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RECEIVED  
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Dear Sirs

13 November 2009

Order No.

I am sorry I have not replied to you before now, but soon after the installation of my new system I went in to hospital for a heart valve replacement and have been at home for a couple of weeks making a slow recovery.

We are very happy with the way in which the two young engineers Kevin Chalk and Mark Grove performed ~~the~~ job, and despite the season of year and low light levels, we already seem to be getting good results.

One thing I would like from you is details of how we might apply for any government grants that may be available. Having already had solar for 30 years it would be nice to get something back for the contribution we have made towards energy conservation.

It has always surprised me how disinterested people seem in investing in solar.

The one question they always want to know is "how much does one save", when that is not possible to quantify as the system is running differently than before the installation.

I enclose the Customer Services Questionnaire. And I look forward to gaining some Sales enquiries for you when I am more able able to get out and about.

Yours faithfully

*Freestone*