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October 2, 2013

Mark Bishoff
C.E.O. Lorax Systems Inc.

I want to thank you and your associates for your great service and expertise with the installation of our Lorax Fuel Management System.

During our meeting in May of this year we met with John, Lorax's V.P. of Marketing and Sales and Bob, the Production Manager and the system layout and benefits were explained to us with excellent detail.

We had old fuel in our two storage tanks and without properly treating it by way of filtration, we would have been required to dispose of the old fuel and refill with new fuel at a very high cost.

Our hot water boilers run almost exclusively on natural gas now and we no longer require such a large capacity of fuel storage so Bob recommended that we abandon one of our two 22,000 litre storage tanks. This not only allowed us to reduce the amount of fuel that we keep on site, but it also reduced the amount of piping and labour required for the installation.

Within a couple of weeks after our meeting, Metro Burner Service was on site to begin the piping changes and Bob was here to oversee the work. He took samples from the bottom of each tank before the system was operational and I was quite surprised with the amount of visible impurities in the old fuel oil. After only a few weeks of operating the filtration system the difference in clarity of the fuel was remarkable.

Recently we had a power outage in the Downtown Halifax Core which lasted almost 9 hours. Our emergency generator relies on this same fuel oil and the generator worked flawlessly during the entire outage. As you can appreciate, being a hotel and with staff and guests in our building 24 hours / day, it is imperative that our generator be reliable. I feel quite confident that with the clean, filtered fuel that it now has supplied to it, we will not have any fuel related issues in the future.

Sincerely,

Gill Mombourquette
Director of Engineering