

October 1st, 2026

To Whom It May Concern:

With regards to the service regulator models 143 and 496 manufactured by Utility Solutions Group in Columbus, OH, several performance upgrades have been investigated by the engineering team and are targeted for release by the beginning of Q1 2027.

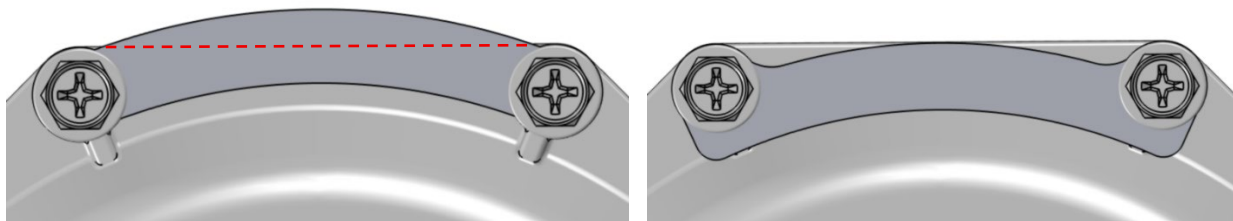
Models 143-80 and 496

1. Powder Coating

- a. Utility Solutions Group liquid paints all regulator assemblies after product testing and QC inspection. To align with the highest industry standards for exterior surface performance, the service regulator models will transition from liquid paint to powder coating. These are just the first two models to be transitioned to powder coating. More details to come on all other models.
 - i. Type – Polyester TGIC
 - ii. Color – ANSI/ASA 49 gray or equivalent
 - iii. Specification – ANSI B109.4 §4.7
 1. Accelerated weathering for 2000 hours
 2. Salt spray for 1000 hours
 - a. Utility Solutions Group tested and passed 2000 hours

2. Badging

- a. Utility Solutions Group attaches an adhesive-backed spring tower label to the 143 and 496, which is punched to show the installed orifice and spring. To ensure the regulator markings adhere to the level of permanence required by relevant industry standards, the following changes will be implemented.
 - i. Spring tower label – deleted
 - ii. Adding second aluminum badge to all regulators
 1. Model type, orifice size, spring range, serial number, production date shall all be marked on aluminum badges
 - iii. Shape – changing (**143-80 only** – not to align with an industry standard, but a simple change to fix a longstanding problem)
 1. Current badge protrudes outside the case profile and is prone to damage, etc.
 2. New shape eliminates the protrusion issue but keeps same arcing profile to minimize impact to production etching process.



Pallet Size

1. QTY 120 (20 boxes)

- a. Currently, models 143 and 496 are shipped to a maximum of 150 regulators per pallet (25 boxes). Coinciding with the changes above, the maximum number of service regulators per pallet will be reduced to 120, or 20 boxes.
 - i. 150 regulators stack 5 boxes high on a pallet, which for some customers is beyond internal height requirements, and for others, too tall for racking systems. To standardize our palletizing process as best as possible across all customers, the change to 4 boxes high per pallet will be instituted. This also reduces the risk of damage in transit to the upgraded products specified above. Customers with even more strict pallet height requirements will continue to be observed.

While upgrades like powder coating and additional badges do come with price increases, Utility Solutions Group has chosen to **absorb** these costs rather than pass them on to our customers.

For any further details on the changes, please reach out to your distributor or directly to Utility Solutions Group, and the request will be sent to the engineering team.

Again, please note that the **target** implementation of the above changes is the beginning of Q1 2027.

Karl Steinhauser

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Engineering Manager

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