





THE BEST SERVICES. BEST TOTAL COST.

NPL EXISTS TO DELIVER A FULL-SERVICE MENU OF HIGH QUALITY, SAFE, RELIABLE, BEST COST SOLUTIONS WITH INTEGRITY AND STABILITY TO MEET THE CHANGING CHALLENGES OF ENERGY DISTRIBUTION COMPANIES ACROSS AMERICA. THE TESTED AND PROVEN NPL MANAGEMENT TEAM CONTINUALLY BUILDS ON ITS EXPERIENCE AND EXPERTISE TO BRING HIGH QUALITY, BEST COST SOLUTIONS; INDUSTRY BEST PRACTICES DRIVEN THROUGH ALLIANCE RELATIONSHIPS; AND THE MOST EFFECTIVE TECHNOLOGIES TO ITS CUSTOMERS. OUR MENU OF SOLUTIONS AND SERVICES INCLUDES:

- STRATEGIC ALLIANCE EXPERTISE
- JOB DESIGN/ENGINEERING
- PERMITTING
- MATERIALS PROCUREMENT AND MANAGEMENT
- CUSTOMER MARKETING
- CUSTOMER SCHEDULING/CREW ROUTING
- WORK MANAGEMENT SYSTEMS
- INTERNAL CAMERA INSPECTION
- TRAFFIC CONTROL SERVICES
- LARGE DIAMETER STEEL AND PE (UP TO 64")
- DEEP/MASS EXCAVATIONS
- LARGE FABRICATION INCLUDING VAULTS
- JOINT TRENCHING
- O & M SERVICES
- TRENCHLESS TECHNOLOGIES (SPLIT & PULL BORING, FLOWING, INSERTION...)
- URBAN PIPELINE CONSTRUCTION
- SMALL HOLE VACUUM EXCAVATION INCLUDING CORE BORING
- RESTORATION, INCLUDING HYDRO SEEDING AND MILLING
- COMPUTERIZED AS/BUILT DRAWINGS/MAPPING
- METER CHANGE-OUTS AND MOVE-OUTS
- CUSTOMER CREDIT
- COLLECTIONS/CUTOFFS
- INTEGRATED ELECTRONIC BILLING
- CUSTOMER RELIGHTS
- EMERGENCY RESPONSE SERVICES

THE NPL FLEET YOUR IMAGE TO THE PUBLIC

HIGH QUALITY, DEPENDABLE EQUIPMENT LEADS TO HIGH QUALITY, DEPENDABLE JOBS. THAT'S WHY NPL HAS THE FINEST, MOST COST-EFFECTIVE FLEET AVAILABLE, MAINTAINED ON A STRICT SERVICE SCHEDULE TO MINIMIZE DOWNTIME AND COSTLY DELAYS. THE NPL FLEET IS LARGE, DIVERSE AND MODERNIZED - AND KEPT THAT WAY BECAUSE OF OUR GREAT WORKING RELATIONSHIPS WITH OUR SUPPLIERS. SO WE CAN BE READY TO MOVE THE EQUIPMENT YOU NEED WHEN YOU NEED IT.

"WORKMANSHIP AND PRIDE SHOW FORTH IN THE QUALITY OF WORK PERFORMED. CREWS ARE GENUINELY CONCERNED TO SHOW THEY ARE CAPABLE OF HIGH QUALITY WORK"

LESLIE PERKINS
HOMEOWNER

OUR SERVICES

TURNKEY AND TAILORED FOR EACH CUSTOMER

NO MATTER WHAT SIZE THE JOB, NPL HAS THE CAPABILITY, EQUIPMENT AND EXPERTISE TO COMPLETE IT. FROM URBAN PIPELINE PROJECTS TO RESIDENTIAL SERVICE LINES, FROM INITIAL DESIGN THROUGH FINAL DOCUMENTATION, NPL DELIVERS A FULL RANGE OF SERVICES ALL DESIGNED TO DELIVER SAFE, RELIABLE SOLUTIONS TO COMPANIES ACROSS THE UNITED STATES. NPL WILL SERVE AS A VITAL PARTNER ON ANY PROJECT - OFFERING FULL-SERVICE SOLUTIONS AND TURNKEY OPERATIONS TO MEET CUSTOMERS' CHANGING NEEDS.

“ YOU HAVE EXCELLENT PEOPLE ON THE JOB. YOUR CORE VALUES HAVE BEEN EVIDENT. COMMUNICATION HAS BEEN CLEAR AND HONEST. QUALITY ON THE JOB HAS BEEN NEAR PERFECT. I HAVE A CONTRACTOR I CAN TRUST.”

— BRIAN RUBIN, XCEL ENERGY

LEFT TO RIGHT:
RICHARD WALKER
WESLEY SIKICH
ANDREW SNYDER



SAFETY DRIVEN, QUALITY FOCUSED

NPL'S PROPRIETARY QUALITY MANAGEMENT PROCESS HAS A PROVEN TRACK RECORD THAT ASSURES EVERY CUSTOMER GETS QUALITY IN EVERY ASPECT OF WORK. IT CONSISTS OF FIVE KEY ELEMENTS.



- NOTIFICATION
- ACCOUNTABILITY
- MEASUREMENT
- REPORTING
- CORRECTIVE ACTION

IT'S A PROCESS ASSURING THAT NPL QUALITY IS SECOND TO NONE.

NPL'S COMPREHENSIVE FOUR-POINT SAFETY & QUALITY PROGRAM KEEPS INCIDENT RATES AND COST OF CLAIMS WELL BELOW THE NATIONAL AVERAGES. AT NPL, WE VIEW SAFETY AS OUR WORK ENVIRONMENT AND QUALITY AS WHAT WE LEAVE BEHIND. THROUGH THIS PROGRAM NPL:

- TRAINS EMPLOYEES ON NPL'S FOUR-PART SAFETY & QUALITY PROGRAM
- PROVIDES RECOGNITION, REWARDS AND INCENTIVES FOR EVERY SINGLE EMPLOYEE WHO DOES QUALITY WORK SAFELY
- EMPLOYS FULL-TIME SAFETY AND QUALITY PERSONNEL TO EVERY NPL AREA
- TRACKS EMPLOYEE TRAINING RECORDS TO MEET UNIQUE CUSTOMER REQUIREMENTS.

CORE VALUES

- ALWAYS DO WHAT IS RIGHT
- TREAT ALL PEOPLE WITH RESPECT
- WORK TOGETHER
- TELL THE TRUTH
- TAKE CARE OF YOUR CUSTOMERS
- BE A GOOD STEWARD
- KEEP IT SIMPLE
- NEVER QUIT
- REMEMBER...WE DIG DITCHES

THE LAST ONE IS OUR FAVORITE. IT'S ALL ABOUT WHO WE ARE -- HONEST, HARD-WORKING PEOPLE, PROUD OF OUR PROFESSION -- WHAT WE DO AND HOW WE DO IT. OUR FOCUS IS NOT ON WALL STREET, BUT ON "MAIN STREET"; NOT ON BUSINESSES OUTSIDE OF WHAT WE KNOW BEST, BUT ON WHAT WE DO BEST -- TAKE CARE OF OUR CUSTOMERS.



NPL TEAMS
WORKING TOGETHER
TO TAKE CARE OF
CUSTOMERS

NPL INVESTS IN ITS PEOPLE. A SAFE, QUALITY RICH ENVIRONMENT LEADS TO A MOTIVATED TEAM - WHICH IN TURN LEADS TO RAVING FANS AS CUSTOMERS. THAT'S WHY WE DEVELOP AND INVEST IN INDUSTRY-LEADING PROGRAMS FOR CAREER TRAINING, AND FOR SAFETY AND QUALITY. IT'S WHAT DRIVES NPL'S CONTINUOUS IMPROVEMENT MINDSET, INDUSTRY INNOVATION, AND CONSISTENCY AS THE HIGHEST QUALITY, BEST COST PRODUCER ACROSS THE NATION.

“ NPL IS A GREAT ORGANIZATION TO WORK WITH... AND YOUR CREWS REALLY WORK AS A TEAM. ”

GENE DUBAY - ONEOK

“ THE QUALITY OF NPL'S WORK FAR EXCEEDS MY NORMAL EXPECTATIONS. THEY HAVE VERY DEDICATED CREWS AND SUPERVISION. THEY PROVIDE A SUPERIOR PRODUCT... OVERALL, NPL IS AN EXCEPTIONAL COMPANY... ”

JOSEPH MULLEN,
BALTIMORE GAS & ELECTRIC

