

MICHAEL MILLER
4402 BOXWOOD ROAD
BETHESDA, MARYLAND 20816-1818

October 6, 2006

Mr. Robert W. Kinzie
Kinzie Backup Generator Systems
8513 Meadowlark Lane
Bethesda, MD 20817

Dear Mr. Kinzie:

Thank you for your statement of October 4, which I received, today. I am happy to send you herewith my check #W2403 in the amount of the \$2,472.00 balance on the statement.

I am extremely grateful to you for having waived your costs of replacement and markup. I am even more grateful to you for your very conscientious, honorable, generous handling of the entire replacement process – your decision to replace my earlier generator, your management of the replacement process, and your abovementioned, very magnanimous statement.

Throughout the process of providing me with a generator you were immensely knowledgeable, professional and courteous. I greatly appreciated your patient, detailed responses to my many questions about generators. I greatly appreciated the long list of previous customers, which you provided in response to my request for references, and I was greatly impressed by the unanimous judgments of those customers whom I contacted that you have great ability and integrity, and that your generators and services have all been excellent and have more than fulfilled your obligations. I greatly appreciated your lucid, detailed contract. I greatly appreciated the caliber your subcontractors, who were all very knowledgeable, capable and courteous. In sum, I am grateful for the entire experience of dealing with you, an experience characterized most particularly by your integrity. Experiences like this are very extraordinary and very inspiring.

Thank you again for everything you have done for me.

Kindest wishes.

Sincerely,



Michael Miller

enclosure