



November 12, 2003

Dear Sir or Madam:

It is my pleasure to provide reference for **Swiss Solar Tech** for their installation of a solar thermal water generating system for *Hostelling International-Canada-British Columbia*; Penticton property.

Firstly, the initial evaluation of the potential solar application at the Penticton Hostel was both professional and comprehensive. Variables of usage quantities, usage patterns and traditional utility costs were evaluated against solar thermal potential. Results were presented in an equitable manner.

**Swiss Solar Tech** conducted the installation promptly, according to schedule and with no disruption to operations. Customer service and support, before, during and after the solar project completion has been exemplary.

Both Roger, Susan and any technicians in their employ have been personal, attentive and genuinely enthusiastic about solar thermal and the win/win situation that occurs for the user and the environment when it is applied. Their conviction to furthering solar use is evident in everything they do. Please do not hesitate to contact me with any questions you may have as I am pleased to share information regarding our highly successful solar project.

**Yours truly,**  
**Hostelling International – BC Region**

**Michael D. Berrisford**  
Manager  
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