

353A Vintage Park Dr.  
Foster City, CA 94404

1 October 2011

Subject: Cool Control Plus Shut-Down Notification

Dear Customer,

Thank you for your participation in the PG&E Cool Control Plus program. We truly enjoyed serving you. We are sad to announce the program is scheduled to shut-down on 15 October 2011. The program has been extremely successful as a result of over 45,000 installations of energy efficiency measures in rooms throughout the PG&E territory. Controlling Package Terminal Air Conditioners when rooms were unoccupied offered a solution that led to significant energy savings and reduction in energy cost for PG&E customers.

The major reason for the shut-down is due to market saturation. Throughout 2011 we continued to push the program to its limits as we attempted to reach out to what we believe to be the last few customers. We are completely satisfied that the energy efficiency solution we provided PG&E customers for the last 5 years has ran its course.

Even though the program is coming to an end we wanted you to know our **one year warranty** service commitment to you will remain. Please dial the following toll-free number for service.

**1-866-918-7822**

Honeywell will provide service to your site **one year** from the date of installation. If you require service for a room, you can call the above number **24 hours** a day.

During a regular work day, one of our staff members will answer or, if you receive a recording your call will be returned in a timely manner.

During evenings, weekends and holidays, an answering service will receive your call and you will be contacted the following business day to have your issue addressed.

Our goal is to provide you the superb level of customer service you have grown accustomed to as a PG&E customer. Again, thank for your business and participation in the Cool Control Plus program.

Sincerely,

*Mark T. Darden*

Mark T. Darden  
Program Manager  
Honeywell Utility Solutions