

Coupons! Coupons! Coupons!

The Easter Bunny brought you a basket full of SAVINGS!

First-Time Clients- Take your pick!

50% Off Labor -OR- **FREE Inspection**

We know that once you come in you'll be hooked, so we do everything we can to make it easy for you to try us. Come on in today and take half off your labor costs for any repair, up to \$100 total!

Coupons **MUST BE PRESENTED BEFORE SERVICE**, and **CANNOT BE COMBINED** with other offers. Sorry, but our coupons are **VOID AFTER THE SERVICE IS PERFORMED**. 1998 AND NEWER vehicles only. Expires June 30, 2010. Coupon Code 1WEB2010

COUPON

20% OFF Labor on Recommended Repairs

(Applies to items in your service history before 4/1/2010. \$150 maximum coupon value)

Is your framulator valve depolarized? Is your quantum pressure gasket leaking? Well, if we noted it in your record then here's your chance to get it fixed cheap.

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COUPON

WILDCARD!

Are you regretting the time you missed the third coupon from Summer 2004? Opportunity is knocking again! Go to www.TomDwyer.com, click the "Newsletters" tab, and use any coupon you find! (Does not apply to misprinted coupons)

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COUPON

FREE "Check Engine Light" Scan Plus \$25 OFF Diagnosis

Covering your Check Engine light with duct tape does not fix it. If yours has been on way too long, let us take care of it for you. The peace of mind alone is worth many times what you'll pay to have it fixed.

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COUPON

FREE brake inspection- a \$30 value!

It takes more than two minutes and a flashlight to check your brakes right. We actually pull the calipers and measure the components to make sure that this critical system is up to specification... and it's all for free with this coupon!

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COUPON

We'll meet or beat local Dealer's current printed special offers!

That's right, their coupons are our coupons. We will meet or beat any legitimate offer you bring us for the exact same services, so make sure their offer includes everything you need done! (Excludes Tire and Battery offers)

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COUPON

FREE 1-day Car Rental

(With any service over \$325)

We generally consider the \$325 to be for one major service, but this is such a screaming deal that if you want to get your oil changed 9 times on the same visit just to take advantage of it, then we'll count that too.

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COUPON

Tom Dwyer
AUTOMOTIVE SERVICES

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50% Off Labor -OR- **FREE Inspection**

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Your Car Matters

Tom Dwyer Automotive Services- April 2010 Newsletter

Tom's Tidbits

HFC's are like sugar in your gas tank

You may not expect your mechanic to be offering you health advice, but you probably realize by now that this newsletter is not tied strictly to car advice. I would like to take a few moments to caution you about the dangers of consuming high-fructose corn syrup (HFC). There is plenty of good information about why you should not consume HFC, though the corn lobby pays to have you believe otherwise. (Maybe you could use it to replace corn as ethanol feedstock, but please don't eat the stuff!) HFC is **not** food! Please read the labels of the food you and your family consume and you will realize that HFC is being forced upon the consumer. It is in EVERYTHING. Just try to avoid it and you will rapidly see what a challenge it is to find food without HFC. Maybe we could expect to see it in sweeter foods, but now even foods like breads, cereals and dairy are poisoned with it. Animal tests show that if you take two animals and feed one HFC and the other the same amount of calories of sugar (as dextrose or glucose), it's only the HFC-fed animal that will develop obesity, insulin resistance, fatty liver, high triglycerides, signs of inflammatory diseases, vascular disease, and high blood pressure. We recently added two copies of "THE SUGAR FIX: The High-Fructose Fallout That is Making you Fat and Sick" by Richard Johnson in our lending library if you would like more information. In the mean time read EVERY label before you buy any food product; It will blow your mind how this chemical waste product has permeated our food chain. Leave it to the friendly corporations to find ways to make profit and kill you with no remorse in the process. HFC IS NOT FOOD!



Make a great day,

Tom

How To Cut Your Oil Changes In Half

Synthetic oil protects better and lasts longer



Synthetic oil is slowly beginning to replace nonsynthetic throughout the automotive industry. Many manufacturers are requiring synthetic oil only in new vehicles, and most new vehicles at least use a synthetic blend. However, the only thing most people know about synthetic oil is that it costs more than conventional. There's much more to the story, which is why we're recommending that all our clients consider the benefits of using synthetic oil when they do their Minor Interval Services with us. This month, we thought we'd give you the nitty gritty on the lifeblood of your vehicle...

What's the difference between "conventional" and "synthetic" oils?

Conventional motor oil is a combination of processed crude oil (base stock) with various chemical additives to increase performance. Because the base stock is simply a refined natural product, it has much of the variability of natural products- the hydrocarbon chains vary wildly in size, and it has many impurities that can't be removed by the distillation process.

Synthetic oils aren't synthetic or artificial in the sense that they're manufactured from scratch- they still have the same natural ingredients found in "real" oil. Typically, the best synthetic oils use a combination of up to three different synthetic base fluids-- polyalphaolefin (PAO), synthetic esters, and alkylated aromatics. But in a synthetic lubricant these ingredients are recombined into hydrocarbon chains with very uniform molecule sizes and very few impurities. This uniformity gives a wide range of superior characteristics.

Synthetic Pros

- Synthetic motor increases the life of your engine
- You can go longer between oil changes; usually double the mileage or more
- Better for extreme driving conditions, especially extremes in temperature
- Better mileage from reduced engine friction and lower operating temperature
- Quicker coating of engine parts on startup
- Less oil consumption
- Lowered octane requirements
- Synthetics decrease dependence on natural oil
- Synthetics leave fewer deposits, and so cause less emissions

Synthetic Cons

- Synthetic motor can cost up two or three times more than conventional motor oil

Better lubrication

Both synthetic and conventional motor oils form a layer of molecules over your engine's inner surfaces. This film prevents the metal itself from touching, providing lubrication and ease of motion. "Film strength" is the amount of pressure needed to force out a film of oil from between two pieces of flat metal. The higher the film strength, the greater the lubrication. Synthetics normally have a film strength of over 3,000 psi, while petroleum oils average a little less than 500 psi. This greater lubrication leads to big advantages for engines, especially for modern engines with their tighter tolerances, higher operating temperatures, and smaller oil passages. The more easily an engine turns the more energy available for useful work and the longer the parts will last.

Underhood temperatures also factor into the life of any lubricant, especially with the use of power options like air conditioning, and with emissions devices and emissions-related design. Even though your dash gauge may show a

water/coolant temperature of 200 degrees, the temperature internal engine components can be higher than 500 degrees. These high-temperature surfaces rapidly decompose petroleum oil and additives while the synthetic is mostly unaffected.

Temperature

Although it's not much of an issue here in Portland, synthetic oils function in wider range of temperatures than conventional oils. People in very cold climates normally use thinner conventional oil for the winters, which stays liquid in much colder temperatures. Although the oil continues to pour, because it's thinner it doesn't do as good a job of protecting the engine when it reaches normal operating temperatures.

Synthetics stay fluid in cold weather because they don't have the waxy contaminants of conventional, but they still have the lubricating properties. Mobil produces a 5W-30 oil that will still pump at -58 degrees, while conventional 5W-30 oil freezes up around -35 degrees. Their 0W-30 oil has no conventional equivalent, and continues to flow at -62 degrees and below.

Emissions

The variable size of molecules in conventional oils mean that as the temperature of the oil increases, the smaller molecules are stripped away from the oil and are available to form sludge and gunk in your engine. Crude oil also has thousands of varieties of contaminants which no amount of refining can entirely remove. Corrosive acids, paraffins and other waxes, heavy metals, asphalt, napthenes and benzenes, as well as countless compounds of sulfur, chlorine, and nitrogen are available to gum up the system. This soup can also migrate to your catalytic converter, where it can reduce the efficiency of the converter or be burned off as pollution itself.

Synthetic Oil testing

To give you an idea about how synthetics and conventionals perform in the real world, here's what happened in a demonstration project using a fleet of New York taxis.

The demonstration spanned 60,000 odometer miles of New York taxi service on each car, but with the amount of time the taxis spend idling the total number of "engine miles" was about twice the odometer miles.

A group of conventional-oil taxis whose oil and filter was changed every 3,000 miles was compared against three groups of synthetic-lubricated taxis. The first group had their oil and filter changes at 6,000 miles, the second group at 12,000 miles, and the third would not change the oil for the full 60,000 of the test. This third group also used a special oil filter, which would be changed at 12,500 mile intervals.

After the year-long demonstration, each of the engines was disassembled to determine the levels of sludge, varnish and rust inside the engine, and to carefully measure the amounts of wear on engine components. The surprising pictures are shown below.



The short story? The synthetic oil provided protection of the test engines far beyond the normal 3,000-mile oil change interval. In fact, the engines run with synthetic oil for the full 60,000 mile showed less wear than did the group that had oil changes every 3000 miles.

Another example of synthetic oil performance comes from the world of racing. Race-car driver Bobby Unser said "I've had tremendous success with synthetics; both grease and oil, in all my cars. In several instances where we have compared petroleum-lubricated engines with those which used synthetics, the latter were cleaner, with less carbon and sludge. And the engines produced more horsepower, which meant better mileage and longer life."

Conclusion

According to Amsoil (a synthetic oil manufacturer), "...synthetic lubricant technology is swiftly progressing to a point where it is possible that engine wear may no longer continue to be the major limiting factor in the expected life span of motor vehicles." So if synthetics are so good, why aren't even more people using them? One reason is that most people don't know about synthetics at all, a situation we're trying to remedy with this article.

Others who do know about them (even many professional mechanics) haven't kept up with the new lubricant technology and still worry about the problems with the early products. But perhaps the main reason is that many people are put off by the higher cost of the oil itself and don't weigh the cost against the advantages. Yes, the oil costs about twice as much, but that extra money pays for fewer oil changes, better vehicle performance, longer vehicle life, better emissions, and (slightly) reduced dependence on foreign oil. We think it's well worth the extra cost, and we hope you consider using synthetic oil the next time you come in for our Minor Interval Service.

Who Can Beat A Story About Kids And Dogs?

Guide dogs for people with Autism



One of our long time clients, Laurel Oliver-Gilmore, is an itinerant teacher. Not that she can't make a living at it, she's itinerant in the sense that she moves from school to school around the Portland area. She's one of 10 teachers working one-on-one with the approximately 600 students the Portland public school system who are living with Autism and Asperger's disorders.

That's not a bad story in itself, but there's more. Laurel also volunteers with Autism Service Dogs of America (ASDA), one of the two programs in the country that provides service dogs for people (usually 5-11 years old) with Autism. "These dogs can make a real difference for a family living with Autism. They face invisible struggles that need real help." Autism affects every aspect of the people who live with it. It varies in severity, ranging from impairments in social interaction (Asperger's Syndrome) to a complete inability to understand or interact with the world that leaves a person in need of 24-hour support.

Most people are familiar with service dogs for the blind, but how do dogs help a person with this type of disability? "There are many ways the dogs help, but the biggest may be companionship. For lots of children this dog may be their first friend of any kind. It helps them socialize, and the dog's calming influence means less tantrums. Also, many children with Autism have problems with behavior in public. They may bolt away from their parents or caregivers and get hurt or lost. The children are connected to the dog's leash, and the dog's are trained to stay if the child bolts. It's difficult for a 6-year-old to drag an 80-pound dog through a parking lot."

The process for training an Autism dog isn't easy. Right now, Laurel is working with Gunner, the adorable black Labrador shown with her in the picture. She gets the dogs as puppies, and raises them for the first 12-18 months as she teaches basic socialization and obedience. Throughout the process Laurel works in close contact with Katie, the main trainer from ASDA. They meet once a week until Gunner is 7 months old and then once a month thereafter. When Gunner is ready, he'll spend 2-4 months with Katie for final training before going to meet his child. Katie then stays with the family for another week as the child and dog settle in, and then is available for continuing consultation with the family as needed.

The big reason we're writing about Laurel this month is that like most worthy causes, ASDA needs money. They're having their [big fundraiser on April 24, a "Pirates, Princesses, and Pooches"](#) event at Portland Children's Museum. There'll be piratey entertainment, a treasure hunt, a silent auction, and much more that will guarantee fun for the whole family.

The last word in this article should go to Laurel. When asked why she donates so much of her time to this cause, she had a simple reply- "These dogs help people access the world as I know it. If there's anything I can do to help provide that, I'm thrilled."

Cash Grants Available For Environmental Projects

"Blue Sky" program funding renewable Oregon energy



(from the Pacific Power website)- Got a bright idea for making Oregon, Washington or California greener? Could you use a little green to help make your project a reality? Beginning March 8, 2010, Pacific Power will accept applications for community-based renewable energy project funding from its Blue Sky renewable energy program.

For 10 years now, Pacific Power's participating Blue Sky customers have made a difference by supporting renewable energy in the region. Just since 2006, Blue Sky customers also have helped fund 29 new community-based renewable energy projects in Oregon,

Washington and California. Many of these projects are now completed, generating electricity and providing educational opportunities about the advancement of renewable energy.

"We're honored to be able to offer these funding awards to help support new community-based renewable energy projects in our service area," said Pat Egan, vice president of customer and community affairs for Pacific Power. "We look forward to seeing this round of applications and selecting projects that demonstrate significant community benefit for our customers."

To be considered in this competitive application process, interested parties must complete and submit an application form along with supporting materials by 5 p.m. on Friday, May 14, 2010. Applications will be accepted beginning March 8.

Renewable energy projects that are eligible for funding awards from Pacific Power's Blue Sky program may include those that support technologies such as wind, solar, biomass, wave, landfill gas, certified low-impact hydro and geothermal.

This funding is available for projects in Pacific Power's service area that are locally owned and have a generating capacity of less than 10 megawatts of electricity. Projects must be completed within two years of the receipt of funding and should focus on encouraging renewable energy market transformation. Preference is given to local, community-based projects that develop renewable energy generation, support educational efforts to bring broader understanding of renewable energy development and generation, and/or invest in research and demonstration of new generation technologies.

Funding is not available for off-grid projects or projects from private individuals. For detailed criteria on project qualifications and application forms, please go to: www.pacificpower.net/blueskyfunds.

Entries should be thorough, and should be submitted with supporting materials such as photographs, schematics, drawings, cut sheets, narratives or anything the applicant considers useful in the project evaluation.

Materials may be submitted by mail, fax or e-mail to:

Pacific Power
Attn: Blue Sky Fund Award
1900 SW 4th Ave. – Plaza
Portland, OR 97201
Fax: 800-754-3114
E-mail: blueskyprojects@pacificpower.net

The amount available for funding awards varies year to year. In 2009, Pacific Power gave Blue Sky funding awards totaling \$394,750 to 8 renewable energy projects in its service area. This funding is made possible thanks to

participating Blue Sky customers.

How Blue Sky Works

When a customer enrolls in Blue Sky, Pacific Power purchases Green-e Energy-certified renewable energy certificates on their behalf from wind energy facilities in the region. Blue Sky funds also help support the development of smaller-scale renewable energy projects in local communities. About 39,200 Pacific Power customers currently buy Blue Sky renewable energy.

Separate from Blue Sky, Pacific Power is investing in cost-effective renewable energy to serve its customers through company-owned generation and renewable energy purchases. “Our successful Blue Sky program, coupled with the large investments we are making in cost-effective renewable energy projects, demonstrates our company’s commitment to sustainability and environmental stewardship,” said Egan. “We see these funding awards as another strong component of our overall commitment to our customers and communities, encouraging their initiative in growing renewable energy at the local level.”

About Blue Sky

Strong customer support has enabled the Blue Sky program to be instrumental in the creation of more federally recognized Green Power Communities than any other program in the nation. The National Renewable Energy Laboratory has ranked Blue Sky fifth or better in the nation for the sixth consecutive year in the number of customers buying renewable power and for renewable power sales volume. Blue Sky was named national 2007 Green Power Program of the Year by the U.S. Environmental Protection Agency and the U.S. Department of Energy. The program is Green-e Energy Certified, which means the renewable energy supported meets the rigorous national environmental and consumer-protection standards established by the nonprofit Center for Resource Solutions. For more information on Green-e Energy, visit www.green-e.org/energy. More than 39,000 customers in the Northwest are part of Blue Sky.

Sellwood Bridge Update

There are a few new things to tell you this month about on our historic and crumbling Sellwood Bridge.



First, there is a new plan for the westside interchange at Highway 43. There is a public comment period until April 30, so if you're interested the full document describing the plan is available as a PDF at http://www.sellwoodbridge.org/ProjectLibrary/IAMP_FINAL_3.29.10.pdf. If you have any comments, please email to talia.jacobson@odot.state.or.us or snailmail to:

OR 43: Sellwood Bridge IAMP
Oregon Department of Transportation, Region 1
123 NW Flanders Street
Portland, Oregon 97209

Second, if you're aren't getting enough Bridge info from our newsletter, there is a better source. Mike Pullen, Public Information Officer for the project, has a blog that he updates at least once a month with the latest project info. Check him out at <http://sellwoodbridge.blogspot.com/>

Finally, we ran across this totally cool image of the bridge as it is today. If you like it, please give Stoney Vintson a call, or go to www.stoneyphoto.com.



Popcorn Shorts

Important stuff that only needs a short article



Jazmin, our adopted child

We don't mention it often, but we have an adopted child here at the shop. Genesis Jazmin Moreno Quishpe is our little girl in Ecuador, and we've been her sponsors through Children International (CI) since 2006. Jazmin was born in Quito, Ecuador, in March of 2000. She's a happy girl whose favorite classes in school are art and social studies. At home she does chores and runs errands for her parents, Luis and Silvia, and draws, paints, and plays dolls with her brother Darikson and sister Nairobi. Just like the kids on your street, right? The picture changes when you find out that the family lives on \$180 a month (\$US) in a one-room house with wooden beds, a concrete floor, and corrugated metal roof. As you can imagine, things can get pretty tight.

Jazmin is typical of the children growing up around the world in extreme poverty, and in fact, she's much better off than many. Children International is one of the many charities that have made a commitment to helping these kids obtain the food, medical and dental care, education, clothes, and shelter they need to have a chance at life. While Jazmin puts a personal face on poverty for us, our sponsorship is also used to support the Sponsorship Center, a hub of activity for youths and teenagers in her village. This is where staff and volunteers coordinate activities, host meetings, and distribute gifts and benefits. It is also a place for sponsored children to play, use the library, receive tutoring and training and attend youth program functions.

CI has a 60-year history, and puts about 82% of each dollar to program costs that directly help their benefit the children. The remainder is split between 11% fundraising expenses and 7% administrative expenses. The funds collected are used to provide goods and services for sponsored children and their families, primarily in the areas of health and education. The need for these goods and services are jointly evaluated by the Kansas City Headquarters staff and field staff, and field experts in international health and human services conduct personal on-site evaluations to verify that benefits are effectively delivered. More than 300,000 sponsored children and their families are currently benefiting from one or more of their programs.

Thank you so much for your support, which enables us to contribute to local as well as national and international causes like this one. There are children just like Jazmin all over the world and a relatively small amount of money can make a huge difference in a child's life. Children International is just one of the many organizations that you can help to make a difference in the lives of those less fortunate.



Campaign To Legalize Democracy

On January 21, 2010, with its ruling in *Citizens United v. Federal Election Commission*, the Supreme Court ruled that corporations are persons, entitled by the U.S. Constitution to buy elections and run our government. (We had a lot of links concerning this in last month's "News To Make You Furious" column. See "Corporate Personhood- the Forgotten Freedom.") Human beings are people; corporations are legal constructs. The Supreme Court is misguided in principle, and wrong on the law. In a democracy, the people rule.

The Campaign to Legalize Democracy is one of the organizations doing something about this abomination. Their "Move to Amend" campaign advocates amending the Constitution to:

- Firmly establish that money is not speech, and that human beings, not corporations, are persons entitled to constitutional rights.
- Guarantee the right to vote and to participate, and to have our votes and participation count.
- Protect local communities, their economies, and democracies against illegitimate "preemption" actions by global, national, and state governments.

If this sounds like something that would be interesting to you, you can get all the scoop on their website, www.movetoamend.org/take-action, along with 16 other [things you can actually do to make a difference](#).



Local Banking Campaign

Consumers have tremendous power deciding where they spend their money as well as where they invest that money. The *real* wealth of a community comes from tangible (local) resources to meet real needs not by merely increasing dividends and profits for investors on Wall St. We need to increase access to capital for small businesses and local, independent businesses through LOCAL sources. It's [time to move your money](#), and the Sustainable Business of Portland wants to help. They've put together a list of some area banks with rankings (<http://thinklocalportland.org/sbnfiles/sbnp/banking.pdf>) as part of their Think Local Portland campaign, and we think you'll find them very interesting.

NOTE: This is not a complete list but a sample. This is anecdotal research and does not represent any contracted economic impact study or professionally contracted survey. We encourage you to use this information and do further research at the individual banking institutions websites and speak to new account managers to get more detailed info.



National Car Care Month

What are you doing to celebrate National Car Care Month? Haven't made plans? Don't let yourself be embarrassed at the neighborhood Tire Rotation Picnic! There's so much more to this holiday than the mattress sales and the TV specials. Check out these sites to learn more about the true meaning of the Holiday.

http://www.ehow.com/how_2123195_celebrate-national-car-care-month.html

<http://www.carcare.org/car-care-guide>

http://carcare.org/files/DSSM_tip.pdf



Drew's Kitchen

Teriyaki Flank Steak

Flank steak is frequently used in Asian stir fries and Mexican fajitas. Cut from the abdominal muscles of a cow, it has a wonderful flavor but is tougher than most other cuts. It is usually tenderized by spicing, pounding, or marinating, and usually cooked by moist methods like braising. This month, Drew brings you a wonderful recipe that takes full advantage of this flavorful steak.

2 tablespoons red wine vinegar

$\frac{3}{4}$ cup vegetable oil

$\frac{1}{4}$ cup soy sauce

$\frac{1}{4}$ cup honey

1 tablespoon fresh ginger, grated

1 large garlic clove, minced

2 tablespoons green onion, chopped

2 pounds flank steak

- In a large bowl, whisk together vinegar, oil, soy sauce, honey, ginger, and garlic. Add green onions and mix well.
- In a large glass dish or non-reactive pan, place steak can cover with marinade. Place in the refrigerator and marinate for at least 8 hours, or overnight.
- Preheat oven to 500 degrees
- Pour marinade into a saucepan, and warm over medium-high heat
- Place steak on the rack of a roasting pan and broil quickly, approximately 7 minutes per side.
- To serve, slice steak very thinly on the diagonal. Arrange on a warm serving platter and drizzle with heated marinade. Serve extra marinade on the side.
- Makes 4-6 servings
- Serve with wild rice and green beans



News To Make You Furious

Don't **** on my neck and tell me it's rain!

This month's tooth-grinding tidbit comes to us from Maude Barlow, one of the speakers in the Illahee Lecture Series and an international leader in what she calls the global water justice movement. "Life requires access to clean water; to deny the right to water is to deny the right to life," she says. That seemingly basic idea is under threat as water becomes more scarce and corporations swoop in on the opportunity. "On one side are powerful private interests, transnational water and food corporations, most First World governments and most of the major international institutions..." These forces see water as a commodity to be sold and traded, she says, and have established an elaborate infrastructure to promote private control of water. On the other side are environmentalists, human rights activists, indigenous groups, small farmers, peasants, and grassroots communities worldwide. Pick your side as the water crisis comes home to the U.S...

Maude Barlow videos, including interview with Laura Flanders

<http://www.lannan.org/lf/rc/event/maude-barlow1/>

(If you want to hear more from Maude, then just google "Maude Barlow water issues")

Riot police quell protest as World Water Forum opens

<http://water-is-life.blogspot.com/2009/03/riot-police-quell-protest-as-water.html>

CBC News- How the privatization of water caused riots in Cochabamba, Bolivia

<http://www.cbc.ca/news/features/water/bolivia.html>

What can you do

Right to Water

<http://www.righttowater.ca/action>

Blue Planet Project- Working for "Water Justice NOW!"

<http://www.blueplanetproject.net/RightToWater/index.html>

<http://www.blueplanetproject.net/>

...and this month we have a BOILING OVER BONUS!

The tragic West Virginia mine explosion has put the spotlight on the mine's owner, Massey Energy. You can have loads of fun surfing the net and watching videos from the company owner, Don Blankenship, and learning about all the thousands of health and safety violations that have been their pattern for years. (There's a very good chance that Massey may appear in a future "Furious" segment. Keep watching!) The thing that got our goat this month, though, was on Massey's own website. Go to http://www.masseyenergyco.com/environment/environ_perf.shtml, where you'll learn all about Massey's deep commitment to the environment. Shown below is the page in its entirety, but here are the first two paragraphs, the showpiece tidbits to tell us how much they care...

"In 2007, we focused our efforts on improving our environmental performance. As a result of our intense focus on exceeding environmental requirements, our company's subsidiaries achieved a 36 percent reduction in citations from state regulatory agencies.

Our Logan County Mine Services resource group – winner of Massey's coveted Green Miner Award for 2007 – led the company with a 70 percent reduction in violations from the West Virginia Department of Environmental Protection."

