

# OTTAWA

ORC

## RECREATION COMMISSION

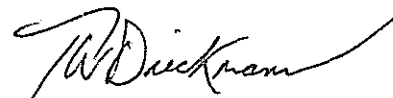
August 18, 2009

Dear Scott,

We have been extremely pleased with the restroom we purchased from NCI. From beginning to end, NCI provided the answers and support I requested. The quote process was quick and easy. The design process was flexible and accurate. The purchasing process was simple and accommodating. The delivery was on time with no problems. And, the product has exceeded our expectations.

Staff and patrons have enjoyed having new restroom facilities in our ball field complex. They are functional and easy to maintain. They are durable and look great. Norwalk Concrete Industries (NCI) staff met every demand, and went above and beyond to meet our needs with great customer service. I would recommend their staff and product to others, especially parks and recreation agencies. It was a pleasure working with you, Scott. Thanks for all your help!

Sincerely,



Therron Dieckmann  
Executive Director