

## Carter & VerPlanck | Customer Testimonials

“I wanted to take a minute to say thank you for the outstanding service we continue to receive from Carter & VerPlanck... and that’s the reason why we hold C&V in such high regard.”  
> *Please see attached letter*

- Dennis L. Coates  
Executive Director  
S. Central Regional Wastewater  
Treatment and Disposal Board

“We really appreciate all the help and support that C&V has given us. You all are in the small group of vendors that actually stand behind your equipment and offer great support.”

- Scott Benefield  
Plant Manager  
Lakeside Water Treatment Plant  
City of Gainesville, GA

“The changes C&V made to our installation should make it run very smoothly. We really appreciate your assistance and it is a real pleasure working with such an outstanding company.”

- Dennis Janovski  
Maintenance Manager  
Pinellas County Utilities

“Palm Beach County has been doing business with Carter & VerPlanck for well over 15 years. Our experience with them has been outstanding. The quality of equipment they represent is very high and they understand how to choose new technology that fits our needs...”  
> *Please see attached letter*

- Bevin A. Beaudet, PE  
Director of Utilities  
Palm Beach County, FL

“The successful operation of the three Vapex units that Carter & VerPlanck installed has eliminated the facility’s use of chemicals for odor control, resulting in an annual budget savings of \$79,000. Our facility is extremely happy with this cost effective technology, and would encourage other collection and treatment facilities to visit a demonstration site...”  
> *Please see attached letter*

- Michael Cravens  
Executive Manager of Water  
Reclamation Services  
City of West Palm Beach

“C&V’s Service Department has been great for us. We have had a couple of issues back to back here lately and Dave and Scottie have been able to knock them out quickly. We have had nothing but great service since we bought our first unit at Clarks Hill.”

- John Maldonado  
Water Plant Manager  
Columbia County Water Utility



CARTER | VERPLANCK

800.329.2255 | [www.carterverplanck.com](http://www.carterverplanck.com)

# SOUTH CENTRAL REGIONAL WASTEWATER TREATMENT AND DISPOSAL BOARD

1801 North Congress Avenue • Delray Beach, Florida 33445

BOARD  
City Council Members of  
Boynton Beach & Delray Beach



Telephone  
(561) 272-7061 (561) 734-2577  
Fax: (561) 265-2357  
www.scrwwtp.org

June 5, 2008

Mr. Saade Chibani  
**CARTER AND VERPLANCK**  
Post Office Box 24169  
Tampa, Florida 33623

## Sodium Hypochlorite System

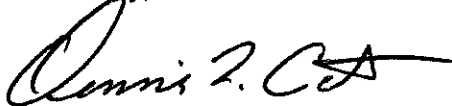
Dear Saade:

I wanted to take a minute to say thank you for the outstanding service we continue to receive from Carter and VerPlanck.

On May 18, 2008 I received a call from an operator at our facility informing me we had developed a crack in one of our Hypochlorite generator cells. I notified our local rep, Joe Tavaritte of our situation, and was told he would be here the next morning. Before Joe Tavaritte even arrive at the facility, I received a call from Ken Walker informing me that he had spoken with Joe and we were not to worry, he already had a cell on the way. He indicated that Carter and VerPlanck expected the new cell to be installed Friday, May 23. During the next few days, I was in constant contact with our local repair technician, J.K. Parker, as to the status of his schedule and was assured as soon as the new cell arrived, he would be here the following day for installation. The new cell arrived Thursday, May 22 and J.K. Parker was here as promised on May 23 for the installation. Within five days, we were back up and running.

The service we received during that week is the reason why we hold Carter and VerPlanck in such high regard.

Sincerely,



Dennis L. Coates  
Executive Director

c: Ken Walker  
Joe Tavaritte  
02-600

RECEIVED  
JUN 09 2008

BY:.....



*"The Capital City of the Palm Beaches"*

**DEPARTMENT OF PUBLIC UTILITIES**  
WATER RECLAMATION DIVISION  
MICHAEL G. CRAVENS  
EXECUTIVE MANAGER OF WATER RECLAMATION SERVICES  
P. O. BOX 220507  
WEST PALM BEACH, FLORIDA 33422-0507  
TEL: 561-835-7400  
FAX: 561-835-7420  
E-MAIL: MCRAVENS@WPB.ORG

April 15, 2005

To Whom It May Concern:

Last year, Carter & VerPlanck installed four Vapex Hydroxyl Ion fog generators as part of a plant demonstration here at the East Central Regional Water Reclamation Facility (ECRWRF). The first Vapex Hydroxyl Ion fog generator was installed at the plant's septage receiving facility. The Vapex V-800 unit's impact was immediately noticeable: the hydroxyl ion fog neutralized the noxious raw septage odors once the collections sump was fogged. This unit has been in service ever since.

At the time of the Septage Station trial, the ECRWRF's Influent Headwork's odor scrubber system was out of service because of a damaged chemical tank. Carter & VerPlanck brought in three Vapex V-1500 units to test the effectiveness of the units on the plant headworks. These were installed to apply the hydroxyl ion fog to the grit chamber headspace and the existing odor control system's ductwork in conjunction with the existing odor scrubber tower. This operational configuration has successfully reduced the scrubber tower H<sub>2</sub>S emissions at the stack to less than 3 ppm. The successful operation of the three Vapex units has eliminated the facility's use of chemicals for odor control, resulting in an annual budget savings of \$79,000.

Our facility is extremely happy with this cost effective technology, and would encourage other collection and treatment facilities to visit a demonstration site or pursue an installation of a demonstration unit. I think that you will be impressed by the results.

Michael Cravens  
Executive Manager of Water Reclamation Services  
City of West Palm Beach

*"An Equal Opportunity Employer"*



May 9, 2007

RE: Reference for Carter-Verplanck

To Whom It May Concern:

Palm Beach County has been doing business with Carter-Verplanck for well over 15 years. Our experience with them has been outstanding. The quality of equipment they represent is very high and they understand how to choose new technology that fits our needs.

The most important reason for our successful relationship with them is their exceptional technical capabilities, and their determination to follow up an equipment installation to ensure that everything is running satisfactorily.

An example of their commitment has been the on-site chlorine generation equipment that we have implemented utility-wide. After we had ordered new equipment for one of our water plants, a newer, more efficient unit became available. Carter-Verplanck substituted the new equipment at their cost, and even paid our engineers to redesign the electrical connections to the newer units.

Carter-Verplanck also responds very quickly to any request for help, regardless of the age of the old equipment. Their technical and sales representatives are all very experienced and have become an integral part of our team here at Palm Beach County Water Utilities Department. Since they warehouse spare parts here in Florida, they are able to serve us quickly when we need them.

Feel free to call me if you want more detailed information.

Sincerely,

A handwritten signature in cursive script that reads "Bevin A. Beaudet".

Bevin A. Beaudet, PE  
Director of Utilities

**Water Utilities Department  
Administration**

P.O. Box 16097  
West Palm Beach, FL 33416-6097  
(561) 493-6000  
Fax: (561) 493-6008  
www.pbcwater.com



**Palm Beach County  
Board of County  
Commissioners**

Addie L. Greene, Chairperson  
Jeff Koons, Vice Chair  
Karen T. Marcus  
Warren H. Newell  
Mary McCarty  
Burt Aaronson  
Jess R. Santamaria

**County Administrator**

Robert Weisman

*"An Equal Opportunity  
Affirmative Action Employer"*