



November 30, 2007

Customers of the Contractors' Safety Council of the Texas Mid Coast, Inc.

Ref: Price Adjustment

Dear CSCTMC Customers,

As we celebrate our 12th anniversary we are reminded that it is because of you, our customers, that we have been able to celebrate 12 successful years. We would like to take this opportunity to say "THANK YOU" for your continued support of CSCTMC.

In recognition of your importance during the last 12 years, we have worked hard to provide you with quality training at the lowest cost. In 2000, we reduced our prices by 10 %. Since that time we have upgraded our software used to create Computer Based Training (CBT) programs, provide web based training for site specific courses, worked with the Association of Reciprocal Safety Councils to provide Basic Orientation Plus and Refresher reciprocal courses with an expanded curriculum and improved quality, expanded our computer training facility, upgraded our computer systems for better response, provided free CBT program development, implemented a new accounting system, added medical services availability, background checks, reached out with remote training classes to reduce customer travel cost, provided your site specific training to other councils to allow your contractors to train at a place more convenient to them, and increased internet bandwidth to improve the internet training experience. In 2005 we rebuilt our web site to allow for web based registration, training verification and web based training.

While improving our services, we were always looking for areas to reduce cost. We have reduced staff to lower our operating cost without reducing services. We will soon be rolling out a new web based credit card payment capability, providing another convenient method of payment and helping to decrease our uncollectible debts, which were significant last year.

During this time the cost of living index has increased 20%.

In order to continue to provide the services you have come to expect and to make some badly needed improvements in our facilities and the CBT lab, we need to increase the prices of our training. Many of the other ARSC councils have also had to increase prices, (some up to 50%) to maintain their services. We do believe we have been a good steward of your money by holding the line on cost increases while still increasing and improving our service to the customer.

Effective 1/1/08 we will be raising our course list prices by 20% for members and 35% for non member. We will also be increasing our membership fees to \$250.00 per year. All current members will be Invoiced 1/1/08 for the new membership rate.

We appreciate your understanding of our need to make this adjustment in our pricing. If you have any questions or need additional information please feel free to contact me.

Sincerely,

Michael D. Seale  
Executive Director