

**Research Center**

411 Silver Lane  
Mail Stop 129-05  
East Hartford, CT 06108  
(860) 610-7421 Fax (860) 610-7304  
E-mail: hobbsrh@utrc.utc.com



Dr. Robert H. Hobbs  
Director of Research Operations

June 6, 2007

Mr. Michael Shutler  
c/o Silktown Roofing  
27 Pleasant Street  
Manchester, CT 06040

Dear Mike:

On behalf of the United Technologies Research Center, I would like to extend my sincere thanks to Silktown Roofing for their quick response to addressing the failure of the building panel system on our K-Building. Within 15 minutes of being called by our Jim Brownell, you had equipment, personnel and material on site to evaluate and temporarily repair the second floor building panel system, all of this being done under the threat of severe weather. Your quick response, knowledge of the panel system, and prompt determination of an effective repair most certainly mitigated what had the potential to be a long term interruption to research activities in this building.

It is a pleasure to work with a company that is dedicated to serving its customers not only for the routine tasks, but also in assisting without hesitation in emergency situations.

Please extend my thanks to the entire staff of Silktown Roofing.

Sincerely,

A handwritten signature in black ink, appearing to be "RH", written over a horizontal line.

Dr. Robert H. Hobbs  
Director of Research Operations

Cc: Jim Brownell, UTRC Facilities Operations Lead  
Cheri McDonald-Hudgins, UTRC Procurement Specialist  
Phil Gaughan, UTRC Manager, Facilities and EH&S  
Demetria Webster, UTC UT500 Commodity Specialist