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November 14, 2011

To whom it may concern,

Approximately three months ago, Terry McGowan of Doubleagle approached me about helping Goodwill Industries of Houston obtain refunds of likely overcharges on our electricity bills.

At first, I was skeptical that this was another creative approach by yet another electricity broker. Terry reassured me that he is not a broker and limits his interest to helping his clients obtain refunds by over two dozen retail electricity providers.

After a few conversations and a review of their references, we decided to contract Terry and Doubleagle's owner, Bill Pelham to begin the refund process.

Terry's original projection of our refunds was a substantial amount and a number with which we would have been most pleased. But, by the time he had completed his work, which I might add was very unobtrusive, we were ecstatic when the refunds totaled nearly five times that amount. Terry and Bill achieved this by digging deeper into certain practices our electricity provider had employed that resulted in their misapplication of an obscure Texas statute which regulates utility companies.

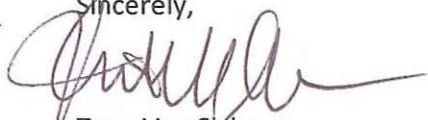
Astonishingly, errors were found at many of our locations. Terry obtained our refunds via his superior knowledge of the aforementioned statute and by finding additional billing errors. His relationships with officers of the utility company and with the State regulators in Austin who oversee the statute also served as a great benefit to our cause.

Not only did we receive a most welcome refund, Doubleagle's work has stopped the overcharges, saving us thousands of dollars each month in the future.

As a non-profit organization, we are always looking for ways to operate in a more efficient manner. Doubleagle's efforts have resulted in a meaningful contribution to that end.

To my knowledge, no one else works with this misapplied statute. And, I can attest they are very knowledgeable and effective advocates of large electricity customers. I do not hesitate to recommend either of these gentlemen from Doubleagle.

Sincerely,



Tony Van Slyke  
Chief Financial Officer

