

The
Wotton Road

Glos
GL11 6DS

17 May 2010

Affordable Solar Energy Ltd
6 King Edward Quay
The Hythe
Colchester
CO2 8JB

Dear Sirs

Re: – Order No.

Please find enclosed the completed Customer Satisfaction Questionnaire as requested.

The system is now generating electricity and we look forward to substantially reduced power bills from now on.

We have been generally well pleased with the way your team handled our order and installation, given current problems with component supplies, and must comment favourably on the unfailing politeness of everyone involved. We were disappointed with the kitting error that necessitated a return visit by the installation team but equally impressed by the personal involvement of the senior management in resolving this. Equally they were very helpful in ensuring that the Energy Saving Trust was made aware that the delay in my grant submission was beyond my control. Mistakes do happen and the measure of a company is often the way it handles them; in this respect Affordable and its contractors performed very well indeed.

Yours faithfully

A handwritten signature in black ink, appearing to be 'David J', written in a cursive style.

David J