

Rinnai

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MAY 6 - 2009

Rob Hack, COO
Missouri Gas Energy
3420 Broadway
Kansas City, MO 64111

Mr. Hack,

I would like to take this opportunity to compliment MGE's Energy Sense program. We at Rinnai applaud your efforts to educate and incentivize your customers to conserve energy by installing Energy Star rated gas fired tankless water heating systems. We work with many energy companies throughout North America and I can tell you that your Energy Sense effort is one of the best we've seen.

It is obvious that much thought and planning went into the development and subsequent rollout of the program. The initial contractor training effort and resulting authorized MGE contractor listing is an outstanding component that we believe critical to success. I was also very impressed with the new consumer website which gives your customers a plethora of insightful information regarding the energy savings associated with today's tankless technology. The video showing a tank style water heater being cut in half to expose calcium and lime deposits was outstanding!

We at Rinnai look forward to working with you in the future to promote energy efficient natural gas appliances for the home and business. Please let me know if I may assist you with any of your Energy Sense efforts.

Warm Regards,



Phil Weeks
General Manager
Rinnai America