



September 26, 2007

To: Stephen Miller
Central Tech Services

From: Michael Lowe
Facilities Management

Re: Letter of Appreciation

Dear Steve,

I would like to take this opportunity to express my appreciation for the exceptional completion of our new chiller installation. From concept to completion, this project was seamless and truly transparent to the employees in our building. Because of the efforts of you and your staff, we never lost any time due to temperature discomfort or interruption from the people performing the work. On a project of this size (3 new 100 ton chillers on a rooftop), we anticipated some problems, but they never occurred. This avoidance was a direct result of your planning and coordination, not an easy task considering that there were several hundred people in the office space.

In addition to the aforementioned project, I would like to compliment your service staff. The guys are truly professional, pleasant and responsive. The group, led by Mark Hershberger, is highly skilled and genuinely concerned about the performance of their work. Because we have a large amount of equipment of many types such as lab equipment, office space, dry rooms and warehouse space, it presents a challenge to maintain, and repair items in all of our locations, but the guys always seem to come through for us regardless of circumstances.

I look forward to our continued relationship, keep up the good work.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael L. Lowe", written in a cursive style.

Michael L. Lowe