

Facility Management Division



January 31, 2008

Greg Jones  
District Manager  
Wells & West, Inc.  
2345 Academy Place, Suite 222  
Colorado Springs, Colorado 80909

Dear Greg:

I would like to express my sincere appreciation and gratitude to your employees; especially, Jim Rose, Mike Bowen, Nick Bergren, Steve Larson, Randy Cotner, Orien Nolan, Rielly Lane, and Chris Cramer for their exceptional response to our recent requests. They were extremely professional and helpful in meeting our requirements which; we admit, were difficult and demanding. Additionally, the notice given was extremely short. Given that this was a very sensitive and difficult project to manage, each one of your employees went above and beyond normal expectations to work with us. Nick, in particular, was reactive to each request and came up with creative solutions when needed.

You should be proud of having such an exceptional team representing your organization. Please pass on my thanks to each one of them on a job well done.

Sincerely,

A handwritten signature in purple ink that reads "John Hilbert".

John Hilbert  
Project Supervisor

Cc: Bill Kennedy