

July 1, 2004

Mr. George Groat  
Power Distribution Center  
10617 McCabe Road  
Brighton, MI 48116

Dear George:

**Re: 3-Way Series – Home Surge Protection**

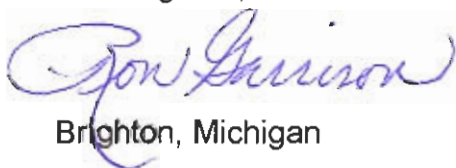
The 3-Way Series surge protection devices that were installed in early spring are providing their advertised claim of reducing power surges, often caused by lightning, to an acceptable level for all appliances and sensitive electronics. Through the extreme inclement weather and thunderstorms during this period, I have suffered no losses in any of our electrical appliances, phone or cable connected equipment. I feel much more confident that our home is now safely protected versus three years ago when we suffered losses.

A thunderstorm produced lightning that hit a power pole near the entrance of our subdivision. The surge of electrical energy destroyed our microwave, television, video recorder and a portable telephone. Although the repair and replacement costs of these appliances were just over \$600.00, the time and inconvenience attributed to purchasing a new microwave and telephone, taking the television and VCR to a repair center, waiting for the repairs to be completed and then re-installing was agonizing to say the least. Since the damage to the portable phone did not surface immediately, we did not have enough damage to submit a claim that exceeded our insurance deductible.

Were I to have installed a 3-Way Series Home Surge Protector prior to this instance, the total investment for this protection would have been less than my insurance deductible. I would have avoided damage to our appliances and all the inconvenience associated with the repair and replacement of those electronic devices.

I appreciate the protection and the sense of security against lightning damage that our Home Surge Protector now provides.

Best regards,

A handwritten signature in blue ink that reads "Ron Garrison". The signature is written in a cursive, flowing style.

Brighton, Michigan