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For more information, contact:

Daniel P. Curnock

ChemCentric

12 Greenway Plaza, Suite 1100

Houston, TX 77046

Tel. (toll-free): 1-(888) 411-CHEM (2436)

Fax (toll-free): 1-(866) 251-8726

mail@chemcentric.com

www.chemcentric.com

ChemCentric Improves Efficiency of Technical Service with Release of MyServiceReport.com v.3.0

Houston, TX - January 7, 2003 - In order to improve the technical service capabilities of service companies throughout the water treatment industry, ChemCentric has released its latest version of MyServiceReport.com. Built as an Applications Service, using ChemCentric's proprietary "Chemcommunication™" technology, MyServiceReport.com provides water treatment suppliers with the ability to manage their technical service applications via the Internet.

With MyServiceReport.com, water treatment suppliers can provide their customers with access to their vital service report data, 24 hours a day, 7 days a week. Each report can be personalized for rapid review of a system's critical data. In addition, service providers can manage and distribute electronic versions of their Material Safety Data Sheets, Standard Operating Procedures, Inspection Reports, Technical Files, and more, from a private-labeled Web console.

MyServiceReport.com v.3.0 incorporates many new features, including simplified data entry screens, improved charting and data downloading tools, and enhanced e-document management functions. Version 3.0 also allows users to create a PDF version of any service report page.

MyServiceReport.com provides the most advanced features of any online service management tool, at the least cost. With the private branding feature of MyServiceReport.com, water treatment suppliers can demonstrate their "high-tech" advantage while improving service efficiency and response. To learn more about MyServiceReport.com, please take the tour at www.myservicereport.com/tour/intro.html.

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ChemCentric specializes in the custom-formulation of water treatment chemicals for the refining, petrochemical, and power industries. By integrating chemical, equipment, and information technologies, ChemCentric enhances the value of water treatment solutions. With more than 20 years of industrial experience, ChemCentric delivers results by custom-formulating products, openly disclosing ingredient levels, using the best-available raw materials, employing qualified technical service personnel, and by applying our proprietary Research & Development techniques. ChemCentric products and services are engineered to improve equipment reliability, increase production capacity, meet environmental regulations, and reduce the total cost of operation.