

The Eaton logo is displayed in a bold, white, sans-serif font. The letter 'O' is stylized with a dot in the center. The background of the top of the page features a blue globe and a close-up of an electrical panel with various switches and labels like 'NET', 'STRAPPING', 'OUT', 'IN', 'SWITCH', 'SENSOR', and 'TEMP'.The H.M. Cragg Co. logo consists of a stylized 'H.M.' followed by 'CRAGG CO.' in a bold, white, sans-serif font. The 'H.M.' has a circular element around the 'M'. The background of the top of the page features a blue globe and a close-up of an electrical panel.

800.870.2248 • www.hmcragg.com



Partnering Together to provide superior quality service for your power needs.

May 29, 2009

Dear Valued Customer,

Sometimes the more things change, the more they stay the same. This is one of those situations.

As you know from earlier communications, Eaton Corporation is closing its ePDU production facility in Santa Ana, CA and transitioning it to Raleigh, NC. The ePDU customer service and support functions will be split going forward based on an agreement between Eaton and its Master Distributor partner H. M. Cragg.

You and your business will continue to receive excellent customer service and support from the former Pulizzi/Eaton employees in Sioux Falls, SD as they have been hired by H. M. Cragg. To order products, get technical assistance or any other matter that you've worked on with Eaton's ePDU employees, please continue business the way you currently are doing it.

"We can't think of a better way to ensure good customer service and support than to hire the people who know the customers, products and logistics," said Jim Smiley, H. M. Cragg President. "We're making it easy for our customers because the phone number 1-800-870-2248 will not change."

H. M. Cragg, headquartered in a suburb of Minneapolis, will employ five former Pulizzi/Eaton people – Andy Grav, Jessica Coffelt, Lisa Greenhoff, Paul Nelson and Yvette Plooster. These people will be available for technical assistance, customer service and support now and in the future.

There will be further updates in the next few weeks. We will keep you informed.

H. M. Cragg has been an exclusive Powerware Distributor and Partner for 24 years. If you have questions about this, please call 1-800-870-2248.

Sincerely,

Eaton and H.M. Cragg Co.