



COMMONWEALTH of VIRGINIA

Department of Corrections

December 12, 2001

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RON ANGELONE
DIRECTOR

Mr. Edward Boyd
Wright Environmental Management, Inc.
9050 Yonge Street, Suite 300
Richmond Hill
Ontario, Canada L4C 9S6

Dear Mr. Boyd:

I would like to take time to reflect on our recently completed compost project and make known of the fact that if it weren't for Wright Environmental Management's assistance, it would not have been as successful as it was.

As you are aware, I started on this project approximately 4 years ago. Since that time I have performed extensive research on in-vessel composting. This has taken longer than normal and researched more than normal, because I wanted to ensure that the Virginia Department of Corrections' investment was a sure one. Your assistance during this phase of the project proved to be invaluable and could not have been accomplished without you. You allowed me to truly investigate your product as well as others without the usual annoying persistence.

Once we decided to purchase the Wright Environmental "in-vessel" Composter, you showed true compassion and patience with the many quirks that our permitting, design, purchase and construction system could deliver. I have been in the business of permitting, design, purchase and construction with the Commonwealth of Virginia for 25 years and it is not the most forgiving process. Most manufacturers would have given up long before the 4 years had expired. One could say that you "hung in there" to make a sale. However, I know that your true concern was to assure that we got what we wanted, at the price we could afford and that we would be pleased in the end.

With this product being the first in the Commonwealth of Virginia, I must say that I was a little concerned that you would sell us a product, provide the start-up we paid for and leave us to fend for ourselves. Boy, was I wrong! Dennis Osborne has gone over and beyond the normal parameter for start-up and support. Like I mentioned above, I have been buying water and wastewater equipment for 25 years. I have become accustomed and learned to expect sales pitches with no support afterwards. I was pleasingly shocked at the amount of information shared by Dennis at the start-up and the continual support he has given our operations division. Two months after the project completion, Dennis is continuing to contact the operator to see how things are going. Again, I am not use to this kind of professionalism wrapped with concern and compassion. It has truly been a welcomed experience to have worked with such people of your caliber.

I am so compelled to communicate the working relationship I had with Wright Environmental Management, but I do not want to leave out the production of the product. I knew the Wright Environmental "in-vessel" composter was the right product for us; however, the proof has to be in the production and performance. There were many people that saved their comments until they could see the product in use. I am please to say that after two months of operation, it has received rave reviews. Quite frankly, there has been shock and amazement at its performance. I relish when I see the expression on the faces of the skeptics and hear them comment to their astonishment. This composting program will do nothing but grow and become one of the most valuable programs in our Department.

In closing, I apologize for this lengthy letter. However, I really cannot say enough about the composter's performance and the sales and support staff of Wright Environmental Management. You are truly professionals while being mindful of the potential client's needs. I extend my deepest appreciation for your assistance.

Sincerely,

William T. Davis
Director
Environmental Services Unit

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In-Vessel Composting

BIOSOLIDS
SOIL REMEDIATION
PULP SLUDGE
ENTIRE FOOD WASTE STREAM