



December 2, 2010

Mr. Barry Marrs, CEO
SCS
5339 Jackson Street
North Highlands, CA 95660

Re: SCS Customer Satisfaction Study

Dear Mr. Marrs:

I am pleased to report that Eliant has completed our independent interviews of a large sample of your customers, a summary of which is included in the enclosed report. The purpose of this research was to evaluate your company's performance...from your customers' perspective.

After a thorough analysis of the data from these detailed interviews, it is clear that **SCS has one of the strongest customer satisfaction ratings we have seen in our 26 years of conducting these studies.** In my business, researchers are not prone to dramatic statements, but in this case, I must admit that your satisfaction level is rather spectacular.

In fact, after reviewing some of the initial interview reports, your customers' satisfaction levels were so uniformly strong that I decided to personally interview about a dozen of your customers. In doing so, I became impressed with the consistency in their overwhelmingly positive comments about your team's performance. Here are some examples of comments just from my own interviews:

- *"One of my best subs."* (Wm. Lyon Homes)
- *"There is nothing I have to worry about when we hire SCS."* (AD Land Venture)
- *"We have never had an issue with these guys."* (PG&E)
- *"They always stand behind their products and installation. That's why we use them."* (Napa Unified School District)
- *"I recommend them all the time."* (Rancho Cordova Community Council)

Barry, in an economic environment in which 'high-value' and 'extraordinary-service' have become the primary elements of survival and expansion, it is clear that SCS is setting the standard.

Allow me to offer my congratulations to you and your entire team for clearly exceeding the promises made to your customers. Without hesitation, I can confirm that SCS delivers a "World-Class" customer experience.

Sincerely,

A handwritten signature in black ink that reads "Robert Mirman". The signature is written in a cursive, flowing style.

Robert Mirman
CEO