

December 21, 2009

Director
Marina Coast Water District
11 Reservation Road
Marina, CA 3933-09903

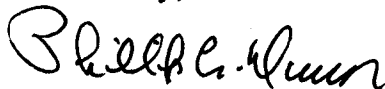
Dear Sir,

On this date, as I have on previous occasions, I have called your office for information and or assistance. Today I had a very satisfying and pleasing experience in discussing what I considered to be a billing problem with one of your employees, who gave her name as Barbara.

I do not mean to imply that any of your workers are not of the same caliber, however, Barbara was very courteous, friendly and most helpful in resolving a supposed problem which turned out not to be critical.. She took the time to research the problem, seek a satisfactory resolution, and notify me by a prompt return phone call. It made me feel good!

I must take the time to thank you, and especially Barbara, for the efficient handling of this matter. She reflects great credit on your "front office" and the Marina Water District.

Sincerely,

A handwritten signature in cursive script, appearing to read "Phillip L. Dunn".

Phillip L. Dunn
3027 Kennedy Court
Marina, Ca 93933