

From: Charlie Stockton [<mailto:stocktonbuildersdfw@yahoo.com>]
Sent: Friday, April 13, 2018 12:48 PM
To: moore mcdonough
Subject: Re: Mr. Stockton Thank you.

To Austin Energy, 360 Energy Savers, and COA residents,

I'd like to take the time to share with you the great experience I had with 360 Energy Savers, their crew, their supervisor, Reuben, and the owner/office staff.

First, the crew worked very hard all the time they were at our home. No one stood around. Every one kept moving making progress the whole time they were on the job. I stayed near because it was my personal home, I new that the process would be very involved, as Austin Energy's rep had detailed out and consequently potentially problematic. However, I was pleasantly surprised. Secondly, the crew was friendly, courteous, efficient, skilled, neat, cleaned up after themselves and worked together very effectively. Their supervisor, Reuben, closely oversaw their work, provided support and effective leadership. He kept me informed of their progress and updated me throughout the day as to their progress. When they broke for lunch they let me know they were leaving and when they would be back. The guys had a good attitude and smiled as they sweated and they appeared to enjoy their work. Really a pleasant surprise.

The work they did was immediately felt. We have a special needs son and he gets hot very easily. We had been keeping the thermostat at around 68*. We were able to set our thermostat two degrees higher after the work was complete without any sacrifice in comfort (in fact the two degree set up was necessary in order to NOT BE TOO COOL !) As advertised the air flow increased dramatically. The outside temperatures were in the 80's during the day that they came. It had warmed up considerably during their work as it was necessary to shut off the A/C while they worked but, our house rapidly cool down in a few short hours and it became obvious that we would have to set the thermostat warmer to remain comfortable. They performed a number of tasks outlined by Austin Energy and we look forward to saving money on our bills in the coming years. It's too early to be able to report on any savings but, I'm convinced that based on the new thermostat settings and increased air flow that the savings will be there.

The company, 360 Energy Savers, coordinated well with the field operations. Their staff coordinator, Pamela, was efficient, friendly and competent. Their owner, Mr. McDonough was caring, followed through and followed up to see how their folks performed. He was also open to minor suggestions I had as to improving their services.

I know this letter sounds as if I'm somehow affiliated with them but I proclaim that I am NOT! This IS a true accounting of my experience with these folks! It's been a very pleasant surprise/experience to work with Austin Energy and 360 Energy Savers.

My background makes me uniquely qualified to judge their services. I am a 63 year old who is a 32 year veteran high end home builder/general contractor in the Austin area. In addition I worked in the trades in my 20s. I have had the pleasure/honor to work with many of Austin's finest architects (many of whom were cutting edge "green" technologies designers). I also worked in Austin's finest affluent neighborhoods. I worked with well educated, demanding,

discriminating clientele. Many were engineers, lawyers, doctors, high ranking military officers and business owners, often having/being multiples of the aforementioned. I've honed my skills as a business owner, manager of trades/vendors, job site management, client interaction and supervising supervisors over the years, therefore, I'm uniquely qualified to put the services that 360 Energy Savers rendered in perspective against the backdrop of my experience.

With all sincerity, we had a great experience with these folks. It is refreshing that there is a company who performs this well available to Austin Energy's customers.

Sincerely,

Charles Stockton, homeowner, Austin Energy customer and owner/operator Stockton Builders and Stockton Farm

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