

(This is a letter that was emailed to one of our System Engineers on February 24, 2009)

Lee,

Things are great!

We love the system and the only regret is that we did not install the system earlier.

It is hard for me to determine the usage as Unitil seems to think that it needs to estimate usage to levels well beyond what the house has used ~ the end result is that huge swings in the expenses ~ one month a bill for \$650 and the next a bill for \$155 ~ so, while I cannot tell you what we have saved, I can tell you that I know that we have saved and, as importantly, **we are more comfortable in the house than we have ever been** in the more than 12 years we have lived in the house.

I would estimate that our average monthly bill is around \$350 or \$400 per month....not bad for a 3000 sq ft relatively uninsulated house where the bill was between \$500 and \$700 per month ~ depending on the outside temperature ~ which is why I think Unitil is estimating the bill in the \$600 range...and we keep the house in the high 60s...so nothing like the \$2000 per month bills with a house at 50 degrees you mention in your email....

I love my house...but want to be able to live in it....and 50 is just a little too cold for comfort...literally....

The system is very responsive to adjustments in the thermostats and heats the three floors of the house evenly and the bonus is, if we want to bump it up a few degrees in the TV room, for example, the system responds and the room heats quickly. That NEVER happened with the old system. Hot spots and cold spots were the rule. You could cook eggs on one radiator and there were others that never were warm.

As you told us, it has been a learning experience. We have learned that radiators stay warm and, well, as radiators should do, radiate heat after the temperature on the thermostat has been reached. We have learned that 64 gets the room to 68....so, we have locked in on 66 as our preferred "at home temperature" with 64 as our "when no one is home" temperature. The house stays between 68 and 72 degrees in all rooms.

Bottom line is that the house is evenly and more efficiently warmed and I am confident that we have used much less gas although the manner in which we are billed has masked the impact. Once winter has passed, I believe that we should be able to determine the actual usage and savings; but I think I captured it in the paragraph above. I am confident that it was well beyond the savings you promised when we installed the system.

I am not sure how many years that would take for us to recover the installation costs; however, I can tell you **that quality of life has already made us feel that the investment was well worth the amount spent.** Isn't that what it is all about? **Feeling like you made the right decision...and we certainly do.**

An additional benefit is that we know that we have reduced our impact on the environment.

If we had to do it all over again, we would not change a thing.

We would pick this system and we would most certainly pick Pine State to do the work for us.

The system is awesome and the team was equally incredible.

Thank you,

Mike Cherrix