

31 July 2006

Robert Dietrich  
American Power Solutions  
1972 Frankfort Street  
San Diego, CA 92110



Dear Bob,

Like most companies, Metro is always searching for ways to reduce its operating costs. I was happy to hear from your sales team when they approached me in 2005 about an energy saving program for my warehouse factory. At the time, we were looking for a way to reduce our energy costs, so your timing was impeccable.

As I recall, you sent us sample fixtures for us to evaluate, and these samples performed very well. As my management team continued to evaluate your savings analysis, you likewise continued to provide me with the information necessary to support your claims. After a period of evaluation, my management team was finally satisfied, I received approval and scheduled the job.

Installation went very well and your installers worked at night and on the weekends to accommodate our needs, as promised. When the installation was complete, there was a dramatic improvement in light levels and you can imagine the positive effect it has had on productivity.

APS has been nothing but professional, helpful and dependable; from the quotation process through following up on warranty issues. Their installers were flexible and efficient and, as a result, the retrofit caused no delays in our production. Now that the project is complete, APS answers our calls directly and promptly, and never refers us to the manufacturer for warranty matters.

I would recommend APS to any company that is looking to reduce their energy costs without sacrificing light quality or good customer service after the sale.

Sincerely,

John Hayes  
Facilities Manager

A handwritten signature in black ink, appearing to read "John Hayes". The signature is fluid and cursive, written over a white background.