



February 14<sup>th</sup>, 2007

Dear Snow Removal Client,

Our management team was monitoring a rain to snow event for Monday and Tuesday of this week. The rain was supposed to transform to an accumulating snow in the early morning hours on Tuesday, but the changeover occurred city-wide around 8pm to 9pm on Monday night.

Our crews immediately began to treat sleet and snow on Commercial Properties throughout the night on Monday, into Tuesday morning. By late Tuesday morning, the snow stopped, leaving 4-6" citywide. All residential clients were done by mid-day on Tuesday.

There was a small band of snow that dusted the area on Tuesday night, and only a few Commercial Properties were treated. We will be monitoring re-freeze as the temperature variables will cause a significant amount of melting throughout the week.

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.

***SPECIAL NOTE: Due to the amount of de-icing necessary so far this winter, our salt and ice melt expenses have drastically increased (doubled) due to the law of supply and demand for the Metro area. We are closely working with our vendor to reduce those costs, and at this time, there will be NO increase in cost to salt or deice parking lots, sidewalks or driveways.***

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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