

## Expansion enables us to better meet your needs

**A**llow us to pass on some exciting news: we have significantly enhanced our service offerings. HEPACO has added new equipment, new services

and even new offices to better serve our customers. We are proud to announce

### PRESIDENT'S COLUMN

that we now have 12 offices throughout the southeastern United States.

In a previous newsletter, I made an appeal for customers to communicate their needs. I am happy to report that many clients contacted us. We have heard your requests — and we have responded.

Some of our customers requested that we improve our response time or extend service to their locations in south Georgia and Florida. We responded by opening our 12th office, the Jacksonville Response Center, in 2002.

Two of our customers, CSX and Norfolk Southern, requested that we provide magnetic patch kits, which would be instrumental in stopping some tank car leaks. We also learned, while performing planning exercises and spill drills for and with customers, that other clients could benefit from use of these patches to stop spills early, thereby minimizing cleanup time and costs. We are happy to say that all of our offices now have magnetic patch kits and other patching devices that can be used on metal containers. *(For details, see story on Page 2)*

We also have heard your call for mold remediation in the commercial/industrial and residential marketplaces and have met this need by expanding our ability to provide this service. *(See story on Page 3 for more information.)*

At HEPACO, we are extremely fortunate to employ men and women who are totally committed to our mission and vision and to serving our customers. In the



Photo courtesy of Knoxville News-Sentinel

## What's Inside

*HEPACO employee works at the scene of a train derailment where an oleum spill resulted in a large vapor cloud of fuming sulfuric acid. Story, Page 5.*

pursuit of this goal, our internal customers — our employees — constantly communicate the needs shared by customers and tell us the tools that they need to perform their jobs better. I have heard and share their concerns. To better serve our customers, I have already authorized the purchase of more than \$1 million of additional assets, including a state-of-the-art mobile command center and additional vacuum trucks, road tractors, dump trucks, decontamination trailers, monitoring equipment and heavy equipment.

At HEPACO, we are committed to and always focused on our mission: to “meet the needs and exceed the expectations of our customers, both externally and internally.” To that end, I again encourage you to communicate with us. Let us know how we can meet your needs and serve you better.

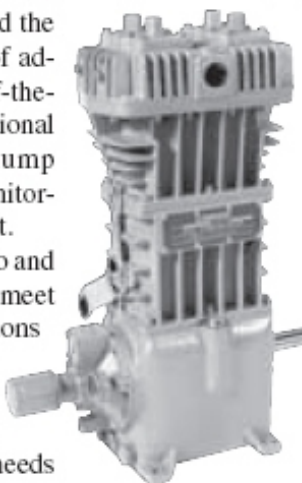
Ronald L. Horton, Sr.  
President and CEO

## High-pressure transfer services are added

HEPACO now has in-house capability to perform high-pressure transfers of many substances, including liquid propane gas (LPG), anhydrous ammonia and butadiene.

Our highly skilled employees are trained to perform not only routine transfers but also emergency field transfers for most chemicals. In addition,

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HEPACO utilizes a Corken vapor compressor (above) and a Corken rotary vane pump to perform high-pressure transfers. *(Photo: Corken, Inc., A Unit of IDEX Corporation.)*