

June 23, 2019

Paul Thompson
Zero Electric Design
Decatur, GA

Dear Paul

It was a true pleasure getting to know you, first at the PowerCore Decatur meeting, then over coffee. You are extremely knowledgeable and a true professional with passion for your craft.

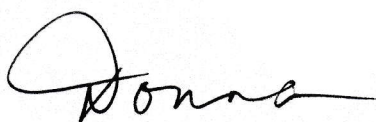
I had a dilemma. Our 50-year old steam bath which had been tried and true since we moved into the home four years ago, suddenly stopped working two months ago. This may seem trivial, but it was actually devastating for my husband who is a former athlete recovering from multiple sports-related injuries and surgeries. He was using it as part of a very effective therapeutic regimen. We tried plumbers and general contractors, but no one was able to isolate the problem.

Enter Paul. You not only drove way outside of your normal service radius, but offered to do so enthusiastically because you were intrigued by the problem as I described it. And, of course, PowerCore. We took the opportunity to get to know each other and explore referral triggers. While here, you diagnosed every aspect of the problem, from the fuses and circuit breaker to the wiring on both ends. With your help, we were able to unequivocally rule out any electric problem.

This allowed me to "zero in" on finding a steam bath repair specialist who would have access to the vintage parts that were likely the problem. I went to the manufacturer and was referred to one of the few remaining contractors in my area who can work on that unit, which I learned was discontinued back in 1989. He will be coming to service the unit this week.

Paul, you have my ringing endorsement for any and all future electrical needs and I will recommend you highly to all my friends and family. Thanks again for being a model PowerCore member.

Warm Regards

A handwritten signature in black ink that reads "Donna". The signature is fluid and cursive, with a large loop at the beginning.

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