

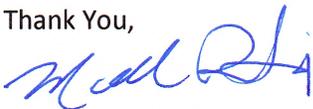
May 20, 2011

To Whom It May Concern,

The Niagara Region Water and Wastewater facilities are susceptible to many types of Electrical disturbances based on the proximity of our locations. The use of existing surge protection devices and grounding techniques did not seem to protect our equipment well. Upon the introduction of Total Protection Solutions (TPS) and their National Sales & Marketing Manager, Tim Dakers we were provided distinctive characteristics that separated their products and services from the competition; The Enhanced Transient Filter capability, extensive 3<sup>rd</sup> party testing beyond UL certification, the value add benefit of a 30 year free replacement warranty (outlined in two sentences) and site inspections to ensure their products were properly installed. Based on that information we knew that TPS was focused on ensuring that our needs as a customer were met. The benefits of site inspections are invaluable to us. It provides clear direction and gives us the leverage to have our protection devices installed properly so they can perform as they were designed to.

With these devices now part of our equipment standards it sets the bar for our expectations and offers us a piece of mind which is one less item to be concerned with as the TPS Team will ensure the standards are met. With the reduction of service calls for equipment failure due to surges including the protection of critical drives on our centrifuge process we have been able to shift our focus from a reactive state of maintenance to a more preventative.

Thank You,



Mark Presti, P. Eng.  
Manager, Technical Trades  
Niagara Region, Water & Wastewater Services