



February 12, 2005

Think Energy Management
Attn: Rick Lubinski
2925 Circle Dr
Silver Lake, OH 44224

Dear Rick:

As you are aware, your services were referred to us by a mutual business acquaintance. In light of your professionalism and persistence, Think Energy Management saved Serv-Ice Delivery Company thousands of dollars in line extension fees and by demonstrating the proper use of our time-of-day meter. Think Energy Management came to our location, listened to our problem, and effectively got both parties (First Energy and Serv-Ice Delivery Company) together to arrive at a viable solution.

In a competitive industry such as Packaged Ice Manufacturing, there is no room for cost over runs during expansions. Through your knowledge and expertise, Think Energy Management took a seemingly impossible situation and made it manageable. As such, we would like to extend our praise and appreciation for your efforts.

Sincerely,

A handwritten signature in black ink, appearing to read "David H. Haller".

David H Haller
Vice President