

Customer: West Toronto Initiative
for Solar Energy (WISE)

Project Description:
A large scale residential rooftop
initiative. Systems range in size from
1kW to 3kW.

January 21, 2008

Re: Arise Technologies

To Whom It May Concern

Arise Technologies of Waterloo Ontario is the company chosen by the West Toronto Initiative for Solar Energy (WISE) as our PV contractor through an RFP process initiated in the spring of 2007.

Based on a successful tender, Arise is responsible for the supply and installation of all PV systems for WISE members.

Since the entire process of grid-tied residential solar is so new, coupled with the management of Standard Offer Contract applications, the need for a highly professional and sophisticated PV partner for WISE was essential.



It has been our experience the Arise has been a tremendous partner. Arise attended all public meetings, along with their senior staff, to provide all necessary information to WISE members to enable them to make an informed decision regarding the purchase of a PV system and exactly what the systems selected for the WISE project would provide. Arise was most responsive to all customer service needs and hired a person from the WISE community to act as a customer service liaison. It was the responsibility of Arise to complete all necessary documentation to enable WISE members to qualify for the SOP. All applications were accepted without issue. All PV installations were completed without problems. Arise took on the task of interfacing with Toronto Hydro to arrange meter perspective and dealt with any issues promptly and to the satisfaction of all partners.

Through all of this, Arise dealt with the WISE project with a high level of professionalism and attention to detail. WISE is now moving into our Phase 2 program where we hope to more than double the great success we have enjoyed with Phase 1. There has never been any discussion with our committee regarding the consideration of a different PV contractor. Arise Technologies is our choice.

Even though the pricing provided by Arise was very competitive with other bids in our RFP process, the value added by Arise, over and above price has been invaluable.

Please do not hesitate to contact me should you require any further information.

Sincerely

Jed Goldberg
WISE Founder and Coordinator
Toronto ON