

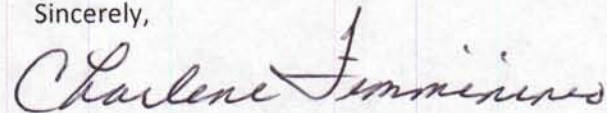
To: Mr. Pat Machin
c/o Blue Thermal
71 Wooded Valley Dr.
Traverse City, Michigan 49686

Dear Pat,

I just wanted to thank you again for doing a thermal scan on my house. As a result of the scan, and subsequently installing insulation in the trouble spots you found, I have substantially reduced my energy consumption. I still have some other things I want to do to further reduce my costs, based on your findings, but I could not have done it without your assistance. I would have been flying blind trying to do this on my own.

You have my permission to show the enclosed copies of my electric bills, and this letter, to potential customers so that they can see the dramatic reduction in energy usage in my energy bills. You provide a valuable service. Also, I appreciate your professionalism.

Sincerely,

A handwritten signature in cursive script that reads "Charlene Femminino". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Charlene Femminino
Glen Arbor, MI