



May 13, 2015

To whom it may concern:

I began my career with the City of Rio Rancho in February 2006. Lonnie Burke with Resource Wise was under contract at that time to perform water use audits for the City water customer. Since then, Resource Wise was awarded a second contract with the City.

I have found Resource Wise to be very professional when dealing with our water customers. I have received verbal feedback about this when speaking with customers who have had transactions with Mr. Burke and his staff. We have also been sending our customer satisfaction surveys with the written water use audit reports and most of the surveys received regard Resource Wise to be professional and very informative. Mr. Burke has been able to discuss complex plumbing issues with customers in a language that they understand.

Besides single-family residential audits, some of the large audits performed by that Resource Wise includes: four hotels, three apartment complexes, seven City parks, the City event center, several commercial properties, and about twenty restaurants.

Mr. Burke has a deep understanding of the City's water conservation goals and with the work Resource Wise does for the City, we have been able to reach some of our benchmarks earlier than projected. I have had a great satisfaction working with Mr. Burke; I have found him to be responsive and professional.

Respectfully,

A handwritten signature in black ink, appearing to read 'Marian Wrage'.

Marian Wrage
Environmental Programs Manager