



March 28, 2016

To Our Customers,

I am pleased to announce that AMERICAN Ductile Iron Pipe received the 2015 International Service Excellence Award that recognizes excellence, professionalism and outstanding achievement in customer service. The award is administered by the Customer Service Institute of America (CSIA), which certifies organizations against the International Customer Service Standards. These standards of performance provide a balanced internal scorecard with a stringent external assessment and certification program.

“Everyone at AMERICAN is focused on making sure the customer’s experience is positive and the project is a success,” said CSIA Managing Director Christine Churchill. “Customer Service team members work diligently to ensure all pieces of the puzzle are put together properly, and they focus on making the process easy for the customer.” She went on to say “AMERICAN realizes the importance of building solid, long-term relationships. Employees from across the organization work together as one team to ensure things are done ‘The Right Way.’”

AMERICAN is the first company in the waterworks industry to receive the Excellence Award. There were eight finalists for the award, and AMERICAN was the winner in the “Division of a Medium Business” category.

As our customer, you expect and deserve the best, and that’s what we strive to deliver. I hope this award gives you another good reason to continue to work with AMERICAN.

Sincerely,

A handwritten signature in black ink that reads "Scott".

K. Scott Summers  
Manager, Customer Service  
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