

Trammell Crow Company

Mr. F. Colby Lewis, President
ESCO Energy Services Company, Inc.
309 Pittsfield Road
Lenox, MA 01240

Dear Colby:

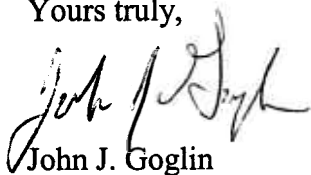
It truly gives me great pleasure to write this letter to thank you and your team of professionals that worked at the Sovereign Bank throughout this extensive project.

Often I have the opportunity to witness professionals and tradesmen in their craft. I honestly can say that over the course of this multi-site project I had the opportunity to observe some of the best.

From the very early planning stages of this project, Mr. Barack gave me the confidence I needed to make decisions I could stand by. John Shulda attended job site meetings ensuring that when this project was to be executed, everyone knew his position and was ready for whatever may occur. The ESCO staff took a hands-on approach and skillfully directed a team of craftsmen that clearly understood the nature and the sensitivity of the job at hand.

The fact that Mr. Barack and Mr. Shulda were present throughout this project reassured me that ESCO is accountable and fully aware of customer service.

Yours truly,



John J. Goglin
Sr. Regional Property Manager
Trammell Crow / Sovereign Bank

cc: Michelle Hayes
Director Facilities
TCC/SBNE