



Letter From Kevin Dent

Dear Contractor Partner,

I hope the beginning of spring has been busy, rewarding, and successful for each of you. We look forward to a great summer season!

In this issue, we are pleased to announce the 2010 Snow & Ice Management Contractor Partners of the Year! These fine companies have been selected by our Quality Services team for their exceptional customer service, communication and overall performance. As a token of our appreciation, each company will receive a plaque and monetary gift acknowledging their hard work. We would like to personally thank and congratulate each of you on a job well done!

Typically, you can estimate the amount of snowfall your area will receive during the winter months. However, this year's unusual jet streams changed the "norm" in a big way. With Mother Nature, you never know what to expect! Having self-performed snow removal for over 25 years, DENTCO never underestimates the effort necessary to provide and maintain safe passage. We sincerely thank all of our Snow & Ice Management Contractor Partners for a very successful winter.

I wish the best to all of our Contractor Partners and your companies!

Sincerely,

Kevin Dent

SNOW CONTRACTOR PARTNERS OF THE YEAR 2009-2010



James E. Fulton & Sons, Inc.

In 1971 James E. Fulton and his two sons started the company, James E. Fulton & Sons, Inc. The company began by servicing residential excavation needs. They later diversified their services to include snow removal. With only three pieces of equipment, including a new John Deere 450 4-way blade dozer, a used Case 580 tractor backhoe, and a 5-yard International dump truck, the company was able to jump-start the business. They now own 60 pieces of equipment. James retired in 2002 and handed the reins over to his son Jim and his two business partners. James E. Fulton & Sons, Inc. has provided snow removal services to our customers since 2009.



James E. Fulton

During this short period of time, they have proven their ability to provide superior service and excellent customer service by meeting the needs of our customers the DENTCO way. We are pleased to acknowledge James E. Fulton & Sons, Inc. as our Snow CP of the Year for the Michigan region.



T.M. Perryman Landscaping

Terry Mack Perryman founded T.M. Perryman Excavation over 30 years ago. It all started as a one-man operation with an old backhoe and dump truck. Over the years it has grown as Terry's sons Jeff and T.J. joined the company after completing their college education. The family worked hard to manage multiple projects in different locations, while providing fast and friendly customer service with a high quality of workmanship. The company has provided snow removal services to our customers since 2006. As a result of the company's outstanding quality service, management of their business and timeliness of paperwork, we would like to congratulate T.M. Perryman Landscaping as our Snow CP of the Year for the Pennsylvania region.



T.M. Perryman

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Exterior Services
Management and
customer focused
support.

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For The
2010 CP
AWARDS!!!**



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Outside Services, Inc.

Outside Services, Inc. started in 1993 as a family owned corporation. Laura Lawyer, co-owner of OSI, is currently in the process of buying the 17-year-old company from her retired parents. Beginning at age 16, Laura developed a passion for flowers and landscaping. That same passion led her to pursue a career in the industry that she has been a part of for the past 24 years. OSI's management team and staff work closely with each other to ensure that our customers receive the quality service they expect. Outside Services, Inc. has been servicing our customers for snow removal and landscaping since 2005. They have a proven track record in excellent service, are willing to go above and beyond to meet client needs, and consistently provide paperwork on time for invoicing and payment. We would like to recognize Outside Services, Inc. as our Snow CP of the Year for the Indiana region, for their exemplary service and management of their DENTCO portfolio.



Prairie State Landscaping, Inc.

We would like to acknowledge Ted Diener of Prairie State Landscaping, Inc. as our Snow CP of the Year for the Illinois region. Not only does he respond quickly to service calls, he communicates with us regularly during storms to inform us of sites that have been serviced and submits all paperwork on time. Ted is a veteran CP with DENTCO and has provided both snow and landscape services to our customers since 2003. He managed nine DENTCO sites for snow this year with no service issues. Ted understands our customer expectations and ensures that they are met, every time.



BM Norris Enterprises

BM Norris Enterprises serves all of the MA South Shore with residential and commercial quality snow removal and landscaping services. Brett and his crew maintained five snow sites for us this year and provided exemplary service by demonstrating an understanding of customer expectations and making sure those expectations were met. They have provided both snow removal and landscaping services for DENTCO customers since 2007. With a list of diversified services that include snow removal, driveway sealing and fence installations, BM Norris is a one-stop shop for all of DENTCO's customer needs. In addition to their services, they are fully insured and ICPI certified.



G & S Lawn Care, LLC

G & S Lawn Care, LLC is a full service landscaping, lawn care and snow removal firm that was established in 2002 by its owner and operator, Brad Georg. G & S and its staff are dedicated to providing superior service and quality workmanship. Their company provides uncompromising snow removal and landscaping service dedicated to customer satisfaction. Brad Georg has been working with DENTCO for the past five years performing snow removal and landscape maintenance services. We look forward to our continued relationship with G & S.



Shamrock Turf & Chemical

Tony Wheat, owner of Shamrock Turf & Chemical has been in business for 10 years. The central Arkansas area-based company has been providing snow removal and landscaping services to DENTCO and our customers since early 2005. Tony's dedication to providing prompt and exemplary service, great communication and punctual paperwork has helped him earn Snow CP of the Year. Tony's "get it done" attitude is what sets him apart. Thank you, Shamrock Turf and Chemical for being a valued and dependable Contractor Partner.



All Seasons Landscaping

All Seasons Landscaping and DENTCO partnered four years ago, producing positive results. Cheryl Stafford and Chris Iannarelli, the two main contacts for All Seasons, have been very proactive, especially this past winter before, during and after the heavy snowstorms that swept through Northern Virginia. Their inquiries have been minimal and they have proven time and time again that we can count on them for exceptional service and prompt responses to additional service calls. The company always follows paperwork procedures and processes, ensuring customer satisfaction and timely payment. We look forward to our continued partnership.



Anderson Lawn and Landscape, LLC

Anderson Lawn and Landscape, LLC was established 10 years ago in the Kansas City area by Chris Anderson. The company performs snow removal, pavement repair, sweeping, irrigation, and landscaping, depending on the season. This winter produced record-breaking snowfall, increasing the overall need for snow removal in the Midwest. Anderson Lawn and Landscape, LLC has grown an average of 30 percent each year. Proudly, most of their growth can be traced back to word of mouth communication. The company started with one small service contract 17 months ago and has grown very rapidly with DENTCO in a short period of time. Anderson Lawn and Landscape, LLC serviced 14 customer sites for DENTCO and provided excellent snow service this season. They recognize and fully understand what it takes to be a DENTCO Contractor Partner.



Don's Lawn and Landscaping

Since 2005, Don has provided snow removal and landscaping services to DENTCO customers in the York, Pennsylvania area. Don kept us informed at all times, making sure communication between DENTCO and the customer was flawless. He and his crews worked hard to ensure businesses were up and running before employees and customers arrived to the site. Don's dedication to customer service and response times to additional service calls is exceptional. Keep up the good work and we look forward to working with you in the future.