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August 6, 2004

Mr. Brian Hooper
MSI Mechanical Systems, Inc.
10-12 Delaware St.
Salem, NH 03079

Dear Brian:

Just a quick note to thank you for the excellent job MSI did installing the chiller for Commonwealth Hematology and Oncology and Radiology here at the Lawrence General Hospital.

It is such a pleasure to deal with a company that is both efficient and respectful to the needs of staff and patients. MSI went above and beyond in their efforts to respond to all requests and requirements made of them.

Moreover, the cleanliness requirements of a hospital are particularly sensitive and MSI left the work area neat and clean at all times. The Engineering Department received no complaints regarding cleanliness issues while work was going on. This is very unusual and was noted by many staff members.

We definitely would hire MSI again and highly recommend their services. Please feel free to use me as a reference for any future work you may pursue.

Thank you again for an outstanding job.

Sincerely,

A handwritten signature in black ink, appearing to read "Joseph C. Mona".

Joseph C. Mona
Director, Facility Systems

JCM:cd