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Maple Ridge, BC
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February,23, 2003

To whom it may concern:

Re: Swiss Solar Tech

We have just built our retirement home on Saltspring Island, British Columbia, and have had Swiss Solar Tech provide and install our solar domestic hot water heating system for us. Before we engaged Swiss Solar Tech, we assessed a number of other solar energy contractors. We picked them on the basis of the detailed technical information that they provided and the depth of knowledge that they demonstrated in answering our numerous questions, as well as the characteristics of the solar hot water system they offered.

Susan and Roger Huber have been extremely helpful in assisting us to develop a broad understanding of solar hot water heating systems in general, as well as the specific characteristics of the system that they provide. They assessed our house and setting, and tailored a system to meet our particular needs. They designed, provided and installed the solar hot water system on time and on budget, and consistently have responded promptly whenever we had questions or concerns, whether by phone or by e-mail.

We spent our summer vacation on Saltspring with up to ten teenagers, so you can imagine how thankful we were to have lots of hot water, every bit of it heated solely by the sunshine. The electrical hot water heating backup was never needed or turned on.

Even though the power requirements of the geothermal heat pump Swiss Solar Tech offers is not compatible with the power available in our rural setting, Swiss Solar Tech was very helpful in seeking out and putting us in touch with a geothermal energy company, Geofurnace. Once we had decided to use Geofurnace, Swiss Solar Tech worked with Geofurnace to design an integrated system that will first use all available solar energy for hot water and space heating, then meet further heating requirements from the geothermal source.

My husband and I have been very impressed with Swiss Solar Tech's efficiency, responsiveness, and commitment to making their customers' needs their first priority.

If I can provide any further information, please feel free to phone me at 604-463-8398.

Sincerely,
Gillian Arsenault MD