



Thomas L. Nunes
668 County route 21
Hillsdale, New York 12529

7/14/2009

SunDog Solar
Attn: Amy Eitleman
P. O. Box 348
Chatham, New York 12037

Dear Ms. Eitleman,

On June 22nd, the day after the Summer Solstice, my 5.25 kW PVC Solar installation was connected to the grid and turned on. This marked the end of a venture with Sundog, which began with one of Betsy's informational lectures. It was clear, succinct, and quite informative. From then on, my interactions with Sundog have been delightfully professional, efficient, and helpful.

The entire process, from my first 'site evaluation' by telephone with Betsy to my final signature of certification with Amy, was well planned, extremely well executed, and remarkably stress-free. Amy ably handled the paperwork, leaving me nothing to do beyond signing the various forms for NYSERDA, NYSEG, and Sundog. Steve's initial on-site evaluation and quote were detailed, and accurate. During that first visit, Steve generated a quote and even marked the trees that had to be taken down.

The actual installation of the pole-mounted PVC system was spread over four months. Throughout that time, Brian and his team were always accessible, professional, and helpful. Brian always forewarned me of the next stage in the installation process, and was very flexible in adjusting to my schedule. He patiently answered all of my questions, and demonstrated an extreme attention to detail (for example, at one point, he demonstrated to a team member the proper use of a wire stripper) during the work.

At no time were any Sundog employees pushy, uncooperative, or misleading. I was delighted with the entire experience, and am contemplating contracting Sundog sometime in the future to install a solar hot-water system.

I am,

Yours Truly,

A handwritten signature in cursive script that reads 'Thomas L. Nunes'.

Thomas L. Nunes

Tic: Spread Sheet of the system performance for the first three weeks of operation.