

Steven R. Avery
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June 25, 2012

Chris Keiger, PG
SmartWater Solutions Group of North Carolina
5710-K High Point Road #269
Greensboro, NC 27407

Dear Chris,

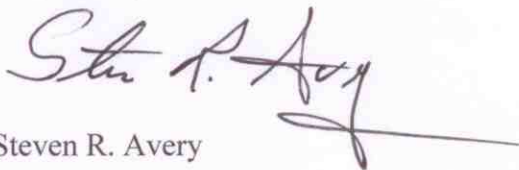
In reference to your recent visit to my property at 83 Carefree Circle in Sapphire, NC, I wanted to follow-up with this letter indicating my complete satisfaction with the work you did involving the inspection, troubleshooting, and follow-up written correspondence for the Puraflo peat biofiltration - advanced wastewater treatment system.

I did not know much about this system and the alarm kept going off. Once you arrived, began your inspection and troubleshooting, our problem was resolved quickly. I was impressed with your knowledge of the system, and I appreciate you explaining to me how everything works.

I have to give you a great deal of credit because I was actually expecting more problems. You worked with the system and made the necessary adjustments which eased my worries. The job you did was on time and within the budget that we had authorized.

On a scale of 0 to 10, with 0 being the least satisfied and 10 being the most satisfied, I would rate you a solid 10. I felt that you knew the product and service very well, and that I received good value for my money.

Respectfully,

A handwritten signature in black ink, appearing to read "Steven R. Avery". The signature is fluid and cursive, with a long horizontal stroke extending to the right from the bottom of the name.

Steven R. Avery