

Dear Mr. Kinsley:

I have been a residential and business customer of Kinsley Power Systems for many years. Your company installed our home and business generators and also provides the servicing.

Our residence had a power outage Wednesday afternoon from a very bad storm and the Kohler did not fire up. Due to the extent of the damage, I knew we would be without power for some time and was pretty stressed. I placed an emergency call and received a call back within 15 minutes by Steve L. Steve talked me through a troubleshooting process and I ended up adding coolant which solved the issue and the generator fired up. It was not easy due to horrible cell coverage, heavy rain and quite frankly my lack of mechanical aptitude. Steve patiently talked me through everything, calling me back several times due to the dropped cell service.

Steve followed through on his promise to call me back the following morning to make sure all was okay and later called me again to inform me he would be at my house the following afternoon to handle the service. That was today and I was able to get home early and meet him.

He serviced the unit, checked everything out thoroughly and ordered a few parts. While I am sure you already know it, Steve is a real asset to your organization. He could not be more professional, courteous, responsive and knowledgeable. Most importantly, he has a great attitude. I have a couple hundred of employees and know how hard it is to find the very few that really make a difference. In my opinion, he is one of those type of individuals and represents you so very well.

Thought you would like to know.

CEO of a National IT Company