

November 17, 2008

Greg Steele  
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Marietta GA 30061-4610

Dear Greg,

In the electric cooperative industry, the dates we remember are most often associated with major storms. September 13<sup>th</sup>, 2008 will be remembered at Sam Houston Electric Cooperative as the day Hurricane Ike tore through East Texas as the worst storm in our 70-year history, leaving every one of Sam Houston EC's 66,000 meters without power.

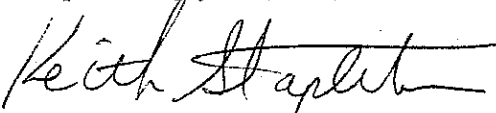
Before Ike made landfall, we made a strategic decision to have ProCore take all calls between 10 p.m. and 6 a.m., as well as overflow calls during all other hours. We had seen the professionalism and efficiency with which ProCore had been taking care of our members during less severe outages, and we had confidence that your staff was up to the challenge.

Over the next 12 days, Sam Houston EC and ProCore fielded 34,000 calls from our members without a complaint. In fact, we received many compliments regarding the manner in which calls were handled.

As we restored power to our members, ProCore again stepped up to assist with "callbacks," to verify that power was on and to let our members know that we appreciate them. This effort was tremendously successful, and many members called and wrote to express their gratitude.

All totaled, more than 3,000 people were part of the Ike recovery effort, and the folks at ProCore Solutions were an integral part of what we refer to as our "Power Up Texas Army." Thanks again for a job well done.

Cooperatively yours,



Keith Stapleton  
Chief Communications Officer