



STUDENT HOUSING SERVICES

Major Repairs and Planned Projects

795 Escondido Road, Stanford, California 94305-8581
(650) 723-4254

Fax (650) 725-3786

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Mr. Ray Engel
President
Energy Technology Laboratories
2351 Tenaya Drive
Modesto, CA 95354

Dear Ray,

Our experience with the ETL XL600 has been fantastic! We bought 1200 on our first order and installed them in every Undergraduate Residence here at Stanford in 2002. The preliminary results were so amazing in both water conservation and customer feedback that we placed another order for 1800 more showerheads in 2003. These were installed throughout our Graduate Housing system which is mostly apartments.

In total we have 3000 ETL XL600 showerheads installed on campus, and I continue to get only positive feedback from students, conference guests and importantly, our maintenance staff. We chose your product after testing a variety of showerheads and found the ETL model delivered superior performance to all others. One thing in particular that we noticed was that the ETL showerhead is designed without the typical restrictor, which students try to remove. Other models that use restrictors couldn't match this feature. In the end, your showerhead gives such great performance that our customers aren't even thinking about how to get more water from the showerhead, reducing both vandalism and maintenance.

The annual water savings we have documented from the Undergraduate Residence project exceeds 12 million gallons. We are expecting another 14 million gallons from our Graduate Housing project which we have just completed. The results should be available in September 2004. From a financial perspective, the payback on both projects was less than 1 year including water and sewer savings.

In closing, I would like to share a story with you that really says more about your product than anything else. In retrofitting our 1800 Graduate Housing units over past few months, we inadvertently missed a few bathrooms in one apartment complex. After two weeks, we received email from the resident asking us to please come and replace her existing showerhead with the new ETL model. She had heard such great things from her friends and neighbors who were using their new showerheads that she contacted us to make sure we didn't skip over her bathroom.

It says a lot about your product when the customer is asking to get their new showerhead installed!

You have our highest recommendation.

Sincerely,

Robert Kolar
Energy Coordinator
Student Housing
Stanford University