



INSIDE K-LINE INSULATORS



December 2009



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Letter from the President

It's been a while since we communicated in this format to our customers, our staff, our suppliers, our representatives and all the other members of the K-LINE INSULATORS family.

The Christmas Holiday Season is upon us once again. A time we at K-LINE INSULATORS look forward to and an opportunity to allow our staff to share some well deserved time with their families. To that end we announce that K-LINE INSULATORS will be shut down between the afternoon of December 24th 2009 until January 3rd 2010, inclusive.

Our emergency line will be active and K-LINE INSULATORS has made preparations to ensure that we can respond to any customer emergency that may arise during that period. We will return to full production starting on Monday, January 4th 2010.

We have begun our progress towards our second quarter century in business and we know the voyage will be an enjoyable one for all of us. With the support of all of the members of our K-LINE INSULATORS family we know it will also be a successful journey.

While we may not have enjoyed this forum of communication for awhile it doesn't mean time has stood still. There have been some exciting developments at K-LINE INSULATORS and we as well as our customers have greatly benefitted from some interesting and challenging experiences.

From all of us at **K-LINE INSULATORS**, Season's Greetings and best wishes for a healthy and prosperous New Year!
Peace to all,

Tony Carreira

In one of the articles contained in this newsletter, we share with you an interesting long term experience that has resolved some previously serious outage problems for one of our customers with a coastal environment.

We are now sharing that experience and success with other customers with the same issues via engineering seminars. If you have a similar problem in your utility, feel free to contact your K-LINE INSULATORS sales and service representative and we will make our staff and engineering seminar available to you. In another article we are pleased to note that our performance in "On Time Delivery", which is one of our key corporate measurable objectives, has been and continues to be exceptional. I can add that the commitment of our staff to our customers has also allowed us to provide insulators to customers facing emergencies, in very short order. We are also proud to note that not only have we had extremely good success during our annual QA Program audits but we've now kicked that up a notch by elevating our certification to the new ISO 9001:2008 level. Finally, last but not least, we are proud to announce the new milestones, achievements and family additions to our employees and partners.

On behalf of K-LINE INSULATORS, I would like to thank our clients, our employees and all of our business partners for your commitment and support this past year.

K-LINE INSULATORS

Solution for Flashover Problems on Coastal Lines

Over fourteen years of successful service

Overhead lines along the eastern Florida seacoast are regularly coated with a salt-laden rain driven by high on-shore winds. Experience with porcelain insulators was that sometimes even with a continuous line washing program insulator flashovers and line outages occurred. This happened even though very high leakage distance porcelain insulators, some with purported “protected leakage”, were used.



The 23 kV line along St. Augustine Beach had very poor performance before the porcelain line posts were replaced with K-Line's Silicone Rubber Universal Line Posts (K-Clamps)

K-LINE INSULATORS Silicone Rubber Line Posts were used to replace the porcelain insulators on some lines over fourteen years ago and have operated successfully without washing or flashover. The reason for this successful operation is K-Line's proprietary silicone rubber formulation that retains its superior hydrophobicity and surface integrity even when subjected to Florida's severe salt storms and sunlight ultraviolet radiation.

The performance of the line before and after K-line's K-Clamp Line Posts were installed is given in Table 1.

Table 1

St. Augustine Beach 23 kV Line

	Pre 1995	1995 & after
Class Insulator Type & Voltage Class	46 kV Porcelain Line Post	35 kV K-Clamp Silicone Rubber Line Post
Leakage Distance (inches)	29.0	25.9
Operating Voltage Stress (kV_{L-G} / in.)	0.45	0.51
Experience	Many flashovers Frequent washing	No flashovers Never washed

In addition to the superior performance of **K-LINE INSULATORS'** silicone rubber line posts when subjected to the salt-laden storms, K-Line's K-Clamp Line Posts offer reduced costs due to easy installation and inventory costs. The K-Clamp Line Post can be installed vertically or horizontally, and its integral clamp accommodates a wide range of conductor sizes and line angles, replacing various individual clamps.

K-LINE INSULATORS has been kept busy presenting an engineering seminar based on our experience in coastal areas to all utilities along Florida's coast. We are expanding it to include coastal applications world-wide. The seminar has been well received and we look forward to providing this solution to all utilities that can benefit from using K-LINE INSULATORS Silicone Rubber K-Clamp Line Posts.

ON THE MOVE - Value Stream “Customers On Time Delivery”



K-LINE INSULATORS has prioritized “**On Time Delivery**” of High Quality products to our valued customers to meet their urgent business demands. Understanding the critical nature of the Utility industry to provide consistent power supply to the business community and consumers, and knowing the severity of implications caused by disruption of energy supply, K-line has extremely high priority to respond with delivery commitment of our product to customers for 100% satisfaction. **For the last 18 months 2008 to 2009 K-LINE has reported a 99.3% delivery performance**, which is exceptional in the manufacturing industry, where the average is 87-93 %.

K-Line’s Warehouse Manager with the support of all the manufacturing managers took on a focused approach in implementing Lean Materials & Inventory controls which contributed to improved Supply Chain efficiency and **On Time Delivery** to our valued customers.

ISO 9001:2008 CERTIFICATION



K-LINE INSULATORS LIMITED has earned ISO 9001:2008 certification for its Quality Management System based on an extensive audit by QMI-SAI GLOBAL on October 2009. ISO 9001:2008 is an updated standard that was released by the **International Organization for Standardization (ISO)** in November 2008. As such, our Quality Assurance Program is vital to not only our customers but also to management and employees of K-LINE INSULATORS. Our customers need to have a high degree of confidence in the insulator products we provide.

Certification of our QA Program is based on annual audits by QMI-SAM GLOBAL and is a signal of the commitment that all K-LINE INSULATORS management and employees have made to delivering products of the highest possible quality to our customers. The ISO 9001:2008 quality system stresses continual improvement, customer satisfaction and regulatory compliance and provides a structure for companies to control processes to achieve those goals.

UP & COMING TRADESHOWS AND EVENTS

Shows & Events	Date	Location
2010 IEEE PES Joint Technical Committee Meeting	Jan 11th – 15th, 2010	Lake Buena Vista, Florida, USA
2010 IEEE PES T&D Conference & Exposition	Apr 19th – 22nd, 2010	New Orleans, Louisiana, USA
China Epower 2010	Apr 21st – 23rd, 2010	Shanghai, China
2010 CARILEC CEOs Symposium	May 23rd – 26th, 2010	Antigua, West Indies
2010 PES General Meeting	July 25th – 29th, 2010	Minneapolis, Minnesota, USA
2010 CARILEC Engineering Managers Conference	July 26th – 29th, 2010	St Maarten.
Jornadas Técnicas de Operación y Mantenimiento del 2010	Aug 17th - 19th, 2010	Medellin, Colombia,
CIGRÉ SESSION 43	Aug 22nd - 27th, 2010	Paris, France
CUEE 2010	Sept 14th – 15th, 2010	Mississauga, Ontario Canada

REP AWARDS FOR 2008

TITLE OF PLAQUE	AWARD WINNER'S COMPANY NAME
President's Excellence Award	HD Supply Utilities Inc.
Sales Growth Achievement Award	Global Soluciones
Salesmanship Achievement Award - Gold	REMAT
Salesmanship Achievement Award - Silver	Neku Niru Eng. Co. Inc.
Innovation & Challenge Award - Gold	REMAT
Innovation & Challenge Award - Silver	EPRECSA
Innovation & Challenge Award - Bronze	Whiskers Limited

EMPLOYEE FAMILY ADDITIONS

Congratulations to all the new Parents & Grand Parents!



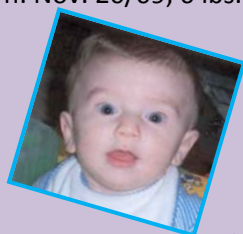
Parents: Anton Thurainayagam & Jesiln Sugitha
Son: Nethen
Born: Nov. 20/09, 6 lbs.



Parents: Jay Kodippili & Rashanthi Thamarasi
Son: Vihas Nethvin
Born: Sept. 23/09, 7 lbs. 8 oz.



Parents: Dave & Jennifer Tibbo
Daughter: Paige Lillie
Born: June 15/09, 6 lbs. 14 oz.



Parents: Jason & Jennifer Cheesman
Son: Nicholas Stanley
Born: Apr. 20/09, 7 lbs. 6oz



Grand Parents: George Benedict & Margaret George
Grand Son: Tristen Ace Eric
Born: Oct. 7/09, 6 lbs.



Grand Parents: Holly & Rudy Wagner
Grand Son: Hayden Lander
Born: Apr. 29/08, 7 lbs. 12oz

NEW EMPLOYEE AT K-LINE INSULATORS **Michael Parris** Assembly Production Department

EMPLOYEE ANNIVERSARIES K-LINE INSULATORS would like to congratulate the following staff members who have been long term contributors of the K-LINE INSULATORS team. We would like to express our appreciation for their dedication and hard work and to commemorate these impressive milestones

5 YEARS		15 YEARS	
Adrian Bodea	Engineering	Tea Qui	Assembly
Joe Fong	Office	Angela Matias	Office
Aravin Rajalingam	Moulding	Tony Baker	K-Line USA
10 YEARS		20 YEARS	
Blair Therres	Moulding	Pat Hayashi	Engineering
		Chin Huynh	Assembly
		Raj Ranjanathan	Quality Assurance



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