

1st August 2007

Reference: Mr. Keith Hickling, *Bright Energy Ltd.*

General: I have personally dealt with Mr. Keith Hickling of *Bright Energy Ltd.*, on a number of occasions. He is a true professional and experienced person, who listens and communicates his business well, this is a rare breed nowadays. I feel that I have made the correct choice of a solar hot-water system to my property.

Introducing *Bright Energy*: Mr. Hickling went out of his way to visit at a time that was convenient to myself. He made me feel confident in his work and materials by showing company literature and professional certification.

Workmanship: *Bright Energy* has installed a solar hot-water system. It comprised of evacuated tubes manufactured by Schott, (16x3 array with a SSE orientation). During a 5-6 hour period, of standard summers day in the UK, it can heat my 210L thermal-store to approximately 70°C. I requested that the solar-array was fitted during a time when I had a new roof installed, *Bright Energy* ensured this was done. Also during the installation I asked Mr. Hickling to accommodate a number of minor changes and modifications which he did willingly. I am very satisfied with both the installation and the supervision of the work.

Communication: Telephone messages were always returned in good time. Keith Hickling is a good listener and gave answers and solutions to my various queries.

Time Keeping: Always on time, when he said he would turn up – he did.

Pricing: The costs are competitive and value for money. All prices and options were individually listed which made my budget easy to calculate. There was no ‘hard sell’ – it was not needed.

Practical Reference: I am happy for this property to be viewed by others as an example of work done by Mr. Keith Hickling of *Bright Energy Ltd*



Dr. Alexander W. KIM