



Mr. Steve Bobick  
UtiliTech, Inc.  
3020 Penn Avenue  
West Lawn, PA 19609

Dear Steve,

300 St. Luke Circle  
Westminster, MD  
21158

410-848-0090  
410-876-8113  
Fax 410-848-8133  
TDD MD Relay 711

I am writing to express our appreciation for the assistance provided by your staff to Carroll Lutheran Village. As a nonprofit, mid-sized Continuing Care Retirement Community with approximately 700 residents and 450 employees, we are constantly seeking ways to operate our facilities as cost effectively as possible. Utility costs represent a significant portion of those expenditures. Over the years you and your professional staff have helped us to realize considerable savings in establishing contracts for purchasing those utilities and for that we are most thankful.

In addition to the utility purchasing portion of your services, we have taken advantage of your expertise in telecommunications with much success. We look forward to maintaining a long and mutually productive working relationship with UtiliTech. Your firm's technical expertise, industry knowledge, and customer service are reason enough to warrant our trust in having you serve as a member of the Carroll Lutheran Village Team.



Sincerely,

Roy L. Chiavacci  
Executive Vice President

*Where Caring Becomes A Ministry*