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October 20, 2005

Jay Bergeron  
Sr. Project Manager  
NorthStar Roofing

Dear Jay;

I am writing this letter to state my sincere appreciation for your company's efforts to repair our roof. We have had some ongoing nuisance leaks over the past few years. Fortunately our landlord, Mr. John Aitken, suggested we have the roof inspected and repaired, as required, in preparation for the winter.

I reviewed all the problem areas with you technician and gave him a drawings of the space with the areas located. He spent a good bit of time diagnosing the leaks; he showed me places where the actual penetration was 12 feet or better away from where the water was entering the building.

It has been nice to come in after these past 2 weekends of 5" of rain and find the building dry. We are now going to have the ceiling tiles replaced and have the confidence that they will stay dry. Your technician was courteous, knowledgeable, and displayed great attention to detail. I hope you recognize this individual as an asset to your company.

Thank you again

Best Regards



Richard Kunicki  
Engineering/Facilities  
**Mettler Toledo Thornton, Inc.**

**METTLER TOLEDO**

