

Message0007

Subject: RE: New Company Vision

Date: 8/22/2002 3:12:25 PM

To: Guest1; Guest2; Guest3; Guest4; Guest5; Guest6

CC: John Verbos

Message Body

All,

I would like to take this time and congratulate you all on a job well done. I believe from this point on, we will need to hold Management Meetings at the newly formed Horizon Propane. These meetings will take place on Monday mornings at 11:00. These meetings will only include the people that have helped us move forward to a new, bigger, better and brighter company than WM could ever do. Our day has come and we all will share in the profit.

John Verbos
Owner - Horizon Propane

From: Guest2
Sent: Sunday, July 15, 2002, 09:43 AM
To: Guest1, Guest3, Guest4, Guest5, Guest6, John Verbos
Subject: RE: New Company Vision

All,

Just to follow up on the plan that is almost completed. The sales lines and customer service lines at Level Propane have been dropping calls since March 5, 2002. On an average, the company has lost 200 calls per day. That is great news. The T1 lines that John has moved from one telephony company to another (AT&T or Sprint to Broadwing) has worked like a charm. In the end, and with the start of the new company, we will send all of our business to Broadwing and they will offer us the best price on T1 and T3 lines for the new customer service and sales call center.

Thank you all for a job well done.

Paul Lowe

From: Guest6
Sent: Sunday, July 1, 2002, 04:43 PM
To: Guest1, Guest2, Guest3, Guest4, Guest5, John Verbos
Subject: RE: New Company Vision

All,

I would like to inform everyone that the calls for the last quarter have been slowly going down. I estimate that we have dropped approximately 200 calls per day as asked. I will ask for a report from John Verbos to confirm these numbers, but I have faith that these numbers are correct.

PA

From: Guest4
Sent: Saturday, June 1, 2002, 08:15 AM
To: Guest1, Guest2, Guest3, Guest5, Guest6, John Verbos
Subject: RE: New Company Vision

All,

I stopped into the company this morning and found that John Caldwell was working on several servers in the computer room. I am not sure what he was doing, but it seemed like he was fixing problems or issues that were plaguing the customer service and sales floor. I hope that he does not interfere with any of our plans to keep the sales and customer service floor down. John, please advise what he was doing there on Saturday and what he was working on or fixing in the computer room.

Rudd

From: John Verbos
Sent: Tuesday, April 2, 2002, 01:34 PM
To: Guest1, Guest2, Guest3, Guest4, Guest5, Guest6
Subject: New Company Vision

All,

Per our conversation and meeting, I have sent everyone out instructions on how to access their newly created email accounts. If you have any questions, please contact me asap so we can correct any issues.

Guest 1 – You are to monitor all checks and send us a report on what checks are sent into the company. You will then be given instructions on where to deposit the checks.

Guest2 – You are to complete all new banking accounts that will be needed for the new company. I will also ask for your assistance with managing the group. You have the experience, Paul, and all I ask is you give us your very best.

Guest3 - You are to review all company accounts for the past 5 years and make any needed adjustments to show we lost money. I know that you have done this in the past Walter, but now I will need you to accomplish this on a much higher and deeper level. This will show that Level Propane did nothing but stiff vendors and did NOT care about employee relations. The worse the better.

Guest4 – Rudd, please assist Walter on his job and please learn everything you can from him. You will be his eyes and ears in the company and report back to him daily.

Guest5 – I will review with you all the needed information that will allow you to complete the sale of Level Propane to Horizon Propane. I will need the assistance of your entire company of Benesch, Friedlander and Associates. You must head up any and all questions that the group may have to help us complete what is done and keep everyone safe.

Guest6 – Pam, your job is to simply run the sales and customer service floor and show that we are losing sales and customers. I will adjust the boards to show we are doing well with call and call volume. Please report the correct numbers back to WM so he is pleased with sales and he will then buy into keeping a full staff until it is entirely too late and his only choice is to turn over the company to the banks, lawyers or to an investment group. Most importantly, you must keep your mouth shut.

Thank you all and good luck.

John Verbos.
