

August 13, 2008

By now you may have seen news accounts of a fire at the Jaffrey manufacturing plant. We believe the fire started as the result of overheated bearings in one of our pellet mills and spread to the cooler, bag house, pellet silo and green wood storage silo. Our detection systems worked well with an automatic alarm to the Jaffrey Fire Department and quick containment. There is no structural damage and repair work is mostly superficial and limited to certain equipment, one silo, and duct work.

The most difficult aspect of the fire was suppression within the silos and subsequent emptying of silos of smoldering wood. The Jaffrey Fire Department and those of many surrounding communities performed admirably with complex hose and water transport logistics. Fortunately we have been through extensive planning with the Jaffrey Fire Department. Because of the pre-planning, the fire department was quick to react efficiently and the damage was minimized. Our plant manager, Joe Powers, and his staff were great throughout the ordeal.

We are working around the clock and making great efforts to bring the plant up and running as soon as possible. The needed parts are on expedited order. Because safety is a paramount concern we will not commence our production until the fire officials allow us. As soon as we have a definitive start date we will be back in touch with retailers with revised delivery schedules.

We would like to thank our network of retailers and wood pellet consumers for your kind words and thoughtful gestures over the last several days.