

Steamlines

FULL STEAM AHEAD FOR PLANT RENOVATIONS AT DUKE UNIVERSITY

Built in 1929, Duke University's West Campus steam plant in Durham, NC, produced as much as 1.3 billion pounds of steam a year. The plant was fueled by a black mountain of 4,000 to 6,000 tons of reserve coal, off the University's famous Coal Pile Drive. On April 12, 2011, Duke burned the last of its remaining stock coal and began renovations to convert the plant from a coal burning plant to a natural gas burning plant (similar to its sister plant on the East side of campus). This is all part of Duke's Climate Action Plan and the University's goal to become carbon neutral by 2024.

A local engineering firm working with Duke on the project contacted Nationwide Boiler to provide an 82,500 lb/hr trailer-mounted boiler rental with an economizer to supplement steam as a result of the plant retrofit. Nationwide Boiler Sales Engineer, Tim McBride, took the lead on the job and supplied the University with a 2010 Nebraska low NOx mobile boiler to meet the steam requirements. It was readily available for immediate shipment from Nationwide Boiler's Southeast storage yard located in Bessemer, AL (ADCO Companies Ltd.).



As in all rental jobs, the boiler was thoroughly inspected, tested and checked before it was shipped to the customer. However, one additional item made this boiler rental unique - the mounting of Duke University's famous Blue Devil logo placed on each side of the boiler, proudly promoting Duke as it traveled its way through the "Golden Triangle", comprising of Raleigh (North Carolina State), Durham (Duke University), and Chapel Hill (University of North Carolina). The trailer-mounted boiler was delivered (without incidence from opposing college fans), made its way up Coal

Pile Drive and was installed in the original, now obsolete, coal off-loading building. Nationwide Boiler's Field Service Engineer, Michael Walker, performed boiler start-up and operator training to ensure proper performance and maintenance of the equipment.

Moving out of the coal era is a significant accomplishment for Duke University. Not only does it involve replacing coal-fired boilers with new boilers that burn clean natural gas, but it also includes historical preservation of the original brick structure of the plant. More importantly, it paves the way for other colleges and universities who are focused on being "green" and want to do their part in helping the environment.

Tavey McDaniel Capps, Director of Sustainable Duke, said, "Being proactive in our sustainable efforts will make a big difference in the future." Nationwide Boiler is proud that it too can also play a small part in making a big difference for our environment and for future generations at Duke University.



Top: 82,500 lb/hr trailer-mounted rental boiler adorned with Duke University's Blue Devil logo.

Left: Duke's West Campus Steam Plant where current renovations are underway for a coal to natural gas conversion project.

MEMORIES OF KINDNESS & GENEROSITY

"Aggie was kind and generous to all employees and gave unselfishly to others. She had a great sense of humor and loved to tell stories in an endearing way."

In October, employees from Nationwide Boiler mourned the passing of the company's owner, Aggie Bliss. What follows is an excerpt from *The Frontlines* newsletter sent by Executive Vice President, Larry Day to all employees and representatives. Aggie was a special woman to all of us at Nationwide Boiler and she will truly be missed.

"Aggie passed away peacefully at her home on Tuesday, October 11, 2011. She was 83 years of age and is survived by her two sons, Gary and Ken, five grandchildren and six great grandchildren.

Aggie was born in Saskatchewan, Canada and her family later moved to Seattle, WA. She met her future husband and the founder of Nationwide Boiler, Dick Bliss, in Seattle after he returned from WWII merchant marine service. The two eventually moved to California and secured their roots in Los Altos, where they raised their two children. In 1967 Dick pioneered the concept of trailer-mounted watertube rental boilers and he mortgaged the family home to purchase Nationwide's first boiler, a new 20,000 lb/hr trailer-mounted Zurn unit. The start of a new industry, trailer-mounted watertube boiler rentals, began on the West Coast.



Aggie Bliss

As Nationwide Boiler continued to succeed and expand, so did Aggie's generosity to those in need. She was a major contributor with both time and donations to a local charity called VIA, which was formerly known as the Crippled Children's Society of Santa Clara, CA. During the holidays Aggie would donate many toys and gifts to the children of VIA, which helped brighten up the season for those living with disabilities. Nationwide Boiler's annual charity golf event at Pebble Beach was an extension of Aggie's philanthropic efforts and over the last 31 years more than \$350,000 has been raised and donated to VIA.

Aggie was kind and generous to all employees and gave unselfishly to others. She had a great sense of humor and loved to tell stories in an endearing way. For those who had the opportunity to meet Aggie during a company dinner or holiday celebration, she would quickly welcome you to the table with a full glass of wine and a multitude of questions. She truly cared.

Both Aggie and Dick Bliss loved life, their family, and the employees of Nationwide Boiler. All of us at Nationwide Boiler are indebted to the opportunities they gave us to work at a great company. Their spirits and love of life will never be forgotten."

NEW REP FOR VENEZUELA SIGNED

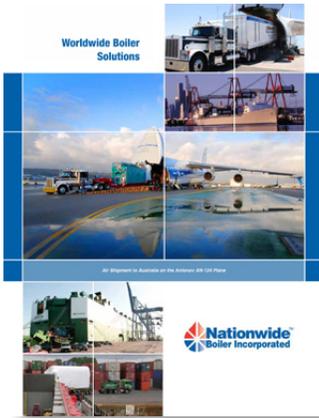


Sales Engineer Tim McBride (left) of Nationwide Boiler pictured with Freddy Lindarte of QIS De Venezuela, C.A.

Nationwide Boiler Inc. is excited to announce the company's new Venezuelan representative, QIS De Venezuela, C.A. This new agreement enhances Nationwide Boiler's ability to support and service customers located in South America, specifically Venezuela, the fifth largest oil exporter in the world.

QIS' vast experience and knowledge of the Venezuelan market strengthens Nationwide Boiler's ability to supply boiler equipment to industrial end-users searching for a reliable source of steam. Overall, this partnership is well aligned with Nationwide's global strategic initiatives in reaching new markets and it aids in the company's on-going efforts to develop relationships in additional regions within South America and the rest of the world.

NATIONWIDE BOILER NEWS BRIEFS



New "World Boiler" Brochure

Equipment from Nationwide Boiler has traveled all over the world to countries and continents including Africa, Australia, China, Italy, Malaysia, Philippines, Venezuela, Mexico, Qatar, United Kingdom and the Bahamas. The new "Worldwide Boiler Solutions" brochure available from Nationwide Boiler highlights the company's

capabilities to ship new, used and rental boilers anywhere in the world by air cargo, sea vessel, railway, or truck. This new literature piece also showcases the Babcock & Wilcox Company (B&W) Model FM Package Boiler. As a proud B&W partner and stocking distributor, Nationwide Boiler always has in stock the versatile model FM 120-124, which supplies 200,000 lb/hr (90,909 kg/hr) of 750°F (399°C) superheated steam. No matter the location, Nationwide Boiler delivers. Visit www.nationwideboiler.com to download the World Boiler brochure for free.

California League of Food Processors Expo

Visit Nationwide Boiler's sales team as they exhibit at next year's CLFP Expo and Showcase of Processed Foods, January 31st and February 1st, 2012 at the Sacramento Convention Center (booth #436). This event is the perfect opportunity to discuss a wide range of subjects including regulatory issues, energy, innovation, and new technologies. While at the show, visit with nearly 200 trade show exhibits and taste a variety of food prod-

ucts offered by some of the most well recognized brands in the industry.

Are you a food processor and would like to attend the CLFP Expo for free? Please call Nationwide Boiler for a complimentary registration form at (800)-227-1966.

Nationwide's Charity Golf Tournament

The 32nd Annual Charity Golf Tournament at Pebble Beach, CA, hosted by Nationwide Boiler, is planned for May 9th and 10th, 2012. Attendees of next year's event will be staying at The Lodge at Pebble Beach and will be playing a practice round of golf at Spy Glass. Tournament play will continue at the historic Pebble Beach Golf Links followed by a silent auction and an awards banquet. Proceeds from this year's event will benefit the American Boilers Manufacturer's Association (ABMA) Scholarship Fund for college bound men and women. For more details, please e-mail: golf@nationwideboiler.com.

Power-Gen Middle East

Nationwide Boiler's sales team will be exhibiting at next year's Power-Gen Middle East, February 6-8, 2012 at the Qatar National Convention Centre, Doha, Qatar. With the continued developments in new technology for traditional power generation and an increase in the need to provide more electricity more efficiently, Doha is the perfect venue to look for future opportunities for meeting the challenges in the Middle East. Visit us at booth 6H20.



ENVIRONMENTAL LINE

CATASTAK™ UNITS READY FOR INSTALLATION

Nationwide Environmental Solutions continues to be successful in the supply of CataStak™-GT units to major oil producing companies located in California. Nationwide's engineering team recently completed the design and assembly of two units that will be retrofitted on the exhaust stream of Allison 501 4MW turbines used for 1200 psi down hole steam injection. Nationwide easily met the delivery deadline and the units are expected to perform at 5 ppm NOx (@15% O₂).

To date, Nationwide has installed over 90 CataStak™ SCR units and has never failed third party source testing. The introduction of the CataStak™-AF is Nationwide's latest product innovation, offering users an ammonia free option for NOx reduction. For more information visit www.catastak.com.



Two (2) CataStak™ SCR Systems for Allison 501 4MW Turbines Used for 1200 psi Down Hole Steam Injection

FIELD SERVICE IS KEY TO COMPANY SUCCESS

Every time a boiler is shipped to a customer and Nationwide Boiler provides start-up services, the Nationwide Field Service Engineer immediately becomes the face of the company. Upon arrival at a customer's facility, it is their responsibility to get the boiler on line and in operation as quickly as possible and with minimal interruptions to operations. It is also important that the equipment provides the end user with the correct amount of steam at the desired temperature and operating pressure. This is one reason why testing of equipment by Nationwide before shipment is critical to a successful start-up.

Servicing equipment as well as providing complete customer service involves more than just knowing how to start-up and operate a boiler. It requires confidence, competence, professionalism, honesty, and the ability to listen to the customer's needs and concerns.

With over twenty years of experience, and having been involved with hundreds of start-up jobs, Jim Souza, Nationwide Boiler Senior Field Service Engineer, understands the valuable role he plays for the company. "I know that the way I do my job will make a big difference in how our customers will feel about Nationwide Boiler", says Jim. "Often times the Field Service Engineer is the only face-to-face point of contact the customer may have, especially when the job is a fast track emergency situation. If we do not make a positive first impression and our equipment does not work well the first time, then we have failed as a company."

Failure is not an option at Nationwide Boiler. Many provisions are made to ensure that boiler equipment is properly inspected and maintained once it is returned from a job site. This also includes selecting quality boiler



Nationwide Boiler's Field Service Engineers (left to right): Michael Walker, Michael Rosmando, Robert Self, and Jim Souza.

"I know that the way I do my job will make a big difference in how our customers will feel about Nationwide Boiler."

equipment components and working with vendors that offer top quality products with unmatched customer service. Rigorous requirements are also expected to be maintained at all of Nationwide's remote storage facilities, located in major cities across the United States.

Michael Rosmando, Field Service Department Manager, ensures that no matter where a boiler may be, whether in the field, in storage or being repaired, high quality equipment standards are always being followed and upheld.

Being in the frontline and representing Nationwide Boiler to the customer at times can be difficult, however, Nationwide Boiler's Field Service team embraces this responsibility and thrives on the opportunities given to them to make a lasting first impression, while helping the customer in a time of need. Nationwide Boiler is proud to be represented by one of the most knowledgeable and hard working teams in our industry. We hope that you too have experienced only superior results from a company committed to providing complete customer service.



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