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Dear Mr. Imhoff,

DAI Oildale has developed a relationship with Pacific Industrial Systems Technology over the past four years. Throughout that time DAI has witnessed the growth of PIST. What has never changed is PIST dedication to the customer. I can honestly state that PIST employees take pride of ownership when performing any task at DAI Oildale. In today's corporate society, it is indeed a breath of fresh air when a company as yours comes along.

No matter if the job is large or small, scheduled or an emergency, DAI can always count on PIST to perform and perform to the utmost professional degree.

DAI has had trouble historically with a steam turbine. With PIST'S assistance the turbine has operated the last three years with no problems. PIST and DAI pinpointed the turbine problems as being wrong turbine data supplied by the manufacturer. In the previous 11 years, no turbine repair company would even address the issue of the data supplied by the manufacturer. This shows me the pride of ownership that PIST takes in their work and the outside the box thinking when it comes to equipment repair.

If DAI has a problem in the middle of the night on the weekend, I know that one phone call to PIST and PIST technicians will be on site promptly and ready to solve whatever the problem DAI has encountered.

As you know, I can be a hard person to please when it comes to equipment repair and I demand the utmost in professionalism with all work at DAI Oildale. PIST has shown the drive and desire I have sought in a repair contractor. I can only hope that PIST continues to perform at my high level of expectation and the relationship only grows.

In conclusion, I wish to congratulate you and your staff in the excellent work that has been provide to DAI over the years.

Sincerely,

Mike Folweiler
Plant Manager