

Team,

I am in a meeting with Duke as I am writing this. We just completed working through the Indiana comments to the Q3 survey results and I felt I had to get a note out to you promptly. I am extremely proud to be working with a team that makes our customers a priority which is very evident in the comments that we received. This has proven to me that we are doing things the right way which is putting the customer first in everything we do. We may not get it right the first time but we go above and beyond to make sure that the customer understands that they are the priority. They are recognizing that we do all we can to make sure they have a good experience with this program. Duke was very complimentary. From an operational perspective, we installed 177 jobs in Q3 and had 3 total negative comments out of 32 total responses. It is truly impressive when 29 people go out of their way just to say nice things. This is a testament to you so thank you very much for your effort. Thank you all and have a great Thanksgiving!

Travis

Travis Murphy

Operations Manager – Duke Indiana SBES Program | SmartWatt Energy