CUSTOMER CALL REPORT

CUSTOMER & LOCATION Certain-Teed Products Corp. 2100 Auburn St. Riverside, Ca

INDUSTRY CLASSIFICATION Asbestos Cement Pipes

SALESMAN T. P. Norris REGION Western DATE OF CALL 5/3/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PLAINTIFF'S EXHIBIT UC-590

PERSONS INTERVIEWED: Jim

CALL OBJECTIVE: Initial

RESULTS OF CALL: Small amounts of RG 144 have been used here and at other locations in past years. attempt was to learn which grades & what supplier were used here. No info. available, and I was referred back to their Valley Forge, Pa. corporate office. The asbestos Cement market could be a big one here and we should capitalize on the success Tomac Engineering is having replacing T&M. However domestic suppliers of A/C pipe have been dwindling; GAF closed their A/C plant and National Gypsum plant in New Orleans is up for sale.

FOLLOW-UP ACTION REQUIRED:

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION CERTAINTEED Riverside, Ca INDUSTRY CLASSIFICATION A/C Pipe

SALESMAN T. P. Norris REGION Western DATE OF CALL 6/25/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

RECEIVED
JUL 2 1980
UCC-CALIDRIA
NIAGARA FALLS, N. Y.

PERSONS INTERVIEWED: William H. Hoesener

CALL OBJECTIVE: Observe operation of 440 Asbestos Bag Opener.

RESULTS OF CALL: Certainteed's own design & fabrication of the 440 Bag Opener is a very effective way to minimize asbestos dust. This one man operation is able to automatically open 80 bags per hour. Empty bags are compacted into an enclosed baler and discharged into plastic bags for disposal.
Enclosed is recent dust count showing before and after results and indicate the effectiveness of this equipment.

FOLLOW-UP ACTION REQUIRED:

JLM
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NF PERMANENT FILE ☐

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: CertainTeed Corporation, Union Meeting Road, Blue Bell, PA 19422

INDUSTRY CLASSIFICATION: Asbestos/Cement (A/C) pipe

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 8/15/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Robert S. Hartman - Fiber Manager

CALL OBJECTIVE:

Discuss "Calidria" asbestos for use in A/C pipe

RESULTS OF CALL:

Very good first meeting with Bob. Obtained a rather complete story on asbestos requirements for A/C pipe plus a tour of their production facility in Ambler, PA.

The only A/C products new made by CertainTeed is pressure and non-pressure pipe. Produced at the following 4 plants on cylinder machines:

Hillsboro, TX	Riverside, CA
Santa Clara, CA	Ambler, PA

(Their plant in St. Louis was recently closed.) Their asbestos requirements consist of Canadian Grades 4&5 chrysotile and African blue (about 60/40 ratio depending on the end product). Cannot use anything shorter than these types because of various reasons, viz: lack of reinforcing, poor drainage on their production machines, etc.

Discussed the situation in Japan where SG-100 is being used in A/C pipe. In brief it is as follows: Some years ago CertainTeed developed a method for extruding A/C pipe, but never actually used it themselves. Bob thought that two Japanese firms were granted licenses plus one in Puerto Rico. This method of making pipe almost demands using short fiber, but the end result is non-pressure pipe, such as for house to sewer connections. Also possible to make posts, sheets, etc., but this has not developed into any big markets as far as Bob knows. (OVER)

FOLLOW-UP ACTION REQUIRED:

TPN - Any suggestions on what we can do further?

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dal 8/16/79