



January 10, 2008

Dear Meter customer,

I want the name "YOKOGAWA" to be synonymous in your mind with quality, delivery, and service. More than synonymous--I want them to be one and the same. In fact, when you think "quality," "reliability," "versatility," or "meters," I want you to think "YOKOGAWA."

### **WE WANT TO EARN YOUR TRUST.**

We are a leader. We work with leaders. And our long history of innovation and support keep you ahead of the curve for your analog and digital metering requirements. But we want you to think of our customer service on the same level as our technology.

It is my pleasure to explain how YOKOGAWA can provide your organization with solutions focused on your needs, listening to the challenges, and finally meeting those challenges with products, services, and resources unmatched by other meter suppliers in North America.

### **THE DIFFERENCE YOU NEED AND EXPECT.**

Unlike many of the other meter suppliers that left North America to find low cost manufacturing overseas YOKOGAWA believes in manufacturing in the market. Yes we do have sources in China but YOKOGAWA owns the factory and manages the operations to supply the high quality products and services that you know. In addition we have a manufacturing facility in NEWNAN Georgia that maintains the capability to manufacture the same meters that can be supplied from our China facility. As a result YOKOGAWA can provide you both quick delivery and cost competitive **high quality meters**, not as a distributor or reseller, but **as a manufacturer**.

YOKOGAWA is both ISO9001, UL, and ISO14000 certified not only providing you with best in class products but also being responsible to the environment by providing ROHS meters and instruments

### **YOU MANUFACTURER IN NORTH AMERICA, WE CAN SUPPORT YOUR BUSINESS.**

We provide communication, customer service, and service all in North America to support your business needs. We can provide you with a quality solution that eliminates overseas returns, customs clearance, and the nightmare of waiting for information because of being in the wrong time zone. We communicate daily with YOKOGAWA employees by e-mail, video conference, and face to face.

Take a moment to discover what YOKOGAWA can do for your business. And then visit our website to see which products or service we can provide. We are committed to your satisfaction and welcome your feedback. We'll do all we can to make your YOKOGAWA experience positive.

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