

June 4, 2009

Mr. Rick Arthur
RA-Tech Electrical Services
10 Loring Drive
Bolton, ON
L7E 1J9

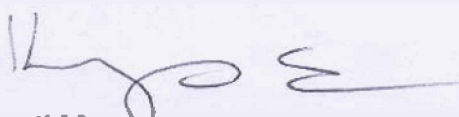
Dear Mr. Arthur,

On May 14, 2009 the Ottawa Distribution Center of McKesson Canada, at 2370 Walkley Road experienced a power failure. The generator, which you installed last summer, started to run, as it was intended and all appeared to be well.

It wasn't until shortly after that, we realized that the refrigeration areas of our warehouse were not receiving the power from the generator and the temperature was starting to rise, putting vital and very expensive product in danger of spoiling. This was no fault of RA-Tech as the wiring was not done by your company. A call was quickly made to you and within a few hours, you were at our door, all the way from Bolton.

You took the first available flight and we wanted to let you know that you went above and beyond in client satisfaction when you did this. You helped us to rectify the problem, ensuring corrections that needed to be made, were done. This is what I call customer care. Thank you very much.

Sincerely,



Kanti Mapara
Manager, Distribution Centre
Cc: Benny Sapienza
KM:cc

2370 Walkley Road
Ottawa, ON
K1G 4H9