

CURRENT connections

Winter 2004

INTERSTATES

Providers of Premier Services

OUR VISION:

Turning Visions into Reality through:

- People
- Adding Value
- Alliances
- Performance

OUR VALUES:

Building Relationships through:

- Dependability
- Integrity
- Trust
- Quality
- Family

OUR MISSION:

Providers of Premier Services

Premier — Isn't that just another word for expensive?

By Dave Crumrine & Jack Woelber

The short answer to our headline question is **NO**. The long answer is that Webster (and a few other dictionaries we checked) does not even address cost when defining the word "Premier." Premier is much more about a level of service, as well as the excellence with which it is delivered.

Therefore, a Premier Provider should be recognized as the service partner you should go to first, because you know by their reputation that they can help you with problems and challenges in ways others cannot.

At Interstates, the guiding question behind our mission to be **Providers of Premier Services** is: "What do our clients need to be successful in their business?"

Are there ways you can spend more and get more at Interstates than you can elsewhere? Sure. You can do this by utilizing some of our value added services; services that aren't available from every service provider. Why would a client do this? The only rational reason would be to benefit his project and his business. Every astute businessperson knows there has to be a positive life cycle return on investment for any service. The value added services at Interstates are specifically designed to provide high levels of return. As a client,

you get to choose if you want them or need them.

To be Premier, Interstates must continue to develop these services, make them readily available, and deliver them when needed to our client's benefit.

These services must be more than lip service. They must be real "success generating" services. The world of capital projects is changing and is a huge part of your busi-

**Premier —
First in
position,
rank or
importance.**

— Webster's Collegiate Dictionary

ness. Being premier means doing all we can to help you.

A useful analogy might be that of the tax advisor. Few of us look for the lowest priced tax advisor through a competitive bid process and "award" him our work. We all understand (almost implicitly) that if we have more complicated matters, a more costly advisor will likely bring us the largest success in the end (less taxes, bigger refunds). He may even look ahead

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Dave Crumrine



Jack Woelber

Interstates Welcomes Coltharp, Harkins to Regional Offices

Interstates' regional offices continue to grow with the addition of one new member at the Rocky Mountain Regional Office in Ft. Collins, CO, and one at the Central Regional Office in Franklin, IN.



Doug Coltharp

Doug Coltharp, the new Rocky Mountain Regional Team Leader, will be primarily responsible for business development and oversight of overall operations for the region which effectively works with clients from the east slope of the Rockies to the West Coast. Doug joined Interstates September 8 after serving as General Manager of Coastal Operations for Processes Unlimited, an engineering/construction management firm in Southern California.

Doug makes his home in Fort Collins with his wife, Christine. As an avid camper, he looks forward to the many opportunities that Colorado offers – and to exploring the vast potential of the Rocky



Randy Harkins

Mountain Region as well. "There's a lot of opportunity for Interstates here. I look forward to working with our talented workforce to discover it," he says.

Randy Harkins joins the Central Regional Office as Business Development Manager. His roots in Indiana go deep; he attended Notre Dame on an athletic scholarship, where he played football and hockey. He also holds a degree in marketing from Indiana University.

Randy has more than 30 years of experience in the electrical industry, working as a contractor and as a distributor selling all types of electrical and control equipment to customers in the steel, pharmaceuticals, food processing, packaging, metalworking and utilities industries. He and his wife, Sharon, live in Indianapolis, and their blended family of 14 keeps them very busy. Randy also enjoys gardening, ice skating and, of course, following the Fighting Irish. He is a member of the American Marketing Society, University of Notre Dame Quarterback Club, Electric League of Indiana, and the Society for Marketing Professional Services.

PREMIER *continued from page 1*

for us and provide advice on how to save taxes next year. Given a growing relationship over a few years, he may even provide tax counseling during the year, which may provide a very high return (in the way of tax savings) or call us when there is a significant change in the tax world that specifically relates to us because he knows our needs.

When our leadership team conceived the mission statement containing "Premier," they knew that at Interstates we seek to deliver services that are the best in our business. Our business is to support you in your capital project success. We want our clients to come to us first and come to us early in their projects. Not only must the customer know that we have the services you need, but that we will step up and tailor them to meet your needs and leverage them for our success.

So that's Premier at Interstates. Come challenge us with your specific need for premier services.

Interstates Exhibits Industry Leadership at ISA Expo 2003

Every year Interstates attends the ISA Expo, which is North America's leading automation and control event. The ISA Expo offers the industry the largest and most

comprehensive products and services exhibition, technical conferences, and a continuing education and training



program. During the three-day conference in October, Interstates exhibited for the first time, highlighting the instrumentation and automation services groups.

Exhibiting at ISA Expo 2003 enabled Interstates to strengthen relationships with various vendors,

network with other exhibitors and meet with potential new customers. As attendees, Interstates employees enhanced their technical knowledge base through technical seminars and demonstrations of some recent product advancements.

Maximize Your Electrical Investment Maintenance on the Offense

Amid the massive changes that swept through the industrial sector in the last two decades — and changed it forever — one of the most spectacular is in maintenance. A move to embrace highly productive processes and cutting-edge technologies has given birth to new techniques built around the science of predictive and reliability-centered maintenance. These proactive tools and approaches are producing visible bottom-line results.

the same time, they spend 15 percent of their time on predictive activities, but view 33 percent as the ideal amount.

The desire for a more predictive approach is best explained by another key finding of the survey: More than two-thirds of respondents indicate that their primary measure of success is related to equipment performance. Specifically, 36 percent say the primary measure is uptime.

Having to fix a piece of equipment after it stops working is now seen by business as a failure twice over. First, the equipment is broken; second, the resulting downtime is quickly eroding profitability. Simply put, unplanned downtime disrupts production — or the delivery of services — and cuts sharply into the bottom line.

Proactive Tools and Technology

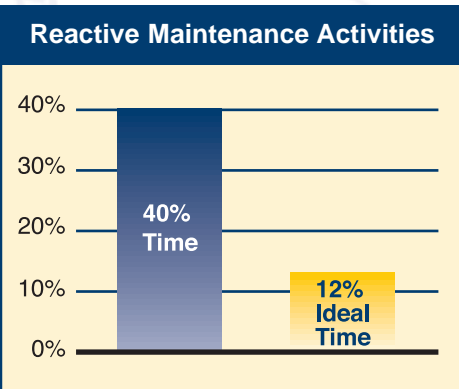
In recent years, advances in technology and a staggering array of new tools are dramatically improving maintenance functions and optimizing performance. Ever more powerful data collection and process tools are gathering information about machine status and are delivering spectacular gains in maintenance efficiency and dollar savings. Integrating modern condition-based monitoring systems into existing manufacturing processes is the key, and an emphasis on a distributed approach is enabling companies to achieve major savings in wiring, material, and labor costs.

Today, distributed monitoring and protection systems can be placed alongside machinery and sensors, cutting down on the need for dedicated wiring exclusively for condition monitoring. These modular systems help streamline system design and interface to digital communication networks to economically take measurements at multiple points.

Recouping the Cost of Prevention

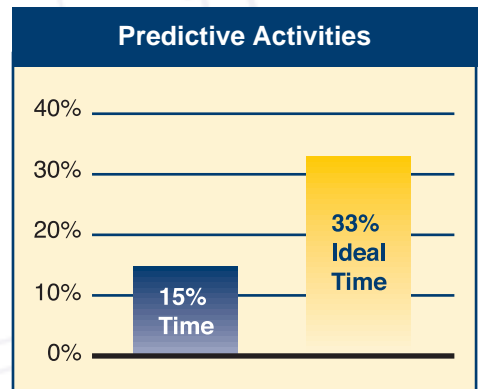
Integrating maintenance functions with the rest of the enterprise is key for a proactive maintenance strategy and critical for long-term success. That is because scheduling maintenance tasks so that equipment uptime is least affected is as complex an activity as scheduling equipment for job execution.

For example, planning for capital repairs and long-term shutdowns requires long-term visibility into sales and operations planning. Likewise, the factory supply chain needs to consider and integrate the maintenance function to be responsive and proactive. This requires rethinking the way maintenance functions are executed in an organization, as well as providing support through robust, integrated systems that unite the data requirements across plant-wide systems and processes.



Proactive maintenance affects profitability on both sides of the asset equation: It helps increase revenues by increasing equipment performance, and it boosts return on assets by reducing the need for expensive capital upgrades to increase output. It takes knowledge and experience of years of reactive maintenance activities and learns from them; then uses technology to monitor and predict maintenance needs more efficiently.

Manufacturers want to move away from the inherent inefficiencies of reactive activities. According to a recent survey by Rockwell Automation in conjunction with *Maintenance Technology* magazine, maintenance managers and technicians spend 40 percent of their efforts on reactive tasks, but view 12 percent as the ideal amount. In other words, they spend more than three times as much effort on reactive maintenance as they believe they should. At



At the heart of the proactive maintenance philosophy is that a problem isn't fixed until the root cause has been identified and corrected. And that's refining the process to a level of problem-solving and bottom-line success that makes heroes of those who practice proactive maintenance.

This article was excerpted with permission from *AB Journal*, Putman Media, Inc. The original appeared in the September 2003 issue and is available at www.abjournal.com.

Prestigious ABC Award **PLAYING IT SAFE** Represents Teamwork, Environmental Support

Benefiting the environment through a long-term partnership could be considered a win-win scenario. Yet, Interstates moved such a win-win experience up a notch – to a win3 milestone – when it recently received a prestigious industry award.

The Associated Builders and Contractors (ABC) of Iowa honored Interstates Electric & Engineering, with an Award of Excellence in the Electrical-Commercial & Industrial Over \$1,000,000 category. Presented during the association's annual Excellence in Construction banquet, the award recognized Interstates' work on the Michigan Ethanol LLC project in Caro, MI.

Interstates teamed up with Broin & Associates for the Michigan Ethanol project, which began in September 2001 and was completed on-time on Feb. 1, 2003. "Broin prides itself on being able to get fast start-ups for ethanol plants," says Scott Koll, Interstates project manager. "We were pleased to work together on this proj-

ect, which resulted in Michigan Ethanol achieving full production rapidly and profitably."



Michigan Ethanol LLC is the 14th ethanol plant built by the Broin Companies, who began building ethanol plants in 1983. The company brings a new kind of value-

added agriculture to the state of Michigan, producing 40 million gallons of ethanol annually. Its ethanol production consumes nearly 16 million bushels of corn from the region and

provides not only an environmentally friendly fuel, but also a valuable high quality livestock feed for local, regional and national markets.

"Receiving the ABC award is an honor because of the wide range of criteria it represents," says Koll. Criteria included complexity of the project, attractiveness, unusual challenges, innovation, safety, and budget compliance. Koll continues, "This honor is enhanced because it represents a project characterized by strong teamwork and support for our environment."



Larry Den Herder, Dave Crumrine, Jason Robertson, Rick Kostelecky and Gene Kruse

Interstates Crew Achieves 500 Days without a Recordable Accident for Cenex Harvest States

Completing a construction project without an accident for more than 500 days is no accident, according to Rick McIntosh, Project Manager, who was part of the Interstates team that recently completed work on a soybean extraction facility for Cenex Harvest States in Fairmont, MN.

"The management team, as always, stressed safety awareness," McIntosh says. "But the majority of the credit goes to the crew."



Cenex Harvest States Crew

"Unfortunately, we did have one recordable in the very first two weeks of the project," McIntosh recalls. "We hit 500 days on August 26."

It's an impressive accomplishment, especially since at its height more than 60 electricians were at work on the project.



Proud to be members of



YES WE CAN

Interstates Completes Project for Bush Brothers in Tennessee

Interstates has completed an extensive project for Bush Brothers at its new facility in Chestnut Hill, TN, 45 minutes east of Knoxville in the Smoky Mountains. The plant is adjacent to an old plant located on property owned by the Bush family, which began making its famous baked beans in 1908.

Working with Lockwood Greene, a Knoxville engineering and construction firm, Interstates performed process electrical and instrumentation work on two lines in the state-of-the-art facility, including panel fabrication for 22 control panels. The crew, which peaked at 54 people, began work on the project in June and finished in October.

A key challenge was coordinating schedules with other trades on the proj-



ect. "Some of them fell a bit behind schedule," says Jerome Stoland, Project Superintendent. "It took good teamwork to keep us on track, but we did it!"



Bush Brothers

Visit our new web site at www.interstates.com



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