businesses/homes to our system.

WELCOME! NEW WAKULLA ASSOCIATES

- **Brandy Price**, Administration
- **Gallagher Crook**, Solid Waste
- **Troy Nelson**, Roads & Bridges
- **Warren Grumby**
- **Jason Tobin**, Collections & Distribution
- **Larry Hallstrom**, Roads & Bridges
- **Jeffrey Reed**, Roads & Bridges
- **Clinton Evans**, Summer Camp

PROJECT NEWS

- **Robin Arnett** is now Assistant Supervisor in the Solid Waste Department.
- **Bubba Dempsey** is now Assistant Supervisor in Roads & Bridges.
- **E. J. Porter**, Collections & Distribution, tied the knot in 2010. Congratulations to E. J. and his bride!
- **Todd Sapp**, Roads & Bridges, became a new grandfather.

FORSYTH COUNTY, GEORGIA



On January 1, 2011, ESG took over the management, operations and maintenance of Forsyth County's Water Treatment Facility. Assisting with start up, left to right: John Eddlemon, Richard Adams, Becky Alexander, Ricky Baxter, Gary Harper, Darrel West and Sean Meyer.

ESG Expands Partnership with Forsyth County with Start up on January 1, 2011

more from our cover story

Thank you to each person in the ESG family who was involved in the start up of the Forsyth County Water Treatment Facility on January 1. Your hard work and dedication is greatly appreciated and valued.

Since the last issue of *The Clarifier*, the hard work and dedication of ESG/Forsyth County project personnel led to the acquisition of the County's water treatment facility and the pending transition of another wastewater plant. Six additional associates were employed for the January 1st start up of the water plant. ESG is proud to welcome **Gary Harper**, Project Manger; **Chris Deckard**, Maintenance Technician (who has been helping with maintenance items at the wastewater plants and has become a stand in belt press operator); and Water Treatment Plant Operators **Gloria Jamison**, **Mike Massey**, **Brian McCloud** and **Scott Baum** to the ESG/Forsyth County Team.

The Forsyth Project has experienced some growing pains and the success of this project is a result of crew dedication, a willingness to get the job done correctly, and the support of other ESG personnel.

Recent Highlights and Accomplishments



Dick Creek WRF

- A sand filtering system was installed to help the plants filtering process because of ruptured seal on the main filter effluent pipe. The sand filters were taken off-line once the ruptured seal was replaced
- The plant received a direct hit from lightning damaging electrical components in the SBR Control Panel, chemical pumps, pH monitors, and re-use controls. While we were waiting on the replacement parts the plant was manned 24 hours and operated manually.



Manor WRF

- Several membrane cassettes were replaced due to a factory default in the epoxy sealant around each of the membrane strands.

Belt Filter Press Operations

- ESG acquired a second belt filter press to help with sludge processing and to keep from moving one belt press between two plants.



Forsyth County is part of the Atlanta metropolitan area and the 2009 Census estimates the population to be approximately 175,000. In 2008, Forsyth County was named in the top ten fastest growing counties of the United States. Many new subdivisions and elegant homes have been constructed in the County in recent years and has been

tempered by water availability. County officials want to make certain that growth is planned and sustains the high quality of life in the area. ESG is proud to serve the citizens of Forsyth County in maintaining both the water and wastewater utilities.

AUGUSTA, GEORGIA

ESG/Augusta Completes Community Blood Drive

ESG/Augusta completed a community wide Blood Drive on November 10, 2010. Thank you to all the ESG/Augusta associates who participated in this community event.



- Gary Strong
- Terriel Deal
- Paul Tickerhoof
- Wendell McCall
- Charles Isdell
- Robert Darren
- Grover Robinson
- Brad Wiggins
- Sterling Kirk
- Brian Kelly
- Eli Jordan

ESG/Augusta associates assisted with a Red Cross Blood Drive in November.

Thank you to all employees who made donations and assisted with this community wide event.

More Project News

FROM ESG/AUGUSTA



We were glad to welcome these new associates to ESG/Augusta in recent months:

- Percy Nolan, OPERATIONS MANAGER
- Rebekkah Niven, OFFICE MANAGER
- David Payne, OPERATOR
- Grover Robinson, OPERATOR

WAYCROSS, GEORGIA

Recent Project Highlights and Upcoming Goals

- **Scott Murphy** moved to the Warner Robins, Georgia and took a position as Area Manager. **Larry Yockachonis** moved to Waycross and was promoted to Project Manager.
- The Waycross Team welcomed **Jeff Buchanan** back from active military duty. Since his return, Jeff has been busy heading up the Conditions Assessment Team. Jeff will be traveling annually to every ESG project to provide this service to our project teams and clients.
- ESG/Waycross welcomes our new City Manager, Mr. Deron King. Mr. King has toured the ESG/Waycross facilities and we welcome him to his new position with the City of Waycross.
- The ESG/Waycross Team has set a goal to reduce street cuts in the new year by utilizing leak detection equipment and short boring machinery to minimize size of cuts and number of cuts. This could produce a cost savings of up to \$7,200 per year for our client.
- ESG/Waycross has set a goal to renovate office and break area spaces. The original building dates back to the late 1800s. The renovation is needed for future occupancy and utilization.
- **C&D Waycross** is planning to begin a fire hydrant rebuilding effort to reduce cost to client of replacing fire hydrants. The cost savings could total up to \$1,000 per fire hydrant.
- **Team Waycross** is reviewing power and energy cost savings in operations, as well as fuel and mileage reductions, to provide "value added" benefit for our client.

FAMILY NEWS from WAYCROSS

- **Chris Ebersole**, Meter Reader, and his wife welcomed a new baby girl in December 2010.
- T. J. Yockachonis, the oldest son of **Larry Yockachonis**, Project Manager, is now studying at Washington State College.
- **Welcome, New Associates to ESG/Waycross:** **Kurtis Kling** joined the Waycross Team in September and is a part of the Meter Reading division. **Jamie Thornton** joined the Maintenance Team at Waycross in 2010. We welcome both of these associates to the Waycross Team and look forward to a great year in 2011.

Project News and Recent Highlights

PERRY, GEORGIA



Elementary School Children Tour Water Treatment Plant

To help increase public awareness, ESG/Perry is providing tours of all facilities to the public. In July, we hosted several tours for elementary school students who toured the water plant. Pictured above with students is **Kenny Baker, Water Operator**.



ESG/Perry Hosts Perry Youth Leadership Group

On September 15, 2010, operations personnel provided a tour of the wastewater plant to the Perry Youth Leadership group. Students were allowed to participate in lab analyses and were very interactive. **Senior Operators Randy Ingram and Brandon Lewis** lead the tour.

ESG/Perry Experiences a Banner Year in 2010

- City of Perry completed slip lining sewer pipe and several manhole rehabilitations to control Inflow and Infiltration (I & I) in the Tucker Road area. Based on influent flows to the wastewater treatment plant, we can already see a reduction in I & I. This helps reduce chemical and electrical costs, as well as stop overflows within the collection system.
- All employees recently participated in our annual “Emergency Response” drill. This makes sure each employee knows how to respond in the event of an actual emergency.
- Operations personnel are working closely with Constantine Engineering on “Master Sewer Planning.” ESG/Perry has been conducting regular pump capacity testing on pump stations, as well as installing and monitoring portable flow meters throughout the sewer system.

more project news from perry

- **Julian Icard, Mike Herman** and **Bill Crowe** recently obtained their CDL license.
- The ESG/Perry family expresses condolences to the family of **Ronald Davis**, Utility Technician, on the recent death of his mother.

Upcoming Project Goals at ESG/Perry

- Line Maintenance personnel continue to work on reducing “Unaccounted for Water” by using portable flow meters and leak detection equipment. Currently, we have the lost water down to less than 10%, which meets EPD standards.
- Line Maintenance personnel continue to make repairs on numerous fire hydrants throughout the City. As of December 2010, Perry associates had repaired or replaced a total of 36 fire hydrants.
- ESG/Perry worked with contractors to complete rehabilitation of the existing Operations/Laboratory building. In addition, work was recently completed on enclosing the belt filter press. Construction of the new Line Maintenance pole barn was recently completed.



PERRY, GEORGIA



ESG Presents Maintenance Account Rebate to City of Perry

In September 2010, ESG cofounder and principal, Dan Groselle, presented the Mayor and City Council of Perry, Georgia with an annual rebate check of approximately \$60,000. Through competitive pricing on repair parts and chemicals and by performing most repairs in-house, ESG was able to save our client a tremendous amount of money for the 2009-2010 contract year.

Pictured left to right: Ryan Bode, Sharon Kelly, Chad McMurrian and Dan Groselle



Associates at ESG/Perry enjoyed a "pot luck" dinner in October 2010. ESG provided the chicken and employees prepared a covered dish to share at the event.



Employees attended Smith & Loveless pump training in August 2010. Keeping our employees knowledgeable allows us to do most repairs in-house and save our client repair costs. *Pictured left to right: S&L representative, Chad McMurrian, Kelly Riddle, Ben Carter and Kenny Baker*



Line Maintenance personnel installed landscaping and an irrigation system for the new Administration Building. This building will house all collection and distribution personnel, as well as administrative personnel.



Line Maintenance personnel recently installed many water and sewer connections in several City parks to allow food vendors to service the City's new annual Music Festival. This event was a huge success, and we are looking forward to next year.

Pictured left to right: Ronald Davis and Chad McMurrian



Upgrades Completed on Houston Springs Pump Station

Contractors, City and ESG personnel completed upgrades on Houston Springs Pump Station in September 2010. Harold Deal (City Engineer) and Chad McMurrian are pictured at left, completing the final inspection of the station.

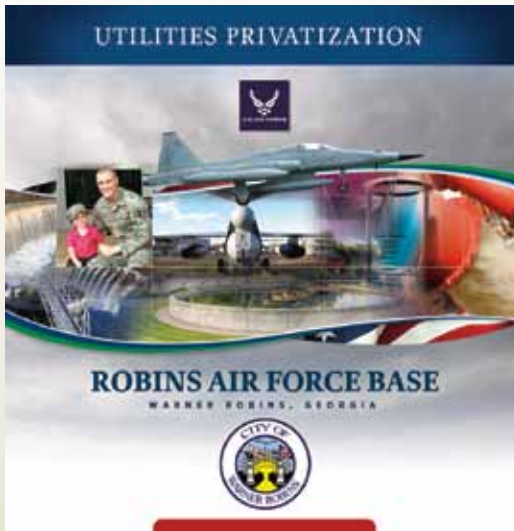
A special word of commendation to the **ESG/Perry Team** for their continued perseverance and dedication to "getting the job done" as ESG serves the City of Perry.

ESG Operations, Inc. takes great pride in being
100% American owned and operated.

From the Corporate Office

ESG and the City of Warner Robins Propose on 50-Year Project for Robins Air Force Base

In November 2010, ESG and the City of Warner Robins, Georgia jointly submitted a proposal to take over all of the utility infrastructure currently serving the Robins Air Force Base. This 50-Year project calls for the City to actually take over ownership of all of the assets and ESG will be responsible for operating and maintaining the system for 50 years. There are also several significant capital upgrades associated with the project that ESG will be responsible for completing. If selected, this will be ESG's first project for the federal government and we would anticipate the project starting in November 2011. ESG was excited and honored to team with the City of Warner Robins in submitting this proposal.



ESG Collects School Supplies for Dooly County School System

This past October, ESG collected and donated \$250 of school supplies for children attending school in the Dooly County School System (which serves students living in Unadilla, Georgia). The Corporate Office staff had a great time purchasing the supplies for the school children. **Steven Lee**, PMI for Unadilla, presented the donations to the school system at the City Council meeting.

***ESG is committed to making a difference
in every community in which
we provide services.***

ESG Experiences Another Year of Exceptional Growth

2010 was another year of exceptional growth for ESG Operations—and we want to take this opportunity to thank our clients who have entrusted their service to our care, and to thank each associate who is a part of the ESG family. We believe that each employee contributes directly to ESG's growth and success. Our combined commitment to customer service excellence and integrity is what allows us to be a leader in the communities we proudly serve. We anticipate an even greater year ahead in 2011!



A UTILITY OPERATIONS AND PUBLIC WORKS MANAGEMENT COMPANY

Your Partner in Meeting the
Challenges of Today and the Demands of Tomorrow

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