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July 9, 2009

Mr. James Mooney
Enginuity, LLC
203 Lynndale Court
Mechanicsburg, PA 17050

Dear Jim:

I am writing this letter to let you know how much AFSCME Council 13 appreciates Enginuity's commitment to resolving our new chiller's problems.

During two years of unresolved factory problems with our new chiller, your commitment never waned. At your expense, Enginuity spent countless (unpaid by AFSCME) hours troubleshooting and executing factory suggestions in an attempt to resolve our new chiller's issues.

Rich Glosser and Steve Miller showed commitment beyond any normal expectations of a service company. Both spent many hours day, night, and weekends trying to resolve our issues and doing whatever they could to keep our building comfortable.

In this tough economic climate it may have been desirable to walk away from our chiller problem at some point. Instead Enginuity worked as a mediator to help AFSCME acquire a new replacement chiller at no cost.

Enginuity's support has been second to none! Thank you and your staff that have never given up on your installation and AFSCME Council 13. AFSCME will not forget and we look forward to many more years of a great relationship with Enginuity.

Sincerely,

Kevin A. Doeing
Facilities Manager

P.S. The new chiller runs flawlessly and is saving even more electricity!

KAD/jmb