

Pipeline

GTW

George T. Wilkinson Inc.

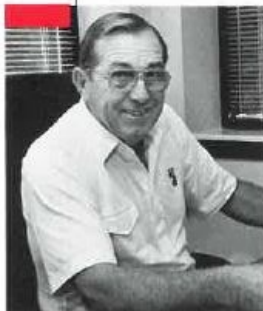
1990
FALL

EXPANDING INTO THE 90's



On July 1, 1990, George T. Wilkinson, Inc. moved into its new, larger office building and warehouse at 276-280 Libby Parkway in East Weymouth. The company is sharing the two-story, 13,500 square foot office building with Enterprise Equipment Co., Inc.

Situated on 1.43 acres of land, the office building has parking for 40 vehicles, a loading dock, and 4,000 square feet of storage space in the rear. This new Weymouth location allows the company to expand further into the maintenance and service business, as well as the rentals of its emergency mobile steam boilers.



"This larger, more efficient office space really helps us better anticipate and serve the needs of our Boston and Providence area customers. Now our workers have all the space they need to do their jobs quickly and thoroughly. We're ready to take on the 1990's," stated Geoff Wilkinson enthusiastically.

"When I founded this business almost 40 years ago, I had a vision which today is being fulfilled better than ever — thanks to the new facility," said company founder George T. Wilkinson.

Along with nearly 30 employees, a fleet of 15 radio-equipped vans on call 24 hours each day, and an extensive stockroom of parts and supplies, this new facility enables G.T. Wilkinson, Inc. to maintain its high standards of customer service while planning for the future.

Dear Customers and Valued Friends

After three long years of discussions, financial analyzing and future business projection, we have finally moved to our new facility. Anxious and apprehensive about the big move were all our associates. However, with their full support the move was made without a hitch and we hope that no inconveniences were afforded you.

With this new building behind us, all of us here are anxious to continue serving your needs and hope that with our new and advanced product lines we can continue to service you as effective and cost conscious as we possibly can.

We all believe that you, the customer is No. 1 and we will make every effort to achieve your satisfaction.

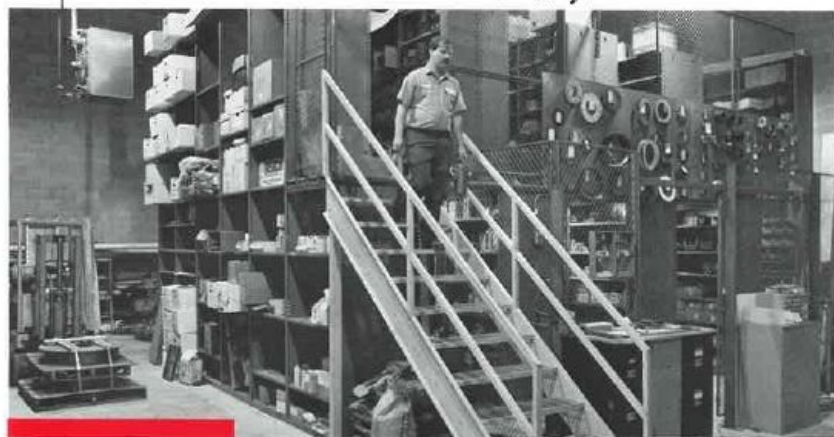
With warm wishes,

Geoff C. Wilkinson



"HOT SPOTS": Hot New Products and Services

George T. Wilkinson, Inc.'s move to new, larger quarters enables its staff to be even more responsive to your needs.



PARTS DEPARTMENT — Larry Kurtzer, G.T.W.'s new Parts Supervisor, makes sure the larger and more efficient parts department runs smoothly. With its expanded inventory, G.T. Wilkinson can anticipate your equipment needs and minimize delays. In addition, a runner is now available to respond to an immediate request from a service technician for a part, which will be delivered directly to the work site. Now you can look forward to an even quicker response to your service calls.

SERVICE COORDINATOR

Sandra Dutkevitch is our new Service Coordinator. She'll do everything possible to make sure your needs are met quickly and thoroughly.

INVENTORY INSPECTION

To make our repair service more efficient, we inspect the inventory in each of our vans before we head out to your site. In this way we can make sure we have the parts needed to solve the problem, while leaving unnecessary parts behind.

WEBSTER AND WEIL-McLAIN: A WINNING COMBINATION

G.T. Wilkinson is proud to announce the addition of Webster burners to its fine line of heating products. Webster Engineering manufactures a full line of advance designed gas/oil light and heavy oil burners from 7 G.P.H. to 290 G.P.H., all of which emit low NOx (nitric oxide) levels to protect the environment. We can offer our customers a total service package featuring Webster burners integrated with quality Weil-McLain cast iron boilers.



WEBSTER
Engineering & Manufacturing Co., Inc.



IRON FIREMAN®

WEIL-McLAIN

FOCUS: BOB CONNOLLY

CUSTOMER SATISFACTION IS TOP PRIORITY

For Bob Connolly, G.T. Wilkinson's Service Manager,



customer satisfaction is top priority. Since 1986, he has overseen the operation of the company's service department, which has grown from three to seventeen service technicians in that time. The

GTW service department, together with the maintenance and installation departments, satisfies

each customer's energy needs.

The service department is responsible for equipment repairs, including fixing and replacing parts, and updating what Bob calls a "mixed bag" of equipment - all types of industrial and commercial boilers and burners, including Carlin, Cleaver-Brooks, and H.B. Smith.

"We can service 80 to 85 calls each day, although in the winter-time we usually receive an average of 100 to 150 demand service calls a day," Bob states.

Here's how a customer's service call is handled at G.T. Wilkinson.

First, Debby answers all incoming calls, and forwards the service calls to Customer Service Representative Dianne Power or Sandra Dutkevitch. After screening the calls, Dianne or Sandy books them on a computer, which sends them to Dispatcher Kathy Barnes. Kathy dispatches service technicians to take care of the customer. If necessary, she will also transfer those technicians to Larry Kurtzer, the parts manager, if any parts are needed to service the equipment.

To make sure the department runs smoothly, Bob works closely with the dispatcher and the parts

(Continued)

G.T. WILKINSON BRINGS WARMTH TO FALMOUTH PUBLIC SCHOOLS

More than 4,000 students attending six of the seven Falmouth Public Schools are warm and comfortable because of the services George T. Wilkinson, Inc. provides. Over the past five years, Wilkinson has serviced three of Falmouth's four public elementary schools, both of its middle schools, and its high school.

George E. LeRoy, Business Administrator of Falmouth Public Schools since 1984, expressed his pleasure working with Wilkinson. "G.T. Wilkinson goes the extra mile on every job it does. The workers are of impressive quality, and



Geoff Wilkinson makes it a point to be visible on each job."

"G.T. Wilkinson has been directly involved in all but one of the public schools," LeRoy explained. In 1985, Wilkinson replaced the boilers and burners in the East Falmouth School; an H.B. Smith boiler was replaced with two Weil-McLain boilers,

and the Carlin burner was replaced with a new one.

LeRoy said that in 1986 the Morse Pond School's boilers were fine, but the burners were not operating. Wilkinson installed two gas/oil combination Iron Fireman burners. Two years later, they totally renovated the boiler room at the Lawrence School. Both the boilers and burners were replaced with Iron Fireman gas/oil combination burners and a Weil-McLain boiler.

When two burners needed to be replaced at the Teaticket School in 1989, Wilkinson again did the job and installed two Iron Fireman gas/oil combination burners. A problem with a leaking oil tank at the high school was solved when Wilkinson converted the Cleaver-Brooks oil burner to a Cleaver-Brooks gas/oil combination burner.

At the East Falmouth School, Wilkinson replaced a Carlin #2 oil burner which could no longer be used, and replaced it with an Iron Fireman gas/oil burner. "In many cases, G.T. Wilkinson has pulled out oil tanks and replaced them with gas/oil combination burners. It's wise and cost-effective to put both in," LeRoy commented.

When the North Falmouth School was remodeled, G.T.

Wilkinson performed the start-up on the Weil-McLain boilers that the architect had specified.

"There are three things which impress me about Wilkinson," stated LeRoy, "The quality of the workers, the company's reliability and dependability in meeting our time schedules, and Geoff's visibility on jobs. G.T. Wilkinson's workers care about the work they do, and they're available to answer your questions and concerns."

G.T. Wilkinson trains custodians to be familiar with the products it installs. "All of the schools, except one, have Iron Fireman-Weil McLain equipment. When I move the custodians around, they all know the product," LeRoy said.

LeRoy researches heating products before he buys them. "I call to ask for advice and compare it to what I think. Geoff is a straight shooter. He's knowledgeable about the industry, and if he doesn't have an answer, he'll get back to me with one. Geoff won't agree with me just to get the business — that's important. He'll straighten me out if he thinks I'm wrong," he commented.

"If G.T. Wilkinson does for others what it does for us, they will be delighted with the work," LeRoy concluded.

FOCUS: Bob Connolly *continued*

manager. Bob and Kathy discuss which technicians should be assigned to each job before they are dispatched. If Larry can't get the part right away, Bob will tell the customer when it will be available and what can be done for the problem until then.

There are several types of services G.T. Wilkinson provides for its customers. Demand service is emergency service on a 24-hour basis for customers who need repairs on their equipment when it breaks down. Wilkinson also sells and rents mobile boilers to customers who

need emergency heat and hot water on demand while their own equipment is being repaired. The company will provide a complete mobile boiler package, from hook up to start-up and maintenance.

Wilkinson's service department will repair any equipment installed by its installation department. In this way, the company takes care of the equipment's entire operation, including start-up, cleaning, and parts replacement — a "turn-key operation." Clients receiving this type of service include Boston University, Northeastern University, St. Margaret's Hospital, Boston Sand and Gravel,

Falmouth Public Schools and major oil companies.

In addition, Wilkinson is a dealer for several boiler and burner manufacturers. It is the New England start-up and service representative for Weil-McLain cast iron boilers, gas burners, and heavy and light oil burners; the start-up and service representative for PVI commercial boilers-heaters and various other reputable manufacturers.

Bob, who has been in the heating service business since 1964, lives in Quincy with his wife and son Tom, 22. Children Christine, 29, and Brian, 30 also live close by.

WILKINSON INTRODUCES WEBSTER BURNER LINE

Always on the forefront of advanced technology, G.T. Wilkinson is proud to announce a new addition to its product line: burners by Webster Engineering & Manufacturing Co., Inc. of Winfield, Kansas.

Webster Engineering manufactures a full line of advanced-designed gas/oil light and heavy oil burners from 7 G.P.H. to 290 G.P.H., all of which designed to emit low NOx (nitric oxide) levels to protect the environment.

These high efficiency combustion

systems are designed for commercial and industrial applications. Able to fire any fuels including multifuels, Webster's exclusive flame retention combustion head allows burners to function with sustained flame stability and efficiency. In addition, Webster burners do not operate with external flue gas recirculation.

Webster's J-Series is the perfect boiler for light commercial use,



WEBSTER
Engineering & Manufacturing Co., Inc.

such as hospitals, schools and apartments. Webster's HDRV model range is 14 to 40 million BTUs/hour, and its FDR (Forced Draft Register Burner) model range is up to 200 million BTUs in that time.

Retrofitted to any requirement, Webster burners are factory-approved by all boiler manufacturers, including the cast iron boilers in the commercial/industrial sectors of Weil-McLain, H.B. Smith, Peerless and Burnham.

George T. Wilkinson, Inc.

Price • Quality • Pride

For nearly 40 years, George T. Wilkinson, Inc., has been providing customers with unequalled value and service in the sale, installation, and maintenance of commercial and industrial heating systems.

It is the company's mission to set prices that are accurate and

fair and to maintain the highest possible standards of workmanship. Quality is never sacrificed, and service is never compromised.

This dedication to customer satisfaction is evident throughout the Wilkinson organization. Management and staff take great pride in their team approach,

and together they provide the most knowledgeable, up-to-date, and professional service available in the industry.

At George T. Wilkinson, Inc., this mission is a company-wide commitment to excellence. Price is fair. Quality is assured. Pride is the cornerstone of service.

George T. Wilkinson, Inc.

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