



To whom it may concern:

April 4, 2011

This letter is to recommend the services of Utility Audit Company, Inc. We found this company to be a pleasure to work with. After 10 months of research and perseverance, they were able to correct our Utility bills and find us a refund of over \$15,000.00. Furthermore, our average monthly savings will be almost \$450.00 less per month on our future Utility bills. Their expertise with tax laws and "non-profit" laws made their efforts significantly more effective.

They cut right to the heart of the matter and requested the prior bills they would need to perform their services. After their initial contact with our telecommunication and electrical vendors, they fought for our refunds. We didn't have to lift a finger. Some of the companies that they had to contact were completely unresponsive and yet, Utility Audit Company, Inc. did not give up, but kept the lines of communication open, until they received our refunds. We could not have done this without them.

Finally, their president Byron Horner communicated their progress the whole way through. He let us know when we were to receive a refund and called to find out statuses if we did not receive them. He was always professional and congenial, but very persistent, as well. It is a winning combination.

I would highly recommend the use of this company and their services. The premise of their compensation is "win-win." If they cannot collect a refund on your bills, there is no charge. You have virtually nothing to lose.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Tracie Feraro", with a long, sweeping horizontal line extending to the right.

M. Tracie Feraro
Facilities Coordinator
Tampa Bay Federal Credit Union
PO Box 7492
Tampa, FL 33673-7492
mferaro@tampabayfederal.com