



UNIVERSITY
of
GLASGOW

Glasgow University
Glasgow G12 8QQ

The Waterpoint
23 Dunlop Place
Strathaven
Lanarkshire ML10 6PU

March 17, 2004

For the attention of Mr. Jim Law

Dear Jim,

I write to thank you for all your efforts over the past year installing your chilled/heated water systems in the Kelvin Building. Needless to say our staff are delighted to have this facility and I am particularly impressed by your promptness and expertise at your bi-annual service intervals.

I wish you continued success with your company and look forward to doing business with you in the future.

Yours sincerely,