



January 19, 2004

Mr. Scott Chapman, President
Surge Suppression of GA Inc.
Sandersville, GA

Dear Scott:

I wanted to send you letter about the use of Surge Suppression Incorporated TVSS units at our facilities in McIntyre and Gordon, GA. Since the summer of 2001, we have purchased approximately 55 TVSS units from you. Your service has been excellent. One of the TVSS units failed, but protected the downstream VFD units by doing so. You replaced the unit promptly and in accordance with the 25-year warranty.

In 2000 we lost a 500HP VFD due to lightning strikes. Previous to the loss of the 500HP drive, we had lost several smaller drives due to lightning strikes. We checked our grounding systems to ensure that they were properly installed. The grounding systems were functioning properly. However, we decided that grounding systems were not enough and that we needed some additional protection. Coincidentally, Surge Suppression Incorporated invited us to a TVSS seminar in Macon, GA. The seminar was very beneficial. We learned about surge suppression systems in general and about Surge Suppression Incorporated TVSS systems. We decided to try a few of the units to be installed on our systems incorporating VFD's. We were impressed with the units, in that our VFD failures declined. We invited Surge Suppression Incorporated back to conduct a survey of our facilities. As a result, we developed a project in two of our plants to install 44 additional units. Since the initial installation of 11 units and the subsequent 44 units, we have lost no drives due to surges or lightning strikes on those systems with installed TVSS units.

In our facilities, we utilize grounded, ungrounded, high resistance grounded and low resistance grounded systems. We have installed some of your TVSS units on all of these systems. We use a two-tier approach. That is we install a TVSS unit on the transformer and a TVSS unit on the motor control center (MCC). We believe this method offers the best and most economical solution.



We feel strongly about the use of the TVSS units. In fact, we have incorporated surge suppression equipment into our electrical standards. In addition, we have standardized on Surge Suppression Incorporated. Whenever we install new VFD systems or upgrade existing VFD systems, we install TVSS units.

I think that any facility that has sensitive electronic equipment can benefit from the use of TVSS units. Your 25-year unlimited free replacement warranty is unique in the industry. We look forward to working with you in the future. If you have any questions, please call at any time.

Sincerely,

A handwritten signature in black ink that reads "Jim Booth". The signature is written in a cursive, flowing style.

Jim Booth
Sr. Staff Electrical Engineer
