



To Whom It May Concern:

We have worked with New England Energy Management for the past 14 months on relighting 18 of our Parts Distribution Centers, with considerable success. We here at Ford Parts Supply and Logistics can only speak highly of everybody at NEEM. Every one of the sites were started and completed exactly as promised. Every aspect of each installation was completed to our expectations or beyond. Not only have our light levels improved but our electrical costs have been cut as much as half in some locations.

Regarding working with NEEM, I couldn't ask for better. They are definitely one of my top three contractors now. All personnel performed at the highest levels of professional practice, from the President of the company to the installers. Never did they walk away from one of my sites without the Plant Manager calling me to rave about how fantastic it was to have these people in their plant. They were always impressed with how they worked around our operations and the great relationships they built amongst our building management and hourly employees alike. And always, there were great comments about the quality of the workmanship.

Many companies have processes in place to service their customers professionally and provide quality while doing so, but NEEM is one of the companies that go beyond the processes. From the top down, NEEM has demonstrated to me that these things aren't just part of a written mission statement hanging on a wall. Their attention for customer satisfaction comes from a mind set, a deep commitment to doing business that way and no other. I have seen this kind of thing before in my 24 years of experience, but it is rare and I am glad that I have had the opportunity to work with the professionals from NEEM.

Sincerely

Arthur M. LaChapelle  
Ford Customer Service Division  
Parts Supply and Logistics  
Plant Engineering