



January 22, 2007

Dear Snow Removal Client,

Once again the last two weeks have been quite a weeks here at Highland Outdoor. In fact, by the time we finally regrouped from the incredible five day ice storm, the snow of this past weekend came into town.

As you know, the ice storm was quite a challenge to stay ahead of, and at times, we had to chip away at ice with loaders, plow trucks, picks, and other small tools and equipment. This, unfortunately, is reflected in the "Quantity" section of the enclosed Invoice for the event that lasted from 01/12 through 01/16/2007. Careful attention was made to accurately reflect the time it took on each individual property relative to a normal "SNOW" event. In fact, that is one of the reasons our billing is slightly delayed – we wanted to make sure we reviewed all of our labor hours to accurately reflect billing. Our crews logged over 900 hours in that four/five day period of time.

The second wave came into town on Saturday afternoon, January 20th. It was over by Sunday morning around 7AM, but the majority of the city received 4-6" of snow. In some areas near our office, we measured less than 4", however most of the city was 5-6", according to our crews and management personnel. In some cases, refreeze applications were necessary (although not done on any residential properties) early on Monday morning.

Your snow and ice removal invoices are enclosed. Factors determine complexity and frequency of removal, as well as number of de-ice applications, or quantity of de-ice materials. If you have any questions, please contact our office at 913.782.3700.

As always, due to the significant short term operational demands, and expense to the company, all snow removal invoices are due upon receipt. Please assist us in timely payment for these services. (You can always call in a credit card to the office for even quicker payment).

We're grateful for our relationship, and thankful for the opportunity to serve you in all of our segments of business.

Sincerely,

Jason K. Cupp, CLP
President and CEO

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