

## Derek & Glenda Cook

175 Avenue, Swindon, SN2 Tel:

Mr Arthur Jackson  
Marketing Manager  
Affordable Solar Energy  
6 King Edward Quay  
The Hythe  
Colchester  
CO2 8JB

28th June 2010

Dear Mr Jackson

### Installation of Solar Energy System

I had often thought about having a solar hot water system installed, having seen many of such systems in South Africa where we used to live, but never thought they would work effectively in Britain.

It was call from a survey marketing company that roused my interest again. Having spent a few minutes on the telephone answering some questions I waited for a response from some solar energy company, having never heard of Affordable Solar Energy before.

It wasn't long before the call came and an appointment arranged, I couldn't wait for the system to be up and running. The efficient way in which appointment was arranged was most impressive. Your marketing consultant arrived promptly for the appointment and was very professional while still spending time to make sure he answered any questions we had.

Being able to heat our hot water by means of solar energy was probably the deciding factor to having a system installed. This means having our boiler turned off during the summer months and supplementing the solar system during the colder months. The bonus of a possible government payment scheme for installed renewable energy systems is quite unbelievable making a very good return on our investment.

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Our system has now been running for a few weeks and we have had all the hot water we need for our family of five, in fact it's a lot hotter than from the boiler saving the amount of water we use as well. Our boiler has been off since the system was installed.

The installation was carried out with little inconvenience to ourselves and the team cleaned up around them as they worked. The few complaints we raised with installation have been rectified.

We would be very happy to recommend your company to other home owners.

Many thanks

Yours sincerely

A handwritten signature in black ink, appearing to read 'Derek Cook', written in a cursive style.

Derek Cook