



Letter From Kevin Dent

Dear Contractor Partner,

The winter of 2010–2011 will go down in the history books as, “A Bad One.” As February closed, March finally gave way to sunlight and warmer days. We know that December, January and February produced eight major storm events with many 2”–6” storms along the way. It was a long, cold winter, but spring is finally here!

We are pleased to announce the 2011 Snow & Ice Management Contractor Partners of the Year! These fine companies were 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. DENTCO® has managed and self-performed snow and ice removal for over 33 years; we understand the effort this winter required.

We would like to personally thank and congratulate each of you on a job well done! 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

OUR MISSION:
We deliver superior
Exterior Services
Management and
customer focused
support.

Proud member of

SIMA



**It's Time
For The
2011 SNOW
CP AWARDS!**

SNOW CONTRACTOR PARTNERS OF THE YEAR 2010-2011



Richter Bobcat and Dirtworks

Tyler Richter, owner, has been servicing the Rapid City, SD, area for DENTCO since 2007. Tyler's understanding of the DENTCO culture and his mutual dedication to providing superior customer service is what sets him apart as a Contractor Partner. Tyler's eye for detail and passion for his work along with his excellent communication has resulted in his second award of Snow CP of the Year. Thank you Richter Bobcat for being a valued and dependable Contractor Partner.



Achieva Property Maintenance

Achieva Property Maintenance of Pittsburgh, PA, is a new Contractor Partner with DENTCO this season. Owner Kent Peterson has done a fantastic job of ensuring his customers are serviced to their contracted specification and on time. The timeliness of submitting his paperwork and his high regard for communication has made him worthy of the title Snow Contractor Partner of the Year. Kent and his team have provided superior service this season with zero inquiries for service. Kent has definitely mastered the key to success in the seven years his company has been servicing the Pittsburgh area.



Anderson Lawn and Landscape



Anderson Lawn & Landscape LLC

Anderson Lawn & Landscape serves the Kansas City, MO, metro area. This full-service contractor has achieved this award for the second straight year for their outstanding service and dedication. Owner, Chris Anderson, established his company 11 years ago and has set a high standard for excellence and service for his contracts and has been with DENTCO since 2008. Anderson Lawn & Landscape has been faced with major snows, ice and the biggest blizzard in years to hit this region and never failed to get the job done. Thanks for the GREAT service and understanding of what it takes to be a DENTCO Snow CP of the Year.

Brought to you by:

DENTCO®
EXTERIOR SERVICES MANAGEMENT™

Zale's Tree & Landscape

Zale's Tree & Landscape has worked for DENTCO for six years and is heavily involved with property maintenance in Rochester, NY, and the surrounding areas. Lary does a superb job with snow and landscaping services and our business relationship is appreciated. Lary has been in business since 1986, employs 8-12 workers, along with his wife Angela, sons Mike, Chris, and Sam, and daughters Alyssa and Amanda. Lary and his family reside in Brockport, NY, on the Erie Canal. Congratulations and thank you to the Zale's Team.



Exceptional Landscape & Lawn Care

A family-owned full-service business which started about six years ago, hired seven employees and started with DENTCO servicing one location. With the recent record-breaking storm in Oklahoma, Tim proved that his company has what it takes to get the job done. The Oklahoma area received well over 30 inches of snow in a two-week timeframe and Tim helped service sites that other contractors could not get to on time. We received a last minute request to service a new location and Exceptional Landscape & Lawn Care rose to the challenge and serviced what has become a brand new customer for DENTCO. Thank you Tim and Team!



Conway Service

Conway Service is a family run business representing over 35 years of construction service for projects large and small in the Indianapolis area. Owner Johnny Conway has been a Contractor Partner with DENTCO since 2008. His company has shown dedication to providing prompt customer service with a great eye for detail. Conway Service is also great at submitting necessary paperwork in a timely fashion which has made the decision for naming him one of DENTCO's Snow CPs of the Year, an easy one. Congratulations!



FEG's Services

FEG's Services have been with DENTCO for the past three years. They are family-owned and have managed their successful business for 13 years now. Their business portfolio is 50% DENTCO sites and they take great pride in the services they perform for DENTCO and their customers. FEG's Services are great at communicating and letting us know the sites they have serviced, helping out in times of need even when not contracted to service the location. They have performed very well this season and we are proud to call them a Snow CP of the Year.



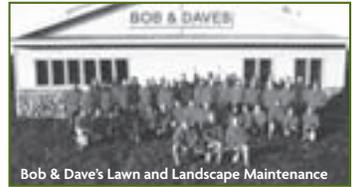
Nick's Landscaping

Nick's has been in business since 1999. As a first generation Italian-American, his parents have instilled in him a hard work ethic, on which he prides himself. Nick is a loving husband and proud father of his two-year-old twins, Chloe and Nicholas. Nick is personally on every job to ensure everything is completed on time and to specification. He has been working for DENTCO since 2005 and continues to grow his business. He always has a great attitude and is constantly asking for more work. His dedication to excellent work has made him a Snow CP of the year. Congratulations for a job well done!



Bob & Dave's Lawn and Landscape Maintenance Inc.

Established in 1995, Bob & Dave's Lawn and Landscape Maintenance, Inc. has set the bar in Contractor Partner excellence. Bob Koehler and Dave Vandembloemen met while employed at a local landscaping business. Realizing the need for superior lawn and landscape service, they teamed up and formed a company that now services over 500 commercial and residential clients from Fond du Lac, WI to Green Bay, WI. Bob and Dave's also grew their snow removal department. This department now services over 200 clients during the fall and winter months. Their responsiveness to client needs, attention to detail, and superior customer service has won them the Snow CP of the Year Award.



Diversified Contractors, LLC

Diversified Contractors, LLC is a full-service landscaping and snow removal company based out of Derwood, MD. The company services all areas of the Washington D.C. market. The principal owners are Michael Erickson and Douglas Barahona, who are now celebrating the 10th anniversary of their successful business partnership in Diversified Contractors, and their first year with DENTCO. Through smart management, a client-centered philosophy and lots of hard work, Diversified Contractors has been fortunate to grow every year since inception, including years with tough economic conditions like 2010. What separates the company from a lot of its competitors is forward planning. In snow removal, there are many surprises around every corner, from equipment breakdowns to emergency calls. While it is impossible to anticipate every problem, Diversified Contractors takes pride in things like its pre-storm prep meetings with its workers and support staff. While going over upcoming storm events, a serious effort is made to have potential pitfalls accounted for beforehand and as owner Michael Erickson likes to say, "We want to have a back-up plan for our back-up plans." This allows the inevitable problems that pop up to be solved quickly, and makes the service package offered to the client that much more valuable. This dedication leads to terrific client satisfaction and loyalty, which in the current economic environment, means everything. Congratulations!

Joe's Countryside Lawn & Supply

Joseph and Sherry Sobansky and family are new Contractor Partners with DENTCO this snow season. They have managed a successful business for over 25 years. The Sobanskys have learned the importance of quality service and phenomenal communication, which includes submitting their paperwork on time and servicing their customers flawlessly all season long. Their willingness to go above and beyond to meet the needs of our customers fits well with the DENTCO philosophy. We thank the Sobanskys for their service.

Kline's Quality Mowing and Snow Removal

Kline's has been a CP for DENTCO for the past three years and have always completed quality work. Any time a situation arises close to their service area, they are more than happy to lend a hand. They service their sites prior to opening, and check back throughout the day. Todd Kline, with his wife Stacey, started Kline's with the goal of providing quality service at a fair price. They strive to maintain customer satisfaction and go over and above to do so. This past year, Todd Weikle joined the Kline's team, as the director of operations. He has done a great job of maintaining the professional services that are offered, and promises to do so far into the future. With snow season behind us we look forward to working with the Kline family this landscaping season.