

RIDGE ROAD BAPTIST CHURCH

2011 Ridge Road, Raleigh, North Carolina 27607

Touching Lives

Sharing Faith

Offering Hope

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January 20, 2011

Mr. Bruce Scoggin, President
Electro-Rep Associates, Inc.
4534-A Old Pineville Road
Charlotte, NC 27217

Dear Mr. Scoggin,

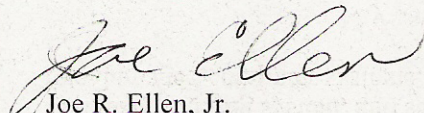
It has been 21 months since we installed the "Total Protection Solution" system and I am happy with its performance. We have gone through two lightning seasons with no problems from surges. This is quite a comfort financially and in respect to maintenance and repairs. The two units on the telephone system were damaged within the first two months but we jumped around them and the telephone system was okay. You shipped replacements to us the very next day at no charge. What a great warranty!

To go back a couple of years, why did we buy a protection system in the first place? I have spent my entire adult life in the heavy industrial electrical field as an electrical contractor (or as an employee of one) until I retired so I am familiar with lightning protection. After maintaining and repairing our church's electronically-controlled sanctuary lighting system, and seeing the problems we've had with the phone system and two damaged computer systems, I recognized the need to have surge protection.

I was favorably impressed by our sales representative, Mr. Richard Paschall, Jr. He answered all my questions to my complete satisfaction. He advised where and why each unit should be installed. I took home the information and pamphlets he provided. After a couple of days of studying the literature about the "Total Protection Solutions", I felt we could not improve on this system for our application. After discussions with my fellow building committee members and the church finance committee, I ordered the system. We took no further bids and we are pleased with our decision.

Since the installation, it has been a joy to be freed from maintenance and repairs on our electronic sanctuary lighting control system, telephones, and computer system. We are very happy with the performance of the protection system. Thank you for providing us an excellent product with superior service.

Yours truly,



Joe R. Ellen, Jr.
Building Committee