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17<sup>th</sup> August 2011

Dear Mr. Jackson,

**Customer Order Number -**

Thank you for your letter of the 15<sup>th</sup> August.

We were recommended to Affordable by one of your satisfied customers, whose opinion we valued. We had been thinking about solar energy for some time but decided to seek three quotations.

The first Company to quote satisfied us that our roof was suitable for an installation but we were not over impressed by their marketing consultant. Yours was the second Company to quote and we found your representative far more professional in every way. As a consequence, in part biased by the favourable reference received from our friends, we decided not to proceed with getting a 3<sup>rd</sup> quotation but to accept yours although it was marginally more expensive than that of your competitor but with the prospect of some reward.

The installation was done on time, quietly and efficiently, with no disturbance to decorations or inconvenience to ourselves.

As our installation was only 5 days ago it is far too soon to say whether the anticipated income will arise, but the initial indications are not unsatisfactory, in spite of the dull days that we have had subsequently due to showery weather. However we are already

appreciating the benefits of the installation. The weather on the day of installation was brilliant and as soon as your staff left, we read our electricity meter and my wife proceeded with routine Hoovering and put a load of washing through the machine. We reread the electricity meter and were delighted to discover that we had not used any chargeable electricity and as a consequence we have altered our domestic routines.

Previously we tried to do as much as possible of our bread making, laundry and dishwashing at night to get the benefit of the off peak rate but we no longer do so to the same extent, preferring instead to do as much as possible when the sun is at its highest using free rather than cheap electricity.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Peter Hunt', written over the typed name below. The signature is stylized and cursive.

Peter Hunt