

Pump & Power Services Provided A Dynamic Response to Hurricane

Sunbelt's Pump & Power Services division responded and performed like a well-tuned machine throughout the threat, impact, and aftermath of Hurricane Isabel.

"Both our customers and sales reps were very proactive with this hurricane," reports Kyle Horgan, Sunbelt's Pump & Power Operations Manager. "We started receiving inquiries for generators on September 10. By Friday, September 12, we had generators on rent from Florida to Maryland in anticipation of power outages from Isabel," recalls Kyle. But this was just the first of several waves of generator rentals that would follow.

Kyle and Walter Hoehn, Sunbelt Marketing Coordinator, operated "mission control" at the Charlotte Support Office, tracking the status of every available generator and customer request throughout the Pump & Power division. This resulted in a well-coordinated effort between Sunbelt's Pump and Power Managers, Trading Managers and regional Vice Presidents. "We were able to fill as many customer orders as possible, often mobilizing the same equipment several times as the demand shifted from one area to another," explains Kyle. Equipment was mobilized from as far west as Dallas, TX and Des Moines, IA to meet the demand.

"As the storm drew closer to the East Coast and moved northward, customers in Florida, Georgia, and South Carolina began releasing generators, since they were now outside Isabel's projected path. We were able to begin mobilizing equipment immediately to fill new orders in areas expected to be hit," recalls Kyle. This was the second wave of generator rentals.

Once Isabel came ashore, customers in unaffected areas such as Charlotte, NC and Charleston, SC, released generators that were rented in advance of Isabel. This allowed additional generators to be shipped to areas experiencing power outages from



Kyle Horgan (left) and Walter Hoehn are shown tracking generator availability, shipments, and requests from customers on September 18, the day Hurricane Isabel hit.

the storm including northeastern North Carolina, Virginia Beach, Richmond, northern Virginia, Baltimore, and New Jersey. This was the third wave of generator rentals.

Sunbelt's Pump and Power locations remained open through the storm and filled orders for generators, pumps, and related equipment on Friday, Saturday, and Sunday after the storm. As power was restored to one area, such as Virginia Beach, generators were again mobilized to areas still needing emergency power further inland, such as Richmond, and to fill orders placed by contractors. This was the fourth wave of generator rentals.

Soon after Isabel hit, environmental and remediation contractors began full swing operations, placing orders for generators, power distribution, large desiccant dehumidifiers, and all types of cleanup equipment. On Tuesday, September 23, another round of storms caused renewed flooding and additional power outages in Virginia, Maryland, Pennsylvania, and New Jersey. This created the demand for a fifth wave of generator rentals, along with an increased demand for large pumps.

Paul Neff, Pump & Power Key Account Rep in Atlanta, was very involved with the mobilization effort for Hurricane Isabel. He maintains a close working relationship with telecommunications companies and remediation contractors to provide first response support in times of emergency.

Collectively, Sunbelt provided over 150 diesel generators, ranging from 20-kW to 100-kW, to telecommunications companies. This included Nextel, Signal Point Systems, U.S. Cellular, Alltel, Voicestream Wireless, T-Mobile, Diesel energy, and Verizon.

In some cases, special services, such as transportation assistance, refueling, and on-site maintenance, were also provided. "We provided two full-time technicians for one week to Alltel to assist with delivery, maintenance, fueling, and operation of twenty 50-kW and 100-kW generators," reports Paul. Lamont Johnson, from Charleston Pump & Power (PC-023), and Earl Howard, from Charlotte Pump & Power (PC-022), served in this role. "The service these men provided exceeded all our expectations—they sometimes worked 12-16 hours/day doing whatever was needed to help us," proclaims Phil Schueler, Field Supervisor for Alltel's Wireless Operations Dept.

Paul also coordinated equipment arrangements for Garner Environmental Services, whose crews worked at several sites in the Tidewater area of Virginia. This included the Midtown Tunnel in Norfolk that was completely flooded. "Garner called me for a pumping solution for the flooded tunnel. I contacted Cecil Groves (Sales Rep) at VA Beach Pump & Power and they provided a solution utilizing two 6" diesel trash pumps, Bauer pipe, and an 8" electric submersible pump. (See job photos on page 4.)

Another contractor Paul assisted was Disaster Services International (DSI), which performed several restoration jobs in northeastern North Carolina. (See photo on page 5).



Marketing Bulletin

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HURRICANE ISABEL AFTERMATH

Isabel began as a tropical depression off the coast of Africa in late August, born from a belt of thunderstorms in Ethiopia. It first got our attention on September 6, when it became a tropical storm and earned the name Isabel. At that time, the storm was located east of the Leeward Islands in the Caribbean. The next day, Isabel increased to hurricane strength as it moved slowly to the northwest.

On Thursday, September 11, a full week before Isabel blasted the East Coast, the storm increased to a rare Category 5 hurricane, the first one in the Atlantic since Mitch in 1998. (See hurricane intensity chart on the next page.) The last Category 5 hurricane to strike the United States was Andrew in 1992, which stands as the costliest natural disaster in U.S. history. Andrew caused 43 deaths in Florida and Louisiana and a record \$26.5 billion in damages. Isabel peaked in intensity the next day with 160 mph winds, classifying it as one of the strongest hurricanes on record.

On Saturday, September 13, Isabel was still packing 155 mph winds and was located about 535 miles east of Nassau, Bahamas, moving west-northwest at about 13 mph. The long-range forecast issued that day by the National Hurricane Center in Miami placed Isabel off the shore of Cape Hatteras, North Carolina by Thursday, Sept. 18. Some gradual weakening of the storm was also projected.

Hurricanes in the Atlantic typically follow a north to northeast track that parallels the East Coast. However, strong high pressure over New England and southeastern Canada deflected Isabel to the northwest—its ultimate path was through eastern North Carolina, southern and central Virginia, West Virginia, Maryland, western Pennsylvania, and up into Canada.

By Monday, September 15, Isabel's course was becoming disturbingly clear—it was pointing a bead at the Outer Banks of North Carolina. Forecasters projected the storm would hit landfall early Thursday afternoon, then turn north, slightly inland of the Chesapeake Bay in Virginia. Isabel was still packing 115 mph sustained winds, making it a solid Category 3 hurricane. It was then located 660 miles south-southeast of Cape Hatteras, North Carolina and the storm was moving northwest at about 7 mph.

With a storm as big and slow moving as Isabel, flooding was the main concern for emergency-management officials. Historically, half of all hurricane fatalities result from drowning rather than building collapse or other wind-related causes. With the Mid-Atlantic still soggy after an extraordinarily wet summer, water tables were already high and rivers swollen. Along the coast,



Isabel Satellite Photo

NASA's Terra satellite took this photo at 11:50 am EDT on Friday September 18, just as the heart of Isabel was making landfall on the Outer Banks of North Carolina.



Isabel Storm Track

This chart tracks the path of Hurricane Isabel from Sunday, September 14 until it moved into Canada on Friday morning, September 19. Isabel's path was remarkably similar to the 5-day forecast issued by the National Weather Service.

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An excellent 16-page Hurricane Preparedness Guide is available for download on the Sunbelt website: www.sunbeltrentals.com Select Customer Service, then Resource Library, then Safety Topics.



Photo courtesy of NASA

Chart courtesy of the National Weather Service

officials worried about a storm surge predicted to approach 20 feet in some places. On North Carolina's Outer Banks, where many homes are no more than a foot above sea level, such a huge surge could literally wash away everything in its path and leave entire neighborhoods under water.

These threats set in motion a whirlwind of activity by federal, state, and local officials, plus many relief organizations. The American Red Cross began soliciting donations for its Disaster Relief Fund. The governors of North Carolina and Virginia declared states of emergency and ordered the evacuation of nearly 200,000 residents in low-lying regions. Coastal residents and merchants who decided to remain began boarding up windows and stocking up on essential supplies to "ride out the storm."

Washington D.C. was virtually shut down before the storm approached. Federal offices, bus and rail systems, and public schools were ordered closed Thursday and Friday. President Bush departed for Camp David on Wednesday and two presidential planes were flown to Georgia for safekeeping. In addition, about 40 U.S. Navy ships and submarines departed from bases in Virginia and New Jersey on Tuesday to escape Isabel's projected path. An additional 24 Navy ships in maintenance or dry-dock were either tied down or moved to designated inlet points.

Fortunately, Isabel weakened slightly to a high-level Category 2 hurricane as its outer winds began lashing the coasts of North Carolina and Virginia early Thursday morning, September 18. However, even a weakened Isabel presented the threat of widespread damage and destruction—this was one gigantic storm, measuring over 600 miles in diameter. Tropical storm-force winds extended up to 345 miles from the eye and hurricane-force winds stretched about 115 miles outward.

"Basically, we're talking about a swath that's at least 100 miles wide on either side (of landfall) where there will be very strong winds and heavy rain and some storm surge," said Ed Rappaport, deputy director

of the National Hurricane Center.

Hurricane Isabel made landfall near Drum Inlet in the North Carolina Outer Banks about 1 p.m. on Thursday, with sustained winds near 100 mph and a storm surge of six to eight feet bringing punishing winds, torrential rains, extensive flooding and massive waves. Isabel then headed northwest through northeastern North Carolina, crossing into Virginia north of Roanoke Rapids by 7 p.m., and into western Pennsylvania overnight. By 11 p.m. the much-weakened Isabel had maximum wind gusts of 65 mph.

Isabel pounded North Carolina's Outer Banks, causing widespread damage to property and infrastructure and making permanent changes to the landscape. The storm surge actually created a 1,700 ft. wide gap near the Cape Hatteras lighthouse, dubbed "Isabel Inlet," severing Hatteras Island and stranding hundreds of residents (see photo on page 3). Isabel also washed away parts of Highway 12, the only physical link to the mainland, slowing recovery efforts and the return of homeowners who had evacuated before the storm.

Three major concerns associated with hurricanes are wind, flash flooding from torrential rains, and storm surge. Unlike Floyd, which caused widespread devastation to the same region in 1999 due to flash flooding, Hurricane Isabel will be remembered for its wind and storm surge, reminiscent of Hazel in 1954 and the Chesapeake-Potomac hurricane of 1933. Isabel also caused the most extensive power outages ever in Virginia.

Hurricane force winds downed thousands of trees and power lines as Isabel roared through northeastern North Carolina and southern Virginia. About 588,000 homes and businesses in North Carolina and over 1.8 million customers in Virginia lost power. Particularly hard hit was the Tidewater region of southern Virginia, where a reported 94% of Dominion Power's customers experienced power disruptions. In Maryland, 1.2 million homes and businesses lost power. Additional states affected by power outages from Isabel included Delaware, New Jersey,

New York, Pennsylvania, Rhode Island, West Virginia, and Washington D.C. Over 3.3 million East Coast customers were still without electric power on Saturday, two days after Isabel made landfall.

Utility crews worked relentlessly around the clock to restore power lines battered by downed trees throughout the storm-damaged East Coast. By Monday (September 22), utility trucks from as far away as Texas had joined the army of nearly 10,000 utility workers. In addition, hundreds of contractors from across the country rushed to the affected areas to assist with local cleanup, restoration, and repair efforts.

Storm surge from Isabel varied significantly across the region, causing widespread destruction along coastal areas, particularly the Outer Banks of North Carolina. Inland rivers and waterways rose to devastating levels, causing significant flooding in North Carolina, Virginia, and Maryland. A seven-foot storm surge on the Albemarle Sound caused extensive flooding and damage in Edenton, NC including several historic buildings near the waterfront. A five-foot storm surge was noted on the Pasquotank River in Elizabeth City, NC.

Even higher storm surges occurred on a number of rivers in eastern Virginia. A nine-foot storm surge was noted on the York River near West Point, VA. An eight-foot storm surge occurred at the intersection of the James and Appomattox Rivers in Hopewell, VA.

The Midtown Tunnel in Norfolk, used by nearly 35,000 cars every day traveling between Norfolk and Portsmouth, was flooded when storm waters from Hurricane Isabel overwhelmed workers trying to secure a floodgate on the tunnel's Norfolk side. The workers managed to escape in the nick of time, but nearly 44 million gallons of water from the swollen Elizabeth River rushed in, completely flooding the tunnel in only 40 minutes. The tunnel remained closed for 28 days while pumping, damage assessment, and repairs were performed.

Storm surges also caused extensive flooding in Maryland. In Baltimore, marinas



Isabel's storm surge created this 1,700 ft. wide gap near the Cape Hatteras lighthouse, dubbed "Isabel Inlet," severing Hatteras Island.

A seven-foot storm surge caused unprecedented flooding at the U.S. Naval Academy in Annapolis, MD.

were wrecked and the city's historic Fell's Point neighborhood was flooded. A seven-foot storm surge caused unprecedented flooding at the U.S. Naval Academy in Annapolis, located where the Severn River flows into the Chesapeake Bay (see photos above and on page 5). Some parts of the campus were eight feet underwater.

A state-by-state hurricane assessment follows, as reported by CNN News on Sunday morning, September 21:

NORTH CAROLINA: Three people killed, two by falling trees and one, a utility worker, by electrocution. About 117,000 customers were still without power Saturday.

VIRGINIA: Seventeen deaths blamed on the storm, six in storm-related road accidents, five by falling tree limbs, three by drowning, and three apparently by carbon monoxide poisoning from generators. About 977,000 Dominion Virginia Power customers were still without service Saturday evening.

DISTRICT OF COLUMBIA: One traffic death blamed on the storm. At least 87,000 were still without power Saturday.

MARYLAND: Six deaths, two killed by apparent carbon monoxide poisoning from a portable generator, two killed in weather-related traffic accidents, and two utility workers electrocuted while trying to restore power. About 850,000 customers still had no power Saturday.

DELAWARE: About 33,000 customers were still without power Saturday.

NEW JERSEY: One person killed by falling tree. About 17,000 customers were still without power Saturday.

NEW YORK: About 1.1 million customers lost power in or near New York City, though almost all had power restored by midday Friday.

PENNSYLVANIA: One death caused by falling tree. State officials said about 185,000 customers remained without elec-

tricity Saturday evening.

WEST VIRGINIA: About 12,000 customers remained without electricity early Saturday, mostly in the Eastern Panhandle. About 200 people were ordered from their homes along South Branch of the Potomac River, which crested Saturday about 9 feet above flood stage at Springfield.

East Coast recovery efforts were dealt a setback on Tuesday (September 23) by another round of storms that caused renewed flooding, more downed trees, and new power outages in Virginia. Severe storms, including at least one tornado, pummeled the area around Richmond with up to 100 mph winds. An additional 40,000 customers lost power in Virginia on Tuesday. Four inches of rain caused additional flooding in parts of Maryland and new power outages occurred there, as well as in Pennsylvania and New Jersey.

Travel plans were disrupted up and down the East Coast by Isabel. About 6,800 commercial flights were cancelled on Thursday, September 18—half of all East Coast air traffic. Airlines scrambled to move planes and equipment away from Isabel's projected path. Amtrak service south of Washington D.C. was halted on Thursday and Friday. Public transit systems in four Virginia cities—Richmond, Norfolk, Portsmouth, and Hampton Roads—were also closed.

A significant factor of Hurricane Isabel was the remarkable accuracy of the forecasting by the National Hurricane Center several days in advance of the storm. This hurricane season, five-day outlooks have proven to be basically as accurate, and in some cases more accurate, than three-day forecasts were a decade ago.

"I am really concerned that people will expect us to do this well every time," said Max Mayfield, director of the National Hurricane Center. "In this case, with Isabel,

we really did have a large, powerful hurricane, moving into a very well-defined environment. It really gives people that additional time to make preparations," adds Mayfield.

News sources for this article:
 NewsObserver.com (Raleigh News & Observer)
 Pilot Online (The Virginian-Pilot)
 CNN.com (CNN News)
 WORLD magazine
 National Weather Service

Sunbelt Rentals locations and personnel up and down the East Coast teamed up to serve the widespread victims of Hurricane Isabel. Although most other rental companies in the affected areas closed after the hurricane hit, Sunbelt locations in Virginia Beach, Chesapeake, and Newport News remained open over the weekend, including Sunday, which was a tremendous service to their local communities.

The articles and photos inside this bulletin document some of the efforts of Sunbelt personnel involved with Hurricane Isabel and illustrate Sunbelt equipment "in action" in the hurricane's aftermath. However, many additional Sunbelt employees not mentioned were also actively involved and deserve our thanks and recognition. The personal sacrifices, teamwork, and commitment by everyone is greatly appreciated.

Saffir-Simpson Hurricane Intensity Scale

Category	Wind Speed	Barometric Pressure	Storm Surge	Damage Potential
1 (Weak)	74-95 mph	28.94" or more	4' - 5'	Minimal damage to vegetation
2 (Moderate)	96-110 mph	28.50" - 28.93"	6' - 8'	Moderate damage to houses
3 (Strong)	111-130 mph	27.91" - 28.49"	9' - 12'	Extensive damage to small buildings
4 (Very Strong)	131-155 mph	27.17" - 27.90"	13' - 18'	Extreme structural damage
5 (Devastating)	Greater than 155 mph	Less than 27.17"	Greater than 18'	Catastrophic building failures possible

Southern Virginia

The teamwork by Sunbelt's people and locations to pull together during Isabel was truly awesome, allowing us to mobilize a huge amount of equipment," recalls Tim Ardell, Manager of VA Beach Pump & Power (PC-173), which combines resources with the General Tool location (PC-167).

"Things really started happening on Monday (September 15), three days before the storm hit," says Tim. "We have nine phone lines between our two stores and they were all lit up, day and night. This was a real team effort involving all our Sales Reps, Rental Managers, Drivers, and Mechanics. Many Sunbelt employees made personal sacrifices to be here helping customers," he adds. "A good example is John Keith, who worked many long days load testing and servicing generators that were shipped in."



John Keith

"We started planning for Isabel a full week before the storm hit, which really paid off," reports Jeff Groundwater, Manager of the Chesapeake location (PC-154). "We first met as a team to plan our strategy and then spent two days buttoning down the yard."

Although most other rental companies closed after Isabel hit, Sunbelt locations in Virginia Beach, Chesapeake, and Newport News opened on Friday,

Saturday, and Sunday after the hurricane, helping hundreds of customers and hurricane victims.

"I've never seen a company respond like we did during and after the storm—it was overwhelming," says Norm Paquette, VA Beach Shop Foreman (PC-167). "We worked together doing whatever had to be done to service our customers," adds Shop Mechanic Paul Ayers.

Driver William Humphrey was still picking up equipment from damage-prone areas two hours before the hurricane hit. He continued working straight through to the following Thursday, delivering and picking up equipment. "I just wanted to help people out," explains William.



William Humphrey

General Tool items in greatest demand were portable generators, portable pumps, chain saws, and brush chippers. To help meet customer demand, 148 new gas generators were shipped in from Multiquip. "We serviced every one of them over a 2-day period and rented them as fast as they were ready," recalls Charlie Ambrose, Manager of the VA Beach General Tool location (PC-167).

Charlie and Rental Manager Brian Harrison worked straight through the weekend handling a flood of customer requests. On Monday, two additional Rental Managers

were flown to VA Beach from Charleston, SC to assist with the workload: Robert Frank from PC-006 and Eric Ratley from PC-039. A third Rental Manager, Jeff Coscia from Cayce, SC (PC-089), traveled to Chesapeake to provide assistance at that location.



Robert Frank (left) and Eric Ratley

Forty new gas generators were received in Chesapeake from Wacker on Wednesday, the day before Isabel hit, and were all serviced and rented that same night. On Friday night after the hurricane hit, eight 20-kW diesel generators were shipped from other Sunbelt locations for Pet Smart. Jeff Groundwater and Shop Foreman Dylan Ralston worked until 2:00 am receiving and loading out the generators. Chesapeake Rental Manager Shawn Jennings and Driver Rick Lyons also worked long hours through the weekend helping customers.

Chesapeake also shipped a great deal of equipment to restoration contractors working in northeastern North Carolina and the the Outer Banks, including dehumidifiers, carpet blowers, fans, light towers, and welders.



Above: (left to right) Rich Vuyovich, Cecil Groves, and Tim Ardell "manning the phones" at VA Beach Pump & Power (PC-173) during the Hurricane Isabel aftermath **Below:** A tractor-trailer load of diesel generators and desiccant dehumidifiers ready to leave the VA Beach Pump & Power yard



Above: A 500-kW diesel generator provided emergency power for the USS Kauffman at Colonna's Shipyard in Norfolk. The ship was moved to the Navy Yard for safekeeping during Isabel. **Below:** A 350-kW generator powering an O'Charley's restaurant in Richmond during power outages



Above: A 5000-cfm desiccant dehumidifier utilized by Servpro, along with two diesel generators, power distribution equipment, and carpet dryers, to dry out a flooded basement at St. Lukes Episcopal Church in Norfolk **Below:** Inside views of the church basement during restoration



Above: A 175-kW generator operating at Westminster Canterbury, a retirement center in Richmond, during the power outage **Below:** A Loadall 520 with grapple bucket, one of five units rented by Littleton Storm & Timber, is shown loading roadside storm debris in Virginia Beach.



Above: One of 84 portable gas generators rented by the City of Hampton to power traffic lights during widespread power outages from Isabel **Below:** A 6" brush chipper rented by a Virginia Beach homeowner, Richard Hudson, is shown reducing branches from trees downed by Isabel.



Above: A 375-cfm diesel air compressor rented by Garner Environmental Services to power venturi air horns providing ventilation inside the flooded Midtown Tunnel in Norfolk **Below:** One of two 6" Quiet Flow™ pumps utilized by Garner Environmental inside the Midtown Tunnel



Northeastern North Carolina

The Winterville General Tool location (PC-025) is the closest Sunbelt facility to the North Carolina Outer Banks (about 80 miles “as the crow flies”), where Hurricane Isabel came ashore. Although Winterville was spared the most damaging fury of the storm, they endured heavy rains and 60 mph winds that tore down the Sunbelt sign.

Winterville managed to stay open Thursday, the day Isabel made landfall, and Friday and Saturday after the hurricane, providing much-needed equipment for victims of Hurricane Isabel throughout northeastern North Carolina. Power outages, downed trees, wind damage, and water damage were widespread throughout the region.

Portable generators, chain saws, dehumidifiers, and air movers were the items most in demand. “We brought in 37 new generators and 15 chain saws to supplement our fleet,” reports Rich Rollason, Sunbelt’s Winterville

Manager. “We also received lots of equipment and support from other Mid-Atlantic Sunbelt locations including Wilmington, Fayetteville, Raleigh, and Durham. “As an example, we pooled resources to provide five Loadall 520s with grapple buckets for one customer, Littleton Storm and Timber, who was cleaning up storm debris,” adds Rich. (See photo with the Southern Virginia article on page 4.)

Stanley Steamer rented 35 dehumidifiers and dozens of carpet dryers for restoration work in Swan Quarter, NC. Weyerhaeuser in Plymouth, NC rented 45 generators, many of them loaned to their employees during the power outage. Another hard hit area served by the Winterville crew was Edenton, NC.

Rich’s mother, Sherry Rollason, was also quite involved with Hurricane Isabel—she is the Mayor of Kill Devil Hills on the North Carolina Outer Banks. “One good

thing about this hurricane was that we were pretty well prepared. The forecast was accurate and the evacuation of the Outer Banks went very well. Our community really pulled together to help those affected by the hurricane. Dominion Power did a tremendous job restoring power and I’m grateful to the American Red Cross and Salvation Army for providing much needed food and supplies.”

Sunbelt’s Pump & Power locations in Raleigh (PC-093) and Charlotte (PC-022) teamed up to provide generators and power distribution equipment throughout northeastern North Carolina during power outages. Steve Lowder, Manager of Charlotte Pump & Power, spent a full week in Raleigh helping with the mobilization effort. Generators and power distribution equipment were also rented to several restoration contractors including Disaster Services International and Cary Reconstruction Co. (see photos below).



Above: DOT crews are shown cleaning up sand from the streets in Kill Devil Hills on the North Carolina Outer Banks, where as much as eight feet of sand was washed ashore by Isabel. **Below:** Dozens of large pine trees were snapped and toppled by Isabel at this house near Creswell, NC.



Above: A 100-kW diesel generator and distribution equipment used by Cary Reconstruction Co. at a water-damaged, historic building in Edenton, NC **Below:** Six dehumidifiers were rented from Sunbelt to dry out Fred Moody & Sons Garage in Kinston, NC. Isabel ripped off part of the roof.



Above: Rocky Hock Baptist Church in Edenton, NC suffered severe roof and water damage from Isabel. Disaster Services Int. (DSI) rented (3) 100-kW and (1) 320-kW generators to power drying equipment. **Below:** 18 “ready to go” generators at Sunbelt’s Winterville location (PC-025)



Maryland Pump & Power Services “Rocks Around the Clock”

Widespread flooding and power outages in Maryland and northern Virginia following Hurricane Isabel kept Sunbelt’s Maryland Pump & Power Services location “rocking ‘round-the-clock” for weeks. “We started shipping generators to customers on Saturday, September 13 and didn’t slow down for 16 days,” recalls Don Furr, Manager of Maryland Pump & Power. “We had a 5-page waiting list for 50-kW and larger generators,” adds Don.

A total of twelve generators, ranging from 300-kW to 750-kW, were rented to Giant Foods and Safeway grocery stores during power outages. Nineteen generators, ranging from 20-kW to 50-kW, were rented to Verizon Wireless in the Baltimore/Washington D.C. area.

Nine 100-kW and 200-kW generators, along with extensive power distribution equipment, were rented to Interstate Restoration Group to power drying equipment at a multi-building complex in Alexandria, VA. Five generators were rented to Popowski Brothers, a major restoration

contractor working in the Baltimore area. Four generators were rented to UPS at their eastern shore location. Other generator rentals included several area hospitals and two car dealerships during power outages.

Flooding resulting from Isabel’s storm surge also created the demand for large diesel pumps. Sunbelt rented two 8” diesel pumps to the Maryland Port Authority to pump out the flooded basement at the Baltimore World Trade Center.

Baltimore’s Inner Harbor suffered extensive flooding and water damage. Three buildings—ESPN, Barnes & Noble Booksellers, and the Hard Rock Cafe—were particularly hard hit. Rolyn Construction Corp. pumped out the three buildings, renting a 4” diesel trash pump and a 10” Quiet Flow™ pump from Sunbelt. Trade-Winds Environmental rented a 200-kW and two 56-kW generators from Sunbelt to power drying equipment at the site. (See photos below).

The U.S. Naval Academy in Annapolis, MD endured unprecedented flooding, with parts of the campus eight feet

underwater. Whiting-Turner Contracting Co. rented a 6” diesel trash pump and a 12” Quiet Flow™ to pump out a flooded mechanical room (see photo below).

At the flooded U.S. Coast Guard yard in Washington D.C., East Coast Building Services rented two 12” diesel pumps, a 3” electric submersible pump, two light towers, two skid steers, a forklift, and a ride-on scrubber.

Even with all the activity from Hurricane Isabel, Maryland Pump & Power managed to “save the day” for a movie company, Declaration Productions, which was scheduled to shoot a movie scene in Washington D.C. the week following the hurricane. Previous arrangements with another rental company for five 1400-amp movie set generators fell through when the rental company “dropped the ball” during the frenzied hurricane activity. “By closely monitoring the status of our generators out on rent, we were able to come up with five movie units just in time to meet the customer’s needs,” reports Don Furr.



Baltimore’s Inner Harbor suffered extensive flooding and water damage from Hurricane Isabel’s storm surge. **Above Left:** Two diesel pumps, a 4” trash pump and an 8” Quiet Flow™, were rented by Rolyn Construction Corp. and are



shown working outside the Hard Rock cafe. **Above Center:** Two 56-kW diesel generators rented by Trade-Winds Environmental to power drying equipment are shown in operation at ESPN Zone. A 200-kW generator was also utilized.



Above: A 6” diesel trash pump is shown in operation at the U.S. Naval Academy in Annapolis, MD. Whiting-Turner Contracting Co. rented this pump and a 12” Quiet Flow™ to pump out a flooded mechanical room on the campus.

Photo courtesy of the U.S. Naval Academy