

## WE'RE LISTENING

One of the most important aspects of our business is our commitment to providing exceptional service to our customers. Good customer service - meeting or exceeding a customer's needs - is the key to any successful business relationship. So what is it about PJM's customer service that sets us apart from our competitors? Our ability to listen.

We've all encountered bad listening in both our private and professional lives. We have budget constraints, but we're shown the deluxe model. "A little off the top" becomes a buzz cut. Too many companies fail to listen to their customers - oftentimes because they're doing too much talking. Some "hear" what their customers are telling them, but still fail to come to understand their needs. Still others do a sufficient job, but their indifference still leaves their customers feeling dissatisfied.

We at PJM understand the importance of not only listening to our customers, but understanding and satisfying their needs. We set out to cultivate a trusting and successful relationship with each and every customer, on each and every project. We make it a point to get to know our clients and have open lines of communication. We take the time to understand their real needs, expectations and issues. Simply put, when our customers talk, PJM listens.

Please contact Mike Caterson or Glenn Landolfi if you have any questions or project needs at 609-921-1394.



NOVEMBER 2009

The PJM Pipeline

## Service Photo Album



Here PJM has installed redundant compressor condensers and exhaust fans as part of a larger mission critical project. We know what mission critical is and how important these systems are to a customer. Its important to us too.



Someone turn on the heat... PJM is installing new high efficiency boilers to help keep our customer warm and perhaps save a few dollars along the way. Boiler control is extremely important to comfort and energy usage.

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**Heating - Cooling - HVAC  
Plumbing - Refrigeration  
Fire Protection - Building Controls  
24 Hour Emergency Service**

# SAFETY STATE OF MIND

By: Rich Hart, Safety Manager

When it comes to project safety, PJM gets it!! From the top down, we pay attention to the details. We take a team approach to get the job done right and exceed expectations on every project. Safety performance and awareness are always at the forefront, permeating every aspect of our work.

PJM enjoys a reputation, from the largest GC to the smallest service customer, as a first-class company with a mature safety culture to match. Customers base their decision to hire PJM on solid confidence in our professionalism and our drive to control safety issues that can affect a project's ultimate outcome. We have 100% employee participation in our well developed Safety Program. Risk is never accepted as part of the job description.

Many of our customers rely on ISNetworld certification to ensure them of high quality safety standards, and PJM holds a top rating of "A". As Safety Manager, I visit every job site to keep a fresh eye out for hazards and to serve as a reminder to our team to stay focused on safety. In addition to our extensive safety manual and frequent "tool box talks", we routinely use a laptop in the field to bring safety training refreshers to all our craftsmen. This winning combination of resources keeps us well ahead of the pack.

## Between a Rock and a Hardhat



Really?? Sometimes I guess you just have to state the obvious, but don't worry about the message at the bottom that the BRIDGE IS OUT AHEAD!



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The PJM Pipeline

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## Service Photo Album



1684 days and counting without a lost time accident.



A pharmaceutical customer needed process piping work done, and needed it done right. The new installation and retrofits needed to be commissioned immediately after install was complete.

## Industry News: The Missing Technician

By: Patrick Mosner, President

As excited as we are at PJM about new advances in products, tools and technologies, the feeling is tempered by a real and growing concern in our industry: the impending labor shortage. A recent study showed that a whopping 78% of MEP workers fall between the ages of 31 and 59, with 18 to 30 year-olds comprising only 12% of the workforce. This means that, as this workforce ages, there will be fewer and fewer technicians to take their place.

Part of the problem is due to the current trend that encourages all of today's youth to attend college. With so much over-emphasis placed on 4-year programs, we seem to have lost sight of the fact that there are many valuable alternative educational and training programs available. The single-minded focus on college has also created a perception that different careers paths are somehow undesirable. This mindset is misguided and dangerously shortsighted, because the result will be an imbalanced workforce, a shortage of business-related jobs, and no one to maintain our infrastructure systems.

There are so many challenging, satisfying, financially rewarding, even lucrative career alternatives that don't require a college degree. Unless we rethink our narrow-minded belief that everyone must follow the same path in order to be successful, we are surely sabotaging our future.

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## Featured Project

Learn About Waste Water Treatment

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PJM recently performed filter and maintenance work at a local waste water treatment plant, replacing various filters and performing critical maintenance and testing. Though people don't often think about where the waste from our sinks, showers, washing machines and toilets goes, they might be amazed by the process it goes through once it leaves our homes and makes its journey to the waste water treatment plant. From mechanical separation/filtration, chemical filtration (through phosphate coagulation), to bio-filtration and protein skimmers, modern waste water treatment is nothing short of a technical miracle. If you would like to learn more about how waste water treatment plants work, take an online tour at <http://www.youtube.com> (waste water treatment made simple).



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The **PJM** Pipeline

*(continued from pg. 2)*

## Service Photo Album



Here PJM is completing the install of an industrial boiler package. The install is just about complete and we are getting ready for start up. Its exciting when you are turning the key on a new install.

## Featured Project



Wastewater treatment separates and purifies waste water, helps prevent disease and keeps sanitary conditions for all of us. While the development of antibiotics was a modern miracle in treating disease, waste water treatment is surely one of the greatest advances in preventing disease. Proper functionality, maintenance and oversight are key to keeping these unique facilities functioning properly and efficiently.