



Dear Potential Client,

Thank you for considering our utility and telecommunications auditing and consulting services. For 19 years, The Eric Ryan Corporation has taken pride in developing customer satisfaction and retaining our clients for years after the initial audit has been completed. To that end, we have developed a package that provides value added services beyond the standard utility and telecommunications bill audit offering. Our scope of services is attached for your review.

We also provide a flexible fee schedule for our clients that is designed to meet their business needs and financial model. We offer a shared savings option for those that prefer incentive driven audits as well as monthly fee or one time fee audit arrangement for those clients who prefer outsourcing services whose fees are predictable and can be budgeted.

Our success rate for identifying opportunities is over 94% and our client retention rate after the initial audit is 83%. Currently servicing thousands of clients in all 50 states, our team of seasoned professionals carry many years of combined experience and have delivered millions of dollars in savings. As part of the enclosed package, we have included references that we would encourage you to explore.

We, at The Eric Ryan Corporation, believe that you will be pleased with the limited time that you and your staff will need to put forth and the amazing results that we will achieve. We thank you for your time, interest and for considering The Eric Ryan Corporation.

At your service,  
The Eric Ryan Corporation



## SCOPE OF SERVICES

### UTILITIES

#### ▪ **Utility Bill Auditing**

The Eric Ryan Corporation reviews any billings that our client would care to provide for us to look for billing errors on past billings that may result in refunds or credits and to also look at the information provided to see if there are potential future savings. Part of the bill auditing process is to enter each bill into our tariff emulation program that determines if the bill is correct and also to determine if there is a better rate that may be available that the client can move on to in order to save money. During the audit process, ERC will check for, but not be limited to opportunities such as billing errors, time of use rates, governmental economic riders, utility riders, off-tariff rates, cost per kWh variations, cost per square foot variations and minimum billing/contract issues.

#### ▪ **Utility Contract Analysis**

The Eric Ryan Corporation will review any existing contracts with the utility company or energy supplier to determine if the pricing is being billed correctly and to make recommendations as to the feasibility of continuing the contract arrangement. ERC will offer creative recommendations to help take advantage of renewal or out clauses that may be available in the contract.

#### ▪ **Utility Bill Approval Services**

The Eric Ryan Corporation can provide bill approval services. The bills would come directly from the utility company to ERC. ERC reviews the bill, approves them for payment and can even provide the amount to be paid on a pre-designed general ledger-coding sheet that the customer chooses.

#### ▪ **Energy Procurement Services**

The Eric Ryan Corporation will shop the clients' natural gas and electric commodity requirements in the deregulated markets through a competitive bid process. ERC takes a proactive approach by shopping for the clients best pricing options well before the contract is even due to expire. Upon award of a supplier to service the account, ERC will implement the change and monitor the billings to ensure that the pricing secured is being billed properly.

#### ▪ **Utility Bill Scanning Services**

The Eric Ryan Corporation scans all billings for their own auditing purposes and can make them available to the client on a CD.

#### ▪ **Utility Audit Report**

The Eric Ryan Corporation will provide a detailed audit report at the end of the analysis that will document any savings or refund opportunities. Also included will be spreadsheet information that shows trending information with regard to consumption, cost, cost per unit etc.

#### ▪ **Waste Bill Auditing**

The Eric Ryan Corporation will review any billings that Client would care to provide for us to look for billing errors on past billings that may result in refunds or credits and also review those billings to determine if there is any potential for reducing future cost. Part of the audit process requires a detailed site visit to evaluate the current pickup schedules, dumpster sizes and placement location. The audit process also evaluates other waste companies that may be in that market area who may offer competitive pricing.



## SCOPE OF SERVICES

### TELECOMMUNICATION

#### ▪ Telecommunication Bill Auditing

The Eric Ryan Corporation reviews any billings that our client would care to provide for us to look for billing errors on past billings that may result in refunds or credits and to also look at the information provided to see if there are potential future savings. Part of the bill auditing process is to enter each bill into our billing emulation program that determines if the bill is correct and also to determine if there is a better rate that may be available that the client can move on to in order to save money. During the audit process, ERC will check for, but not be limited to opportunities such as billing errors, lines that are not in use, contract anomalies, government taxing errors, casual billing, cramming, slamming and minimum billing/contract issues.

#### ▪ Telecommunication Contract Analysis

The Eric Ryan Corporation will review any existing contracts with the telecommunication company or long distance supplier to determine if the pricing is being billed correctly and to make recommendations as to the feasibility of continuing the contract arrangement. ERC will offer creative recommendations to help take advantage of renewal or out clauses that may be available in the contract.

#### ▪ Telecommunication Site Surveys

The Eric Ryan Corporation will perform on site telecommunication surveys and offer a detailed report as to the telecommunication equipment in place and trace out any lines that cannot be identified to determine the need for those lines.

#### ▪ Telecommunication Bill Approval Services

The Eric Ryan Corporation can provide bill approval services. The bills would come directly from the telecommunication company to ERC. ERC reviews the bill, approves them for payment and can even provide the amount to be paid on a pre-designed general ledger-coding sheet that the customer chooses.

#### ▪ Telecommunication 24x7 Help Desk

The Eric Ryan Corporation provides a 24 by 7 help desk for our clients to call with any telecommunication related issues. We will trouble shoot the problem and if we cannot correct it, we will dispatch the appropriate vendor and follow the issue through to resolve.

#### ▪ Telecommunication Bill Scanning Services

The Eric Ryan Corporation scans all billings for their own auditing purposes and can make them available to the client on a CD.

#### ▪ Telecommunication Audit Report

The Eric Ryan Corporation will provide a detailed audit report at the end of the analysis that will document any savings or refund opportunities. Also included will be spreadsheet information that shows a breakdown of lines and charges.

#### ▪ Telecommunication Network Analysis

The Eric Ryan Corporation will review the current network configuration and make recommendations to improve efficiency without risking reliability.

#### ▪ Telecommunication Add Moves and Changes

The Eric Ryan Corporation provides a service to handle any changes to your network. We will coordinate the change and then audit the billings for correct charges. ERC will work with the necessary vendors, carrier and system, to coordinate the installation or removal of requested services and will then monitor billings to ensure that changes were made as requested. ERC keeps updated records of the services that are being provided for our clients.



## SCOPE OF SERVICES

### ENERGY SERVICES

- **Utility Contract Analysis**

The Eric Ryan Corporation will review any existing contracts with the utility company or energy supplier to determine if the pricing is being billed correctly and to make recommendations as to the feasibility of continuing the contract arrangement. ERC will also offer creative recommendations to help take advantage of renewal or out clauses that may be available in the contract.

- **Energy Site Surveys**

The Eric Ryan Corporation will perform on site energy surveys and offer a detailed report as to energy inefficiencies and the options available to reduce those costs through either capital improvements or operational changes. ERC will follow with client to assist in implementing any savings opportunities found during the site visit. ERC will offer financing options for those recommendations that require capital expenditure.

- **Tax Analysis and Recovery**

The Eric Ryan Corporation will review state tax laws to determine if the facility would qualify for tax exemptions. If so, ERC will perform a site survey, establish the percentage of exemption and petition the state for refunds for past taxes paid in error. ERC will also work with the utility company to ensure the correct exemption is on future bills.

- **Rebate/Incentive Research and Implementation**

The Eric Ryan Corporation will research local, state and federal programs offering rebates, incentives, grants, etc. for installation of energy efficient equipment or renewable energy sources. ERC will assist the client in meeting criteria for said rebates, incentives, etc. and then assist in the application process and securing of rebates.

- **Renewable Energy Research and Procurement**

The Eric Ryan Corporation will research renewable energy alternatives and advise client on alternatives and any benefits (rebates and/or incentives) from using renewable energy. ERC will also advise client on procurement of renewable energy credits (RECs) and steps to getting facilities certified as "green."

- **Third Party ESCO Verification**

The Eric Ryan Corporation will provide third party verification of utility savings resulting from implementation of ESCO projects. The verification analysis will compare usage and cost before the ESCO projects to usage and cost after ESCO projects were implemented.

- **Third Party Verification of Supply vs. Tariff Pricing**

The Eric Ryan Corporation will provide verification of the utility savings on gas and electric supplied pricing against the market price or the current tariff. Reports are provided on the monthly and annual savings for individual locations and combined locations.

- **Power Factor Correction**

The Eric Ryan Corporation will perform a savings analysis for correcting power factor. If analysis meets clients' payback criteria, ERC will design and install power factor correction capacitor banks. ERC offers a financing program to assist client in the event of capital expenditure limitations.

- **Energy Normalization Reporting**

The Eric Ryan Corporation offers energy normalization reports for customers with multiple facilities. These reports normalize energy usage/cost for variables such as weather, occupancy, rates, billing days, and any other changes affecting how the facility uses energy. A percentage change in energy usage/cost is calculated and then compared to the same month of the previous year. This data can be used to track the performance of a facility or to compare it against other facilities in regard to baseline energy usage.



**The Eric Ryan Corporation  
Client Reference List**

**HEALTH CARE**

**Mr. T. Wayne Gibbs**

Associate Director of Facilities  
Adventist Health Systems  
Winter Park, FL 32803  
(407) 303-1955

**Mr. Richard Casteel**

Vice President  
Upper Chesapeake Health System  
Havre de Grace, MD 21078  
(443) 843-5513

**Mr. Stephen Novicki**

Director Plant Operations  
St Clair Hospital  
Pittsburgh, PA 15243  
(412) 561-4900

**Mr. Don Paschal**

Director of Finance Corporate Controller  
Orlando Health  
Orlando, FL 32806  
(321) 843-5681

**EDUCATION/GOVERNMENT**

**Mr. Andrew Musiolowski**

Director of Business Services  
Intermediate Unit 1  
Coal Center, PA 15423  
(724) 938-3241

**Mr. Ken Frazier**

Energy Management Coordinator  
Pittsburgh Public Schools  
Pittsburgh, PA 15213  
(412) 488-5129

**Mr. Brian Hessenthaler**

Finance Director  
County of Bucks  
Doylestown, PA 18901  
(215) 348-6000

**Mr. Charles Trepal**

Facilities Operations Administrator  
Federal Reserve Bank of Cleveland  
Cleveland, OH 44101  
(216) 579-2460

**HOSPITALITY**

**Mr. Rick Schultz**

Senior VP of Operations  
Hilton Hotels Corporation  
Memphis, TN 38117  
(901) 374-5000

**Mr. Kyle Green**

Vice President  
Prism Hospitality  
Dallas, TX 75225  
(214) 257-1012

**Mr. Roger Pollak**

Senior Vice President  
Island Hospitality Management  
Palm Beach, FL 33480  
(561) 227-1326

**Mr. Mike Hardin**

Director of Risk Management  
Apple REIT Companies  
Richmond, VA 23219  
(804) 727-6324

**MANUFACTURING**

**Ms. Helene Weitzenkorn**

E-Procurement Commodity Manager  
Ametek  
Wilmington, MA 01887  
(978) 988-4745

**Mr. Stanley Nolf**

Plant Manager  
Colonial Metal Products  
Farrell, PA 16161  
(724) 346-5550

**Mr. Michael Benson**

Process Supervisor  
AMPAL, Inc  
Palmerton, PA 18071  
(610) 826-7020 Ext 27

**Mr. Fred Mansfield**

Vice President of Operations  
Karnak Corporation  
Clark, NJ 07066  
(732) 388-0300

**GENERAL**

**Mr. Steve Davis**

Senior Vice President  
Clear Channel  
Tulsa, OK 74129  
(918) 388-5211

**Mr. William Kirk**

Vice President  
Regional Industrial Development Corp  
Pittsburgh, PA 15212  
(412) 471-3939 Ext 50

**Mr. Paul Hoyson**

VP of Administration  
ESB Bank  
Ellwood City, PA 16117  
(724) 758-7810 Ext 314

**Mr. Ray Hartung**

Chief Financial Officer  
Trib Total Media, Inc  
Pittsburgh, PA 15212  
(412) 380-5612



## ***WHAT WE NEED TO PROCEED WITH YOUR AUDIT***

### **1. Copies of your telephone and/or utility bills:**

- Complete copies of your gas, electric, water, sewer, and waste bills.
  - ✓ ***Gas bills:*** Most recent twelve (12) months
  - ✓ ***Electric bills:*** Most recent twelve (12) months
  - ✓ ***Water/Sewer Bills:*** Most recent twelve (12) months
  - ✓ ***Waste bills:*** Most recent twelve (12) months
- Complete copies of your internet, cellular, local, and long distance telephone bills
  - ✓ ***Internet bills:*** Most recent three (3) months
  - ✓ ***Cellular bills:*** Most recent three (3) months
  - ✓ ***Local and long distance telephone bills:*** Most recent two (2) months

*Please Note: Any additional billings provided will help ensure a more thorough audit.*

### **2. Signed Letter of Authorization (LOA), AT&T Letter of Authorization and Verizon Letter of Authorization, typed onto your company's letterhead:**

- See attached examples.\*

\*These documents will give the utility and/or telecommunication Companies authorization to provide information to ERC. The AT&T LOA and Verizon LOA only need completed if they are your telecommunications provider.

### **3. Copies of any Contracts or Agreements:**

- Copies of any Contracts or Agreements between your company and any telephone and/or utility companies

### **4. Copies of your state and federal sales tax exemption forms:**

- If applicable

### **5. Complete the Client Information Form enclosed:**

- Please complete a Client Information Form for each location.

### **THE ERIC RYAN CORPORATION**

1Early Street, Suite A  
P.O. Box 473  
Ellwood City, PA 16117

Ph: 724-752-8900  
Fax: 724-752-8999

**(PLEASE TYPE ON YOUR COMPANY LETTERHEAD)**

Date:

To:

To Whom It May Concern:

The Eric Ryan Corporation (ERC) is hereby engaged and authorized to act as agent and consultant for the undersigned in all matters pertinent to our utility and/or telecommunications services.

Customer:

Federal Tax ID #:

Address:

Account #(s):

You are authorized and requested to respond to ERC in all matters pertaining to our account with your company. We request that you provide ERC with billing records, equipment records, service records, or any additional information deemed necessary by ERC. ERC is authorized to discuss all matters regarding our account. This letter of authorization is valid through the term of the Agreement between Client and ERC.

Agreed: \_\_\_\_\_

SIGNATURE

\_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
COMPANY (CLIENT)

\_\_\_\_\_  
DATE

# Letter of Authorization/Consultant NDA

Date:

To: AT&T  
 (Address)  
 (City, State Zip)  
 (AT&T Representative Name)

Please be advised that we, CUSTOMER NAME (the "Customer"), have entered into an agreement with AGENT COMPANY NAME (the "Consultant"), with an office location at ADDRESS, to operate as our agent to AT&T for the purpose of **SELECT PURPOSE** (the "Consultancy Work"). Consultant will perform the Consultancy Work in connection with the AT&T services and accounts identified below (collectively, the "Services"):

**[DELETE THIS STATEMENT & ALL TABLES or ROWS THAT DO NOT APPLY.]**

### Wireless Services

<u>Contract Type</u>	<u>Effective Date of Customer Contract</u>
SELECT Agreement Type	(Effective Date)
(If Other selected - user to fill in)	

### Wireline Services

<u>Service Type</u>	<u>Scope of Authority</u>

<u>Account Numbers</u> (If more than 9, use exhibit A for the list of accounts and ALL is not acceptable)	<u>Circuit ID's</u>	<u>Contract ID's</u>
(AT&T Account Number)	(AT&T Circuit ID)	(AT&T Contract ID)

(Customer must identify the account numbers and, if appropriate, one or more of the other sections above. Consultant may add account numbers with Customer's written agreement in the event of a migration, or when accounts are generated, during the term of the LOA/NDA. The Consultant will add these account numbers with the AT&T Customer Care Agent with whom they established the fully executed LOA/NDA in an "as amended" document to be attached to the established LOA/NDA. If request for information is outside what has been defined in this section, a new LOA/NDA to cover the request for information will be required).

Subject to the terms of this Letter of Authorization/NDA ("LOA/NDA"), AT&T agrees: to accept Customer's authorization and designation of the Consultant to perform the Consultancy Work and to otherwise reasonably cooperate with the Consultant in accordance with the intents and purposes of this LOA/NDA.

Consultant agrees to follow any AT&T processes and procedures established by AT&T in connection with the Services that relate to the Consultancy Work.

Customer hereby authorizes AT&T to release to Consultant any and all information necessary for Consultant to perform the Consultancy Work. Customer acknowledges and agrees that AT&T's release of such information does not breach any confidentiality, privacy or security obligations that may be in place between AT&T and Customer. Customer acknowledges and agrees that Consultant may perform certain of the Consultancy Work by using certain of AT&T's online

ordering and management tools that require a login and password. Customer understands and agrees that it is responsible for maintaining the confidentiality of such information and for restricting access to its computers. Customer agrees to accept responsibility for all activities that occur under its account with its login or password. Customer agrees that AT&T may rely on the authority of anyone accessing Customer's account or using its login and password.

All information that is confidential and proprietary to AT&T ("AT&T Confidential Information") shall be labeled as such and shall be deemed the property of AT&T. Consultant shall hold all AT&T Confidential Information it receives in confidence for at least three (3) years following the receipt and or at least three (3) years after the expiration of the longest service agreement between AT&T and Customer, whichever period is longer.

Consultant may disclose Confidential Information to Customer and both parties will hold all information in confidence. A receiving party may not disclose such Confidential Information to another party unless required by law to provide such Confidential Information.

Either Customer or AT&T may terminate this LOA/NDA on thirty (30) days written notice. Any modification or termination of Customer's authorization and designation of the Consultant or the Consultant's authorized personnel must be communicated to AT&T by an authorized Customer representative via written or electronic notice. The parties agree that the confidentiality obligations undertaken herein shall survive and continue after any termination of this Agreement.

To ensure compliance with section 779.4(f) of the U.S. Export Administration regulations, 15 C.F.R. 779.4(f), each party is to hereby assure the other party that it does not intend to transmit, directly or indirectly, Confidential Information to any country or person in violation of the Export Administration regulations issued by the United States Department of Commerce. This provision exceeds all terms of the agreement.

In the event of unauthorized disclosure of Confidential Information, AT&T shall be entitled injunctive relief. In addition, AT&T shall be entitled to reasonable costs, attorney fees, in addition to any other damages or remedy AT&T may be entitled to at law or in equity.

The law of the State of New York shall govern the agreement described in this LOA/NDA .

This LOA/NDA constitutes the entire understanding of the parties, which includes all prior discussions between the parties.

This LOA/NDA is not intended to and does not modify any agreement between AT&T and Customer.

AT&T may assign this LOA/NDA in whole or in relevant part to an AT&T affiliate without notice to Customer.

The parties have executed and agreed to be bound by this LOA/NDA by the signatures of their representatives below. Each party represents and warrants that the person executing this LOA/NDA on its behalf is fully authorized to do so.

**CONSULTANT:**

**CUSTOMER:**

CONSULTANT BUSINESS NAME

CUSTOMER BUSINESS NAME

(Consultant Business Name)

(Customer Business Name)

CONSULTANT BUSINESS ADDRESS

CUSTOMER BUSINESS ADDRESS

(Consultant Business Address)

(Customer Business Address)

CONSULTANT CONTACT NAME

CUSTOMER CONTACT NAME

(Consultant Contact Name)

(Customer Contact Name and Title)

CONSULTANT CONTACT NUMBER

CUSTOMER CONTACT NUMBER

(Consultant Contact Number)

(Customer Contact Number)

CONSULTANT CONTACT EMAIL

CUSTOMER CONTACT EMAIL

(Consultant Contact Email Address)

(Customer Contact Email Address)

(Consultant Contact Signature)

(Customer Contact Signature)

---

(Date)

---

(Date)

**AT&T Corp.**

---

(AT&T Contact Signature)

---

(Typed or Printed Name)

---

(Title)

---

(Date)



Request and receive any Customer Proprietary Network Information (“CPNI”)\* pertaining to Verizon services used by Company, excluding billing records,

Other as specified here: \_\_\_\_\_

Above authorizations apply [**check only one of the two following statements:**]  only to Company’s existing accounts listed by the following Billing Telephone Number(s) [OR]  to Company’s existing accounts including but not limited to the following Billing Telephone Number(s):


It is understood that the above authorizations include the sharing of information between Verizon and Agent related to Company’s service for purposes of the authorization granted, and that such information provided to Agent on Company’s behalf may be CPNI (as described above) even if CPNI is not expressly requested, or Confidential Information (as defined in Company’s relevant service agreement(s) with Verizon), as well as Agent user names and passwords needed to access that information.

Company represents that Agent is bound by an agreement with Company to keep confidential any information received on its behalf, which agreement is at least as restrictive as the confidentiality obligations of Company under its agreement(s) with Verizon for the services to which the received information relates. If such agreement does not expressly permit Verizon to enforce such agreement as a third party beneficiary, then Company is responsible for any use or disclosure of the information by Agent.

This LOA does not prevent Company from acting on its own behalf when it chooses.

This LOA supersedes any prior agreements or understandings with respect to the subject matter hereof. Company agrees that no revision in this LOA shall be valid or effective unless presented to Verizon in writing and signed by an authorized Company representative.

Executed as of the Effective Date by a Company official authorized to execute such agency authorization –

Company  
Insert full legal name of Company

By: \_\_\_\_\_  
signature

Name: \_\_\_\_\_  
typed or printed

Title: \_\_\_\_\_

Date: \_\_\_\_\_

\* CPNI includes information (i) about the quantity, technical configuration, type, destination, location, and amount of use of telecommunications services or interconnected VoIP services purchased from Verizon that is made available to Verizon solely by virtue of Customer’s relationship with Verizon, and (ii) contained in the Verizon bills pertaining to telephone exchange service or telephone toll service received by Customer.

Customer Letterhead (Optional )

## Letter of Authorization

### Authorized Sales Agent

To: VERIZON

Under the terms of this letter, I hereby authorize The Eric Ryan Corporation, a participant in VERIZON'S AUTHORIZED AGENT PROGRAM ("Authorized Agent"), to handle the negotiation of, and submission of requests for all VERIZON services provided to the undersigned.<sup>1</sup> I further authorize VERIZON SERVICES CORP., its affiliates (collectively, "VERIZON") and Authorized Agent access to our account information (i.e., customer service records, inventory itemization, rates, charges and copies of billing) in connection with the sales and/or marketing of network services, customer premises equipment (CPE) and enhanced services.

I hereby authorize VERIZON to provide to Authorized Agent any information requested by it pertaining to VERIZON services used by our company.

I hereby request that this authorization to be applied to all of our existing accounts and any new accounts. This authorization does not preclude my company from acting on our own behalf if it is deemed necessary.

I understand that this authorization will remain effective until (1) modified and/or revoked, in writing, by me or another authorized representative of my company or (2) Authorized Agent ceases to be a participant in Verizon's Authorized Agent program.

[Name of Business Customer]

\_\_\_\_\_   
Authorized Signature

\_\_\_\_\_   
Account Executive

Print Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Please list all Billing Telephone Numbers:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
(Revise 11/5/01)<sup>1</sup> For purposes of this agreement, VERIZON services includes, but is not limited to, selections of communications providers and service plans.



**Additional Client Information**

**Company Name:** \_\_\_\_\_

**Type of Business:** \_\_\_\_\_

**If Hotel, # of Rooms:** \_\_\_\_\_ **If Hospital, # of Beds:** \_\_\_\_\_

**General Questions:**

Do you have any utility and/or telco Contracts in place? \_\_\_ Yes \_\_\_ No  
If yes, please include a copy.

Have you had any major renovations in the past 6 months or will you in the next 6 months? \_\_\_ Yes \_\_\_ No

If yes, at what location(s): \_\_\_\_\_  
\_\_\_\_\_

Have you closed any facilities/buildings in the past year or will you in the coming year? \_\_\_ Yes \_\_\_ No

If yes, at what location(s) and when: \_\_\_\_\_  
\_\_\_\_\_

Have you opened any facilities/buildings in the past year or will you in the coming year? \_\_\_ Yes \_\_\_ No

If yes, at what location(s) and when: \_\_\_\_\_  
\_\_\_\_\_

**Utility Questions:**

Do you have an alternative fuel source available? \_\_\_ Yes \_\_\_ No  
If yes, at what location(s): \_\_\_\_\_

Do you have any cooling towers/deduct meters? \_\_\_ Yes \_\_\_ No  
If yes, at what location(s): \_\_\_\_\_

Do you irrigate any fields, lawns, etc.? \_\_\_ Yes \_\_\_ No  
If yes, at what location(s): \_\_\_\_\_

Are any buildings electrically heated? \_\_\_ Yes \_\_\_ No  
If yes, at what location(s): \_\_\_\_\_

Do you own any electric transformers? \_\_\_ Yes \_\_\_ No  
If yes, at what location(s): \_\_\_\_\_

**Telecommunication Questions:**

Type of Phone System: \_\_\_\_\_

Type of Voicemail System: \_\_\_\_\_

Type of Call Accounting System (if applicable): \_\_\_\_\_

Who is Property Management System with (if applicable): \_\_\_\_\_

System Vendors: \_\_\_\_\_

Would you please share how you heard about us? \_\_\_\_\_