

RECEIVED  
28 MAR 2010

Cottage  
Elcot

Berks  
RG20  
27/3/10

Dear Sir/Madam,

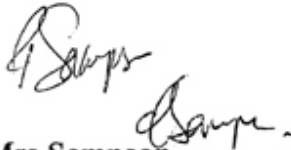
We recently had solar panels installed for our hot water system. We had decided to do this as we are concerned about the rising cost of energy and the effect on the environment.

The marketing sales man was very informative and helpful, answering our queries patiently and with insight. He explained the process and allowed us to make a decision without pressure and so we decided to go ahead.

The engineers arrived promptly and were polite during the whole visit. They kept us informed throughout the whole day, explaining everything as they went along. They left the site clean and tidy, informing us what to do if we had any problems.

Since the installation a week ago we have had no problems and our whole system is working extremely well and we have already noticed that our boiler does not need to be on to heat water at all. We are looking forward to having the PV panels also installed soon and commend your staff on their friendly, efficient approach.

Yours faithfully,



Mr and Mrs Sampson