

Sample EnerCheck® Letter—Less Efficient Consumer Results in therms and overall percentage

John A. Sample
123 Any Street
Anytown, USA 12345

Service Address:
123 Any Street
Anytown, USA 12345

RE: Account Number 1234567892

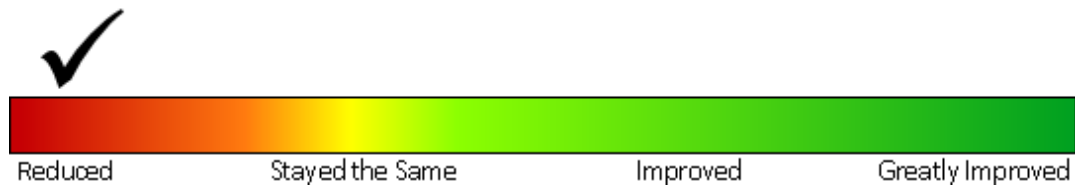
Dear John A. Sample:

As a valued Smart Utility customer, we are able to provide you with EnerCheck®, a personalized energy efficiency indicator for your service address, free of charge! Your EnerCheck® is determined by comparing your actual natural gas usage from May to April 2006 to the actual amount of natural gas used from May to April 2007 and eliminating any influence from variations due to weather. The EnerCheck® results are beneficial because they allow you to see the true impact any energy efficiency measures you have taken in the past year have had on your use of natural gas.

Your energy efficiency has:

REDUCED

According to our analysis, your usage has increased by approximately 43 therms in the past year. This has caused a 5% decline in your natural gas energy efficiency.



On average, Smart Utility customers' energy efficiency has "Stayed the Same."

Your household's energy efficiency has decreased over the last year. The protection of our environment and precious resources is a growing concern.

Please visit our website at www.yourcompanyhere.com or contact one of our service representatives at **1-800-123-4567** to learn about the latest energy saving tips and products available to help you increase your energy efficiency in the future. You may also be interested in scheduling a Home Energy Audit with one of our certified consultants. They will conduct a thorough evaluation of your home's energy efficiency, prepare a report recommending improvements and explain available energy efficiency rebates or loans.

Smart Utility will continue to provide you with an updated EnerCheck® report on an annual basis and we would like to thank you for your assistance in our ongoing efforts to preserve the environment.

Sincerely,

Smart Utility