

Appleseed's

January 28, 1992

Ms. Marie Gagnon
Massachusetts Electric
170 Medford Street
Malden, MA 02148

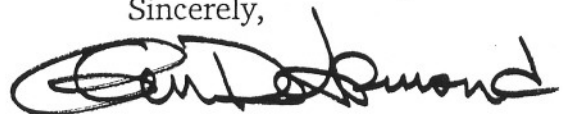
Dear Ms. Gagnon:

I am writing to you in reference to the window film installation performed at our facility by Nova Conservation and Load Management. In a business environment where facilities managers are under a great deal of pressure to reduce costs wherever possible, I welcomed the opportunity presented by Phil Gagnon to install 3M window film at our Corporate Headquarters.

In the year since its installation, Appleseed's has experienced a significant drop in its heating and air conditioning loads. This has translated into a marked reduction in our utility bills. In today's economic climate, it was gratifying to achieve this while gaining the additional benefits offered by the film (glare reduction, temperature moderation, UV protection, etc.).

Phil Gagnon and the people at Nova have consistently acted in a professional and courteous manner. We are very pleased with their organization and won't hesitate to use them for our future projects.

Sincerely,



Glen DeArmond
Manager
Facilities & Properties

GD:ar

Copy: Richard Eannarino
Nova Conservation