



July 30, 2013

Susan Phillips
Phillips & Koch Construction Inc.
PO Box 41451
Eugene, OR 97404

Dear Susan:

Thank you for the project book you made of our MRF installation and, more importantly, for the exceptional job done by your crew. Hiring Phillips & Koch to install our system was one of the smartest decisions we have made. Your crew was at all times professional and hard-working, highly skilled and easy to work with. They worked equally well with our electrical and building contractors and with our own C&S team members. The crew adapted easily to on-the-spot changes, but even more remarkable was how prudent planning of the installation managed to avoid any issues that could have delayed the project.

It is hard to imagine that the job was completed ahead of schedule, considering the short timeline we provided. Every day we would see visible progress, amazed at how much could be achieved in just 24 hours. The work ethic we witnessed in each of the team members was impressive. We were pleased that one of your employees was able to stay and help us on a different project after the MRF installation was completed.

Clearly your company has a genuine commitment to customer satisfaction and quality workmanship. We wish to thank Phillips & Koch for a job well done. Please feel free to use me as a reference for anyone who may be interested in learning about our experience working with your company. We wish you many more successful installations in the future!

Most sincerely,

A handwritten signature in blue ink that reads "Dave Carroll".

Dave Carroll
President