

SEM Power

Hi Brett, Richard, Scott, and Deanna,

I have been planning to write this EMail for several weeks, ever since your installation was completed - but I thought it better to wait until we actually had our system online (which it is as of this afternoon) before reaching out to you.

Over the past 9 months I have had many conversations with everyone on this distribution list, as well as other SEM Associates and consultants for which I do not have EMail addresses, so please forward my sentiments and comments to Steve, your field crew chief, Robert, Zach, the fourth installation team member whose name I did not get, and Rusty Robinson, your civil engineering consultant.

To say it as clearly as possible, working with SEM over the past 9 months has been an absolutely exceptional experience for me, and for the many people within the UUCGN Congregation with whom I communicated regularly.

The meetings we originally had with Scott McIntyre were very positively received. Scott had great delivery skills and he bridged to the audience within seconds. Your SEM proposal document was very clear and it satisfied not only the technical appetite for information and details, but it also had plenty of layman crafted information to satisfy the rest of the people involved, making them feel comfortable that they knew exactly what you were proposing.

The field crew was incredibly professional and technically accomplished. It was evident from the first few hours on the job that this was a team that was dedicated to not only doing the big things right, but they were totally committed to doing **everything** right - small or large. To a layman, this could have easily been seen in the housekeeping they meticulously maintained during the day, every day. When the crew left the job site at the end of the day, absolutely everything was in its proper place, and there was the general appearance of a crew that REALLY CARED!!!

The orderliness was not only limited to the things that could be seen by a casual observer, but it extended much deeper - to every technical assembly of components, conduit installation, wiring, and equipment spacing detail - all painstakingly planned and executed. Our facility was the canvas your technical artists were working on, and the picture they painted was not only technically proficient, but it was also very aesthetic and symmetrically pleasing to the novice eye - and believe me, there were a lot of curious eyes watching (especially on Sunday mornings) as the installation progressed!!!

Steve and his crew were very open to discussing and collaborating on any idea that would make the installation the best it could possibly be. Steve had a bunch of suggestions, and I even had a few. As a lifelong professional engineer, working in and around large capital construction projects for 45+ years, I can not recall many crews that were as comfortable collaborating with the customer (me) as Steve and his crew were. For that openness and engagement I am personally very grateful. It made the job a joy to come to every day!!!!

So today was the big day. FP&L installed our net meter at about noon. Another office within FP&L officially notified me mid afternoon that UUCGN was given the authority to turn our system on - which we did about 3:00 PM. Everything initialized and powered up as expected, especially after I called Steve to ask him how to get the Solar Edge LED readouts to turn on!! Once Steve told me the "secret", it was evident that all 92 solar panels were being recognized, and that "fault free" power was being generated. Eureka - we're finally there!!!!

Early in the UUCGN relationship with SEM, I made an offer to Scott that I would like to repeat, just so he did not think it to be an idle comment. I believe in "doing everything I can do" to help people and companies that "did everything they could do" to help my project be wildly successful. SEM has delivered beyond my expectations - and that's not an easy bar to reach. One of the only things I can do to "pay back" SEM for their exceptional ethics, technical capacity, and close customer coordination and communication is to reinforce my offer to make our project / campus a showplace for SEM, and to offer our facility as a place where you can bring potential customers to see the masterful work that you do. Naturally I'd be willing to be your contact at UUCGN, being the person closest to you throughout the project. I'd also be glad to talk to potential customers by phone as a client reference, but in my opinion, phone calls do not bring the same impact that face to face discussions can generate.

Brett, I hope you will share my comments with the many people in your organization who were working behind the scenes to make our project the success it has been. I know there must be people in scheduling, accounting, procurement, etc. who are not customer facing, but certainly added in important ways to the success of the overall project nonetheless.

Please do not be a stranger at UUCGN. Use us as needed - especially as an entree into the local Not for Profit market, where I understand UUCGN may be the first such Not for Profit solar installation in Southwest Florida. I'll be glad to help you "blow your horn"!!! You absolutely earned and deserve it!!!

Best Personal regards,

Bill Nicholson

UUCGN Facilities Committee