



June 2, 2021

Craig Horner, President  
Power Solutions Northwest  
11704 SE 92nd Places  
Newcastle, WA 98056-2059

Dear Craig,

I wanted to take a minute and share a great story about the Total Protection Solutions equipment you installed here a few years ago.

In 2014 when I purchased Western Industrial Tooling, I learned the hard way that the company tolerated and expected at least \$5,000 of electronic equipment failure, repair or replacement every year due to seasonal power fluctuations. "Just the way it is", I was told. We are an aerospace manufacturing company; the impact of equipment down is massive to our business and our customers – late delivery, customer manufacturing lines down, etc. – it gets ugly fast.

The first time this occurred when I owned the company, I called my electrician who referred me to Power Solutions Northwest. You and your team were fantastic and offered me several options of protection including one that guaranteed no down time. I spent a little more than the cost of one year's "expected losses" on a comprehensive solution using recommended equipment from Total Protection Solutions.

That was in 2015. Since we installed the protection equipment, we've had zero equipment failures due to power surges – with one notable exception. The power company's transformer, located on our property, exploded one weekend. The power company called me explaining that this event would have caused massive damage to our equipment and advised me to come in to assess the situation. To everyone's astonishment, only one electronic device was affected at a relatively minor cost. And we had zero downtime.

In summary, I couldn't be happier with the solution that you provided. The level of service I received from you and your team exceeded my expectations. And I think the performance of the system speaks for itself as I explained above.

I conservatively estimate that over the past 7 years Power Solutions Northwest has saved me several weeks of downtime and tens of thousands of dollars in equipment replacement.

Thanks very much for your help Craig.

All the best,

A handwritten signature in blue ink, appearing to read 'Tom Miller', is written over a blue horizontal line. The signature is fluid and cursive.

Tom Miller, CEO