

## MAINTAIN IT, FIX IT SAVE ENERGY:

We can all agree that if you use something often enough, it will need repair, upgrading or replacement at some point. There is no such thing as “maintenance free”, at least as far as we have ever seen or run into so far.

When equipment does get old, or has parts that need to be replaced, PJM is there. To service our customers properly, we combine everything we have to offer. We listen to what our customer needs, diagnose problems properly, work safely, and get them back on line as quickly as possible.

Replacing older equipment also means upgrading to what is most energy efficient. Though most new equipment will be more energy efficient than what it is replacing, great advancements have been made in energy-saving technology and there is a wide variety of options available to be considered. Rebates and tax credits are also available when old equipment is replaced with energy efficient or renewable energy products.

Our advice is to take a holistic look at your facility and equipment. Is everything running as efficiently as possible? Are you running equipment unnecessarily during peak demand times? Replacing equipment is only half of the job – how well everything runs together is the other. Your building’s vital signs may be off and need adjustment. PJM service and fast-track replacement teams can help you with this holistic approach.



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The PJM Pipeline

## Service Photo Album



Shown above, PJM replaces a customer’s old, failing cooling towers that have served their time with efficient new towers. These new towers are designed to save energy and will help reduce demand on utilities. The cooling towers will also significantly help chiller operation.



In this photo, a new electric condensate pump replaces a customer’s 82 year-old system. PJM was called in to diagnose and repair deficiencies in the heating system. This is one of several changes made to get them up and running, and they are operating far more efficiently now.

## What's In This Issue

- ❖ Maintain & Save Energy Page 1
- ❖ Service Photo Album Page 1-3
- ❖ Safety in Numbers Page 2
- ❖ Industry News: Net Zero Page 2
- ❖ Between A Rock Page 2
- ❖ ABC’s of Service Page 3

# SAFETY IN NUMBERS

By: PJM Safety Department



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(continued from pg. 1)

**Outside our workplace, there is a sign that is updated daily denoting PJM's "days worked without a lost time accident".** It is a source of pride and a constant reminder to our workers to stay safe on the job. On the day this photograph was taken recently, the sign read 1,626 days, which works out to a boast-worthy 4 ½ years without a safety incident.

This is a rare and exceptional feat within our industry, and we are extremely proud of our team for their diligence toward maintaining a safe workplace on every project we do, large and small. And we thank our clients for helping us achieve this record, as well, through measures they've taken to ensure the well being of our workers. At PJM, we are 100% committed to safety, and we plan on adding "days" to our sign for years to come.

## Service Photo Album



## INDUSTRY NEWS: NET ZERO BUILDINGS

There is a new push to further the green building movement with "net-zero energy" buildings (NZEBS). The idea of net-zero is to bring commercial buildings toward complete self-sufficiency, with a goal of zero energy consumption and zero carbon emissions. An NZEB should generate as much energy as it consumes through cutting-edge technologies and on-site systems such as solar power and geothermal energy.

The U.S. Dept. of Energy has developed the Net-Zero Energy Commercial Building Initiative (CBI) to help advance the development of NZEBs. CBI collaborates with private sector industry leaders to determine ways to reduce energy consumption, energy costs, and environmental impacts of commercial buildings. Their goal is to achieve marketable NZEBs in all U.S. climate zones by 2025.

You can learn more about the Net-Zero Energy CBI by visiting the DOE's website at



U.S. Department Of Energy  
**Energy Efficiency and  
Renewable Energy**

## Between A Rock And A Hardhat

There's this cathedral that's still being worked on, and the workers have rigged a "cage elevator" inside so they can get material up and down to the upper floors. A characteristic of these "cage elevators" is that the doors (gate) must be closed manually for them to be "called" to another floor.

One day one of the workers, Peter by name, takes the elevator to the top floor, and it is subsequently needed on the first floor by the sexton. Unfortunately, Peter forgot and left the door open.

After the sexton rings for the elevator a couple times, to no avail, he yells up for the worker to send the lift back down. Visitors to the cathedral were treated to this sight: The sexton of the cathedral, head tipped up, yelling up to the heavens:

# ABC's OF SERVICE

By: Patrick Mosner, President

When it comes to good customer service, no matter what your business is, there are generally three main goals: making customers happy, building a good reputation and positive word-of-mouth, and bringing your satisfied customers back to do more business.

At PJM, we are constantly striving to build and maintain positive customer relationships. Here are a number of simple but universally important guidelines that we like to follow that can help any business keep their customers satisfied.

**1. Know your stuff.** Whatever your business, be an expert in your field. Superior expertise will set you apart from your competitors. Do the job right the first time, every time.

**2. Go the extra mile.** Always strive to exceed your customers' expectations, and deliver above and beyond what others would do.

**3. Listen to the needs of your customer.** Be clear on their expectations, and thoroughly answer all of their questions. Have open lines of communication and be prompt in addressing their concerns.

**4. Keep your word.** Your reputation depends not only on your ability, but on your credibility and your reliability. Broken promises are a sure way to alienate customers and damage your business.

**5. Deal head-on with problems** and correct your mistakes. If there is something that is not to your satisfaction, let us know and we'll fix it.

**6. Value your customers.** Always treat them with courtesy and respect, and make sure all of your employees are trained to do the same. Every customer is an important customer. Even the smallest of slights can permanently sour a customer experience and ruin a business relationship.

**7. Show up on time** and say "please" and "thank you". Common courtesy goes a long way in any business.

**Lower Right Image:** PJM crews repair and make upgrades to a client's process piping.



## Featured Project



Here PJM has replaced a radiator for an emergency generator's cooling system where down time was not an option.

