



HUBBELL LIGHTING, INC.

**Hubbell Lighting, Inc.**  
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Date: July 26<sup>th</sup>, 2010

Dear Distributor Partner

**RE: Ongoing Ballast Shortages**

Electronic ballast shortages across a variety of ballast types have now reached a crisis point for the entire lighting industry. All fixture manufacturers are struggling to procure compact fluorescent, T5 and some T8 ballasts. Currently, the largest suppliers (Advance, ULT, Osram and GE) are only able to ship minute quantities of Program Rapid Start T8 (PRS) ballasts. These suppliers project they will begin to improve their availability in late August. This improvement is entirely dependent upon their electronic component suppliers.

HLI has been able to obtain small quantities of PRS ballasts recently and will work to continue this effort until suppliers return to normal lead-times. We expect most orders for PRS ballasts will be delayed due to these shortages and our rep will follow up on the specific orders you have that are affected. HLI will continue to use every means to service orders impacted by ballast shortages.

As a result of ballast supplier shortages, we are changing our policy to allow customers to supply ballasts<sup>1</sup> when the order has been delayed due to ballast lead-times. HLI will offer a deduct based on our cost for the ballasts, which may be lower than what you paid for them. This is a manually intensive process for you, your agency and Hubbell. We are asking your help through working with your rep and to strictly follow this procedure to ensure your order is shipped as quickly as possible.

Given the current ballast industry shortage condition, if customers have scheduled deadlines to meet prior to September, we recommend it is in their best interests to consider converting to Instant Start ballasts as an alternative. If this is not possible, they should change their orders to generic ballasts or there is little potential of filling their orders in the next six weeks.

We sincerely understand and appreciate that this is a most challenging situation for our customers trying to complete projects. Unfortunately, this is totally outside of our control to be able to deliver lighting fixtures within normal lead-times or to ship on our acknowledged dates. We need to be clear that **Hubbell Lighting will not accept any responsibility for shipping, delivery or installation delays caused by these shortages.**

Please contact your local rep or Hubbell Lighting Regional Sales Manager, if you have any questions concerning this communication.

Sincerely,

Don Ross

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<sup>1</sup> for orders of 25 fixtures or more