



Dear Mark,

I have told you over the phone how much I appreciate Outdoor Illumination's work and high-quality customer service, but I want to follow up in writing. I know that your firm is comprised of many skilled employees (e.g., Matt Cooper did excellent irrigation work on Kalorama Rd) but I want to recognize Derek Thomas for his knowledge, execution, and exceptional customer service on multiple projects. Other installers produce decent lighting, but my experiences with Derek have been exceptional.

The three projects Derek has helped me with in the last six months have benefited greatly from Derek's expertise. In several cases, he researched and located specialty fixtures to achieve desired effects and solve aesthetic requirements. My electrical knowledge is unfortunately limited and I felt completely confident with Derek on my team. He met with builders and quickly understood the needs and limitations of each site, then clearly communicated to me and the homeowners the solutions he devised. He was responsible and responsive in getting together and/or modifying price quotes, always delivering paperwork when he said he would. He was on top of scheduling work and clearly communicating schedules. When a part was back-ordered or the job had not yet been completed, Derek kept me informed.

Derek also went above and beyond what was necessary in terms of accommodating clients' personal requests: you know, the party the client has inevitably planned during the most time-crunched schedule? Derek made things work and I'm sure he had to scramble to do so.

I mentioned how happy the Yuma Street homeowners are with the lighting of their garden and its water feature. Derek took extra time to demonstrate the effect of various filters from which they could choose and that gave them so much pleasure. When a problem developed recently with the water feature on Kalorama, Derek immediately scheduled a trouble-shooting call and then fixed the problem, at no charge, because there was a chance that he had inadvertently caused it. He reaches out to clients to ensure that they are 110% satisfied with his work, a quality that is refreshing and much appreciated.

The lighting is very good: clients and passersby are delighting with his lighting's artistic effects. His contribution improves my work and I am grateful. Please do whatever you can do to keep Derek on board: He is a tremendous asset to Outdoor Illuminations.

Many thanks,

Cathy Carr, APLD
President

